

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b> <b><u>Scrutiny Report Template</u></b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	
<b>Subject:</b>	<u>Connected and Ambitious Libraries</u> : The sixth quality framework of Welsh Libraries 2017-20, Isle of Anglesey Annual Return 2016/2017.
<b>Purpose of Report:</b>	<ul style="list-style-type: none"> <li>To report on the Welsh Government's (MALD) assessment of the Library Services 2017/18 Annual Library Report, and the issues arising.</li> </ul> <p>To identify the relative strengths and weaknesses of the Library and Information Service as identified in the 2017/2018 annual report.</p>
<b>Scrutiny Chair:</b>	Cllr Aled Morris Jones
<b>Portfolio Holder(s):</b>	Cllr R Meirion Jones
<b>Head of Service:</b>	Arwyn Williams
<b>Report Author:</b>	Rachel Rowlands : Library Service Manager
<b>Tel:</b>	01248 752094
<b>Email:</b>	rfxlh@ynysmon.gov.uk
<b>Local Members:</b>	

### 1 - Recommendation/s

- That the Corporate Scrutiny Committee suggests that the Portfolio Holder approves the Welsh Public Library Standards Annual Report for 2017/18
- That the Corporate Scrutiny Committee note the Welsh Government's (MALD) assessment of the Library Services 2017/18 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 2017 – March 2018

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 2017/18 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 all of the 12 core entitlements in full; an improvement on 2016-17. Of the 10 quality indicators the Isle of Anglesey achieved 7 in full and 2 in part and failed to achieve 1. **The assessment is attached as Appendix 2.**
- 1.4 Performance is broadly maintained in this first year of the sixth framework, with improvements in some areas and reductions in others. We retain a strong focus on children's services and support for the Welsh language, and evidence a useful partnership ethos, working both with other services in North Wales and local providers.

**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 In 2017 local authorities began recording their performance against the indicators in the new framework “Connected and Ambitious Libraries: The sixth quality framework of Welsh Libraries 2017-20”. This framework has been developed in partnership with local authorities and is based substantially on the 5th framework. It also includes the guidance on community managed libraries which was also available in a separate document.

#### **Benefits of the framework**

The framework encourages local authorities to ensure that the public can benefit from:

- the provision of suitable and appropriate access to public library service points
- a suitable and appropriate range of materials and activities available
- access to adequate levels of staffing and a skilled workforce
- adequate capital investment in buildings, effective ICT and efficient managements systems for their library service.

### **3 Library Service Annual Report 2017 – 2018: Report Summary**

#### **3.1 Areas of strength**

- 3.1.1 All 12 core entitlements are met in full
- 3.1.2 96% of our population live within easy reach of a service point.
- 3.1.3 Welsh language issues per capita is amongst the highest in Wales
- 3.1.4 The Isle of Anglesey has the highest usage rate of public access ICT facilities.
- 3.1.5 Qualified leadership is in place with a strong emphasis on Professional development.
- 3.1.6 The number of Informal user training sessions is in the highest performing category

#### **3.2 Areas of weakness**

- 3.2.1 The level of attendance at pre-arranged training is the lowest in Wales, however, informal training has increased and is ranked 7/22.

- 3.2.2 The Isle of Anglesey has not met the targets for overall staffing or for professional staff.
- 3.2.3 The number of Active borrowers is among the lowest in Wales although performance has improved which is encouraging.
- 3.2.4 Not all libraries provide a full programme of skills sessions, with formal digital skills training difficult to support in two of the smaller libraries where PC provision is lower.
- 3.2.5 Events /activities for users with special requirements are only provided in 6 out of 9 libraries, with provision targeted to where there is demand or an identified need.

#### **4 MALD Assessment (Please see : Appendix 2.)**

- 4.1 The formal assessment of the performance of the Library and Information Service for the year 2017/18 calculates that the Authority achieves 12 of the 12 core. Of the 10 quality indicators which have targets, the Isle of Anglesey achieved 7 in full 2 in part and fails to achieve 1.
- 4.2 The core entitlements and quality indicators can be divided into four key areas

##### **4.2.1 Meeting Customer Need (QI 1-5)**

Individual development is generally well supported, however not all service points provide a full programme of skills sessions, due to the number of PC's. Good health and wellbeing support is provided. Formal and informal training levels have increased, with increasing demand for informal help, particularly with digital access and job searching, a factor.

##### **4.2.2 Access and Use (QI 6-8)**

Target for easy access to service points is met, however events and activities for users with special requirements are only provided in 6 out of 9 libraries with provision targeted to identified need. Attendance at events has fallen per head of population, attributed to fewer events being held. Visitor numbers has decreased slightly, a trend experienced in two thirds of Welsh Libraries. Book issues have fallen, although electronic downloads has increased. Active borrowers has also increased although remains among the lowest in Wales.

##### **4.2.3 Facilities and services (QI 9-12)**

There were reductions in the Materials Budget (Book budget) spend in 2017-18, although target for acquisitions per capita was still met and is above the median level. Expenditure of resources for children is the highest proportional spend in Wales. Expenditure on Welsh Materials has fallen slightly but performance is still strong. Welsh language issues per capita is the 3 highest in Wales. PC usage levels exceeds those for other authorities.

#### 4.2.4 Expertise and capacity (QI 13-16)

Neither staffing indicator (Staff per capita and Qualified staff per capita) has been met. Although performance is still above the median level in Wales. The impact of capacity levels on the service is noted, the new staffing structure to be implemented in 18-19 should enable improvement. Qualified leadership s in place and the service continues to invest strongly in professional development.

Total revenue expenditure has decreased in 17-18 but expenditure per capita remains above the median level. It is noted that most of this reduction is accounted for by a fall in operational costs outside staffing, reflecting increased efficiency savings both corporately and departmentally.

- 4.3 **The assessment concludes that:** *The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.*

### 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 2017/18  
Appendix 2. Isle of Anglesey Annual Report 2017-18 Assessment

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

MALD : Museum, Archives and Libraries Division – Connected and Ambitious Libraries:  
The sixth quality framework of Welsh Libraries 2017-20

<https://gov.wales/docs/drah/publications/170331-connected-and-ambitious-libraries-en.pdf>



The sixth quality framework for Welsh public  
libraries

April 2017 to March 2020

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

### Guidance notes

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

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

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

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

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

### Context

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

### Core entitlements

This sheet deals with the 12 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

### Quality indicators

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

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

A comparative figure for the year ending 31 March 2017 should be provided for each annually reported PI.

Space is provided for authorities to comment on any decline in their performance over the previous year.

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

### Submission

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

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

Closing date for receipt of returns:

**Friday 22nd June 2018**

For more information please contact:

Alyson Tyler

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

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

## Contextual data

Year ending 31 March 2018

Authority

Isle of Anglesey

Resident population

69,665

Percentage of population aged under 16

17.2%

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

57.2%

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

Community libraries open 10+ hours per week

*No. of community managed libraries*

0

*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)?

n/a

No. of Independent Community Libraries

0

Contact details for queries regarding this return

Name Rachel Rowlands

Telephone 01248 752094

Email [rfxlh@ynysmon.gov.uk](mailto:rfxlh@ynysmon.gov.uk)

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

No

When is approval expected? Autumn 2018

When will the definitive version be submitted to MALD? Autumn 2018



## Compliance with Core Entitlements

Isle of Anglesey

Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully met	<p>Anglesey Library Service is free to join for those who live or work on the island. We also have a visitor membership category which is free. Cross Authority co-operation and the joint LMS mean that library members of the 6 North Wales Authorities may use our resources for free. All Libraries are child friendly and have dedicated spaces.</p> <p>Social and demographic information is analysed regularly to ensure a relevant service and a lot of work has been conducted in this area to shape the Library Service Strategy. Travellers and homeless people were consulted as part of the consultation and their responses taken into consideration.</p>
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	<p>Customer care continues to be a priority the Authority and the Service and staff receive regular refresher training in customer care and training in areas such as the Welsh Language Standards and our responsibilities as front line staff; mystery shopper exercises are undertaken and any action points implemented. 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.</p>
3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture & recreation.	Fully met	<p>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. 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. Services and resources are promoted to the public both internally and externally. Social media is used as much as possible. The local studies collection has been the focus of a number of cross generational activities over this reporting period, increasing knowledge of the collection to the wider community and strengthening partnership relationships.</p>

## Compliance with Core Entitlements

Isle of Anglesey

Entitlement	Compliance (please select)	Authority comments
4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.	Fully met	A full range resources in all formats 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. We offer 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. All our libraries provide a safe attractive environment with design and layout to promote this. our last user survey showed that 97% of our users see the library as an enjoyable safe and inclusive place.
5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.	Fully met	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 has been fed into the library service strategy. 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 2019 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. Our library design enable us to change to layouts if necessary. Property Services monitor the environment and take necessary action if required. There is a programme of modernisation and refurbishment in all our libraries.
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	Fully met	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. The service is in a regional ILL scheme and provides access to Access to Research. Online information resources are easy to find on the website and the current redesign of the corporate website will make this a priority both to increase ease of access and visibility and usage.
7 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	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. There is no limit to the length of session available for free. The only limiting factor is times of high demand, when in busy periods only an hour is guaranteed, however further slots are usually available. Wi-Fi is free for all to use and is available in all our libraries. ICT Facilities and courses are promoted outside of the library and use/ attendance is high.

## Compliance with Core Entitlements

Isle of Anglesey

Entitlement	Compliance (please select)	Authority comments
8 Provide access to services, cultural activities and high quality resources in the Welsh language.	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. Welsh stock is actively promoted both as part of general displays and promotions but also as stand alone promotions. The Service supports and assists several Welsh language reading groups.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	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. Our statistics indicate that use of the catalogue is increasing, and we expect this to increase following the redesign of the corporate website. A redesign is also scheduled for the LMS catalogue to increase accessibility. LINC y Gogledd and its walk in access scheme promoted in all our libraries.
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.	Fully met	The service has no marketing budget, and staffing capacity in the service can limit reach. However the corporate communications team actively promotes and assists in this area, ensuring a regular presence on the Authority social media pages and issuing press releases to good effect. Good news stories have appeared regularly over the year attracting non-users, and effectively marketing the offer. Activities and events are promoted outside library premises in locations in the community. Social media is used, we use Twitter and Facebook mainly; one example of an activity that was effectively promoted using social media was our Community Code Club, we put messages on Twitter and Facebook, it achieved a high retweet/repost including schools and 3rd sector partners, attendance was high with a good proportion saying that they heard about it from social media.

## Compliance with Core Entitlements

Isle of Anglesey

Entitlement	Compliance (please select)	Authority comments
11 Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	<p>User surveys are conducted on a three year rota, with the last in February 2017. These results have fed into the standards report and also into the transformation process and Library Service Strategy. The Service also conducted an extensive consultations during the period 2014-18 as part of the Transformation Process, the consultations set out to answer several questions:</p> <ul style="list-style-type: none"> <li>• What do Anglesey's citizens and partners need from their library service?</li> <li>• To collect opinion on a long list of possible options.</li> <li>• What ideas do citizens and partners have for improving the service?</li> <li>• To design and implement the Library Service Strategy</li> </ul> <p>Responses have informed the Service and transformation process.</p> <p>User panels are set up on occasions, for example there is a user panel taking part in the planning for the new library in Holyhead, consisting of users of all ages but also non-users.</p>
12 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.	Fully met	<p>Library Service's strategies, policies and vision are fully available in print and are bilingual in Welsh and English. Strategy, policies, objectives and vision were available online during this reporting period however direct url's are no longer active as we are updating these pages both due to the changes now we are implementing due to the adoption of our Library Strategy and also as we are updating all information due to the new Corporate website that is in the final stages of development. Stock policies are being updated as part of the North Wales harmonisation process.</p>

WPLSQI 1 Making a difference		Framework 6	Framework 5
Percentage of adults who think that using the library has helped them develop new skills	n/a		
Percentage of adults who have found helpful information for health and well-being at the library	n/a		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	n/a		
Percentage of adults who think that the library has made a difference to their lives	n/a		
Survey dates (month & year)	n/a		Survey date
Authority comment:			

Percentage of children aged 7-16 who think that the library helps them learn and find things out	n/a	
Survey dates (month & year)	n/a	Survey date
Authority comment:		

WPLSQI 2 Customer satisfaction		Framework 6	Framework 5
Percentage of adults who think that the choice of books is 'very good' or 'good'	n/a		
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	n/a		
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	n/a		
Percentage of adults who think that the library is 'very good' or 'good' overall	n/a		
Survey dates (month & year)	n/a		Survey date
Authority comment:			

Average overall rating out of ten awarded by users aged 7-16 for the library they use	n/a	
Survey dates (month & year)	n/a	
Authority comment:		

WPLSQI 3 Support for individual development	2017-18	% of total	2016-17 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	9	100%	100%
Training to improve literacy, numeracy, information literacy and digital skills.	7	78%	67%
Support for users to access local and national e-government resources.	9	100%	100%
Reader development programmes/activities for both adults and children	9	100%	100%
This target has not been met. Please add any comments below:			

A full programme of skills sessions take place in our 7 largest libraries. Informal skills sessions, literacy support 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 so we have not included them in the second element of this indicator. We provide a full programme in 1 more library than we did in the previous framework.

WPLSQI 4 Support for health & wellbeing	2017-18	% of total
Number of static service points open for 10 hours per week or more providing:		

Books Prescription Wales scheme	9	100%
Better with Books scheme	9	100%
Designated health & wellbeing collection	9	100%
Information about healthy lifestyles & behaviours	9	100%
Signposting to health & wellbeing services	9	100%
This target has been met.		

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

Shared Reading groups	1
Book clubs	4
Health information partnerships	6
Dementia friendly champions and services	4
Mental health awareness activities	9

Authority comment:

The library service facilitates 1 shared reading group, 4 book groups are run in and by the library service with support being provided to external book groups (supply of sets of books etc.) We have good relationships with many community health partners, Health visitors hold weekly sessions in our libraries, and local mental health groups hold regular information and advice sessions. We have dementia friendly champions who have received training and services are in the process of being audited and adapted.

WPLSQI 5 User training	2017-18	Per 1,000 pop'n	2016-17
Total number of attendances at pre-arranged user training sessions organised by the library	689	10	6
Percentage of attendees who said that attendance helped them to achieve their goals	98%	per 1000 pop'n %	97%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	60		
Number of feedback forms included in the calculation	58		
Number of customers helped by means of informal training during the year	20,146	289	
Authority comment (including note on the method used to calculate the results):			

Informal training has again increased: Help is varied and wide-ranging however, help with e-mails, using e-resources, using social media, using WiFi account for a large proportion of this figure, information literacy skills are also important with demand increasing in this area. Demand has also increased in informal help with completing online forms, scanning documents and job searching. CIPFA sampling procedures are

WPLSQI 6 User attendances at library events	2017-18	per 1000 pop'n	2016-17
Total number of attendances at events and activities organised by the library	13,124	188	206
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	6	67%	
This target has not been met. Please add any comments below:			
Authority comment, including examples of events:			

Examples of events are Weekly Job Clubs, Listening reading groups, Story times / Activities for Canolfan Addysg y Bont (Pupils with Special needs), Information Literacy for ABE (Basic Skills), Information and awareness sessions in partnership with the Aphasic Association, coding clubs and childrens activities. The number of events has fallen slightly this year, This is due to the implementation of the library service strategy and a vacant professional post limiting capacity.

Specific events and activities for users with special requirements have been provided where there has been a demand or an identified need. resources in this area have been targeted and provided in 6 out of 9

WPLSQI 7 Location of service points	2017-18	2016-17
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	97%	%	97%
This target has been met.			
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			

WPLSQI 8 Library use	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Total number of visits to library premises during the year	286,138	4,107	288,044
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	120,354	1,728	121,883
Total number of active borrowers during the year	7,633	110	7,081
Total number of library members	13,207	190	14,227
Total number of adult book issues	169,204	2,429	n/a
Total number of children's book issues	79,272	1,138	n/a
Total number of audio-visual issues	7,256	104	n/a
Total number of electronic downloads	13,244	190	n/a

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

I have not provided comparative 2016-17 figures in some of these categories as 2017-18 included combined options and are therefore not directly comparable.

The total number of library members has fallen probably due to improved data handling practices however number of active borrowers has risen slightly during 2017-18. LMS driven membership data cleanse was during: 8/2016.

There has been an increase in electronic downloads which is a trend we have witnessed over previous years. This area was heavily promoted during events in 2017-18 e.g. the National Eisteddfod which was held on Anglesey.

WPLSQI 9 Up-to-date and appropriate reading material	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Total number of items acquired	16,987	244	16,956
Total materials expenditure (from WPLSQI 14)	114,329	£1,641	£118,236
This target has been met.			

Total expenditure on material purchased for children	£35,567		
Does this figure include expenditure on a Schools Library Service?	Yes		
Please indicate the amount included	£6,188		
Percentage of materials expenditure for children	31%	%	27%
Authority comment			

The service considers this an appropriate level of expenditure on stock purchased for children and young adults, it includes the schools library service which provides project/curriculum based packs for primary schools and also the schools library van which visits primary schools throughout the year. Schools library stock is not ring-fenced and is available for branch libraries to use.

WPLSQI 10 Welsh language resources	2017-18	Per 1,000 pop'n	2016-17
Total expenditure on materials in the Welsh language	£13,155		
Percentage of materials expenditure on materials in the Welsh language	12%	%	12%
Spend per 1,000 Welsh-speaking resident population	£330	£	£380
This target has been met.			

All relevant copies of Welsh language materials are purchased in multiple copies. The service considers this provision appropriate for the Welsh language stock demand on the Island. Current purchasing levels would need to be doubled to achieve the Spend per 1,000 Welsh speaking population, this would result in surplus stock.

Total number of issues of Welsh language material	30,488	438	
---	--------	-----	--

Authority comment

WPLSQI 11 Online access	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	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.			
The mobile library does not have a dedicated device for public access to the Internet and networked digital content however our staff devices are Internet enabled (through a mobile MiFi) and we do assist our customers accessing the Internet using these devices however corporate policies do not allow private use on these devices.			
Do all static service points provide Wi-Fi access for the public using their own devices?	Yes		
This target has been met.			

Total number of devices giving public access to the Internet:	69	9.90	70
Available in static libraries	69		
Available in mobile libraries	0		
Authority comment:			
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. 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.			
Number of hours available for use of public access ICT facilities during the year	56,545		
Number of hours recorded for use of public access ICT facilities during the year	38,126	67%	69%
Authority comment:			
WiFi hours is are currently not recorded; it was hoped that changes in the IT network would enable us to report this figure for this reporting period however it is still not possible. The service is pushing for a solution, as usage is high.			

WPLSQI 12 Supply of requests	2017-18	%	2016-17 %
Total number of requests for specific items made during the year	6,857		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	4,972	73%	79%
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	6,028	88%	89%
This target has been met.			



The implications of sharing a catalog across six authorities mean that there are additional challenges to obtaining books upon request to the reader within a specific time. The 7-day target is challenging in terms of transport and logistics, especially given that there is not a dedicated distribution van operating on behalf of the North Wales Bibliographical Unit in the north east as there is in the West. Instead they rely solely on county vans to connect one another to transport items between the counties.

Since the implementation of the all-Wales Library Management System, reservations are travelling across north Wales to satisfy customer demands. To ensure consistency with other Welsh authorities, from 2017/18 North Wales Library authorities are recording the number of reservations satisfied within the county. This change in reporting has led to a reduced number of reservations being counted, but the number of requests satisfied within 7 calendar days is high at 73% and above the WPLS target. The cross-county figure, including all the 6 north Wales authorities is 58.82% for 7 days and 84.19 for 15 days.

When comparing with 16-17 figures its important to note that 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 for 16-17 was 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.

WPLSQI 13 Staffing levels & qualifications	2017-18	Per 10,000 pop'n	2016-17 Per 10,000 pop'n
Total number of staff (FTE)	19.5	2.79	19.50

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

Authority comment (including information about shared staff):

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. 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 had 2 vacant posts for the full year in addition to 1 professional post vacant for 6 months of the year. These posts have been excluded from these figures in line with the guidance. Anglesey Library Service is below the total staffing level standard which inevitably has a knock on effect on the Service. The transformation and restructuring process has complicated the possibility of filling the vacant posts however the new staffing structure which will be in place from 1/7/18 will enable all vacant posts to be filled (or restructured) and the situation should improve.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	3.9	0.57	4.40
---	-----	------	------

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

Anglesey Library Service remains below the standard set, this has been exacerbated during this reporting period by a vacant professional post for 6 months due to a member of staff leaving the authority. Professional staffing capacity coupled with the transformation process has at times limited 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)	2.0		

Authority comment:

We have two members of staff who are in posts that do not require a library qualification even though they hold librarian qualifications, those individuals currently do not wish to be in a qualified post.

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:

--	--

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 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)?	n/a as above		
Total staff working hours during the year	32,200		
Number of staff hours spent in training & personal/professional development	1,423		
% of time spent in training & personal/professional development	4.4%	2016-17	4.60%
This target has been met.			
Training opportunities included; training in Risk Management, Customer Care, Reader Development, Information Governance training, Online resources training, IT skills and Digital inclusion skills, Welsh Language, Domestic violence training, Health and Safety and Management skills, dementia friendly training.			
Total number of volunteers active during the year	3	2016-17	2
Total number of volunteer working hours during the year	53	2016-17	45
Do you have Investors in Volunteers accreditation relating to the NOS?	No		
Briefly describe the training and support offered to volunteers.			
Volunteer hours reported here are work experience placements with training and support offered on an individual basis, dependant on the tasks being undertaken.			

Authority comment:

A volunteer model for additional support during non-core library service hours is being developed in 1 of our Community Libraries which will come into effect over the summer of 2018-19.

WPLSQI 14 Operational expenditure	2017-18	% of total	2016-17	% of total
Expenditure on staff	£571,340	64%		49%
Total materials expenditure	£114,329	13%		11%
Expenditure on maintenance, repair & replacement of equipment & buildings	£26,051	3%		3%
Total other operational costs	£175,990	20%		36%
Total revenue expenditure	£886,711	100%		
Total revenue expenditure per 1,000 population	£12,728		£14,831	
Total capital expenditure	£142,250			
Total capital expenditure per 1,000 population	£2,042		£1,656	
Authority comment:				
Expenditure on staff and materials has risen whereas expenditure on 'other operational costs' has fallen, due in part to increased efficiency savings both corporately and departmentally.				

WPLSQI 15 Cost per visit	2017-18	Ratio	2016-17
Total revenue expenditure on staff & materials	£ 685,669.00		
Total income generated	£ 75,372		£ 63,285
Total number of visits to library premises during the year	286,138		
Total number of external visits to the library's web site during the year	120,354	£1.50	£ 121,883
Authority comment:			
Cost per visit ratio has fallen this year from £2.37 in the previous framework.			

WPLSQI 16 Opening hours	2017-18	Per 1,000 pop'n	2016-17 Per 1,000 pop'n
Aggregate annual opening hours for all service points	10,462	150	150
This target has been met.			

Total number of unstaffed opening hours for all service points	0
Authority comment:	

		% of total	2016-17 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	4		
Total planned opening hours of all static service points	9,900	0.0%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		
Total planned mobile library stops and home deliveries	1,560	0.0%	1%
Authority comment:			

4 hours were lost due to the failure of a heating system of 1 library during a period of severe weather.

--

**Authority:** Isle of Anglesey

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).

Please indicate if permission for the Welsh Government to re-use and/or publish the case studies has been obtained or not: No – not obtained

a) **Rhannu Rhigwm sessions: Welsh Language Rhyme Time sessions for babies and pre-school children.**

These sessions are held weekly throughout the year in 4 of our libraries. They are led by our Children and Young People team and include add on activities from partners e.g. Health Visitors and Cymraeg i Plant. These sessions are popular with welsh speaking families but also those families who are not first language welsh. These sessions have proved effective in providing a neutral, fun space for parents to improve and learn welsh with their children, they are especially effective in helping to raise confidence. The sessions are based on sharing nursery rhymes, action songs, and board books. They are fun, interactive and noisy! Nursery rhymes are great for language development and developing social interaction.

Mrs X has been bringing her daughter to the weekly sessions for a year now.

“The Rhannu Rhigwm session in Llangefni Library has been a lifeline to me in so many ways. It is somewhere that I can go to weekly and spend quality time with *my daughter* listening and repeating the rhymes and stories and having fun. For me the fact that the sessions are in welsh has been brilliant. I am learning welsh and I can take part in the sessions and learn with my daughter. The Library staff have helped me make contact with a welsh group and always encourage me to speak welsh with them. We both look forward to the sessions and our time in the library.

b) **The Loneliness agenda**

*Mair* is a 55 year old woman who I have asked to write a short paragraph on the impact the library service has made to her life. *Mair* spoke to me as part of our Transformation consultation events last summer, which is when I first heard her story.

“I lost my husband 18 months ago and my world collapsed. I had taken voluntary redundancy from work and we were just beginning to enjoy our newfound freedom. Suddenly I was alone, my family is close but I was very adrift. I have always read and used my library but this last 18 months has brought home to me how very important libraries are in our community. Here was a place I could go if I was feeling lonely, the ladies always had a smile and somehow knew when I wanted to talk and when I was just popping in for a quick visit. I couldn’t read for a while but still used to call into the library as I was passing (I tried to keep busy). One day someone in the library put a

book in my hand. It was a 'Quick Read'. Try this she said, they are just the right length not to need too much concentration; she was right, gradually my ability to read and enjoy a book came back and for that I am so very grateful. The library has been a place of sanctuary for me and I am very pleased that I can express just how important they are here, there are a lot of lonely people in our communities and Libraries are a rare space where people can go and have a chat if they want to or just sit and read a newspaper. There are very few places where that is available these days in our hectic world."

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. Libraries are perceived as a neutral space in the community and are open to all.

**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 though 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 Public access Pc's, mobile devises and 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. Partners also contribute to this agenda by using our facilities for example Health Visitors use many of our libraries to hold their weekly weigh-in and contact sessions.

**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 (indicative length 200 words).

The Executive meeting 18/12/2017 resolved to:

Adopt the Draft Library Service Strategy 2017-2022

That the proposed changes in the Draft Library Service Strategy 2017- 2022 be actioned as follows:

- Close Cemaes Library, Moelfre Library and Newborough Library, continuing to investigate mitigating actions such as community access points and/or increase mobile provision in the areas affected by closure.
- Develop a collaborative model with Canolfan Beaumaris in respect of Beaumaris Library.
- Receive a firm commitment from Llanfaelog Community Council in respect of Rhosneigr Library by 31 January, 2018. If no firm commitment is provided then proceed to close as per the first bullet point.
- Implement Option C within the Draft Library Service costings (Appendix 5 of the report) – retain 22 hours or ⅓ of the staffing from the closed libraries within the staffing structure to help with mitigation and sustain performance against the WPLS standards.

At the time of writing (June 2018) The Service is on schedule to action the recommendations above:

Close Newborough and Moelfre Libraries by the end of June 2018 and instigate mitigating actions in those communities.

## Appendix 1a

A community solution has been found by Cemaes Community Council and partners which has resulted in the library remaining open at least for a further 12 months.

Transfer Rhosneigr library Building to the Canolfan Beaumaris on a lease basis and operate a statutory library service from the building by end of June 2018.

Transfer Beaumaris library Building to the Canolfan Beaumaris on a lease basis and operate a statutory library service from the building by end of August 2018.

Implement the new staffing structure from July 1<sup>st</sup> 2018

**The Library Service Strategy 2017-2022** 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*

# Welsh Public Library Standards 2017-2020: Isle of Anglesey

## Annual Assessment Report 2017-18

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

### 1 Executive summary

Anglesey met all of the 12 core entitlements in full.

Of the 10 quality indicators which have targets, Anglesey achieved 7 in full, 2 in part and failed to achieve 1.

The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.

- Anglesey submitted two case studies demonstrating the positive impact that the service makes. Some libraries are not able to provide a full programme of skills support, but provision is generally good, and health and well-being are well supported.
- Attendance at formal training sessions has increased, but is still among the lowest in Wales. The numbers helped by informal training have also risen, reflecting the increasing demand for informal help.
- Staff capacity has impacted on the number of activities / events held, and as a result attendance has declined. The service is only able to provide activities / events for those with special requirements at certain libraries, with provision targeted to address demand and identified needs.
- Acquisitions budgets have reduced, but the service continues to perform strongly in terms of expenditure on children's stock, and in supporting Welsh language provision.
- Overall staff levels have been maintained, but with a vacant professional post affecting capacity in some areas. A new staffing structure is due to be implemented in 2018-19.
- The implementation of the Library Service Strategy 2017-2022 will result in a significant reshaping of the service, within a new delivery framework. The impact of these changes will begin to be seen in 2018-19.

### 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 these areas. A narrative assessment of the authority's performance is provided in Section 3.

## 2.1 Core entitlements

Anglesey is meeting all of the 12 core entitlements in full. Use of the internet and computer facilities is free to all residents and visitors with a home library card, a small charge is otherwise made for non-residents, although Wi-Fi is free in all libraries. The service is a member of the all-Wales LMS, which has strengthened catalogue sharing, with evidence of increasing use of the catalogue. Although there is no dedicated marketing budget, work with the corporate communications team, and through social media, ensures the service is promoted effectively. Service strategies, policies and vision were fully available in print and online during 2017-18.

## 2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, the Isle of Anglesey is achieving 7 in full, 2 in part and is failing to achieve one of the indicators.

Quality Indicator	Met?	
QI 3 Support for individual development:		Partially met
a) ICT support	✓	
b) Information literacy and skills training	x	
c) E-government support	✓	
d) Reader development	✓	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	✓	
ii) Better with Books scheme	✓	
iii) Designated health & well-being collection	✓	
iv) Information about healthy lifestyles and behaviours	✓	
v) Signposting to health & well-being services	✓	
QI 6 all static service points offer events/activities for users with special requirements	x	Not met
QI 7 Location of service points	✓	Met in full
QI 9 Up-to-date and appropriate reading material		Met in full
Acquisitions per capita	✓	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✓	
or Spend on Welsh per capita	x	
QI 11 Online access:		Met in full
a) i) Public access to Internet	✓	
ii) Wi-Fi provision	✓	

QI 12 Supply of requests		Met in full
a) % of requests satisfied within 7 days	✓	
b) % of requests satisfied within 15 days	✓	
QI 13 Staffing levels and qualifications:		Partially met
i) Staff per capita	x	
ii) Qualified staff per capita	x	
iii) Head of service qualification/training	✓	
iv) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

There has been no change in the Isle of Anglesey's performance compared to the last year of the fifth framework for those quality indicators where direct comparisons are possible.

## 2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during this first year of the framework. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Anglesey did not conduct a user survey during 2017-18; the service conducts these on a three year rota, and they were last completed in February 2017.

Performance indicator		Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a		73%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a		38%	90%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	98%	4/17	75%	98%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. The Isle of Anglesey provided two such case studies:

- Welsh Language Rhyme Time – held weekly at four libraries, these sessions introduce pre-school children to the library, and provide a fun activity for families, where parents can also learn and improve their welsh with their children.
- The Loneliness Agenda – individual testimony of the importance of the library to the community; providing a safe space for lonely people to meet and engage with reading, with friendly and helpful staff providing real support.

## 2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table

summarises Anglesey's position for 2017-18. 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 was not available to some authorities. Where possible, figures from the last year of the fifth framework have also been included for comparison; however, in some cases a change in definition or the introduction of additional measures makes comparisons impractical. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		Rank	Lowest	Median	Highest	2016/17
QI 1 Making a difference						
a) % of adults who think that using the library has helped them develop new skills:	n/a		24%	83%	94%	67%
c) health and well-being	n/a		33%	65%	95%	51%
d) enjoyable, safe and inclusive	n/a		90%	98%	100%	97%
QI 2 Customer satisfaction						
a) 'very good' or 'good' choice of books	n/a		88%	91%	98%	94%
b) 'very good' or 'good' customer care	n/a		93%	99%	100%	99%
c) 'very good' or 'good' IT facilities	n/a		74%	86%	94%	
d) 'very good' or 'good' overall;	n/a		93%	97%	99%	97%
e) users aged 16 & under rating out of ten	n/a		8.5	9.1	9.2	8.6
QI 5 User training						
a) attendances per capita	10	22/22	10	32	238	6
c) informal training per capita	289	7/22	15	199	473	265
QI 6 attendances at events per capita	188	15/22	82	228	684	x
QI 8 Library use						
a) visits per capita	4,107	9/22	2,501	4,047	7,014	4,131
b) virtual visits per capita	1,728	2/22	243	866	2,211	1,748
c) active borrowers per capita	110	20/22	100	154	229	102
QI 10 Welsh issues per capita*	438	3/22	4	68	663	
QI 11 Online access						
b) Computers per capita^	10	9/22	5	9	14	10
c) % of available time used by the public	67%	1/22	14%	27%	67%	69%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	3	21/21	3	31	196	2
b) total volunteer hours	53	20/21	40	1,346	11,939	45
QI 14 Operational expenditure						
a) total expenditure per capita	£12,728	9/21	£7,047	£11,915	£17,771	£14,831
b) % on staff,	64%	10/21	44%	63%	75%	49%
% on information resources	13%	10/21	4%	13%	25%	11%
% on equipment and buildings	3%	16/21	0%	4%	20%	3%
% on other operational costs;	20%	9/21	0%	18%	37%	36%
c) capital expenditure per capita	£2,042	4/20	£0	£338	£17,432	£1,656
QI 15 Net cost per visit	£1.50	16/21	£1.24	£1.82	£2.41	£2.37

QI 16 Opening hours <sup>#</sup>						
(iii) a) % hours unplanned closure of static service points	0.04%	13/21	0.00%	0.02%	1.28%	0%
b) % mobile stops / home deliveries missed	0.00%	1/20	0.00%	0.35%	11.24%	0.97%

<sup>\*</sup> per Welsh speaking resident population

<sup>^</sup> per 10,000 resident population

<sup>#</sup> Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

### 3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance (where applicable) with the final year of the fifth framework (2016-17).

#### 3.1 Meeting customer needs (QI 1-5)

Anglesey has yet to conduct its user surveys, which are due to be carried out at least once during the course of the framework. While individual development is generally well supported, not all static service points provide a full programme of skills sessions, with formal digital skills training difficult to support in two of the smaller libraries where PC provision is lower. Good support is provided for health and well-being, and relationships are in place with community health providers who hold regular sessions in the libraries. Both formal and informal training levels have increased, with the increasing demand for informal help, particularly with digital access and job searching, a factor here.

#### 3.2 Access and use (QI 6-8)

Anglesey continues to meet the target for easy access to service points, but capacity means that events / activities for users with special requirements are only provided in 6 out of 9 libraries, with provision targeted to where there is demand or an identified need. Attendance at events has also fallen, this is attributed to a reduction in the number of events held, the result of a vacant professional post limiting capacity. Visitor numbers have decreased slightly on 2016-17, a trend experienced in two-thirds of Welsh library services. Book issues have also fallen, although it is noted that this is offset somewhat by the continuing increase in electronic downloads, a service which is widely promoted. There is also an encouraging increase in the number of active borrowers, although library membership has decreased further, and in both areas Anglesey's performance is among the lowest in Wales.

#### 3.3 Facilities and services (QI 9-12)

In common with many other services in Wales, there were reductions in Anglesey's material budget in 2017-18, although the target for acquisitions per capita was still met and is above the median level. Expenditure on resources for children has in contrast increased, and at 31% of the materials budget is the highest proportional spend in Wales. This includes spending on the school library service, but stock is also made available for branch use. Expenditure on Welsh language material has fallen slightly, but performance here is still strong, with Welsh issues per capita the highest in Wales. PC provision has broadly been maintained, with usage levels (at 67%) again exceeding those for other authorities. The service continues to meet the targets for supply of requests, although figures here only include requests satisfied within the authority, and not those met through arrangements to share stock across the six North Wales authorities.

### **3.4 Expertise and capacity (QI 13-16)**

Overall staff levels are unchanged on 2016-17 and there has been a small decrease in the number of qualified staff, reflecting a vacant professional post. Neither staffing indicator is met, although performance in general is still above the median level for Wales. The impact of staffing capacity issues on the service is noted, with a new staffing structure due to be implemented in 2018-19 which should enable improvement. Qualified leadership is in place, and the service continues to invest strongly in professional development, with a wide range of training on offer. Volunteer input, as in previous years, relates to work experience placements, although a volunteer model for support during non-core library service hours is under development.

Total revenue expenditure has decreased in 2017-18, but expenditure per capita remains above the median level. It is noted that most of this reduction is accounted for by a fall in operational costs outside staffing, reflecting increased efficiency savings both corporately and departmentally. Aggregate annual opening hours are unchanged, with only four hours of unplanned library closures, as a result of heating failure during severe weather.

## **4 Strategic context**

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. The Isle of Anglesey reports on its support for a wide range of agendas, including learning, reading and literacy, skills development and economic regeneration. The service provides business information and advice, and contributes to digital inclusion and literacy. Community support for health and well-being are central to provision, working with partners and as a portal for health and well-being information. Welsh resources and support for Welsh language reading groups, support local cultural identity.

## **5 Future direction**

Reporting on the authority's future direction and plans for the library service over the following year, Anglesey noted the adoption of the Draft Library Service Strategy 2017-2022. This involves plans to close two library service points, with a community solution being adopted for Cemaes Library, and the development of collaborative models for two further libraries. A new staffing structure will also be implemented from July 2018. The Strategy outlines a vision and delivery model intended to meet the needs of customers and the standards framework. The initial outcomes of these measures, which will result in a significant change to the service's operational context, will be reported in 2018-19.

## **6 Conclusion**

The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.