

ISLE OF ANGLESEY COUNTY COUNCIL <u>Scrutiny Report Template</u>	
Committee:	Corporate Scrutiny Committee
Date:	31/1/18
Subject:	<u>Libraries making a difference</u> : The fifth quality framework of Welsh Public Library Standards 2014-2017, Isle of Anglesey Annual Return 2016/2017.
Purpose of Report:	<ul style="list-style-type: none"> To report on the Welsh Government's (MALD) assessment of the Library Services 2016/17 Annual Library Report, and the issues arising. <p>To identify the relative strengths and weaknesses of the Library and Information Service as identified in the 2016/2017 annual report.</p>
Scrutiny Chair:	Cllr Aled Morris Jones
Portfolio Holder(s):	Cllr R Meirion Jones
Head of Service:	Delyth Wyn Molyneux, Head of Learning
Report Author:	Rachel Rowlands : Library Service Manager
Tel:	01248 752094
Email:	rflh@ynysmon.gov.uk
Local Members:	

1 - Recommendation/s

- That the Corporate Scrutiny Committee suggests that the Portfolio Holder approves the Welsh Public Library Standards Annual Report for 2016/17
- That the Corporate Scrutiny Committee note the Welsh Government's (MALD) assessment of the Library Services 2016/17 Annual Library Report, and the issues arising.

2 – Link to Council Plan / Other Corporate Priorities

3 – Guiding Principles for Scrutiny Members

To assist Members when scrutinising the topic:-

3.1 Impact the matter has on individuals and communities [**focus on customer/citizen**]

3.2 A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality [**focus on value**]

3.3 A look at any risks [focus on risk]**3.4 Scrutiny taking a performance monitoring or quality assurance role [focus on performance & quality]****3.5 Looking at plans and proposals from a perspective of:**

- Long term
- Prevention
- Integration
- Collaboration
- Involvement

[focus on wellbeing]**4 - Key Scrutiny Questions****5 – Background / Context**

Welsh Public Library Standards April 2016 – March 2017
Library Service Manager Report

1. EXECUTIVE SUMMARY

- 1.1 The Welsh Government (WG) via its policy division MALD (Museums, Archives and Libraries Division) requires that the Council submits an Annual Report on performance towards the Public Library Standards for Wales.
- 1.2 The Annual Report contains a summary of Library and Information Service performance during 2016/17 and has been submitted to MALD in draft form due to the assessment timetable. **The Annual Report is attached as Appendix 1.**
- 1.3 The Assessment shows the service to be performing well and met 17 of the 18 core entitlements in full; the same performance as 2015-16. Of the 7 quality indicators the Isle of Anglesey achieved 4 in full and 3 in part; a similar performance to 2015-16. However MALD expresses concerns in some areas. **The assessment is attached as Appendix 2.**
- 1.4 Performance is broadly similar to last year, with some notable improvements in usage levels. The ongoing issue of low staffing levels remains an area of concern especially during a period of planning changes for the future.

2 BACKGROUND INFORMATION

2.1 Statutory Public Library Standards were introduced by the Welsh Assembly Government (WAG) in April 2002 to indicate minimum levels of library provision and are intended to provide comparative performance measurements to guide service improvements. The 1964 Public Libraries and Museums Act requires that each local authority “provide a comprehensive and efficient library service for all persons desiring to make use thereof”. As the terms “comprehensive and efficient” are not defined in the Act, WAG introduced the Public Library Standards to define levels of service and to assist the relevant Minister “to superintend, and promote the improvement of, the public library service”.

2.2 This 5th Framework Libraries making a difference: The fifth quality framework of Welsh Public Library Standards 2014-17 is significantly different to the 4th framework and places greater emphasis on outcomes and the wide ranging effects and benefits the service has on Anglesey residents. This makes it even more important that customers’ needs are central to all the Library has to offer.

3 Library Service Annual Report 2016 – 2017 : Report Summary.

3.1 Areas of strength

3.1.1 The levels of customer satisfaction were either above or at the median for Wales as a whole

3.1.2 96% of our population live within easy reach of a service point.

3.1.3 There has been a slight increase in the number of attendances at events and activities organised by the library, however, the per capita level remains below the median for Wales.

3.1.4 The Isle of Anglesey has the highest usage rate of public access ICT facilities.

3.1.5 The percentage of staff hours spent training was the highest level in Wales

3.1.6 Total revenue expenditure has increased slightly over the last year, with the fifth highest per capita level in Wales.

3.2 Areas of weakness

3.2.1 The level of attendance at pre-arranged training has increased compared to last year, however, it remains one of the lowest in Wales.

3.2.2 Expenditure accounted for by items in the Welsh language has fallen over the last year, however, it is the highest in Wales.

3.2.3 The Isle of Anglesey has not met the targets for overall staffing or for professional staff.

3.2.4 Seven out of the ten hours of unplanned or emergency closures were as a result of staff shortages at a community library.

4 MALD Assessment (Please see : Appendix 2.)

4.1 The formal assessment of the performance of the Library and Information Service for the year 2016/17 calculates that the Authority achieves 17 of the 18 core entitlements and partly achieves the remaining 1. Of the 7 quality indicators which have targets, the Isle of Anglesey achieved 4 in full and 3 in part.

4.2 The standard relating to the total number of establishment staff and Professional staff per capita has not been met by some margin (QI13). MALD note; Overall staff levels have fallen slightly compared to last year, although there has been a slight increase in professional staff with one of the vacancies reported last year having been filled. However, both per capita figures are below the target set, and although they are both above the median for Wales, this is a result of falling staffing levels across Wales.

4.3 Total revenue expenditure has increased slightly and the Isle of Anglesey has the fifth highest per capita level in Wales.

4.4 Considering the four areas in the framework (Customers and communities; Access for all; Learning for life; and Leadership and development) compared to the rest of Wales, the Isle of Anglesey performs well in the broad area of Learning for life. Performance in other areas is more mixed, with some good and some poorer indicators.

4.5 **The assessment concludes that:** *The service has seen some areas of improvement, including increases in some usage indicators and Isle of Anglesey continues to give priority to children's services. Low staffing levels remain an area of concern especially during a period of planning changes for the future. The introduction of a new LMS during 2016-17 has led to some inconsistencies with the data and difficulty in obtaining data directly comparable with previous years, which has hampered the assessors in obtaining a full picture of the current level of service. A period of stability is desirable to allow the service to consolidate its position and move forward.*

6 – Equality Impact Assessment [including impacts on the Welsh Language]

N/A

7 – Financial Implications

N/A

8 – Appendices:

Appendix 1. Isle of Anglesey Welsh Public Library Standards Annual Report for 2015/16
Appendix 2. Isle of Anglesey Annual Report 2015-16 Assessment

9 - Background papers (please contact the author of the Report for any further information):

MALD : Museum, Archives and Libraries Division – Libraries making a difference: The fifth quality framework of Welsh Public Library Standards 2014-2017

<http://gov.wales/topics/cultureandsport/museums-archives-libraries/libraries/public-library-standards/?lang=en>



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

Closing date for receipt of returns:

Friday 23rd June 2017

For more information please contact:

Alyson Tyler

alyson.tyler@wales.gsi.gov.uk

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

Contextual data

Year ending 31 March 2017

Isle of Anglesey	
Authority	
Resident population	69,723
Percentage of population aged under 16	17.2%
Percentage of population able to speak and read Welsh (see notes)	48.3%
No. of static service points open 10+ hours per week	9
No. of static service points open for less than 10 hours per week	1
No. of Mobiles	1 mobile, 1 housebound, 1 school
Community libraries open 10+ hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
Community libraries open for less than 10 hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	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	Rachel Rowlands
Telephone	01248 752094
Email	rflh@ynysmon.gov.uk
Has this Annual Return been approved by the authority prior to its submission to MALD?	No
When is approval expected?	Autumn 2017
When will the definitive version be submitted to MALD?	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	Customer Care continues to be a priority the Service and staff have received refresher training in customer care and training in Welsh Language Standards and our responsibilities as front line staff. As a small team knowledge sharing continues to be vital and an effort is made to cascade knowledge and experiences throughout the staffing structure. WPLS13 has been met which reflects our commitment to training and CPD, co-operation between North Wales Libraries and partners help us to achieve this standard. The service does not have a dedicated training budget; training needs are identified during the appraisal process which feeds into the departmental and Corporate training budget where funds are allocated for the year. Much of our training is provided free by working in partnership where relief staffing and travelling are the only costs.
2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.	Fully met	Anglesey Library Service delivers a full range of activities to meet the needs of our population; digital skills, adult and child activities and reader development activities enrich and expand the library service offer, with targeted activities taking place for example 3 listening reading groups for those who are partially sighted. That this is achieved with limited resources and staff capacity is a credit to our staff. Activities for children and young people are a focus for the service and our integrated schools library service adds significant value to the offer. That this is achieved with limited resources and staff capacity is a credit to our staff.
3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.	Fully met	The lifelong-learning coordinator (a member of the professional team) adds invaluable knowledge and experience to this area, coordinating training and activities, working in partnership with other colleagues and agencies. Well-being is a service priority and activities, services and resources link in with this priority. New information services/sources and resources are fed into our training programmes where appropriate and disseminated to all staff.
Access for all		
4 Open to all members of their communities	Fully met	The ongoing Library Service Transformation process has necessitated detailed social and demographic analysis focusing on who uses our service and facilitates and how they use our Service. Attention has also been paid to who does not use our service. Public consultation in 2015-16 gathered views on what citizens want and need from library services, people also gave their views more generally about the future role they saw libraries playing in their communities and the different types of services that could be provided to better meet community need. The present geographic spread of our static libraries provides excellent access to the population with the Mobile library covering the more rural areas. The housebound service provides a service to those not able to visit a static or mobile library. The library vans are fitted with a lift. All buildings are attractive and well designed with areas and zones for different groups e.g. children and teenagers.
5 Free to join	Fully met	Anglesey Library Service is free to join

Compliance with Core Entitlements

<p>6 Provide a safe, attractive and accessible physical space with suitable opening hours</p>	Fully met	<p>Consultation feedback gathered as part of the Library Transformation process has identified that opening hours suit local needs, however 15% of non-users stated that different opening times may encourage them to use the Service, this will be fed into any model going forward. The library service has buildings that are in excellent physical condition with the exception of Holyhead Library. The Market Hall project for Holyhead is due to open in early Summer 2018 and will provide a Strategic 21st Century library for Holyhead and the surrounding area. All our buildings are accessible and comply with the DDA Act 1995. All our libraries provide a safe attractive environment with design and layout to promote this. WPLSQ11 shows that 97% of our users experience sees the library as an enjoyable safe and inclusive place. Our library design enable us to change to layouts if necessary. Property Services monitor the environment and take necessary action if required.</p>
<p>7 Provide appropriate services, facilities and information resources for individuals and groups with special needs</p>	Fully met	<p>Resources are purchased for all groups of people. 9/10 libraries (all those open 10 hours or more a week) provide at least 1 public access pc with predictive text software. Aids such as trackerball mouse and assistive keyboards are available. The Service offers a service to housebound customers and to other special groups, for example partially sighted individuals and those with special needs. The county special needs school regularly visits the library and activities take place during the year</p>
<p>Learning for life</p>		
<p>8 Lend books for free.</p>	Fully met	<p>Books, Audio books and language courses are lent for free. There is a hire charge for CD's and DVD's. There is free access to online resources and e-books and e-audio. Requests for stock are free within wales, with an appropriate charge made for requests for items not available in wales.</p>
<p>9 Deliver free access to information.</p>	Fully met	<p>All information is freely accessible, there may be a small charge for photocopying and printing. Anglesey is a member of the regional interlending scheme LINC Y Gogledd, The North Wales Library Partnership provides excellent cross sectorial collaboration opportunities, the long standing TalNet Partnership was great benefit to the Service, and the new North Wales Bibliographic Partnership will extend the benefits. The mobile and housebound service have access to information sources via mobile data, this provides a limited but important avenue to information to our mobile and housebound users.</p>
<p>10 Provide free use of the Internet and computers, including Wi-Fi.</p>	Fully met	<p>Use of the internet and computers is free for all residents and visitors with a home library card. A small charge is made for non-residents (visitors) who use our computers. The only limiting factor is demand, where by only an hour is guaranteed, further slots are usually available dependant on demand. WI-FI is free for all to use and is available in all our libraries. ICT Facilities and courses and promoted outside of the library and use/ attendance is high.</p>
<p>11 Deliver free use of online information resources 24 hours a day.</p>	Fully met	<p>The Library Service webpages and the Library Catalogue are available online with 24/7 access. Online resources such e.g. Transparent Language online and e-books e-zines are available free 24 hours a day. Access to Research is available and promoted. Our e-resource collection policy is under review and will be updated in this coming reporting period.</p>

Compliance with Core Entitlements

<p>12 Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.</p>	Fully met	The library service ensures that its resources budget is used to provide high quality resources in a wide range of formats. All published Welsh language material is purchased. The All Wales book purchasing consortia enable the service to achieve greater savings than if we were operating alone. The Talnet partnership also brings savings in this area.
<p>13 Share their catalogues, to enable a single search of all Welsh library resources.</p>	Fully met	The move to the All Wales LMS has strengthened catalogue sharing, and the new catalogue has enhanced features such as cover images and reviews. The staff training in this area during the change over period has improved promotion of the catalogue and its strengths. Our statistics indicate that use of the catalogue is increasing.

Leadership and development

<p>14 Promote libraries to attract more people to benefit from their services.</p>	Partially met	We continue to report this as partially met due to resources, the service has no marketing budget, and staffing capacity in the service can limit reach. The Audience Development Team in Wrexham had been invaluable in this area, and Anglesey feels the loss of this team, due to MALD funding priorities/changes. As noted previously the Service acknowledges that this is an area of weakness, however a regular presence on the Authority social media pages and press releases have had good effect. Good news stories have appeared regularly over the year attracting non-users. Activities and events are promoted outside library premises in locations in the community.
<p>15 Regularly consult users to gather their views on the service and information about their changing needs.</p>	Fully met	The Service conducted an extensive consultation in 2014-15 as part of the Transformation Process, the consultation set out to answer several questions: <ul style="list-style-type: none"> • What do Anglesey's citizens and partners need from their library service? • To collect opinion on a long list of possible options. • What ideas do citizens and partners have for improving the service? Responses have informed the Service and transformation process. A user survey was also conducted in February 2017. These results feed into the standards report and also into the transformation process and Draft Library Service Strategy consultation.
<p>16 Work in partnership to open up access to the resources of all Welsh libraries.</p>	Fully met	Anglesey Library Service takes every opportunity to work in Partnership, within the public library sector, the wider Library community and also with partners outside the library sector. The service contributes to activities and agenda of the North Wales Library Partnership (Public, Academic, FE and Special Libraries) and fully co-operates the the Regional Interending scheme. The All Wales LMS project has strengthened this area further. Access to Research is available and Walk in Access to universities scheme is promoted to our users.
<p>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.</p>	Fully met	Library Service's strategies, policies and vision are fully available in print and are bilingual in Welsh and English. Strategy, policies, objectives and vision are available online. Stock policies are being updated as part of the North Wales Harmonisation process.
<p>18 Provide a clear, timely and transparent complaints process if things go wrong.</p>	Fully met	The library Service operates the Corporate Compliment and Complaint policy, which provides a clear, timely, transparent process. Compliments and complaints are reported quarterly to Scrutiny Committee. All complaints are considered and resolved by the service in the first instance with any issues dealt with immediately and good practice/ lessons learnt cascaded to all service points.

Compliance with Core Entitlements

Welsh Public Library Quality Indicators

Customers and communities			<i>Isle of</i>
WPLSQI 1 Making a difference	2016-2017		
Percentage of adults who think that using the library has helped them develop new skills	67%		
Percentage of adults who have found helpful information for health and well-being at the library	51%		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	97%		
Percentage of adults who think that the library has made a difference to their lives	84%	Survey date (month & year)	February 2017
Authority comment:			
Health and Wellbeing information is a priority for the next framework and the Authority is working to increase visibility and use of its Health and Wellbeing resources.			
Percentage of children aged 7-16 who think that the library helps them learn and find things out	90%		
Percentage of children aged 7-16 who think that the library has made a difference to their lives	69%	Survey date (month & year)	February 2017
Authority comment:			
The Authority recognises the importance of Libraries for social and learning activities.			
WPLSQI 2 Customer satisfaction	2016-2017	2015-16	
Percentage of adults who think that the choice of books is 'very good' or 'good'	94%	n/a	
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%	n/a	
Percentage of adults who think that the library is 'very good' or 'good' overall	97%	n/a	
Survey dates (month & year)		February 2017	
Authority comment:			
As demonstrated elsewhere in this report Customer care is a priority for both Service and Authority a 99% satisfaction level is an excellent reflection of this priority.			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	8.6	Survey date (month & year)	n/a
Authority comment:			
WPLSQI 3 Support for individual development	2016-2017	% of total	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.	9	100%	100%
Training to improve literacy, numeracy and digital skills.	6	67%	67%
Information literacy sessions for users.	9	100%	100%
Support for users to access local and national e-government resources.	9	100%	100%

Welsh Public Library Quality Indicators

Reader development programmes/activities for both adults and children	9	100%	100%
<p style="color: red; margin: 0;">This target has not been met. Please add any comments below:</p> <p>A full programme of skills sessions take place in our 6 largest libraries. Informal skills sessions and customer assistance take place in all libraries however the low number of computers in the smaller libraries are not suitable for formal digital skills sessions.</p>			
WPLSQI 4 User training	2016-2017	Per 1,000 pop'n	2015-16
Total number of attendances at pre-arranged user training sessions organised by the library	395	6	
Percentage of attendees who said that attendance helped them to achieve their goals	97%		95%
Please indicate the method used to calculate this figure			
Approximate number of feedback forms distributed	50	Representative sample	
Number of feedback forms included in the calculation	50		
Number of customers helped by means of informal training during the year	18465	265	
Authority comment (including note on the method used to calculate the results):			
<p>Informal training has again increased: Help is varied and wideranging however, help with e-mails, using e-resources, using social media, using WiFi account for a large proportion of this figure. CIPFA sampling procedures are followed with a count in October for % who said training helped achieve their goals. The other figures are full counts.</p>			
Access for all			Isle of
WPLSQI 5 Location of service points	2016-2017		2015-16
Population density (persons per hectare)	1.0		
% of households within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop	96%		100%
<p style="color: green; margin: 0;">This target has been met.</p> <p>67.4% of the population of Anglesey live within 3 miles of a static library. This figure is derived from the GIS system and is statistically robust. This figure is calculated using distance by road network. 28.29 % of households within .25 of a mobile stop</p>			
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	288,044	4,131	4,124
Please indicate the method used for calculation			
Total number of external visits to the library's web site during the year	121,883	1,748	1,579
Total number of active borrowers during the year	7,081	102	144
Total number of library members	14,227	204	251

Welsh Public Library Quality Indicators

Total number of book issues (adult and children combined)	259,753	3,725	4,079
Total number of audio-visual and electronic issues/downloads	12,722	182	129
<p>Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse): Active Borrowers is the new LMS (Sirsi Dynix) figure from 23/8/2016. It has been decided regionally to report this figure to avoid the risk of duplication if combining old and new LMS. The true figure is probably higher and closer to last years figure, as there will have been people who borrowed items in the first 5 months, but not in the second 7 months. Total Library Members is also the new LMS Figure. Membership data cleanse was during: 8/2016. Book Issues: The figure reported in 15/16 was incorrect due to the fact that Q4 was not reported. The correct figure is reported above.</p>			
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	14,387	206	193
<p>Authority comment: The library team has worked hard to arrange and hold activities throughout the year. This can be challenging and is accomplished with very little revenue spend.</p>			
Learning for life			Isle of
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	16,956	243	324
Total materials expenditure (from WPLSQI 14)	£118,236	£1,696	£1,784
<p>This target has been met. Although reaching the standard, Total Items aquired are down form 2015-16 and Total expenditure is also down. The LMS change over has affected this standard, due to many factors not least an embargo on spending for 4 months. Our librarians have done well to achieve the level of spend they did when this is taken into account. Overall the cost of books has gone up, although we try to mitigate against this by taking advantage of consortia deals and discounts. We have also changed our purchasing patterns a little to purchasing less paperbacks as it was felt that previous years policies to purchase paperbacks was having an effect on our stock quality.</p>			
Lending stock at the start of the year	296,058		2015-16
Total acquisitions of materials for loan	16,926		
Replenishment rate	15.4%		% 19%
<p>This target has been met.</p>			

Welsh Public Library Quality Indicators

WPLSQI 9 Appropriate reading material	2016-2017		2015-16
Total expenditure on material purchased for children	£31,564		
Does this figure include expenditure on a Schools Library Service?	Yes		
Please indicate the amount included	£11,582		
Percentage of materials expenditure for children	27%		% <input style="width: 50px;" type="text" value="26%"/>
This target has not been met. Please add any comments below:			
The service is 'overspending' in this area which is a reflection of service priority towards Children and Young Adults.			
Total expenditure on materials in the Welsh language	£13,573		
Percentage of materials expenditure on materials in the Welsh language	11.5%		% <input style="width: 50px;" type="text"/>
Spend per 1,000 Welsh-speaking resident population	£403		£ <input style="width: 50px;" type="text" value="£380"/>
This target has been met.			
Spend per 1,000 Welsh-speaking resident population has increased since 2015-16			
WPLSQI 10 Online access	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of networked public access computers	70	10.04	<input style="width: 50px;" type="text" value="10.29"/>
This target has been met.			
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	No		
If relevant, record the number of static sites without access	0		
If relevant, record the number of mobile libraries without access	1		
This target has been met.			
All static libraries provide at least one device giving public access to the internet and networked digital content. The Mobile library does have access to the Internet but it does not have a public device as yet. The Library Assistant will look up information for users if they require. This is an area we hope to look at as part of the transformation agenda.			
Do all static service points provide Wi-Fi access for the public using their own devices?	Yes		
This target has been met.			
WPLSQI 11 Use of ICT	2016-2017	% used	2015-16 %
Number of hours available for use of public access ICT facilities during the year	52,600		

Welsh Public Library Quality Indicators

Number of hours recorded for use of public access ICT facilities during the year	36,253	69%	59%
Number of hours available for use of Wi-fi networks by the public during the year	9,875		
Number of hours recorded during which Wi-fi networks were used by the public during the year	Not available		n/a
Authority comment: WiFi hours is are currently not recorded, however changes in the IT network should enable us to report this figure for the next Framework			
WPLSQI 12 Supply of requests	2016-2017	%	2015-16 %
Total number of requests for specific items made during the year	3,732		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made This target has been met.	2,712	73%	73%
Due to the adoption a new LMS in North Wales Region in August 2016 and its impact on the delivery of requests during the second, third and last quarters of the year – the performance reported here is for the First Quarter (April - June 2016) as a sample for the year . This quarter was free from any changes and side effects from this far reaching transformation and therefore provides a truer picture of the efforts of library staff to meet the needs of users			
Number of requests which are notified to the user as being available within 15 calendar days of the request being made This target has been met.	3,325	89%	91%
Due to the adoption a new LMS in North Wales Region in August 2016 and its impact on the delivery of requests during the second, third and last quarters of the year – the performance reported here is for the First Quarter (April - June 2016) as a sample for the year . This quarter was free from any changes and side effects from this far reaching transformation and therefore provides a truer picture of the efforts of library staff to meet the needs of users			
Leadership and development			Isle of
WPLSQI 13 Staffing levels & qualifications	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of staff (FTE)	19.5	2.79	2.90
This target has not been met. Please add any comments below:			
Authority comment (including information about shared staff):			

Welsh Public Library Quality Indicators

This total includes shared staff in the TalNET bibliographical unit (at a 22% of their total staffing level). We have again included the hours of the Lifelong Learning Coordinator, a professional librarian, who is funded through the Education Department and not salaried from Library Service Budget; this post is part of the Professional Team and has specific areas of responsibility within the service as well as the integrated lifelong learning role. This post was accepted for inclusion in all previous reports except last years report, due to the integral nature of this post we feel it should be included here. Staffing levels have reduced slightly during this reporting period and we have 1.5 vacant posts which has been excluded from these figures. Anglesey Library Service is below the total staffing level standards whcih inevitably has a knock on effect on the Service. The transformation and restructuring process has complicated the possibility of filling the vacant post.

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

4.4

0.64

0.47

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

The Children and Young People Librarian post has now been filled, which has seen an increase in performance in this area however we are still below the standard set. Professional staffing capacity coupled with the transformation process can at times limit service development. This figure included the life-long learning coordinator and 22% of TalNet staff (see comment above)

Number of staff holding qualifications in cognate areas (FTE)

0.0

Number of posts which require a library qualification

4.4

Number of staff with library qualifications in posts which do not require a library qualification (FTE)

1.0

Authority comment :

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:

Postgraduate Diploma in Information and Library Studies, CILIP

This target has been met.

Where does this post sit within the local authority management structure?

Reports directly to Head of Service : Education

What is the post held by the most senior professional librarian (if different from the above)?

n/a

Welsh Public Library Quality Indicators

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?	n/a			
Total staff working hours during the year	33,150			
Number of staff hours spent in training & personal/professional development	1,512			
% of time spent in training & personal/professional development	4.6%			
This target has been met.				
A large percentage of this figure is training for the new LMS, other training opportunities included; training in Risk Management, Customer Care, Reader Development, Governance training, Online resources training, IT skills and Digital inclusion skills.				
Total number of volunteers active during the year	2		2015-16	8
Total number of volunteer working hours during the year	45		2015-16	210
Do you have Investors in Volunteers accreditation relating to the NOS?	N/A			
Briefly describe the training and support offered to volunteers.				
Volunteer hours reported here are work experience placements. A volunteer model will be developed dependant on the outcome of the consultation on the Draft Library Service Strategy				
Authority comment:				
WPLSQI 14 Operational expenditure	2016-2017	% of total	2015-16	% of total
Expenditure on staff	£504,382	49%		48%
Total materials expenditure	£118,236	11%		13%
Expenditure on maintenance, repair & replacement of equipment & buildings	£34,332	3%		4%
Total other operational costs	£377,129	36%		35%
Total revenue expenditure	£1,034,079	100%		100%
Total revenue expenditure per 1,000 population	£14,831		£14,117	
Total capital expenditure	£1,163,802			
Total capital expenditure per 1,000 population	£16,692		£1,656	
Authority comment:				
WPLSQI 15 Cost per visit	2016-2017	Ratio		2015-16
Total revenue expenditure	£ 1,034,079			
Total income generated	£63,285			£60,972.00
Total number of visits to library premises during the year	288,044			

Welsh Public Library Quality Indicators

Total number of external visits to the library's web site during the year	121,883	£2.37	
Authority comment:			
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	10,462	150	150
This target has been met.			
		% 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	10		
Total planned opening hours of all static service points	0		0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	16		
Total planned mobile library stops and home deliveries	1,652	1.0%	0%
Authority comment:			
Out of the 10 hours of unplanned closure 3 hours was due to a carpet being fitted at short notice and the remaining 7 hours was due to the unavailability of a caretaker to open and close due to annual holidays; the library in question being in a community school and not under our direct control.			

Appendix 1a– case study and additional narrative questions

Good impact case studies are expected to include evidence that the library service has made a positive difference to an individual (or group of individuals). This would normally go beyond a description of services provided and their use, to show the outcome, and may include testimony from the customers concerned.

Authority: [Isle of Anglesey Library Service](#)

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

a) Digital Inclusion

Mr X is a regular visitor to Holyhead library, he used the library to borrow books and was happy to borrow books from his favourite genre, preferable from his favourite Author. Mr X had declined an offer of a demonstration of our e-books and expressed negativity towards anything digital.

It came up in conversation one day that Mr X had heard of a special offer, only available online, for day trips to Dublin with Stena, Mr X felt it was very unfair that this offer was only available online as he had never used a computer before.

Holyhead Library Staff were delighted to log him on to a public access computer and guided him through the whole process; tickets were booked and printed for the trip saving Mr X considerable amount of money. Mr X makes frequent journeys to Dublin, where he owns a house and was very grateful to the staff for their assistance and patience, he takes full advantage of on-line offers. He is also beginning to think about the merits of e-books and e-audio.

b) Breaking Down Barriers

A small group of families on the island set up an informal monthly dyslexic support group in the Family Centre, Llangefni. This group wanted to offer a support network to each other and provide a forum to socialise, learn and share experiences and information. Unfortunately the group was unable to carry on meeting in the family centre one month and we were approached by a colleague in Family Services if we could offer Llangefni Library as an alternative venue for the group. It became clear that a few of the group members were apprehensive about venturing into the Library, they perceived it as being an intimidating place, largely due to experiences as children. We visited the group to explain how libraries have changed over the years and the kind of activities we hold, e.g. toddler sessions, Rhyme Time, Digital Skills activities and crochet groups. With the encouragement of other members of the group and the welcome received by Library staff the barrier was broken and as a result we gained new members who regularly visits the library using the various services and activities on offer.

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

Anglesey Library Service: Contributing to towards wider Welsh Government priorities and strategic goals.

Learning – Anglesey library service support all kinds of informal study and those completing formal qualifications. Anglesey library service supports learning throughout all life stages from books for babies and rhyme time to silver surfer sessions. Formal and Informal learning opportunities within and outside of the library setting provide friendly opportunities for a wide variety of learning outcomes.

Reading and literacy – Anglesey Library Service provides access to a wealth of literature, stories, and information that engage and excite, we stock books targeted at children, young people and adults with poor literacy levels and work with our partners to deliver sessions in basic skills. Anglesey School library Service promotes reading for pleasure to our primary school age children and supports teachers with multiple copy packs and themed collections to support the curriculum. Listening Story groups have been established and are enabling blind and partially sighted residents to engage with books and socialise in a supportive environment.

Community wellbeing –Libraries are at the centre of Anglesey communities providing a meeting place for local groups, provision of community information and a wide range of activities for all ages.

Skills and economic regeneration – Libraries help to stimulate the local economy by providing opportunities for skills and workforce development, providing business information and advice and drawing residents into the towns and villages to make use of local shops and businesses. Partnership working means that Anglesey library Service contributes to skill development especially in the area of digital inclusion and digital literacy. Libraries also act as a hub for tourist information and access to the internet through our PC's and Wi-Fi.

Digital inclusion and participation – Anglesey Libraries support residents to get online through access to free broadband enabled Internet access in their buildings. A full programme of IT courses are run in partnership with the Lifelong Learning Co-ordinator. All libraries have Wi-Fi facilities.

Health and Well Being – Anglesey Library Service contributes to this agenda in many ways – from working with health professionals to deliver Books on Prescription, offering special collections aimed at people living with dementia, therapeutic shared reading groups and reading aloud reading groups for blind and partially sighted residents. We also are a portal to health and wellbeing information. The housebound service is a core example of the benefits reading and the general library service can make individuals.

Cultural identity – Anglesey library has an extensive local history collection, linking place and language. We also place a high emphasis on our Welsh language stock and run or facilitate several Welsh language and Welsh learners reading groups. Events and activities throughout the year link to this theme and promote the resources of the library service.

Poverty– Anglesey Library Service plays a key role in helping those who are in poverty or at risk of being in poverty, promoting literacy; providing free access to books and resources, free access to IT and the internet, and free access to digital skills courses.

3. Please provide a short statement about the future direction and plans for the library service

The Isle of Anglesey Corporate Plan 2013-17¹ stated an aim to reduce the overall costs of services Leisure, culture and libraries to the Council by 60% over the period of this plan. As a result of these commitments a Libraries, Youth Service, and Museums & Culture Transformation Program Board was established with the aim of overseeing the delivery of these promises to:

- explore options and implement a revised Library provision model

A **Library Service Review**² analysed topics such as performance, usage, needs, and options for transformation. The key drivers for change are financial and technological.

A public and stakeholder consultation was held during October 2015 to gather views on the options identified and to invite any alternative ideas. There was evidence that it would be beneficial to seek opportunities for ‘community support’ models to maintain the service rather than withdrawal of service.

The draft Library Service Strategy 2017-18 has been developed to respond to the challenges and needs. The strategy outlines a vision for Anglesey Library Service and sets out a delivery framework that has the potential to meet the needs of the Library Standards, and respond to the needs of our customers:

Anglesey’s libraries are welcoming places to read, learn and discover – the trusted guide

In light of the above this draft Strategy recommends moving to a pattern of provision based on:

¹ <http://www.anglesey.gov.uk/Journals/2014/04/02/u/s/p/corporate-plan-2013-2017.pdf> p.13

² <http://www.anglesey.gov.uk/download/47802>

Area Libraries: Full time, fully staffed library open approximately 40 hours per week, supported by a professional team on a County wide level.

Authority led Community Supported Libraries: Approximately 20 hours of core staffed opening hours provided by the Authority this front-line (branch level), staffing will be supported by a professional team on a County wide level.

Authority Led Community Supported libraries: Approximately 10-12 hours of core staffed opening hours provided by the Authority this front-line (branch level), staffing will be supported by a professional team on a County wide level.

However, with this third tier, if there is no support from the communities or other parties there is a possibility that the library will close. In this case, mitigating factors will be required for example a 'contact point' within the community or increased Mobile Library presence.

Mobile Services: Alongside the above will be a full review of routes and stops of the housebound and Mobile Service. Changes are foreseen in this area of service going forward, to meet changing patterns of usage, however equality and needs information show that our mobile services are an important element of provision to our rural County. It is a possibility that alternative models may be developed, for example, partnering with the third sector to deliver elements of Housebound Service.

The Library Service is now holding a public consultation on the Draft Library Service Strategy, and progress discussions with interested parties. This step of the process will be a way of gathering feedback to our recommendations before a final decision by the Executive Committee in Autumn 2017.

Timetable

- Consultation on the Draft Library Service Strategy with stakeholders and users following the local election May. The Consultation will take place between June and September 2017.
- Report on the Draft Library Service Strategy, in light of the public consultation findings, to the Executive Committee by November 2017.
- Final decision on the strategic direction of the Isle of Anglesey Library Service to be agreed by the Executive Committee by November 2017 following due regard to the public consultation and equality legislation.

Welsh Public Library Standards 2014-17

Isle of Anglesey County Council

Annual Assessment Report 2016-17

This report has been prepared based on information provided in Isle of Anglesey's annual return, case studies and narrative report submitted to Museums, Archives and Libraries Division of the Welsh Government.

1) Executive summary

Isle of Anglesey met 17 of the 18 core entitlements in full and partially met 1.

Of the 7 quality indicators which have targets, Isle of Anglesey achieved 4 in full and 3 in part.

The service has seen some areas of improvement, including increases in some usage indicators and Isle of Anglesey continues to give priority to children's services. Low staffing levels remain an area of concern especially during a period of planning changes for the future. The introduction of a new LMS during 2016-17 has led to some inconsistencies with the data and difficulty in obtaining data directly comparable with previous years, which has hampered the assessors in obtaining a full picture of the current level of service. A period of stability is desirable to allow the service to consolidate its position and move forward.

- The Isle of Anglesey carried out a user survey in February 2017 with mixed results, however, 97% of respondents rated the library as very good or good overall. Attendance rates at pre-arranged training sessions are one of the lowest levels in Wales.
- The number of physical visits per capita is on a similar level to last year and remains above the median of Wales as a whole with the number of virtual visits increasing by 10% so that the per capita level is the second highest in Wales.
- Acquisitions and materials expenditure have both fallen over the last year, although both per capita figures remain above the median for Wales. It is noted that the children's service is currently overspending proportionally compared to the population, as a reflection of the service and authority's priorities, and so this target has not been achieved. The Isle of Anglesey currently spends the highest proportion of materials expenditure on items in the Welsh language reflecting its population's requirements.
- Overall staff levels have fallen slightly compared to last year, although there has been a slight increase in professional staff with one of the vacancies reported last year having been filled. However, both per capita figures are below the target set, and although they are both above the median for Wales, this is a result of falling staffing levels across Wales.
- Total revenue expenditure has increased slightly and the Isle of Anglesey has the fifth highest per capita level in Wales.

Considering the four areas in the framework (*Customers and communities; Access for all; Learning for life; and Leadership and development*) compared to the rest of Wales, the Isle of Anglesey performs well in the broad area of *Learning for life*. Performance in other areas is more mixed, with some good and some poorer indicators.

The introduction of the new LMS has complicated comparisons with previous years, although performance appears broadly similar to last year. The ongoing issue of low staffing levels remains, and while overall funding levels have been maintained, the proportions on equipment and other operational costs have increased compared to the first year of the framework. Concern remains over levels of stock and spending.

2) Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

a) Core entitlements

Isle of Anglesey met 17 of the 18 core entitlements in full and partially met 1. This is unchanged from the previous year, as, in the area of *Leadership and development*, funding continues to be an issue in relation to promotion of the service.

b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, the Isle of Anglesey is achieving 4 in full and 3 in part:

Quality Indicator	Met?	
QI 3 Individual development:		Partially met
a) ICT support	✓	
b) Skills training	✗	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Met in full
QI 8 Up-to-date reading material:		Met in full
a) Acquisitions per capita	✓	
<u>or</u> Materials spend per capita	✗	
b) Replenishment rate	✓	
QI 9 Appropriate reading material:		Partially met
a) % of material budget on children	✗	
b) % of material budget spent on Welsh	✓	
<u>or</u> Spend on Welsh per capita	✗	
QI 10 Online access:		Met in full
a) All service points	*	
Computers per capita	✓	

Quality Indicator	Met?
b) Wi-Fi provision	✓
QI 13 Staffing levels and qualifications:	Partially met
a) Staff per capita	✗
b) Professional staff per capita	✗
c) Head of service qualification/training	✓
d) CPD percentage	✓
QI 16 Opening hours per capita	✓ Met in full

* Authorities are not penalised on this indicator if all static service points provide internet access but their mobiles do not.

This is the same position as last year.

c) Impact measures

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

The Isle of Anglesey carried out a user survey of adults and children in February 2017.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	90%	15/19	68%	93%	100%
e) % of adults who think that the library has made a difference to their lives:	84%	13/19	36%	86%	97%
% of children who think that the library has made a difference to their lives:	69%	14/17	58%	82%	98%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	97%	8/19	80%	97%	100%

Isle of Anglesey provided 2 impact case studies:

- A regular visitor who had never used a computer before and who was helped to book travel online, saving him money, and who then became an enthusiastic supporter of the digital services.
- A dyslexic support group were given meeting space in the library, breaking down perceived barriers and increasing participation in wider library services.

d) Quality performance indicators and benchmarks

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Isle of Anglesey's position for 2016-17. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data elements were not available to some authorities.

Figures reported in respect of the first two years of the framework for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators 'per capita' are calculated per 1,000 population.

Performance indicator	Rank	Lowest	Median	Highest	2015/16	Rank	2014/15	Rank	
QI 1 Making a difference									
a) new skills	67%	11/19	23%	71%	93%				
c) health and well-being	51%	12/20	26%	56%	94%				
d) enjoyable, safe and inclusive	97%	12/19	93%	98%	100%				
QI 2 Customer satisfaction									
a) 'very good' or 'good' choice of books	94%	3/20	74%	90%	98%				
b) 'very good' or 'good' customer care	99%	3/20	90%	99%	100%				
c) 'very good' or 'good' overall;	97%	10/20	92%	97%	100%				
d) child rating out of ten	8.6	19/19	8.6	9.1	10.0				
QI 4 User training									
a) attendances per capita	6	21	3	34	248	5	22	11	18
c) informal training per capita	265	7/20	1	156	712	219	8/19	174	9/21
QI 6 Library use									
a) visits per capita	4,131	11	2,453	4,033	6,751	4,124	10	4,166	12
b) virtual visits per capita	1,748	2/21	341	922	2,299	1,579	2	1,555	3
c) active borrowers per capita	102	20	77	153	235	114	18	155	12
QI 7 attendances at events per capita	206	13	62	214	496	193	13	202	11
QI 11 Use of ICT - % of available time used by the public									
a) equipment	69%	1/21	16%	32%	69%	59%	2	51%	3
QI 12 Supply of requests									
a) % available within 7 days	73%*	9/21	48%	70%	82%	73%	10	65%	21
b) % available within 15 days	89%*	6/21	65%	85%	96%	91%	4	84%	12
QI 13 Staffing levels and qualifications									
(v) a) total volunteers	2	19	0	24	209	8	18	13	12
b) total volunteer hours	45	19	0	798	5,156	210	17	236	15
QI 14 Operational expenditure									
a) total expenditure per capita	£14,831	5/21	£6,745	£11,979	£16,968	£14,117	7/21	£14,160	11
b) % on staff,	49%	19/21	46%	58%	75%	48%	18/21	51%	16
% on information resources	11%	16/21	4%	13%	25%	13%	10/21	12%	15
% on equipment and buildings	3%	13/21	0%	4%	20%	4%	10/21	9%	6
% on other operational costs;	36%	2/21	9%	22%	37%	35%	2/21	28%	8
c) capital expenditure per capita	£16,692	1/21	£0	£341	£16,692	£1,656	4/21	£2,126	1
QI 15 net cost per visit	£2.37	10/20	£1.50	£2.33	£3.30	£2.32	12/21	#	
QI 16 Opening hours (see note)									
(ii) a) % hours unplanned	0.00%	1	0.00%	0.00%	0.48%	0.16%	22	0.04%	14

Performance indicator	Rank	Lowest	Median	Highest	2015/16	Rank	2014/15	Rank	
closure of static service points									
b) % mobile stops / home deliveries missed	0.97%	7 /19	0.00%	0.13%	8.33%	0.00%	1 / 19	0%	1 / 19

Note: Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

** By agreement with MALD, figures are based on the first three months of the year only due to the mid-year implementation of a new library management system.*

Income data for 2014-15 not provided to calculate this figure.

Data on Wi-Fi usage has only been provided by three authorities for 2016-17 and so is not included in the table above.

3) Analysis of performance

The core entitlements and quality indicators are divided into four key areas. This section of the report outlines performance against the quality indicators within these four areas, and compares results with those from the first two years of the framework.

a) Customers and communities

The Isle of Anglesey carried out a user survey of adults and children in February 2017 with mixed results, with only 51% of adults finding helpful information for health and well-being at the library and as a result the authority has indicated that health and well-being will be a priority during the next framework. In contrast to this, the levels of customer satisfaction were either above or at the median for Wales as a whole, with 97% of respondents rating the library very good or good. The level of attendance at pre-arranged training has increased compared to last year, however, it remains one of the lowest in Wales. Informal training fares better, and with an increase in 2016-17 the per capita level remains above the median for Wales.

b) Access for all

The Isle of Anglesey reports that 96% of its population live within easy reach of a service point, compared to 100% last year. However, it is noted that this year's figure is calculated using the road network rather than the radius as was the case last year. Visits to library premises are on a similar level to last year and remain above the median for Wales as a whole, with the number of virtual visits increasing by 10% so that the per capita level is the second highest in Wales.

Library members and active borrowers have declined over the last year, however, it is noted that there was a cleanse of membership data before the installation of a new LMS and the active borrowers figure refers to only 7 months of the year. Book issues are 22% up over last year, however, it is noted that the 2015-16 figure was incorrect and omitted the last quarter of the year. There has been a slight increase in the number of attendances at events and activities organised by the library, however, the per capita level remains below the median for Wales.

c) Learning for life

There has been a reduction in both acquisitions and materials expenditure compared to last year, although the Isle of Anglesey does still meet the target for acquisitions, and both per capita figures remain above the medians for Wales. It was also noted that there was a 4 month embargo on spending following the introduction of the new LMS. The target for

the proportion of materials expenditure accounted for by children's items has not been achieved due to the service exceeding the proportion of the population accounted for by the under 16's by more than two percentage points. However, it is noted that this proportional overspend reflects the service's priority towards children. The proportion of materials expenditure accounted for by items in the Welsh language has fallen over the last year, however, it is the highest in Wales, which is in line with it having the second highest proportion of the population able to speak and read Welsh.

All static service points provide public access computers and the Isle of Anglesey has the highest usage rate of public access ICT facilities as a result of an increase of ten percentage points over last year. The number of requests appears to have fallen significantly, however, it is noted that due to the adoption of a new LMS data was only available for the first quarter; therefore comparisons with the previous year are not possible.

d) Leadership and development

The Isle of Anglesey has not met the targets for overall staffing or for professional staff, and notes that the current restructuring process has complicated the possibility of filling vacant posts. This inevitably has a knock-on effect on the service, although there has been an increase in the number of professional staff over last year due to the appointment of the Children and Young People Librarian. Both the overall staff and professional staff per capita levels are above the median for Wales as a whole. The percentage of staff hours spent training has tripled over the last year and is now the highest level in Wales, however, it is noted that a large proportion of this was training on the new LMS.

Total revenue expenditure has increased slightly over the last year, with the fifth highest per capita level in Wales and the second highest proportion accounted for by other operational expenditure. The gross average cost per visit in 2016-17 was £2.52, compared to £2.48 last year.

Opening hours met the standard and seven out of the ten hours of unplanned or emergency closures were as a result of staff shortages at a community library.

4) Strategic context

Isle of Anglesey provided a clear statement of the library service's contribution towards wider government priorities and goals, in the areas of learning, reading and literacy, community wellbeing, skills and economic regeneration, digital inclusion and participation, health and wellbeing cultural identity and poverty.

5) Future direction

Following a review and consultation in October 2015, a draft library service strategy has been developed, recommending a move to provision based on fully staffed area libraries and two tiers of authority led community supported libraries, together with a housebound and mobile service. This draft is out for consultation between June and September 2017, and a final decision will be taken in November.

6) Conclusion

The service has seen some areas of improvement, including increases in some usage

indicators and Isle of Anglesey continues to give priority to children's services. Low staffing levels remain an area of concern especially during a period of planning changes for the future. The introduction of a new LMS during 2016-17 has led to some inconsistencies with the data and difficulty in obtaining data directly comparable with previous years, which has hampered the assessors in obtaining a full picture of the current level of service. A period of stability is desirable to allow the service to consolidate its position and move forward.