

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b> <b><u>Scrutiny Report Template</u></b>	
<b>Committee:</b>	Corporate Scrutiny Committee
<b>Date:</b>	27 February 2020
<b>Subject:</b>	<u>Connected and Ambitious Libraries:</u> The sixth quality framework of Welsh Libraries 2017-20, Isle of Anglesey Annual Return 2018/2019.
<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 2018/19 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 2018/2019 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>	Rhys H. Hughes
<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
<ul style="list-style-type: none"> <li>That the Corporate Scrutiny Committee suggests that the Portfolio Holder approves the Welsh Public Library Standards Annual Report for 2018/19</li> <li>That the Corporate Scrutiny Committee note the Welsh Government's (MALD) assessment of the Library Services 2018/19 Annual Library Report, and the issues arising.</li> </ul>

2 – Link to Council Plan / Other Corporate Priorities

3 – Guiding Principles for Scrutiny Members
<b>To assist Members when scrutinising the topic:-</b>  <b>3.1</b> Impact the matter has on individuals and communities <b>[focus on customer/citizen]</b>  <b>3.2</b> A look at the efficiency & effectiveness of any proposed change – both financially and in terms of quality <b>[focus on value]</b>

**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 2018 – March 2019**  
**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 2018/19 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 11 core entitlements in full and meets 1 partially. Of the 10 quality indicators the Isle of Anglesey achieved 7 in full and 1 in part and failed to achieve 2; a slight reduction on the previous reporting year, however a change in the reporting / assessment process by MALD has resulted in this change not a reduction in performance. **The assessment is attached as Appendix 2.**
- 1.4 Performance is broadly maintained in this 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.

- 1.5 The Assessment notes that the service continues to perform well in other areas covered by the entitlements, especially given limitations in resources and staff capacity. Working in partnership with lifelong learning staff, and other colleagues and agencies helps maximise the range of services that can be provided, with well-being a particular focus for this work.

## **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 2018 – 2019: Report Summary**

### **3.1 Areas of strength**

- 3.1.1 11 out of 12 core entitlements are met in full and 1 is partially met. While a Library Service Strategy 2017-2022 is in place, it is not easily available online for public access and CE12 is partially met as a result; once the strategy is made available through the library service web pages this entitlement will be fully met.
- 3.1.2 All libraries provide the full range of support for individual development, and an extended range of health and well-being services an improvement on 17/18.

- 3.1.3 Anglesey has extended its program of events and activities in 2018/19, despite continuing limitations on staff capacity.
- 3.1.4 Acquisition budgets have been maintained, and the service continues to perform well in terms of expenditure on children's stock, and support for Welsh language provision.
- 3.1.5 Total revenue expenditure has increased slightly on 2017/18, with expenditure per capita above the median level.
- 3.1.6 92% of our population live within easy reach of a service point.
- 3.1.7 Welsh language issues per capita is amongst the highest in Wales
- 3.1.8 The Isle of Anglesey has the second highest usage rate of public access ICT facilities.

### 3.2 **Areas of weakness**

- 3.2.1 The level of attendance at pre-arranged formal training is the lowest in Wales, however, informal training has increased and is ranked 6/22.
- 3.2.2 Visitor numbers have continued to fall, as have book issues; improvements are expected as new mobile provision and transformed service delivery is embedded
- 3.2.3 Neither staffing target is met, with consequent issues for service capacity.
- 3.2.4 Visits have fallen slightly however we are above the Welsh median and 12 / 22 in Rank. Virtual visits are high and Anglesey is ranked 2/22
- 3.2.5 Events /activities for users with special requirements are only provided in 7 out of 8 libraries, with provision targeted to where there is demand or an identified need  
This is however an improvement on 17/18

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

- 4.1 The Assessment shows the service to be performing well and meeting 11 core entitlements in full and 1 partially. Of the 10 quality indicators the Isle of Anglesey achieved 7 in full and 1 in part and failed to achieve 2 a slight reduction on the previous reporting year, however a change in the reporting / assessment process by MALD has resulted in this change not a reduction in performance.
- 4.2 The core entitlements and quality indicators can be divided into four key areas: MALD comments are summarized below.

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

The impact of planned changes to service infrastructure can be seen in provision for individual development, with the closure of two service points enabling the redistribution of staff and resources; as a result the full range of skills sessions is now provided at all libraries and QI 1 is fully met. The restructure has also allowed the service to extend its provision for health and well-being, with all service points now delivering dementia friendly services. Formal and informal training levels have continued to increase, although attendance at pre-arranged training sessions remains the lowest per capita in Wales. Demand for informal help, accessing online services, remains particularly high.

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

Changes to service infrastructure in 2018/19 have seen a small reduction in the percentage of households within an accessible distance of a library service point, but the target here is still met. Anglesey has extended its program of events and activities in 2018/19, despite continuing limitations on staff capacity; attendance levels have risen as a result. Delivery of events and activities for users with special requirements has also improved, with targeted provision at 7 out of the 8 main library service points, although the standard here (QI 6) is still not met. Visitor numbers have continued to fall, as have book issues; this is largely attributed to a reduction in visits to the mobile library, and the service expects to reverse this trend in 2019/20 as its new mobile library, timetable and marketing take hold. Electronic downloads have increased further, a trend seen across Wales, and library membership has also risen, although per capita performance here is still very low.

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

Materials budget was maintained at 2017/18 levels, but a change to the assessment of acquisitions per capita (QI 9) means that the target here is no longer met. Spending on resources for children remains strong, and the service has increased its investment in Welsh language resources, in line with local demand, with Welsh language issues still high. PC provision has been maintained, and while usage levels have fallen (to 57% from 67%), this reflects the higher PC capacity at some libraries following the redistribution of equipment from closed sites, with usage remaining among the very highest in Wales. The service continues to meet the targets for supply of requests, reporting figures for requests satisfied within the authority.

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

A new staffing structure was implemented in 2018/19, a number of posts within this remained vacant (including one professional post), and as such Anglesey reports a small drop in overall staff levels, with neither staffing target met. The service notes that recruitment is ongoing and that posts should be filled in 2019/20, and anticipates that this should enable the service to meet the target for numbers of professional staff, although achieving the overall staffing requirement will not be possible. Qualified leadership is in place, and the service continues to invest in professional development. Total revenue expenditure has increased slightly on 2017/18, with expenditure per capita still above the median level. Aggregate annual opening hours have fallen, following the closure of two service points, but the requirements here are still met, and there were no unplanned interruptions to service delivery.

- 4.3 The assessment concludes that:** *The Isle of Anglesey library service has seen some changes to performance levels in 2018/19, with completion of its transformation process reshaping the infrastructure within which the service operates. Two of its smallest library service points have closed, enabling the redistribution of staff and resources, and a new staffing structure is in place, which once recruitment has been completed should deliver improved capacity. Staff*

*have nevertheless delivered an extended training, events and activities offer in 2017/18 although most other key indicators of library use have continued to fall. Improvements are anticipated as the new mobile library, timetable and marketing take hold. The authority's return for 2019/20 should therefore provide a clearer picture of how the implementation of its Library Service Strategy 2017-2022 and recent changes to branches are impacting on performance under the framework.*

#### **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 2018/19  
Appendix 2. Isle of Anglesey Annual Report 2018-19 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 2019

### Guidance notes

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

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

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

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

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

### Context

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

### Core entitlements

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

### Quality indicators

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

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

A comparative figure for the year ending 31 March 2018 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

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

### Submission

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

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

Closing date for receipt of returns:

**Friday 21st June 2019**

For more information please contact:

Carys Dawson

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

0300 062 2095 (direct line)

0300 062 2112 (MALD main number)

## Contextual data

Year ending 31 March 2019

Authority

Isle of Anglesey

Resident population

69,794

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

8

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

0

No. of Mobiles

1

In addition, community libraries open 10+ hours per week

*No. of community managed libraries*

0

*No. of community supported libraries*

3

*No. of commissioned libraries*

0

in addition, 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)?

3

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? Late Autumn 2019

When will the definitive version be submitted to MALD? Late Autumn 2019



## 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 within 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.</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. Our lifelong-learning staff add 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 the last few years, 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. All libraries provide public access pc's 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 bulidings 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 resourses 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.
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 Facilites and courses and 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. The vast majority of 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 North Wales Bibliographic 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 continue to increase following the redesign of the corporate website.
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 are promoted 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 is effectively promoted using social media are our Community Code Clubs, we put messages on Twitter and Facebook, it achieves a high retweet/repost including schools and 3rd sector partners, attendance is 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.</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		67%
Percentage of adults who have found helpful information for health and well-being at the library	n/a		51%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	n/a		97%
Percentage of adults who think that the library has made a difference to their lives	n/a		84%
Survey dates (month & year)		n/a	Survey date Feb-17
Authority comment: Survey will take place in 2019/20			

Percentage of children aged 7-16 who think that the library helps them learn and find things out	n/a	90%
Survey dates (month & year)	n/a	Survey date Feb-17
Authority comment: Survey will take place in 2019/20		

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		94%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	n/a		99%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	n/a		n/a
Percentage of adults who think that the library is 'very good' or 'good' overall	n/a		97%
Survey dates (month & year)		n/a	Survey date Feb-17
Authority comment: Survey will take place in 2019/20			

Average overall rating out of ten awarded by users aged 7-16 for the library they use	n/a	9%
Survey dates (month & year)	n/a	Feb-17
Authority comment: Survey will take place in 2019/20		

WPLSQI 3 Support for individual development	2018-19	% of total	2017-18 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	8	73%	100%
Training to improve literacy, numeracy, information literacy and digital skills.	8	73%	78%
Support for users to access local and national e-government resources.	8	73%	100%
Reader development programmes/activities for both adults and children	8	73%	100%

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

Performance has improved in this area with all targets now being met at 100%. This is in part due to our 2 smallest libraries closing during 2018 as a result of our Transformation Process. The new structure has enabled us to consolidate staffing and resources and distribute them to the remaining libraries more effectively

WPLSQI 4 Support for health & wellbeing	2018-19	% of total	2017-18 % of total
Number of static service points open for 10 hours per week or more providing:			
Books Prescription Wales scheme	8	73%	100%
Better with Books scheme	8	73%	100%
Designated health & wellbeing collection	8	73%	100%
Information about healthy lifestyles & behaviours	8	73%	100%
Signposting to health & wellbeing services	8	73%	100%
This target has not been met. Please add any comments below:			

Number of static service points open for 10 hours per week or more providing:		2017-18
Shared Reading groups	2	1
Book clubs	4	4
Health information partnerships	6	6
Dementia friendly champions and services	8	4
Mental health awareness activities	8	9
Authority comment:		
The number of libraries open for 10 hours a week or more reduced during 2018 from 9 to 8. Work in the field of Dementia Friendly Champions and Services has improved performance in this area with every service point providing this element. Health information is available in all libraries and Services visit all libraries at some point in the year for various activities however we have only included here those Services that are repeated as per the guidelines.		

WPLSQI 5 User training	2018-19	Per 1,000 pop'n	2017-18
Total number of attendances at pre-arranged user training sessions organised by the library	936	13	per 1000 pop'n 10
Percentage of attendees who said that attendance helped them to achieve their goals	99%		% 98%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	100		
Number of feedback forms included in the calculation	92		
Number of customers helped by means of informal training during the year	21,365	306	
Authority comment (including note on the method used to calculate the results):			

Pre-arranged user training sessions have increased slightly on the previous reporting period with visits from local colleges being included this year. Informal sessions remain high, 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 and local history resources are also important with demand increasing in this area. Demand continues to increase in informal help with completing online forms, scanning documents and job searching. CIPFA sampling procedures are followed with a count in October for % who said training helped achieve their goals. The other figures are full counts.

WPLSQI 6 User attendances at library events	2018-19	per 1000 pop'n	2017-18
Total number of attendances at events and activities organised by the library	15,465	222	per 1000 pop'n 188
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	7	64%	
This target has not been met. Please add any comments below:			
Authority comment, including examples of events:			

Events and activities held around the year are numerous for example; Lego Clubs, Code clubs, Weekly Job Clubs, Listening reading groups, Author visits, Book launches, Reading groups, Rhannu Rhigwm, Parent and Child sessions, childrens activities, summer reading scheme activities. The number of events has increased this year, an achievement for our staff in the context of 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 7 out of 8 libraries (an increase on the previous reporting period). Events were Story times / Activities for Canolfan Addysg y Bont (Pupils with Special needs), Information Literacy for ABE (Basic Skills), Information and awareness sessions, Listening reading groups, activities e.g. job clubs for long term unemployed. Information and advice sessions in partnership with North Wales Deaf Association and North Wales society for the Blind.

WPLSQI 7 Location of service points	2018-19	2017-18
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	92%	% 97%
This target has been met.		

63.94% 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. 28.31% of households within .25 of a mobile stop. There has been a slight reduction on 17/18 however the Transformation process ensured that we continued to reach this target.

WPLSQI 8 Library use	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of visits to library premises during the year	275,423	3,946	4,107
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	119,232	1,708	1,728
Total number of active borrowers during the year	7,498	107	110
Total number of library members	15,474	222	190
Total number of adult book issues	161,416	2,313	2,429
Total number of children's book issues	74,937	1,074	1,138
Total number of audio-visual issues	7,416	106	104
Total number of electronic downloads	18,249	261	190
Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse; please also provide a note of any statistics collected on social media use, and how this data is counted):			

Visits to library premises have fallen slightly this reporting period. When broken down to library level our larger libraries have maintained visitor numbers. The mobile library has seen a reduction in visits however we are expecting a reverse in this as our new mobile library, timetable and marketing take hold.

Issues are also slightly down on last year and the same pattern is seen as with visitor numbers. Virtual visits remain high and electronic downloads remain strong.

WPLSQI 9 Up-to-date and appropriate reading material	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Total number of items acquired	36,793	527	244
Total materials expenditure (from WPLSQI 14)	£114,093	£1,635	£1,641
This target has been met.			

no. of print and non-book media items: 13,328

no. of items from authority purchased electronic sources: 0

no. of items from centrally purchased subscriptions: Bolinda - 23,465 (as per previous years e-zines and e-comics have not been included)

Total expenditure on material purchased for children	£32,856
Does this figure include expenditure on a Schools Library Service?	Yes

Please indicate the amount included	£11,327		
Percentage of materials expenditure for children	29%	%	31%
Authority comment			

The service is 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	2018-19	Per 1,000 pop'n	2017-18
Total expenditure on materials in the Welsh language	£16,085		
Percentage of materials expenditure on materials in the Welsh language	14%	%	12%
Spend per 1,000 Welsh-speaking resident population		£	£330
This target has been met.			

Total number of issues of Welsh language material	33,990	487	
Authority comment			

Expenditure on Welsh language materials has increased, a reflection of the number of published materials this year. 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 and would impact other resources.

WPLSQI 11 Online access	2018-19	Per 10,000 pop'n	2017-18
Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?	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. All static libraries provide devices giving access to the Internet and Networked digital content.

Do all static service points provide Wi-Fi access for the public using their own devices?	Yes		
This target has been met.			

WiFi hours 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 known to be high.

Total number of devices giving public access to the Internet:	69	9.89	per 10,000 pop'n	10
Available in static libraries	69			
Available in mobile libraries	0			
Authority comment:				

All static libraries provide 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.

Number of hours available for use of public access ICT facilities during the year	57,232			
Number of hours recorded for use of public access ICT facilities during the year	32,452	57%	%	67%
Authority comment:				

These figures have been worked out on a pro rata basis for the 2 libraries which closed during the reporting period. IT equipment was redistributed around the service which has resulted in extra capacity in some branches. Providing a better service to the customer but reducing the figure for % of available time used by the public.



WPLSQI 12 Supply of requests	2018-19	%	2017-18 %
Total number of requests for specific items made during the year	6,898		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	5,310	77%	73%
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	6,317	92%	88%
This target has been met.			

Inter-library lending and sharing a catalog across the six North Wales 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,

Since the implementation of the all-Wales Library Management System, reservations are travelling across North Wales to satisfy customer demands and this can be challenging for the distribution network. To ensure consistency with other Welsh authorities, from 2017/18 North Wales Library authorities have recorded 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 77% an increase from 17/18 and above the WPLS target.

The cross-county figure for Anglesey, including requests satisfied from all the 6 north Wales authorities is 59.99% for 7 days and 84.26 for 15 days.

WPLSQI 13 Staffing levels & qualifications	2018-19	Per 10,000 pop'n	2017-18
Total number of staff (FTE)	18.1	2.59	2.8
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). This total does not include vacant posts (posts that are on the library service staffing structure but were vacant as at March 2018)			

18/19 saw the implementation of a new staffing structure for the library service. Staffing levels have reduced slightly during this reporting period and we had 3 vacant posts, 1 of which was a professional post, for the full year. These posts have been excluded from these figures in line with the guidance as they were vacant. 1 of these posts has now been filled (although just outside this reporting period) and the other is in the process of being advertised. Anglesey Library Service remains below the total staffing level standard which inevitably has a knock on effect on the Service.

Total FTE including the vacant posts is 19.95 which is still below the target. Achieving this target was not possible as part of the transformation process.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	3.9	0.56	0.6
This target has not been met. Please add any comments below:			

The FTE figure 3.9 does not include the vacant post. But it does include cognate areas. Our Staffing structure if fully staffed is 4.9 which is above the target. We expect to achieve this level in 2019 reporting period provided the vacant professional post is successfully filled.

Number of staff holding qualifications in cognate areas (FTE)	0.5		
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)	0.8		

Authority comment:

The posts which require a library qualification includes the vacant professional post. The staff member holding cognate area qualification is our Lifelong Learning Officer who holds a teaching degree. We have two members of staff who are in posts that do not require a library qualification even though they hold librarian qualifications (they are not reported here as per the guidance), those individuals currently do

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		

Please give details of training undertaken	Yes
N/A	
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	30,800		
Number of staff hours spent in training & personal/professional development	1,562		
% of time spent in training & personal/professional development	5.1%	2017-18	4.40%
This target has been met.			

Total number of volunteers active during the year	3	2017-18	3
Total number of volunteer working hours during the year	90	2017-18	53
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 hours with training and support provided on an individual basis relevant to the tasks being undertaken.			

Authority comment:  
As yet our 2 Community Libraries do not have a volunteer model up and running however we are working in one area to establish elements of volunteer support which is extra to the statutory core library service.

WPLSQI 14 Operational expenditure	2018-19	% of total	2017-18	% of total
Expenditure on staff	£478,356	54%		64%
Total materials expenditure	£114,093	13%		13%
Expenditure on maintenance, repair & replacement of equipment & buildings	£26,861	3%		3%
Total other operational costs	£272,605	31%		20%
Total revenue expenditure	£891,915	100%		
Total revenue expenditure per 1,000 population	£12,779		£12,728	
Total capital expenditure	£121,017			
Total capital expenditure per 1,000 population	£1,734		£2,042	
Authority comment:				

The staffing figure reported in the 17/18 return was incorrect. The budgeted staffing figure rather than the actual figure was reported. The correct figure should have been £473,664 which would have changed the "Other operational expenses" figure to £272,665. These figures mean that the % totals for the two years are comparable.

WPLSQI 15 Cost per visit	2018-19	Ratio	2017-18
Total revenue expenditure on staff & materials	£ 592,449.00		

Total income generated	£74,610.00		Income	£75,372.00
Total number of visits to library premises during the year	275,423			
Total number of external visits to the library's web site during the year	119,232	£1.31	Cost per visit	£1.50
Authority comment:				

WPLSQI 16 Opening hours	2018-19	Per 1,000 pop'n	2017-18 Per 1,000 pop'n
Aggregate annual opening hours for all service points	9,287	133	150
This target has been met.			
Performance in this area has reduced due to the library closures which took place in 2018. The Library Service still however meets this target; continuing to meet this target was an important factor in our transformation work			
Total number of unstaffed opening hours for all service points	0		
Authority comment:			

		% of total	2017-18 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	0		
Total planned opening hours of all static service points	9,287	0.00%	0.00%
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	0.00%	1.00%
Authority comment:			

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**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) **Digital inclusion / IT help**

Our libraries report case studies on a regular basis linked back to the importance of IT help and assistance. The impact of this area of work can be significant reaching across many agendas. Staff will help customers but the ability to refer to one to one help or IT sessions is an important factor of our IT support. Listed below are a few of the impact statements received during the reporting period.

- Lady who wished to attach a video taken on her phone of some work that needed doing on her Council Property. She wanted to send it to the Housing Maintenance department but did not know how to do this; she had been struggling at home until she thought about the library and whether we could help. A member of staff sat with her and explained what she needed to do. She returned a few weeks later to thank us and to say that the repair had been done. She said that it was easy when you knew how. It was suggested that she might like to attend one of our IT sessions, which she did; she says that the library is great because you can get help and advice but also you get to meet people and have a nice chat.
- 60 year old gentleman used his home computer to contact family in South Africa via email, but he had logged herself out of his email and couldn't remember his email. He had mentioned this in passing while he was borrowing some books. The member of staff offered to help and they proceeded to the Public Access Computers. Library staff were able to show him how to recover his password and suggested that he could learn how to use Skype or Instant Messaging to be able to 'video call' his family. He signed up for IT help and learnt how to use Skype; he still prefers to email but he reports that he will video call on special occasions and it's nice to see their faces.
- A lady enrolled on a creative writing course that took place in the library, Her IT skills were very poor and she had not used word processing before. She was encouraged to use word processing as part of the course and began a programme of teaching herself using the library computers with library staff helping when needed for printing problems or formatting verse. She still does not own a computer herself but she has become very IT savvy now. She recently told us she submitted a piece of work to a local competition and her creative writing will be published through the college.

b) **Health and Wellbeing**

This case study illustrates the clear benefit of the Books of Prescription scheme. It is one story of many we could record here. Each library has a similar story to tell. The

impact is clear and consistent.

*Mrs Williams (not real name)* is a 45-year-old woman who thanked library staff for their help last Autumn. She was asked if she would mind providing a short anonymous statement for library use, which she was happy to do.

"I have always been anxious but it had got out of control and I ended up being signed off work by my Doctor, I really didn't want to take medication but there was a wait for talking therapy. My doctor told me about the Books on Prescription scheme and gave me a prescription for some books he thought might help. I took a big breath and went to the library to collect the books. I hadn't been in the library for a good few years and I was somehow surprised at how friendly it was. My anxiety subsided and I'm now receiving help. I am back at work. That step back into the library reminded me about how much I used to enjoy reading and visiting the library as a child. I don't know why I stopped I think life just got too busy. I find that I am enjoying reading again, it helps me relax and helps me sleep. The prescription book not only helped with my health troubles it re-opened the door to the library and reminded me of something I had lost. My trips to the library are a source of great pleasure to me now and it helps that the staff are so friendly and helpful. They even keep books on one side for me. It makes me feel special, even though I know they do it for everyone!"

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 both informal study and learning and those completing formal qualifications. Anglesey library service supports learning throughout all life stages from books for babies and rhyme time to IT sessions targeted at an older generation. Formal and informal learning opportunities within and outside of the library setting provide accessible friendly opportunities for a wide variety of learning outcomes. Working in partnership is a strong aspect of this area of work.

**Reading and literacy** – Anglesey Library Service provides access to a wealth of literature, stories, and information that engages and excites, 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 are very popular 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

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wide range of activities for all ages. Libraries are a neutral space in the community and are open to all.

**Skills and economic regeneration** – Our 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 Internet access in their buildings. IT courses and one to one sessions are run. All libraries have Public Access PC's, mobile devices 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 2018/19 reporting period saw the implementation of the Executive's decision to adopt the Library Service Strategy 2017-2022. The changes actioned were:

- Closure of Moelfre Library and Newborough Library (July 2018) increasing mobile provision in these areas.
- Developed a collaborative model with Canolfan Beaumaris in respect of Beaumaris Library and Llanfaelog Community Council in respect of Rhosneigr library. The Authority achieved financial savings by working in partnership with these communities whereby the Community Council in respect of Rhosneigr and the Canolfan Beaumaris Social Enterprise in respect of Beaumaris have taken on the buildings (long lease). In both instances, the Authority retains a statutory library service fully resourced, supported and staffed for 11 hours a week. It is hoped that a volunteer model will be established to provide additional support outside of these core statutory hours. These libraries are included in this return as Community supported libraries.
- Friends of Cemaes library secured funding to keep Cemaes library open for 1 year. A statutory library service was provided for 11 hours a week.
- A new staffing structure was implemented.

**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. This strategy will shape our provision going forward.

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

## Annual Assessment Report 2018/19

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 now meets 11 of the 12 core entitlements in full, and partially meets 1.

Of the 10 quality indicators which have targets, Anglesey achieved 7 in full, 1 in part and did not achieve 2.

The Isle of Anglesey library service has seen some changes to performance levels in 2018/19, with completion of its transformation process reshaping the infrastructure within which the service operates. Two of its smallest library service points have closed, enabling the redistribution of staff and resources, and a new staffing structure is in place, which once recruitment has been completed should deliver improved capacity. Staff have nevertheless delivered an extended training, events and activities offer in 2017/18 although most other key indicators of library use have continued to fall. Improvements are anticipated as the new mobile library, timetable and marketing take hold. The authority's return for 2019/20 should therefore provide a clearer picture of how the implementation of its Library Service Strategy 2017-2022 and recent changes to branches are impacting on performance under the framework.

- All libraries are now able to provide the full range of support for individual development, and an extended range of health and well-being services.
- Take-up of formal and informal training opportunities has continued to increase, although attendance at pre-arranged training sessions remains the lowest in Wales.
- Anglesey has extended its programme of events and activities in 2018/19, despite continuing limitations on staff capacity; the service is still only able to provide activities / events for those with special requirements at certain libraries.
- Visitor numbers have continued to fall, as have book issues, in part due to reduced mobile library use; improvements are expected as new mobile provision is embedded.
- Acquisition budgets have been maintained, and the service continues to perform well in terms of expenditure on children's stock, and support for Welsh language provision.
- A new staffing structure is in place, with recruitment to vacant posts ongoing. In the meantime neither staffing target is met, with consequent issues for service capacity.
- Total revenue expenditure has increased slightly on 2017/18, with expenditure per capita above the median level.

### 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 now meets 11 of the 12 core entitlements in full, and partially meets 1. While a Library Service Strategy 2017-2022 is in place, it is not easily available online for public access and CE12 is partially met as a result; once the strategy is made available through the library service web pages this entitlement will be fully met. The service continues to perform well in other areas covered by the entitlements, especially given limitations in resources and staff capacity. Working in partnership with lifelong learning staff, and other colleagues and agencies helps maximise the range of services that can be provided, with well-being a particular focus for this work. Consultation with local communities and previous user surveys have fed directly into the plans for service transformation, and the development of the library service strategy.

## 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, 1 in part and does not achieve 2 of the indicators.

Quality Indicator	Met?	
QI 3 Support for individual development:		Met in full
a) ICT support	✓	
b) Information literacy and skills training	✓	
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		Not met
Acquisitions per capita	x	
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 have been some changes in performance compared with 2017/18. With full support for individual development provided at all main service points QI 3 is now fully met. However, in 2018/19, to ensure consistency between authorities and to reflect individual service performance, centrally procured e-resources were excluded from reporting against acquisitions for QI 9 at the assessment stage. This has impacted on Anglesey's performance in this area and the standard here is no longer achieved.

## 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 2017/18 or 2018/19. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Anglesey has yet to complete its user surveys which are planned for 2019/20. While a figure is reported for QI 5 b) below, the sample surveyed did not meet the minimum required to be statistically accurate.

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		60%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a		38%	88%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	99%	=4/20	80%	97%	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:

- Digital Inclusion – impact statements demonstrating the value and importance of the IT support provided through the library service; enabling local people to access council services, develop and maintain connections with family online, and improve their IT skills and access wider learning opportunities.
- Health and Well-being – individual testimony of the importance of access to the Books on Prescription scheme, in supporting someone suffering with severe anxiety. The prescribed book not only helped with her health problems, but reconnected her to the library, and reading for pleasure.

## 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 2018/19. 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. Figures from the first year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		Rank	Lowest	Median	Highest	2017/18
QI 1 Making a difference						[Framework 5]
a) % of adults who think that using the library has helped them develop new skills	n/a		24%	82%	96%	67%
c) health and well-being	n/a		33%	62%	94%	51%
d) enjoyable, safe and inclusive	n/a		90%	97%	100%	97%
QI 2 Customer satisfaction						[Framework 5]
a) 'very good' or 'good' choice of books	n/a		81%	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		65%	91%	95%	
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	9.3	9.5	8.6
QI 5 User training						
a) attendances per capita	13	22/22	13	30	208	10
c) informal training per capita	306	6/22	15	199	433	289
QI 6 attendances at events per capita	222	15/22	91	295	689	188
QI 8 Library use <sup>1</sup>						
a) visits per capita	3,946	12/22	2,596	3,969	7,170*	4,107
b) virtual visits per capita	1,708	2/22	345	885	2,205	1,728
c) active borrowers per capita	107	18/22	58	150	251	110
QI 10 Welsh issues per capita <sup>2</sup>	976	5/22	95	602	1,424	877
QI 11 Online access						
b) Computers per capita <sup>3</sup>	10	11/22	5	10	14	10
c) % of available time used by the public	57%	2/22	14%	25%	63%	67%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	3	21/21	3	30	214	3
b) total volunteer hours	90	21/21	90	1,477	9,806	53
QI 14 Operational expenditure						
a) total expenditure per capita	£12,779	9/22	£7,181	£12,145	£19,449	£12,728
b) % on staff,	54%	17/22	47%	62%	78%	64%
% on information resources	13%	12/22	8%	13%	21%	13%
% on equipment and buildings	3%	14/22	0.4%	4%	25%	3%
% on other operational costs	31%	5/22	0.3%	16%	37%	20%
c) capital expenditure per capita	£1,734	7/22	£0	£467	£8,829	£2,042
QI 15 Net cost per visit	£1.31	19/22	£1.18	£1.82	£2.52	£1.50
QI 16 Opening hours <sup>4</sup>						
(iii) a) % hours unplanned closure of static service points	0.00%	=1/22	0.00%	0.00%	0.25%	0.04%
b) % mobile stops / home deliveries missed	0.00%	=1/20	0.00%	0.28%	7.99%	0.00%

<sup>1</sup> figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision

<sup>2</sup> per 1,000 Welsh speaking resident population; figures from 2017/18 reports corrected following a calculation error

<sup>3</sup> per 10,000 resident population <sup>4</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 with the first year of the sixth framework (2017/18).

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

Anglesey has yet to conduct its user surveys, which it is noted are planned to take place in 2019/20. The impact of planned changes to service infrastructure can be seen in provision for individual development, with the closure of two service points enabling the redistribution of staff and resources; as a result the full range of skills sessions is now provided at all libraries and QI 1 is fully met. The restructure has also allowed the service to extend its provision for health and well-being, with all service points now delivering dementia friendly services. Formal and informal training levels have continued to increase, although attendance at pre-arranged training sessions remains the lowest per capita in Wales. Demand for informal help, accessing online services, remains particularly high.

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

Changes to service infrastructure in 2018/19 have seen a small reduction in the percentage of households within an accessible distance of a library service point, but the target here is still met, and by some margin. Anglesey has extended its programme of events and activities in 2018/19, despite continuing limitations on staff capacity; attendance levels have risen as a result, but remain below the median level. Delivery of events and activities for users with special requirements has also improved, with targeted provision at 7 out of the 8 main library service points, although the standard here (QI 6) is still not met. Visitor numbers have continued to fall, as have book issues; this is largely attributed to a reduction in visits to the mobile library, and the service expects to reverse this trend in 2019/20 as its new mobile library, timetable and marketing take hold. Electronic downloads have increased further, a trend seen across Wales, and library membership has also risen, although per capita performance here is still very low.

#### **3.3 Facilities and services (QI 9-12)<sup>i</sup>**

Anglesey maintained its materials budget at 2017/18 levels, but a change to the assessment of acquisitions per capita (QI 9) means that the target here is no longer met. Spending on resources for children remains strong, and the service has increased its investment in Welsh language resources, in line with local demand, with Welsh language issues still high. PC provision has been maintained, and while usage levels have fallen (to 57% from 67%), this reflects the higher PC capacity at some libraries following the redistribution of equipment from closed sites, with usage remaining among the very highest in Wales. The service continues to meet the targets for supply of requests, reporting figures for requests satisfied within the authority.

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

A new staffing structure was implemented in 2018/19, but a number of posts within this remained vacant (including one professional post), and as such Anglesey reports a small drop in overall staff levels, with neither staffing target met. The service notes that recruitment is ongoing and that posts should be filled in 2019/20, and anticipates that this should enable the service to meet the target for numbers of professional staff, although

achieving the overall staffing requirement will not be possible. Qualified leadership is in place, and the service continues to invest in professional development. Volunteer input, as in previous years, relates only to work experience placements, with work continuing to develop a volunteer model for the service's community libraries.

Total revenue expenditure has increased slightly on 2017/18, with expenditure per capita still above the median level. Aggregate annual opening hours have fallen, following the closure of two service points, but the requirements here are still met, and there were no unplanned interruptions to service delivery.

## **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 continues to report on its support across a range of agendas, including learning, community well-being, skills and economic regeneration, and poverty. Partnerships are noted as a strong aspect to many of these areas of work, with libraries providing the space and facilities for a wide range of activities and services. Some further reflection within the commentary on how developments and delivery in 2018/19 support these areas would have been appropriate.

## **5 Future direction**

Reporting on the authority's future direction and plans for the library service over the following year, Anglesey notes that the delivery of the service will be shaped by its Library Service Strategy 2017-2022, although no specific initiatives or development are otherwise identified. Work under the Strategy in 2018/19 is instead outlined, with the implementation of a new staffing structure, the closure of two service points, and the development of collaborative models at two further libraries, working with local communities. A greater focus on plans for the service going forward would strengthen this element of the return.

## **6 Conclusion**

The Isle of Anglesey library service has seen some changes to performance levels in 2018/19, with completion of its transformation process reshaping the infrastructure within which the service operates. Two of its smallest library service points have closed, enabling the redistribution of staff and resources, and a new staffing structure is in place, which once recruitment has been completed should deliver improved capacity. Staff have nevertheless delivered an extended training, events and activities offer in 2017/18 although most other key indicators of library use have continued to fall. Improvements are anticipated as the new mobile library, timetable and marketing take hold. The authority's return for 2019/20 should therefore provide a clearer picture of how the implementation of its Library Service Strategy 2017-2022 and recent changes to branches are impacting on performance under the framework.

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<sup>i</sup> E-resources purchased through centrally-funded subscriptions have been excluded from acquisitions figures for Q1 9 in 2018/19 to ensure that the standard accurately reflects individual authority strategy, investment and performance. In some cases this has impacted on achievement against the standard in comparison with 2017/18. CIPFA Statistics Returns continue to include figures for centrally-procured resources.