

AGENDA ITEM NO.

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to	The Executive Committee
Date	4/11/2013
Subject	Welsh Public Library Standards April 2011 – March 2014 : Maintaining a Values Service. The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014, Annual Return 2012-2013.
Portfolio Holder(s)	Councillor Ieuan Williams
Lead Officer(s)	Pat West : Principal Officer Museums and Archives Rachel Rowlands : Library Service Manager
Contact Officer	Rachel Rowlands x2094
Nature and reason for reporting	
<p>To seek Executive Board approval of the Welsh Public Library Standards Annual Report for 2012/13</p> <p>To report on the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.</p> <p>To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2012 – 2013 annual report.</p>	

A – Introduction / Background / Issues

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 (currently the Minister for Culture and Sport) “to superintend, and promote the improvement

of, the public library service”.

Maintaining a Valued Service is the Fourth Framework of the Welsh Public Library Standards for 2011-14. A new framework is being prepared for introduction in April 2014. The framework includes 9 Standards and 8 performance indicators. The Standards are meant to be achieved and comprise areas such as access to the service, opening hours, ICT provision, levels of stock and other resources and the number of staff. The performance indicators are intended to be comparable across all Welsh public library services and include levels of use, the number of items loaned and expenditure on the Library Service.

B - Considerations

See appendix 1.

C – Implications and Impacts

1	Finance / Section 151	
2	Legal / Monitoring Officer	
3	Human Resources	
4	Property Services (see notes – separate document)	
5	Information and Communications Technology (ICT)	
6	Equality (see notes – separate document)	
7	Anti-poverty and Social (see notes – separate document)	
8	Communication (see notes – separate document)	

C – Implications and Impacts	
9	Consultation (see notes – separate document)
10	Economic
11	Environmental (see notes – separate document)
12	Crime and Disorder (see notes – separate document)
13	Outcome Agreements

CH - Summary
<p>The Welsh Government (WG) via its policy division CyMAL (Museums, Archives & Libraries Wales) requires that the Council submits an Annual Report on performance towards the Public Library Standards for Wales.</p> <p>The Annual Report contains a summary of Library and Information Service performance during 2012/13 and has been submitted to CyMAL in draft form due to the assessment timetable. The Annual Report is attached as Appendix 2.</p> <p>The Assessment shows the service to be performing well and attains 6 the 9 set standards. This the same as the 2011/12 assessment. The assessment is attached as Appendix 3.</p>

D - Recommendation
<p>That the Executive Board approve the Welsh Public Library Standards Annual Report for 2012/13.</p> <p>That the Executive Board note the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.</p>

Name of author of report
Job Title
Date

Appendices:
Appendix 1. Library Service Manager Report. Appendix 2. Isle of Anglesey Welsh Public Library Standards Annual Report for 2012/13. Appendix 3. Isle of Anglesey Annual Report 2012-13 Assessment

Background papers
CyMAL : Museum, Archives and Libraries Wales – <u>Maintaining a Values Service: The Fourth Framework of Welsh Public Library Standards 2011-14</u> http://cymru.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/wpls201114/?lang=en

CYNGOR SIR YNYS MÔN	
COMMITTEE:	The Executive Committee
DATE:	4/11/2013
TITLE OF REPORT:	Welsh Public Library Standards April 2011 – March 2014 : Maintaining a Values Service. The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014, Annual Return 2012-2013.
PURPOSE OF REPORT:	To report on the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising. To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2012 – 2013 annual report.
REPORT BY:	Rachel Rowlands : Library Service Manager

1.0 PURPOSE OF THE REPORT

- 1.1 To seek Executive Board approval of the Welsh Public Library Standards Annual Report for 2012/13
- 1.2 To report on the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.
- 1.3 To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2012 – 2013 annual report.

2.0 EXECUTIVE SUMMARY

- 2.1 The Welsh Government (WG) via its policy division CyMAL (Museums, Archives & Libraries Wales) requires that the Council submits an Annual Report on performance towards the Public Library Standards for Wales.
- 2.2 The Annual Report contains a summary of Library and Information Service performance during 2012/13 and has been submitted to CyMAL in draft form due to the assessment timetable. The Annual Report is attached as Appendix 1.
- 2.3 The Assessment shows the service to be performing well and attains 6 the 9 set standards. This the same as the 2011/12 assessment. The assessment is attached as Appendix 2.

3.0 RECOMMENDATION

- 3.1 That the Executive Board approve the Welsh Public Library Standards Annual Report for 2012/13.
- 3.2 That the Executive Board note the Welsh Government's (CyMAL) assessment of the Library Services 2012 / 13 Annual Library Report, and the issues arising.

4.0 REASON FOR RECOMMENDATION

4.1 It is a requirement by the Welsh Government that the Annual Report should be approved by the Executive Board.

5.0 BACKGROUND INFORMATION

5.1 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 (currently the Minister for Culture and Sport) “to superintend, and promote the improvement of, the public library service”.

5.2 Maintaining a Valued Service is the Fourth Framework of the Welsh Public Library Standards for 2011-14. A new framework is being prepared for introduction in April 2014. The framework includes 9 Standards and 8 performance indicators. The Standards are meant to be achieved and comprise areas such as access to the service, opening hours, ICT provision, levels of stock and other resources and the number of staff. The performance indicators are intended to be comparable across all Welsh public library services and include levels of use, the number of items loaned and expenditure on the Library Service.

6.0 Library Service Annual Report 2012 – 2013 : Report Summary

6.1 The Welsh Public Library Standards (WPLS)

Welsh Government, CyMAL: Museums Archives and Libraries Wales, Maintaining a Valued Service The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014 Annual Return Pro Forma : 2012-2013 : Ynys Môn : Population 68,592 : No. of libraries : 10			
Standard		Performance	Meets the requirements?
1	% of households within: 3 miles = 70% : of a library (based on population density)	71% within 3 miles	Meets the requirements
2	Access to services to those not able to use conventional service points	✓	Meets the requirements
3	i) Opening hours no less than 120 hours per 1,000 population	149.22 (8.21 mobile library)	Meets the requirements
4	ICT facilities	✓	Meets the requirements
5	Additions to stock (per 1000 population) : Adults 124 , Under 16 61	Adult = 145.8 >16 = 75.9	Meets the requirements
6	Expenditure on items in stock (per 1000 pop.) Adult Lowest quartile £1685	£1,265	Partially achieves the requirements

	Median £1925 Top quartile £2137 Under 16 Lowest quartile £263 Median £322 Top quartile £426	£488	
7	Library authorities will ensure that no less than; 64% of all requests shall be supplied within 7 calendar days 79% within 15 calendar days 89% within 30 calendar days	66% 82% 92%	Meets the requirements
8	Staffing levels: No less than 0.37 (per 1000 population) Professional staff: At least 23%	0.33 21%	Not meeting the requirements
9	No less than 27m2 per 1000 pop (and building audits)	28m2	Partially achieves the requirements

6.2 The Welsh Public Library Performance Indicators (WPLPI)

WPLPI		11 / 12	12 / 13	Relative position NW	Welsh Average	Brief Commentary
1	Use (physical / virtual visits, attendance at events) of service (per 1,000 population)	5,169 Physical 3,965 Virtual 1,204	5548 Physical 4,094 Virtual 1324 Events 130	2/6	5754	A 7% increase on last year. Activities and promotions have increased footfall and embedded target setting is effective. Virtual Visits to our library Catalogue and on-line resources are growing
3	% take-up of public access PCs	43%	46%	2/6	40.14%	Computers are heavily used. This year sees a 3% increase on last year. Anglesey is a rural 'digitally poor' area. Close links with internal and external Adult Education providers promote and encourage usage. This figure does not include WiFi sessions. WiFi is available in 9 of our libraries and is heavily used.
4	Annual issues (per	4,845	4581	5/6	4516	A 5% decrease on

	1,000 population)					2011-12. Above the Welsh Average. Stock management practices aim to promote use and rotate stock. Effective stock purchasing and stock management is becoming increasingly difficult as the book fund decreases.
5	% of total authority library expenditure spent on the purchase of library stock	9.88%	10.9%	6/6	13.16%	A 1.02% increase on 2011-12 (largely due to a viament from the staffing budget) Anglesey Library Service Book Fund is funded significantly lower than the Welsh and North Wales average.
6	% of total authority revenue expenditure spent on the public library service	.80%	0.85%	5/6	0.91%	A .05% increase on 2011-12 Below the Welsh average
7	% total authority capital allocations spent on public library facilities	n/a	0.038%	5/6	0.42%	No significant capital building projects were carried out during the year.
8	Net expenditure on public library provision (per 1,000 population)	£15,834	£15911	4/6	£16176	0.5% increase on 2011-12 Below the Welsh Average

7.0 CyMAL Assessment (Please see : Appendix 1.)

7.1 The formal assessment of the performance of the Library and Information Service for the year 2012/13 calculates that the Authority achieves 6 of the 9 standards. This is the same total to that being achieved in 2011-12, but there are changes to some performances within that total. The Authority is partially achieving 2 others, but is not meeting the requirements of WPLS 8 (Staffing).

- 7.2 The standard relating to the total number of establishment staff has not been met by some margin (WPLS 8). The actual figure is 0.33 per 1,000 population compared to the standard of 0.37 per 1,000 population and the proportion of the total staff who are formally qualified as librarians is 20.99% compared to the Standard of 23%. The total staffing establishment is amongst the smallest in Wales and the proportion of professional staff is also low. The Assessment states that *‘There are clear signs of operational difficulties in this area, and the service review currently being undertaken needs to consider this matter very carefully as part of the transformation plan that is to be issued for the service. Lack of human resource capacity could well undermine the authority’s service transformation plans and aspirations for its library service. This is a matter drawn to the attention of the authority on previous occasions in the Welsh Government’s reports on its library service provision.’*
- 7.3 For the purpose of comparing performance with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2012-13 was 6, the highest number achieved was 8, and the lowest 3. Ynys Môn’s performance is therefore comparable with others in Wales.

Regional Comparison							
Conwy	Denbigh	Flint	Gwynedd	Wrexham	Ynys Môn	Wales Average	Wales Highest
5	5	5	8	6	6	6	8

- 7.4 The assessment states that there is little evidence of progress in overall performances and there is some cause for concern that current performances will be difficult to sustain during the final year of the fourth Framework of Welsh Public Library Standards. It appears unlikely that the authority will achieve more Standards before March 2014, and may lose ground in respect of one area (the purchase of books and materials) where levels of investment have been diminishing on a regular basis. It is also possible that this will impact on other related performance areas.
- 7.5 The Welsh Government will consider carefully the outcomes and proposals of any review of library services in Ynys Môn, and the manner in which the authority will propose to transform its library service, particularly the likely impact on performances in respect of the Welsh Public Library Standards framework.

Welsh Government

CyMAL: Museums Archives and Libraries Wales

Maintaining a Valued Service

The Fourth Framework of Welsh Public Library Standards April 2011 – March 2014

Annual Return Pro Forma

All library authorities are required to complete this pro forma and are asked to follow the instructions provided carefully as the requirements in terms of reporting differ between sections.

All library authorities are requested to provide commentary against each and every Standard (WPLS) and against *each and every* Performance Indicator (WPLPI) in the 'Authority self-assessment' column provided, but only when data is included in the Actual Performance column. Failure to provide commentary could result in the pro forma being returned to library authorities for completion.

Completed *Annual Returns* should be submitted as an electronic document by Monday 1 July 2013

**And sent to Dr Sarah Horton, Standards Adviser, CyMAL.
E-mail: sarah.horton@wales.gsi.gov.uk**

Name of authority: Isle of Anglesey

Please tick as appropriate

This Annual Return has been approved by the authority prior to its submission to CyMAL

Yes No

If Yes, state whether approval was granted by

Full Council

Cabinet/Executive

Portfolio Member

Other (state title)

If No, state when approval is expected and when the definitive Annual Return submission will be forwarded to CyMAL

Approval expected 09/2013

Definitive submission to CyMAL by 09/2013

Please indicate briefly below:

1. The authority's scrutiny procedures applied to the assessment of library service performances undertaken by the Welsh Government for the year 2011-12, and sent to authorities for their consideration and action in September 2012 by the Welsh Government.

The assessment was received in August 2012, and copies were distributed to the Chief Executive, Director of Community, the Portfolio Holder for the Library and Information Service, the relevant Commissioner and to members of the Service Professional Team. (All library staff have since received copies of the assessment during staff meetings).

The assessment was presented to the Education and Leisure Scrutiny Committee by Mr John Rees Thomas: Head of Service on the 26th October 2012. The Committee Recommended that;

- the Library and Information Service Scrutiny Review Panel concludes its task of formulating firm recommendations on the future configuration and direction of the library service
- that the Library and Information Service Scrutiny Review Panel includes the following elements in to its work programme:
 - a) planning for a thorough Public Consultation and Equality Impact Assessment of the future direction of the Service
 - b) a facilitated seminar for the Panel Members and Portfolio Holder on the future off the Public Library Service (facilitated by CyMAL – Museums Libraries and Archives Wales)
- that the Library and Information Service Scrutiny Review Panel's final report and recommendations are presented for discussion at a full meeting of Anglesey County Council.

2. What decisions were made by the authority as a result of scrutiny procedures that sought to improve library service performances in relation to the Welsh Public Library Standards and Welsh Public Library Performance Indicators?

A seminar was held on the 21 November 2012 for the Library and Information Service Scrutiny Review Panel's members and Portfolio Holder, facilitated by CyMAL. A report on this seminar was presented to the Education and Leisure Scrutiny Committee on the 15/1/2013 by Mr John Rees Thomas: Head of Service. Members accepted the information and they noted the issues raised at the seminar as reflected in the report.

It was resolved –

- To note the concerns expressed by the CyMAL representatives and to refer them to the attention of the Executive and to the Senior Leadership Team.
- To reschedule the Library and Information Service Scrutiny Review Panel's task of formulating firm recommendations on the future configuration and direction of the Service to a final reporting timetable of March, 2013.
- That the Scrutiny Review Panel includes within its Work programme the elements identified in section 4 of the report as well as planning for a thorough Public Consultation and Equality Impact Assessment on the future direction of the Service as previously agreed.

3. What action was agreed as a consequence of those decisions?

It was agreed in The Education and Leisure Scrutiny Committee 15/1/2013 the:

- The Director of Community and/or Head of Service (Leisure and Culture) to make known to the Executive and the Senior Leadership Team the concerns expressed by CyMAL representatives regarding the Public Library Service on Anglesey.
- The Scrutiny Link and Support Officer to make arrangements to reschedule the Scrutiny Review Panels' brief of formulating recommendations on the future configuration and direction of the Library Service to a reporting timetable of March, 2013 and to incorporate within the Panel's work programme within that timescale the elements identified in section 4 of the report.

The Executive Committee at its meeting on the 18/2/2013, decided against accepting the budget reduction proposals submitted by the Library and Information Service. The anticipated budget reductions were the key driver to the report being prepared by the Library Scrutiny Panel, which was due to report in late March. The timetable for this report was, from the outset, a little ambitious, and did not afford sufficient time for meaningful public consultation and a thorough examination of specific issues, for example, locating libraries in schools. Following the confirmation of the Executive Committee's decision to us by the Finance Department, the Chairman of the Education and Leisure Scrutiny Committee (and Chairman of the Library Panel) agreed to cancel the Library Report to the Scrutiny Committee scheduled for late March : this decision was based on the opportunity afforded to the Service by the Executive Committee's decision - a 'breathing space' in essence - for a more measured approach to the 'transformation plan' for the library service. The plan now is to have an implementable Library Service Transformation Plan, 2013 – 2016, by September 2013.

4. (a) If you indicated in your Annual Return for 2011-12 that your authority was undertaking a formal review of its library service, please indicate whether the review has now been completed:

YES NO N/A

4. (b) If your authority commenced a formal review of its library service during 2012-13, please indicate whether that review has now been completed:

YES NO N/A

If you answered YES to either (a) or (b), briefly outline the main recommendations of the review, noting whether these recommendations have been accepted by the authority and at what level (e.g. Full Council, Cabinet, Executive, etc.). Please also indicate what actions have been taken / are planned in order to implement those recommendations:

If you answered NO to either (a) or (b), please indicate when the review is due to be completed:

5. Please indicate whether there have been any changes made to the resources available to the library service compared to 2011-12, e.g. efficiency savings, resource reductions/increases, restructuring of staff, etc., and indicate how they have impacted on the service in 2012-13:

Library & Information Service : 2012-2013 Budget Reduction

	Budget	Amount	Comment
1	Bookfund	£10,000	In addition to existing £10,000
2	Supplies and services	£5,000	Cleaning supplies and supplies and services general
3	TalNet	£4,480	Budget reduction (reduction in contribution)
4	Unallocated staffing	£2,230	Existing unallocated budget
5	Income increase	£4,620	Introduction of Pay & Display at Beaumaris library car park (01/2012)
Total		£26,330	

Reduction to the bookfund impacted significantly as illustrated in the return.

The Welsh Public Library Standards (WPLS) 2011-14

Notes on completion:

Annual data or information is required for WPLS 1, 2, 3, 4, 5, 6, 7, 8 and 9

Authorities should follow the guidance provided by the pro-forma against each Standard, and returns should be as required – further information and guidance is available within the published Framework document, and authorities should have due regard to this.

Authorities may be asked to resubmit *Annual Returns* if the data or information do not comply with the requirements.

	Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
1	<p>(i) Authorities whose resident population density is 20 or more persons per hectare shall ensure that the proportion of occupied households within 2 miles of a static library service point will be at least 95%</p> <p>or</p> <p>(ii) Authorities whose resident population density is between 1.1 and 19.9 persons per hectare shall ensure that the proportion of occupied households within 2.5 miles of a static library service point (or 10 minutes travelling time by public transport) will be at least 75%</p> <p>or</p> <p>(iii) Authorities whose resident population density is 1.0 persons or less per hectare shall ensure that the proportion of occupied households within 3 miles (or 15 minutes travelling time by public transport) of a static library service point shall be at least 70%</p> <p>Authorities who are failing to meet the stipulated requirement in (i) (ii) or (iii) shall also report on the number of households within a quarter of a mile of each scheduled mobile stop and within 2 miles of any other kind of service outlet providing access to library materials.</p> <p><i>Library services should briefly describe the nature of that provision and the numbers of households served in the Authority self-assessment column.</i></p>	<p>N/A</p> <p>N/A</p> <p>71%</p> <p>24%</p>	<p>Population of Anglesey = 68,592 Population Density = 0.96 per hectare</p> <p>Anglesey is a rural Island with a widely dispersed pattern of population density, for example, large areas of the islands inner hinterland are thinly populated in contrast to relatively dense pockets of population distributed along the coastline.</p> <p>We have 10 static libraries with 9 positioned around the outside of the island and 1 centrally located. Our Mobile library visits 108 stops providing a monthly service to our rural communities and population clusters.</p> <p>iii) This figure is derived by using the GIS system. It is based on a Postcode Headcount (taking into account vacant properties 5.73% on Anglesey)</p> <p>We have not been in a position to consider travelling time by public transport in this figure.</p> <p>This is the figure for our mobile stops of which we have 98 stops on the island. This was obtained from the GIS system and overlapping stops have been excluded where appropriate.</p>

Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
<p>State numbers of:</p> <ul style="list-style-type: none"> ▪ Static service points managed by the authority ▪ Mobile service vehicles operated by the authority ▪ Other kinds of service points/modes of delivery <i>Describe briefly in Authority self-assessment column</i> 	<p>2011-12</p> <p>10</p> <p>2</p> <p>1</p>	<p>2012-13</p> <p>10</p> <p>2</p> <p>1</p>
<p>2</p> <p>(i) Library authorities shall provide access to the service for those not able to use conventional service points</p> <p>(ii) Library authorities will continue to provide specialised assistance, facilities and equipment for people with particular access requirements</p> <p><i>Library services should briefly describe the nature of the provision in the Authority self-assessment column</i></p>	<p>✓</p> <p>✓</p>	<p>The Authority operates a Mobile library to 63 communities on the Island. The Authority operates a housebound service to those unable to use their local library.</p> <p>The service operates the school's library service providing curriculum and literacy support and materials to support reading for pleasure. The school's library service has a purpose built schools library van.</p> <ul style="list-style-type: none"> • Housebound service on a monthly rota • Residential / care home service • Schools library Service – van service and deposit collections to Primary schools <p>On-line resources providing 24/7 access to the library service.</p> <p>(ii) All our buildings are accessible and comply with the DDA Act 1995.</p> <ul style="list-style-type: none"> • CCTV text magnifiers in 2 service points • Low vision aid software – 3 service points • Adjustable computer desks in 5 service points • Lift access to all our mobile library vans <p>(ii) 20% of bookfund was spent on large print and full text audio books in 2012-13 Visually impaired and housebound people are exempt from selected library charges.</p> <p>Training has been refreshed on use of software and equipment as this was identified as an area of weakness.</p> <p>This is an area where we are constantly seeking to improve and provide additional services and facilities were possible.</p>

<p>3</p>	<p>(i) Library authorities will ensure that the aggregate annual opening hours for all service points shall be no less than 120 hours per 1,000 resident population</p> <p>Library authorities having 4 or less static service points shall ensure that the aggregate annual opening hours shall be no less than 104 hours per 1,000 resident population</p> <p>(ii) Library authorities will ensure that emergency non-opening hours of static libraries will be no more than 1% of total planned opening hours in any year</p> <p>(iii) Library authorities will ensure that mobile library visits/stops missed or cancelled will be no more than 2.5% of total planned number of visits/stops in any year</p> <p><i>The extent of any disruption caused by unusually severe winter weather should be considered and allowed for in the above returns for (ii) and (iii) by removing any losses of service due to severe weather from the calculations.</i></p>	<p>No. of hours: Static libraries 149.22 Mobile library 8.21</p> <p>No. of hours N/A</p> <p>No of service points N/A</p> <p>0.12 %</p> <p>1.65 %</p>	<p>The service as expanded opening hours by opening earlier in the morning. This was achieved within the existing staffing budget.</p> <p>Llangefni library was closed during its late night period on 2 occasions due to a failure in the heating system. The library opened as usual during daylight hours but it was necessary to close for the late night hours.</p> <p>The remaining closures (2 days in one of our smaller libraries and 2 mobile library routes) were cancelled due to staff shortages (sickness). This is the first year the service has reported emergency closures due to circumstances other than extreme weather and mechanical problems. These closures due to staff sickness reflect the implications of capacity issues as there we were unable to cover the hours at short notice.</p>
<p align="center">Framework 4 Standard</p>		<p align="center">Actual Performance as at March 31 2013</p>	<p align="center">Authority self-assessment</p>

<p>4</p>	<p>(i) Library authorities will provide the following ICT facilities for users:</p> <ul style="list-style-type: none"> (a) At least 7 networked public access personal or laptop computers per 10,000 resident population, providing free access to the Internet and full access to the authority's on-line catalogue of total holdings (b) Current hardware and software at library service points, renewed or refurbished according to corporate policies (c) Facilities that enable residents to use their own laptop computers in the libraries (d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014 (e) Scanning and printing facilities (f) Plug-in facilities for digital media sources and portable devices (g) Free email access (h) Access to free introductory or basic support in the use of ICT facilities (i) Information literacy sessions for users (to develop use of library services and facilities) <p>(ii) Library authorities will provide the following ICT-based resources for users:</p> <ul style="list-style-type: none"> (a) General and reference information services (please describe briefly in the Authority self-assessment column) (b) Newspapers and other current information sources online (c) Community information (d) Local history and family history sources (e) Local authority and other governmental information sources (f) Access to e-learning resources and services 	<p>Insert ✓ or ✗ against each</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p>Insert ✓ or ✗ against each</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<ul style="list-style-type: none"> a) 9.5 personal computers per 10,000 pop. (65 Pc's). All provide free access to the internet and full access to the on-line catalogue. Each Public Access PC has a clear link on the desktop to the catalogue. b) The Corporate Policy does not specify a period for replacement. However the Service ensures that all PC's are updated when required. We currently have: <ul style="list-style-type: none"> 12-18months old – 42 computers 18months – 3 years – 15 Computers Over 3 years – 2 computers (8 years old) <p>The 2 PC's that are 8 years old were due for replacement during 2012-13 but networking problems have delayed this.</p> c) Laptops can be used in all of our libraries (see comment about WiFi below). Those libraries that have been refurbished (Beaumaris, Amlwch, Benllech, Llangefni, Menai Bridge) have dedicated electrical sockets. Our other libraries have convenient (if not purpose designed) electrical sockets that are available for use free of charge. The printer is a networked printer and whilst print outs cannot be made directly from laptops, they can be transferred to a PC for printing. d) WiFi is available in 9 of our 10 libraries. Newborough library (our smallest library 7 hours a week) is the only library that does not have WiFi, e) Printing is available in all our libraries. Our 2 full time libraries Holyhead and Llangefni have colour printing. Scanners are available in 5 of our libraries (Holyhead, Amlwch, Benllech, Llangefni and Menai Bridge) f) Plug –in facilities are available everywhere. g) Free e-mail access is available in all our libraries h) All members of staff have received training to assist the public with basic support which comprises of an introduction to logging on, e-mail and internet access and guidance on problem solving and help facilities. Free courses are also run by our Lifelong Learning Co-ordinator which offer introductory sessions and intermediate sessions in a variety of topics e.g. e-mail, digital images, internet, word processing and family history on line. These sessions are led by qualified tutors. i) Informal information literacy sessions are run in our larger libraries. <p>Online resources available free in Anglesey Libraries are Newsbank; Oxford Reference Online; Oxford DNB; Who's Who; OED; Grove Art and Music; Ancestry Library.</p> <p>Working in partnership with the lifelong learning coordinator we have a subscription to BYKI – online language package which provides access to interactive learning through the library membership card.- Usage is growing steadily.</p>
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	Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
5	<p>Library authorities shall achieve the following target for annual acquisitions of new collection items (in all formats) made available for public use in each year (per 1,000 total resident population)</p> <p>(a) For use by adults – 124 items per annum</p> <p>(b) For users under 16 – 61 items per annum</p>	<p>Actual performance in year</p> <p>No. of items: 145.8</p> <p>No. of items: 75.9</p>	<p>Adult Acquisitions have increased in 2012-13 despite a fall in the book budget of 8% from previous year. (Down from £118,000 2010/11, £112,000 2011/12, £102,550 2012/13)</p> <p>The service was in a position to boost the book fund from service underspends this year, but this was a one off opportunity £15,450 was added to the book fund to create a total book fund for 12/13 of £118,000</p> <p>The Service questions whether book stock quality can be sustained at the current level of acquisitions with the continuing reductions in book funds</p> <p>Full use is made of special offers and there is still an increasing trend to purchasing pbk's instead of hbk's</p> <p>Under 16 The number of items purchased for under 16's has fallen this year yet is still above the standard set. We have included our schools library stock as it is purchased directly out of our main book budget (this is consistent with previous years reporting). This stock is fully accessible to members of the public via the request system and through Llangefni library. Indeed the stock is used heavily in our libraries.</p> <p>The service benefits greatly from the joint purchasing arrangements via the TalNET joint purchasing consortium (Conwy Mon and Gwynedd) and the Welsh National book purchasing consortium: both contribute value for money to our stock acquisition.</p>

<p>6</p>	<p>(i) (a) Library authorities shall maintain a level of expenditure on collection items for adults per 1,000 total resident population that does not fall below the lowest quartile (UK 09/10) on average throughout the period to March 2014</p> <p>Lowest quartile £1685 Median £1925 Top quartile £2137</p> <p>(b) Library authorities shall maintain a level of expenditure on collection items for those under 16 per 1,000 total resident population that does not fall below the lowest quartile on average throughout the period up to March 2014</p> <p>Lowest quartile £263 Median £322 Top quartile £426</p>	<p>Actual expenditure</p> <p>£1,265</p> <p>Actual expenditure</p> <p>£488</p>	<p>Expenditure on Adult stock remains substantially below the Lowest Quartile. The bookfund suffered a cut in 2010/11, 2011/12 and again in 2012/13. As reported above the service was able to mitigate this cut somewhat by viaring an underspend from the staffing budget (due to a vacant post), however going into 2013/14 the service has concerns about the effects on the quality, range and quantity of stock that any further cuts will bring.</p> <p>Our expenditure on children and young people stock remains above the top quartile. Consideration has been given to re-distributing the book budget in favour of Adult stock, and this has happened to a minor extent however the Service sees its children's work as central to its resondetre and core to our Service Delivery plan and Corporate objectives.</p>
<p>Framework 4 Standard</p>		<p>Actual Performance as at March 31 2013</p>	<p>Authority self-assessment</p>

	<p>(ii) Library authorities shall ensure that they spend</p> <p>Either</p> <p>(a) a minimum average for the three-year period to March 2014 of £750 per annum per 1,000 Welsh speaker total resident population (adult and children under 16) on the purchase, marketing and promotion of Welsh-language materials</p> <p>Or</p> <p>(b) a minimum of 4% of the total library materials purchasing fund on average for the three-year period to March 2014 on the purchase, marketing and promotion of Welsh-language materials for adults and children under 16</p> <p>(iii) Library authorities will compare their acquisition performance against an indicative selected list of Welsh Writing in English titles to be circulated after consultation with the Welsh Books Council. Authorities should purchase a minimum of 75% of those titles listed annually and an average of at least 3 copies of those titles</p> <p>(iv) (a) Library authorities shall ensure that the time taken to replenish the lending stock on open access for adult users is no more than 8.9 years</p> <p>(b) Library authorities shall ensure that the time taken to replenish the lending stock on open access for users under 16 is no more than 8.9 years</p> <p>Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and (b) this Standard</p>	<p>Actual expenditure</p> <p>N/A</p> <p>State %</p> <p>8.48%</p> <p>%of list purchased</p> <p>88%</p> <p>Average no. of copies of each title purchased</p> <p>3.04</p> <p>State performance</p> <p>8.38 years</p> <p>6.12 years</p>	<p>Anglesey library service ensures Welsh language material is available and visible to our readers across Anglesey.</p> <p>We support several Welsh language readers groups and 2 Welsh as a second language readers groups, and we actively promote our Welsh language stock through promotional activities and targeted marketing.</p> <p>More copies of fiction and children's books were bought. This is in line with our purchasing policies. Our book budget often does not always allow for multiple copies to be purchased. We rarely purchase more than 4 copies. Non-fiction is often purchased on a single copy basis. The three titles not purchased are available through our partner libraries.</p> <p>In 2011/12 we reported 8.89 years. (Adult) acquisitions has remained consistent however overall stock holdings have been slightly reduced due to our stock management policy / withdrawal of older stock or transferring to our stores.</p> <p>(5.21 years 2011/12) Time taken to replenish has risen for the under 16's this is partly due to fewer acquisitions but also due to a less aggressive withdrawal policy this year as the previous year has weeded the stock significantly.</p>
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Framework 4 Standard		Actual Performance as at March 31 2013	Authority self-assessment
7	<p>Library authorities will ensure that no less than</p> <p>(a) 64% of all requests shall be supplied within 7 calendar days</p> <p>(b) 79% within 15 calendar days</p> <p>(c) 89% within 30 calendar days</p> <p>on average over the three-year period to March 2014</p> <p><i>Calendar days are to be calculated from when the request / reservation was made to the time when the borrower was informed that the material was available.</i></p> <p><i>Requests for pre-publication material should be calculated only from the date when materials are made available for purchase to the library service, i.e. exclude pre-publication requests still in the system.</i></p> <p>Note: Please indicate (insert ✓ or X) whether this data has been:</p> <ul style="list-style-type: none"> ▪ calculated via the service LMS <p>or</p> <ul style="list-style-type: none"> ▪ calculated on the basis of a sample period survey 	<p>LMS 60.8%</p> <p>79.93%</p> <p>90.82%</p> <p>Survey 66% 82% 92%</p>	<p>Need to include survey results to reflect LINC requests...</p> <p>Our LMS is unable to separate pre-publication orders. It also does not take account of LINC y Gogledd requests where the request does not go through the LMS in the usual fashion. It is for this reason that we conduct a sample period survey (March 2013), excluding pre-publication requests and including LINC y Gogledd requests. We reach this standard during our sample period survey (this is consistent with previous years)</p> <p>The TalNET and LINC y Gogledd partnerships have an extremely positive effect on our performance. Surveys carried out by the LINC y Gogledd project officer across the partnership demonstrate that the average supply time is well below 7 days.</p> <p>The seven day target is particularly challenging for the service operating as it does in a sparsely populated rural area with predominately small part time libraries.</p>

Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
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<p>8</p>	<p>(i) Library authorities shall ensure that total staffing establishment levels shall not fall below 0.37 per 1,000 resident population</p> <p>(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science</p> <p>(iii) Library authorities shall ensure that the designated operational manager of library services shall be the holder of recognised professional qualifications in librarianship or information science or information management</p> <p>iv) Library authorities that use volunteer staff shall ensure that they:</p> <ul style="list-style-type: none"> • have a designated volunteer coordinator from the permanent staffing establishment • provide a written role description for each volunteer • meet the legal requirements for each volunteer in relation to the role being undertaken • provide induction training for volunteers • provide continuing training for volunteers • provide appropriate supervision for volunteers • are aiming to achieve accreditation status recognising that the organisation is meeting the standards noted in the National Occupational Standards for Managing Volunteers and Investing in Volunteers 	<p>State figure: 0.33</p> <p>State % 20.99%</p> <p>State qualification of post holder Library Service Manager Postgraduate Diploma in Library and Information Studies MCILIP</p> <p>Insert ✓ or X against each N/A</p>	<p>Staffing levels have remained constant but are a significant challenge indeed a substantial risk to the service.</p> <p>This return includes staff who work in our joint cataloguing and stock purchasing unit on a 22% basis (Based on Authority contribution levels to the TalNET budget - 22% for Anglesey) The figure also includes 33% of our Head of Service who is a qualified librarian and provides professional input to all aspects of the service.</p> <p>There is one 37 hour scale ½ vacant that has been vacant for 12 months</p> <p>We have also continued to omit the hours of the Lifelong Learning Coordinator. This member of staff is a Professional Librarian, and a member of our Professional team – however she is funded through the core Education Department and is not salaried out of our budget. If we include this post then our figures are 0.35 and 24.33 respectively.</p> <p>4 of our libraries are completely staffed on a single staffing basis whilst 3 others are single staffed on occasions during the weekly timetable.</p> <p>ii) We are a small professional team of 5 Professional Librarians:</p> <ul style="list-style-type: none"> • Library Service Manager • Children and young people librarian • 2 Community Librarians • 1 lifelong learning librarian (not from central budget) <p>Assistant Librarian Children and Young People is writing up her MSc dissertation (we received CyMAL funding for the 1st year of study)</p> <p>(iii) Our Head of Service also has professional qualifications Diploma in librarianship, MCILIP.</p> <p>(i.v) The Service does not use volunteer staff at present</p>
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Framework 4 Standard	Actual Performance as at March 31 2013	Authority self-assessment
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<p>9</p>	<p>Library authorities will indicate:</p> <p>(i) Capital investment in their library service points (including mobile services) from</p> <p style="padding-left: 20px;">a) the authority's own resources</p> <p style="padding-left: 20px;">b) from external sources</p> <p><i>State sources of any external capital investment in the Authority self-assessment column.</i></p> <p>(ii) Their actual repair and maintenance expenditure for each year of the Framework per 1,000 resident population, including any actual central charge levied on the library service for use of buildings as service points</p> <p>(iii) That they have undertaken:</p> <ul style="list-style-type: none"> ▪ an asset/condition survey for their service points or internally reviewed such surveys on one occasion in the five year from March 2009 to April 2014 ▪ a disability audit on one occasion in the five-year period from March 2009 to April 2014 <p>(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres</p> <p>(v) Any other capital expenditure on the library service not relating to buildings incurred during the year</p> <p><i>State nature of expenditure in the Authority self-assessment column.</i></p>	<p style="text-align: right;">£ 9,871</p> <p style="text-align: right;">£ N/A</p> <p style="text-align: right;">£1,128</p> <p style="text-align: center;">Insert ✓ or X Date of survey: see comments column ✓</p> <p style="text-align: center;">Date of audit: 2004</p> <p style="text-align: right;">28 m²</p> <p style="text-align: right;">£0</p>	<p>Llangefni Library: £7,823 – final certificate building renovation contract. The scheme was grand aided but this expenditure was council funded.</p> <p>Menai Bridge library: £2,048 – retention payment- also council funded work</p> <p>iii) Property Services aim to survey 20% of all Council owned properties a year to ensure that every property is re-surveyed within a 5 year period.</p> <p>Amlwch 19/12/08 Benllech 6/5/09 Holyhead 9/6/09 Rhosneigr 3/6/09 Beaumaris 9/6/09 Llangefni 8/10/10 Menai Bridge 23/1/11 Moelfre 29/11/11 Cemaes 25/5/2012 Niwbwrch – rented property but building was refurbished in 2009</p> <p>The Service's buildings are considered to be in good state of repair. 5 of our libraries have been fully refurbished to a high standard under CyMAL's Community Learning Libraries initiative: the impact of this programme of refurbishment cannot be overemphasised in terms of its overall impact on the condition, quality and functionality of our libraries.</p>
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The Welsh Public Library Performance Indicators (WPLPI) 2011-14

Notes for completion

Data is required annually for Performance Indicators (WPLPI) 1, 3, 4, 5, 6, 7 and 8 - all are marked with * for the sake of clarity. Data should only be submitted for WPLPI 2 when the PLUS surveys (or their local equivalents) have been completed and when results are known.

Library authorities NEED NOT offer comments in those Performance Indicators where no data can yet be submitted (and until, for example the PLUS survey, or its equivalent has been conducted).

Authorities who do not use the PLUS survey services in their entirety are required to provide the following information in their Annual Return

- (i) When and by whom was the survey conducted?
- (ii) How and where was the survey conducted?
- (iii) How was the analysis undertaken and by whom?
- (iv) What questions were asked for each Performance Indicator?
- (v) What was the survey target sample and how was it calculated?
- (vi) What was the response rate?

Performance data should be cited to two decimal points where appropriate

Performance Indicators (WPLPI)		Reported Performance 2011-12	Actual Performance as at March 31 2013	Authority self-assessment
1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population: Physical 3,965 Virtual 1,204	No. per 1,000 population: Physical 4,094 Virtual 1324 Events/activities 130	Our physical visits have increased by 3% the continued use of target setting has been seen as instrumental in keeping this upward trend. Virtual visits have increased by nearly 10%. The service is actively engaging in social media opportunities although this is complicated by corporate restrictions and a lack of a service specific social media page. Events and activities have also increased. Nearly 8,000 children took part in library activities during 2012/13.
2	(i) The % of library users (adults and children under 16) who are satisfied or very satisfied with the library service provided. <i>The benchmark of the Framework for an acceptable level of performance in this part of the Indicator is 90%</i> (ii) The % of adults who think that the choice of books available in the library they use is 'very good', 'good' or 'adequate' (iii) The % of users under 16 who think that the choice of books in the library they use is 'good' or 'OK'	N/A N/A N/A	N/A N/A N/A	PLUS was carried out during 2010-11 (March). We will carry out the survey again in 2013-14 2010-11 levels were i) 95% of Adult library users and 100% under 16 users are satisfied or very satisfied with the library service provided. ii) 99% of adults think that the choice of books available in the library they use is 'very good', 'good' or 'adequate' iii) 99% of users under 16 think that the choice of books in the library they use is 'good' or 'OK'
3*	The % of time allocated for use of public access ICT facilities actually taken up by users	43%	46%	An increase of 3% on last year which is possibly a reflection of the popularity of our IT taster sessions. This figure is recorded by the ICAM system and is monitored and reported internally quarterly. This figure does not include WiFi sessions. WiFi is available in 9 of our libraries and is heavily used especially by holiday makers, second home owners and students.

4*	The annual issues (loans) per 1,000 total resident population	No. per 1,000 population: 4,844.62	No. per 1,000 population: 4,580.8	A slight drop of 5% on last year. Which is a reversal of previous year's growth. (10/11/-11/12 saw a 12% increase.) This is a concern to the Service and analysis of the statistics will seek to identify any trends that need addressing.
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Performance Indicators (WPLPI)		Reported Performance 2011-12	Actual Performance as at March 31 2013	Authority self-assessment
5*	The % of total annual authority expenditure on the library service spent annually on the purchase of books and other collection items in all formats and made available to the public	9.88%	10.9%	Total expenditure on purchase of books and other collection items = £128,355 Total authority expenditure for library services = £1,179,816 It is important to note that the book fund was boosted by a viament from the staffing budget.
6*	The % of total authority revenue expenditure spent annually on the public library service The actual recharge (in £s) levied on the library service for central services	0.80% £ 196,368	0.85% £196,248	Total authority revenue expenditure on libraries = £1,179,816 Total authority revenue expenditure £137,758,000 Administration support outside of Library Staffing budget = £46,574 Central charges = £149,674
7*	The % of total authority capital allocations expended on public library facilities this year	(.25%)	0.038%	Total capital expenditure on libraries = £9,871 Total authority expenditure on capital = £25,427,965
8*	The net annual revenue expenditure on public library provision per 1,000 resident population, including staffing, materials, revenue costs of buildings and any recharge levied on the library service for central services	£15,834	£15,911	Population of Anglesey = 69,913 Total library NET expenditure £1,112,397



Adroddiad Blynyddol Ynys Môn 2012-13 Isle of Anglesey Annual Report 2012-13

Maintaining a Valued Service

The Fourth Framework of Welsh Public Library Standards

The year under review is the second under the Welsh Government's Fourth Framework of Welsh Public Library Standards. The Framework is operational for a three-year period from April 2011 to March 2014; its focus is on the maintenance of core library services in what is recognised as a challenging period for the public sector. The benchmarks and Standards set by this Framework reflect a more limited approach than in the past as the Welsh Government's assessment for the 2011-12 year indicated, but the Government is still seeking reassurance that Welsh public library authorities are endeavouring to carry out their statutory responsibilities in the delivery of the core library service.¹

The requirements

Welsh public library authorities are required to submit an Annual Return – reporting on performance against the Framework's 9 Welsh Public Library Standards and 8 Welsh Public Library Performance Indicators – in early summer each year. This is considered by a panel of assessors, including a peer review reference Group, drawn from among senior service managers in the sector, assisted by independent external expertise.

The authority's Annual Return for 2012-13, which was submitted by the authority in accordance with the stipulated requirements, has now been considered by the assessors.

This report – issued by CyMAL: Museums Archives and Libraries Wales, the division of the Welsh Government with responsibility for administering the Framework – represents the considered view of the assessors on the authority's performance in 2012-13.

The authority's scrutiny of performance and its response to the Government's previous assessment

The report on the authority's performance against the Framework of Welsh Public Library Standards and Performance Indicators in 2011-12 was scrutinised within the Scrutiny Panel's broader and formal review of the provision of library services already under way. In addition, as part of this review, the Welsh Government's division with responsibility for libraries facilitated a seminar for elected members during which some possible future scenarios for the future of library services in the authority were discussed. Subsequently the authority's Executive decided that the original timetable for

¹ Further information on the Welsh Public Library Standards performance assessment framework is available in the Framework document, *Maintaining a Valued Service*, and its accompanying guide, *How good is your public library service*, which are available online at: <http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/wpls201114/?lang=en>

the review was too constrained, and amended the target date for the completion of the work to September 2013. Performances in respect of the Standards have featured prominently in the review process. It is also noted that there will be elements of public consultation and an equality impact assessment undertaken as part of the review process.

Evidence of service planning

The current Scrutiny Panel review represents a significant and wide-ranging assessment of the future direction of the authority's service planning. The anticipated outcome by September 2013 is the production of a transformation plan for the library service that will also include a timetable for the implementation of its recommendations during the period up to 2016. The authority is placing considerable emphasis on achieving a sustainable model of public library provision, and the Welsh Government will wish to be informed of the main recommendations and proposals and action plan emanating from the review, in the authority's next Annual Return to be submitted in early July 2014.

The Welsh Public Library Standards (WPLS)

The authority's performance against the Welsh Public Library Standards has been assessed as follows. The authority:

- Is achieving 6 of the 9 Welsh Public Library Standards. This is a similar total to that being achieved in 2011-12, but there are changes to some performances within that total.

The provision in WPLS 1 (service points and access to them) has not changed during the year and the requirements are still being met. Similarly, the authority's services to library users with special requirements (WPLS 2) are also still meeting the requirements of the Standard, and it is noted that a significant percentage of the authority's books and materials fund is expended on providing specialist reading materials. ICT facilities and services provided for those with specialist needs are also of a very satisfactory order. The authority has increased its opening hours (WPLS 3 - opening hours and delivery of scheduled services) within its current budget allocation, in order to open libraries earlier in the day, and this is commendable. Scheduled services were also delivered within the targets set by the Standard, but it is noted that some emergency closures were necessary during the year for the first time due to the inability of the service to provide cover for staff sickness. The low staffing levels are already affecting operational effectiveness it would appear. General ICT provision in the authority's libraries meets the stipulated requirements in full (WPLS 4 – ICT facilities and services).

Despite reductions in expenditure on the acquisition of books and materials, the target levels of stock additions were met in WPLS 5 (annual acquisitions) during the year. It appears that underspends from other areas of the library service budget in 2012-13 enabled the service to achieve this performance, but there is little confidence that it can be

maintained at levels that meet the requirements of the Standard in future. In WPLS 7 (delivery of requests to users), taking survey data submitted into account (given issues over calculating performance by means of the library management system), the assessors decided that the requirements of this Standard were being met.

- Is partly meeting the requirements of a further 2 Standards.

In WPLS 6 (annual expenditure on books and materials) the impact of a sequence of reductions in the resources allocated to the purchasing fund is all too apparent. The target for the purchase of materials and children is met as are all the other sections of the Standard, but the allocation given to the purchase of books and materials for adult users is now considerably below the required level. Some element of redistribution between allocations to adult and children's purchases has taken place, but the service has identified services to children and young people as a priority and would not wish to reduce expenditure on such materials further. It is noted that a further £10,000 reduction is being made to the book fund, and it is clear that performances which are currently largely satisfactory in this Standard will inevitably decline.

In WPLS 9 (buildings and space) the authority is meeting the indicative Standard for space, it has carried out condition surveys on all its buildings in accordance with its planned programme, and all buildings are in good order following a significant recent refurbishment programme. However, the authority has not yet completed the full requirements in relation to disability audits, which were last completed in 2004.

- Is not meeting the requirements of WPLS 8 (staffing). Even though the service was being managed by an appropriately qualified person at the time the Return was submitted, the two main targets of the Standard are not being met by some margin, as was the case in 2011-12. The total staffing establishment is among the smallest in Wales and the proportion of professional staff is also low. There are clear signs of operational difficulties in this area, and the service review currently being undertaken needs to consider this matter very carefully as part of the transformation plan that is to be issued for the service. Lack of human resource capacity could well undermine the authority's service transformation plans and aspirations for its library service. This is a matter drawn to the attention of the authority on previous occasions in the Welsh Government's reports on its library service provision.

For the purpose of comparing performance with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2012-13 was 6, the highest number achieved was 8, and the lowest 3. Ynys Môn's performance is therefore comparable with others in Wales.

The Welsh Public Library Performance Indicators (WPLPI)

The Framework also asked library authorities to report against 8 Performance Indicators; many of these are comparable with figures reported under the third framework (2008-11), and it is therefore possible for authorities to identify certain trends in service performances.

The following table lists the authority's reported performances alongside Welsh average performances. The authority should reflect on these comparisons, and on the assessors' comments below, in its scrutiny of service performances. Performances against WPLPI 2, which requires surveys to be undertaken during the course of the Framework, will be assessed in the final year.

WPLPI		Authority Performance	Welsh Average
1	Use (physical / virtual visits, attendance at events) of service (per 1,000 population)	5548	5754
3	% take-up of public access PCs	46%	40.14%
4	Annual issues (per 1,000 population)	4581	4516
5	% of total authority library expenditure spent on the purchase of library stock	10.9%	13.16%
6	% of total authority revenue expenditure spent on the public library service	0.85%	0.91%
7	% total authority capital allocations spent on public library facilities	0.038%	0.42%
8	Net expenditure on public library provision (per 1,000 population)	£15911	£16176

In general there are some encouraging improvements in some reported Indicator performances in 2012-13 compared to those achieved in 2011-12. User numbers are slightly higher (WPLPI 1) as are use levels of ICT (WPLPI 3), which would appear to vindicate the authority's recent investment in its buildings and facilities modernisation programme. The percentage of total library service expenditure spent on books (WPLPI 5) is also slightly higher, but this may be because the resources saved from keeping posts vacant were transferred into the book fund, and could therefore only be a temporary improvement. The authority's overall allocation of revenue funding to the library service has also increased (WPLPI 6), but the Return does not explain how this has been achieved. Neither is any explanation provided for the rise in overall expenditure on providing a library service (WPLPI 8) at a time when the service was required to make significant cuts in its expenditure.

In those areas where performances have declined – such as annual issues (WPLPI 4), the service is already conducting an analysis of the causes, but it is possible that steadily declining expenditure on materials and books for adult users is having a very negative effect on the expectations and perceptions of users.

Concluding remarks

There is little evidence of progress in these overall performances and there is some cause for concern that current performances will be difficult to sustain during the final year of the fourth Framework of Welsh Public Library Standards. It appears unlikely that the authority will achieve more Standards before March 2014, and may lose ground in respect of one area (the purchase of books and materials) where levels of investment have been diminishing on a regular basis. It is also possible that this will impact on other related performance areas.

As noted above, the Welsh Government will consider carefully the outcomes and proposals of the current review of library service in Ynys Môn, and the manner in which the authority will propose to transform its library service, particularly the likely impact on performances in respect of the Welsh Public Library Standards Framework.