

<b>ISLE OF ANGLESEY COUNTY COUNCIL</b>	
<b>Report to:</b>	<b>Executive Committee Meeting</b>
<b>Date:</b>	<b>3<sup>rd</sup> November, 2014</b>
<b>Subject:</b>	<p>Welsh Public Library Standards April 2011 – March 2014, Annual Return 2013-2014.</p> <ul style="list-style-type: none"> <li>• To report on the Welsh Government's (CyMAL) assessment of the Library Services 2013 / 14 Annual Library Report, and the issues arising.</li> <li>• To identify the relative strengths and weaknesses of the Library and Information Service as identified in the draft 2013 – 2014 annual report.</li> </ul>
<b>Portfolio Holder(s):</b>	<b>Councillor Ieuan Williams</b>
<b>Head of Service:</b>	<b>Delyth Moleyneux</b>
<b>Report Author:</b>	<b>Rachel Rowlands</b>
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<b>Local Members:</b>	

<b>A –Recommendation/s and reason/s</b>
<ul style="list-style-type: none"> <li>• That the Executive Board approve the Welsh Public Library Standards Annual Report for 2013/14</li> <li>• That the Executive Board note the Welsh Government's (CyMAL) assessment of the Library Services 2013 /14 Annual Library Report, and the issues arising.</li> </ul>

<b>B – What other options did you consider and why did you reject them and/or opt for this option?</b>

<b>C – Why is this a decision for the Executive?</b>
To seek Executive Board approval of the Welsh Public Library Standards Annual Report for 2013/14

<b>CH – Is this decision consistent with policy approved by the full Council?</b>

<b>D – Is this decision within the budget approved by the Council?</b>

<b>DD – Who did you consult?</b>		<b>What did they say?</b>
<b>1</b>	<b>Chief Executive / Strategic Leadership Team (SLT)</b> (mandatory)	
<b>2</b>	<b>Finance / Section 151</b> (mandatory)	
<b>3</b>	<b>Legal / Monitoring Officer</b> (mandatory)	
<b>4</b>	<b>Human Resources (HR)</b>	WG’s comments re falling staffing levels impacting on future operational effectiveness and efficiency of service to be noted.
<b>5</b>	<b>Property</b>	
<b>6</b>	<b>Information Communication Technology (ICT)</b>	
<b>7</b>	<b>Scrutiny</b>	
<b>8</b>	<b>Local Members</b>	
<b>9</b>	<b>Any external bodies / other/s</b>	

<b>E – Risks and any mitigation (if relevant)</b>	
<b>1</b>	<b>Economic</b>
<b>2</b>	<b>Anti-poverty</b>
<b>3</b>	<b>Crime and Disorder</b>
<b>4</b>	<b>Environmental</b>
<b>5</b>	<b>Equalities</b>
<b>6</b>	<b>Outcome Agreements</b>
<b>7</b>	<b>Other</b>

**F - Appendices:**

Appendix 1. Library Service Manager Report.

Appendix 2. Isle of Anglesey Welsh Public Library Standards Annual Report for 2013/14

Appendix 3. Isle of Anglesey Annual Report 2013-14 Assessment

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

CyMAL : Museum, Archives and Libraries Wales – Maintaining a Values Service: The Fourth Framework of Welsh Public Library Standards 2011-14

<http://cymru.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/wpls/wpls201114/?lang=en>

## Welsh Public Library Standards April 2011 – March 2014

### 1. EXECUTIVE SUMMARY

- 1.1 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.
- 1.2 The Annual Report contains a summary of Library and Information Service performance during 2013/14 and has been submitted to CyMAL 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 attains 6 of the 9 set standards, however CyMAL expresses concerns in some areas. The assessment is attached as Appendix 2.

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

2013-14 was the final year within the 4<sup>th</sup> framework. Performance in this year is considered in the context of the 3 year framework. The 5<sup>th</sup> Framework *Libraries making a difference: The fifth quality framework of Welsh Public Library Standards 2014-17* is significantly different to the 4<sup>th</sup> framework and places greater emphasis on outcomes and the wide ranging effects and benefits the service has on Anglesey residents. This makes it even more important that customers’ needs are central to all the Library has to offer.

### 3.0 Library Service Annual Report 2013 – 2014 : Report Summary

#### 3.1 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 : 2013-2014 : Ynys Môn : Population 70,049 : No. of libraries : 10			
Standard	Performance	Brief Commentary	
1	% of households within: <b>3 miles = 70%</b> : of a library (based on population density)	71% <b>Above standard</b>	Good performance in terms of reaching communities by means of static and mobile libraries

2	Access to services to those not able to use conventional service points	✓	Sustained our facilities and services to users with special needs and requirements
3	i) Opening hours no less than 120 hours per 1,000 population	149.22 <b>Above standard</b>	Very few interruptions, noted as being a commendable performance.
4	ICT facilities	✓ Meets the standard	Provision is within the requirements of the standard
5	Additions to stock (per 1000 population) : Adults <b>124</b> , Under 16 <b>61</b>	<b>Partly achieving</b> No. of items: 2011-12 143 2012-13 145.8 <b>2013-14 101.2</b> Average over 3 year period <b>130</b>  No. of items: 2011-12 101 2012-13 75.9 <b>2013-14 98.2</b> Average over 3 year period <b>91.7</b>	Steep decline in performance in the third and final year in adult stock additions. Expenditure is down (WPLS6). Staff capacity issues also have an effect here. Strong performance in Under 16 acquisitions. Figure includes School Library Service.
6	Expenditure on items in stock (per 1000 pop.) <b>Adult</b> Lowest quartile £1685 Median £1925 Top quartile £2137  <b>Under 16</b> Lowest quartile £263 Median £322 Top quartile £426	<b>Partly achieving</b> Adult 2011-12 £1,116.66 2012-13 £1,265 <b>2013-14 £1,005</b> Average over 3 year period <b>£1,128.9</b>  Under 16 2011-12 £449.06 2012-13 £ 488 <b>2013-14 £443.66</b> Average over 3 year period <b>£460.24</b>	Expenditure on adult stock is weak throughout the period, stock replenishment target for adult stock is not met. Evidence shows that in time this affects usage of libraries. Expenditure on Under 16 stock is consistently good which reflects Service Priorities. Consideration needs to be given to readdressing the balance.
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	<b>Meets the Standard</b>  2011-12 65% 2012-13 66 % <b>2013-14 64.40%</b> <b>Average over 3 year period 65.1%</b>  2011-12 79% 2012-13 82% 2013-14 82.17%  <b>Average over 3 year period 81.05%</b>	Performance has improved and is now good. This is noted as being commendable given the low expenditure on resources. Close working partnerships with NW Library Authorities, Universities and Colleges are key to achieving this standard.

		2011-12 94% 2012-13 92% 2013-14 91.41% <b>Average over 3 year period 92.5%</b>	
8	Staffing levels: No less than 0.37 (per 1000 population)  Professional staff: At least 23%	<b>Partly achieving</b>  Total staffing levels 0.33  % of professional staff  23%	Overall staffing levels have fallen numerically the actual library service staffing resource is one of the smallest in Wales, the low staffing levels both professional and non-professional cause operational difficulties
9	No less than 27m2 per 1000 pop (and building audits)	<b>Meets/Exceeds the standard</b>  <b>28.42</b>	The service has attractive, modern and efficient library service points following significant levels of recent investment in their modernisation.

### 3.2 The Welsh Public Library Performance Indicators (WPLPI)

	WPLPI	13/14	Welsh Average	Brief Commentary
1	Use (physical / virtual visits, attendance at events) of service (per 1,000 population)	4145	5635	Visits to libraries have increased slightly, (although remain below the Welsh average) probably reflecting the attractiveness of the e-zines and other new electronic services on offer, the attractiveness of the buildings. Staff capacity issues limits the amount of events and outreach that can be sustained during the year.
2	User satisfaction levels (i) % of users who are 'satisfied' or 'very satisfied' with the library service (ii) % of adults who think the choice of books is 'very good', 'good', or 'adequate' (iii) % of users under 16 who think the choice of books is 'very good', 'good', or 'adequate'	97% 99% N/A	96% 96% 98%	Public satisfaction levels among adults are high, and above the Welsh average The Service did not complete a survey among young users due to capacity and resource issues.

3	% take-up of public access PCs	49%	41%	The use of ICT has increased, probably reflecting the relevance of provision to searches for employment and social benefits information among residents and users, in common with most other libraries in Wales
4	Annual issues (per 1,000 population)	4500	4424	Issues are down slightly (but still above the Welsh average); this could be attributed to a diminishing offer in terms of new stock and the reduced variety of materials due to the reducing expenditure on annual acquisitions
5	% of total authority library expenditure spent on the purchase of library stock	9.95%	12.90%	The proportion of the library service budget expended on books has fallen by nearly 1%
6	% of total authority revenue expenditure spent on the public library service	0.87%	0.90%	The authority's decision to protect expenditure on its library service during 2013-14 is reflected in the slightly improved performance in this key financial Indicator. However it is below the Welsh average
7	% total authority capital allocations spent on public library facilities	NIL	0.56%	There was no capital allocation to the library service during 2013-14
8	Net expenditure on public library provision (per 1,000 population)	£14,935	£16,341	Net annual revenue expenditure on library provision was down by 6%, a very significant reduction.

#### 4.0 CyMAL Assessment (Please see : Appendix 1.)

- 4.1 The formal assessment of the performance of the Library and Information Service for the year 2013/14 calculates that the Authority achieves 6 of the 9 standards and partly achieves the remaining 3. This is the same total to that being achieved in 2012-13, but there are changes to some performances within that total.
- 4.2 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 23% compared to the Standard of 23%. CyMAL note; *this could be interpreted as being merely a statistical change, caused by falling numbers overall, and in reality the actual number of professional staff employed also continues to fall following the deletion of at least one professional post from the establishment in recent times and the freezing of another vacancy.* The total staffing establishment is amongst the smallest in Wales and the proportion of professional staff is also low. The Assessment states that *'In operational terms the situation must now be very difficult, and if further reductions are made, the situation could become critical in terms of day-to-day operational effectiveness and efficiency.*

4.3 For the purpose of comparing performances with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2013-14 was 6.5, the highest number achieved was 9, and the lowest 4. Ynys Môn's performance is therefore slightly below average when compared with others in Wales.

4.4 The assessment concludes that:

*The library service appears to be in an uncertain and vulnerable situation, with reducing human and other resources and a major threat hanging over it in terms of the expenditure reduction it is currently expected to achieve over the next three years. That it has retained overall performances at reasonable levels under the fourth assessment framework is remarkable in many ways. To the assessors the future financial requirements, added to the expenditure reductions already imposed on the library service, appear to be totally disproportionate, and are likely to have a major and damaging impact on provision. The Welsh Government, as it monitors and supervises the manner in which authorities deliver their statutory obligations, intends to take a particular interest in the authority's proposals that emerge from its current review.*

## 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 (2013-14)

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 Friday 4<sup>th</sup> July 2014 (Draft by Wed 21<sup>st</sup> May)**

Please send to:

Elizabeth Bennett, CyMAL, [elizabeth.bennett@wales.gsi.gov.uk](mailto:elizabeth.bennett@wales.gsi.gov.uk)

Any questions please contact: Alyson Tyler, Libraries Development Programme Manager ([alyson.tyler@wales.gsi.gov.uk](mailto:alyson.tyler@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 September 2014

Definitive submission to CyMAL by September 2014

**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 2012-13, and sent to authorities for their consideration and action in September 2013 by the Welsh Government.**

The assessment and accompanying Library Service Managers report went to Scrutiny Committee on the 28<sup>th</sup> of November 2013. It then went to The Executive on the 4<sup>th</sup> of November with the purpose of;

- 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.

**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?**

On these occasions the concerns expressed by WAG in its assessment were set out in detail together with the Service's response. Both Committee's engaged in discussion and debate on the report. The committee indicated their wish to see specific areas of identified weakness in performance addressed. The Executive committee expressed a strong desire for demonstrable improvement in the services performance in relation to specific standards and library performance indicators

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

It was agreed;

- That the Executive Board approve the Welsh Public Library Standards Annual Report for 2012/13.
- 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. (a) If you indicated in your Annual Return for 2012-13 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 2013-14, 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:

- During 2014/15, to deliver efficiency savings for years 2015/16, 2016/17 and 2017/18, all services will undergo a service redesign and reconfiguration, to a greater or lesser extent, which will result in a change to the way services are delivered. This will potentially have an impact on both current and new service users.
- The Council has introduced three Programme Boards and an Efficiency Strategy that will contribute to the delivery of corporate efficiency targets once plans to meet the forecast budget gap have been agreed with the Executive. The introduction of new systems and the use of better technology and assets should also assist in this process during 2014/15.
- **Corporate plan** The Corporate plan was passed by the Executive on 02/12/2013

The plan states an intention to Transform our leisure and Library provision with the aim of reducing overall costs of these services to the Council by 60% over the period of this plan 2013-2017

- The Project initiation document for the remodelling of the library service in the context of the above will be submitted to the programme board in early summer 2014.

**5. Please indicate whether there have been any changes made to the resources available to the library service during 2013-14 compared to 2012-13, e.g. efficiency savings, resource reductions/increases, restructuring of staff, etc., and indicate how they have impacted on the service in 2013-14 (do NOT include any commentary relating to 2014-15 and subsequent years) in this section:**

The Executive Committee at its meeting Monday 18/02/2013, decided against accepting the budget reduction proposals submitted by the Library and Information Service for 2013-14.

Senior management restructuring and departmental changes saw the Library and Information Service move from the Community Department to the Lifelong Learning Department. The Post of Head of Service: Culture and Leisure was deleted, and the Service is now under the Head of Service: Lifelong Learning. The Library Service staffing structure remained the same, however 1 vacant professional post (Community Librarian) became vacant and not released for recruitment.

## **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.

**Please note the additional information required on this occasion in respect of WPLS 5, 6 and WPLS 7 relating to average performances over the period April 2011 to March 2014**

Framework 4 Standard		Actual Performance as at March 31 2014		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% <b>or</b></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% <b>or</b></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>	N/A		<p>Population of Anglesey = 70,049 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 island is sparsely populated in contrast to pockets of population distributed along the coastline.</p> <p>10 static libraries with 9 positioned around the outside of the island and 1 centrally located in Llangefni. Our Mobile library visits 106 stops providing a monthly service to our rural communities and population clusters.</p>
	<p>71%</p> <p>24%</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). Further analysis is being undertaken during 2014/15 as part of the review.</p> <p>24% is the figure for our mobile stops of which we have 98 on the island. This was obtained from the GIS system and overlapping stops have been excluded where appropriate.</p>	
<p><b>State numbers of:</b></p> <ul style="list-style-type: none"> <li>▪ Static service points managed by the authority</li> <li>▪ Mobile service vehicles operated by the authority</li> <li>▪ Other kinds of service points/modes of delivery <i>Describe briefly in Authority self-assessment column</i></li> </ul>		<p><b>2011-12</b></p> <p>10</p> <p>2</p> <p>1</p>	<p><b>2012-13</b></p> <p>10</p> <p>2</p> <p>1</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 Authority operates a 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>
Framework 4 Standard		Actual Performance as at March 31 2014		Authority self-assessment

<p><b>2</b></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>	<ul style="list-style-type: none"> <li>• Housebound service on a monthly rota</li> <li>• Residential / care home service</li> <li>• Schools library Service – van service and deposit collections to Primary schools. Curriculum and literacy support and materials to support reading for pleasure.</li> </ul> <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"> <li>• CCTV text magnifiers in 2 service points</li> <li>• Low vision aid software – 3 service points</li> <li>• Adjustable computer desks in 5 service points</li> <li>• Lift access to all our mobile library vans</li> </ul> <p>(ii) 15% of the bookfund was spent on large print and full text audio books in 2013-14 Visually impaired and housebound people are exempt from selected library charges.</p>
<p><b>3</b></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><b><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></b></p>	<p>No. of hours: Static libraries <b>149.22</b></p> <p>Mobile library <b>8.21</b></p> <p><b>0.05%</b></p> <p><b>0%</b></p>	<p>There have been no changes to opening hours during 2013-14</p> <p>1 hour was lost in Llangefni library due to heating system problems and 4 hours were lost in Cemaes library due to a power outage to the village. The power outage was due to severe weather but has been included for the purposes of the report.</p>

	Framework 4 Standard	Actual Performance as at March 31 2014	Authority self-assessment
4	<p>(i) Library authorities will provide the following ICT <i>facilities</i> for users:</p> <p>(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</p> <p>(b) Current hardware and software at library service points, renewed or refurbished according to corporate policies</p> <p>(c) Facilities that enable residents to use their own laptop computers in the libraries</p> <p>(d) WiFi at all larger service points (open for 30 hours or more per week) by March 2014</p> <p><b>Note: if equipment has been purchased but installation not yet completed as it is the responsibility of another corporate department or supplier, and installation is subject to their timetable, place tick in the next column. If equipment not yet purchased place x in next column</b></p> <p>(e) Scanning and printing facilities</p> <p>(f) Plug-in facilities for digital media sources and portable devices</p> <p>(g) Free email access</p> <p>(h) Access to free introductory or basic support in the use of ICT facilities</p> <p>(i) Information literacy sessions for users (to develop use of library services and facilities)</p> <p>(ii) Library authorities will provide the following ICT-based <i>resources</i> for users:</p> <p>(a) General and reference information services (please describe briefly in the Authority self-assessment column)</p> <p>(b) Newspapers and other current information sources online</p> <p>(c) Community information</p> <p>(d) Local history and family history sources</p> <p>(e) Local authority and other governmental information sources</p> <p>(f) Access to e-learning resources and services</p>	<p>Insert ✓ or x against each</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>Insert ✓ or x against each</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>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.</p> <p>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:</p> <p>12-18months old – 42 computers 18months – 3 years – 15 Computers Over 3 years – 2 computers (8 years old)</p> <p>The 2 PC's that are 8 years old are due for replacement but networking problems have delayed this. We have 17 PC's and 2 laptops on order.</p> <p>c) Mobile devices can be used in all of 9/10 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.</p> <p>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,</p> <p>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)</p> <p>f) Plug –in facilities are available everywhere.</p> <p>g) Free e-mail access is available in all our libraries</p> <p>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 the 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.</p> <p>i) Informal information literacy sessions are run in our larger libraries.</p> <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. E-books and e-zines are also available.</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>





<p><b>6</b></p>	<p>(ii) Library authorities shall ensure that they spend  <b>Either</b>  (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  <b>Or</b>  (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 during 2013-14 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  (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><b>Note: reserve stocks should not be included in the calculation of performances against part (iv) (a) and (b) this Standard</b></p>	<p>Actual expenditure  2011-12 N/A  2012-13 N/A  2013-14 N/A  Average over 3 year period  N/A</p> <p>State %  2011-12 9.76%  2012-13 8.48%  2013-14 8.95%  Average over 3 year period  <b>8.73%</b></p> <p>% of list purchased  <b>100%</b></p> <p>Average no. of copies of each title purchased  <b>3.2 copies</b></p> <p>State performance  <b>11.5 years</b></p> <p><b>5.24 years</b></p>	<p>This figure illustrates both a demand for and a commitment to ensuring 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.</p>
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	<b>Framework 4 Standard</b>	<b>Actual Performance</b> as at March 31 2014	<b>Authority self-assessment</b>
<b>7</b>	<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><b>Note: Please indicate (insert ✓ or X) whether this data has been:</b></p> <p>▪ <b>calculated via the service LMS</b></p> <p>or</p> <p>▪ <b>calculated on the basis of a sample period survey</b></p>	<p>2011-12 65%</p> <p>2012-13 66 %</p> <p>2013-14 64.40%</p> <p>Average over 3 year period <b>65.1%</b></p> <p>2011-12 79%</p> <p>2012-13 82%</p> <p>2013-14 82.17%</p> <p>Average over 3 year period <b>81.05%</b></p> <p>2011-12 94%</p> <p>2012-13 92%</p> <p>2013-14 91.41%</p> <p>Average over 3 year period <b>92.5%</b></p> <p><b>11-12 / 12-13 Sample</b></p> <p><b>13-14 LMS</b></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 has been particularly challenging for the service operating as it does in a sparsely populated rural area with predominately small part time libraries. However 13-14 is the first year ever that we have achieved the 7 day target when using the LMS reporting data.</p>

Framework 4 Standard		Actual Performance as at March 31 2014	Authority self-assessment
8	(i) Library authorities shall ensure that total staffing establishment levels shall not fall below 0.37 per 1,000 resident population	State figure:  0.33	<p><b><i>For parts (i) and (ii) of this Standard please comment here on the position relating to any library service establishment posts vacant on 31 March 2014, and the length of time they have been vacant.</i></b></p> <p>Total Staffing level for the service excluding TalNet (the joint bibliographic services department) is 0.31 per 1000 population. With TalNet (at 22% of their total staffing) it is 0.33.( Discounting the vacant posts gives a figure of 0.30)</p> <p>% of total staff who are professionally qualified is 22.9% without including TalNET and including TalNET it is 23% (1 professional post has been vacant for the majority of the year which brings this total figure down to 19.2%)</p> <p>This year we have included 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 the library service budget. We have also included our Assistant Librarian (Young People and Schools) as it is a professional post and the post holder is undertaking a Masters by distance learning.</p> <p>4 of our libraries are completely staffed on a single staffing basis whilst 3 others are single staffed for significant periods during the weekly timetable.</p> <p>There is one 37 hour scale ½ vacant that has been vacant for 24 months. A 37 hour Professional post was vacant from June 2014. This post was not released for advertisement and has subsequently (post April 2014) been deleted from the budget.</p> <p>The Head of Service Lifelong Learning and Leisure post was also lost due to a Senior Management Restructure. We previously included 33% of this posts time as the post holder was a Professional Librarian and had significant input into the day to day running of the Service</p> <p>(i.v) The Service does not use volunteer staff other than work experience/ work placements at present</p>
	(ii) Library authorities shall ensure that at least 23% of total staff shall be formally qualified in library and information studies / science	State %  23%	
	(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	State qualification of post holder  <b>Library Service Manager Postgraduate Diploma in Library and Information Studies</b>	
	(iv) Library authorities that use volunteer staff shall ensure that they: <ul style="list-style-type: none"> <li>• have a designated volunteer coordinator from the permanent staffing establishment</li> <li>• provide a written role description for each volunteer</li> <li>• meet the legal requirements for each volunteer in relation to the role being undertaken</li> <li>• provide induction training for volunteers</li> <li>• provide continuing training for volunteers</li> <li>• provide appropriate supervision for volunteers</li> <li>• 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</li> </ul>	Insert ✓ or X against each  N/A	

Framework 4 Standard		Actual Performance as at March 31 2014	Authority self-assessment
9	Library authorities will indicate:		
	(i) Capital investment in their library service points (including mobile services) from a) the authority's own resources b) from external sources <i>State sources of any external capital investment in the Authority self-assessment column.</i>	£ 0 £ 0	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.
	(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	£1,256	Actual repair and maintenance including central property charges is £88,065
	(iii) That they have undertaken: ▪ 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. <b>Note: if service point has been refurbished during the period, a condition survey can be regarded as being part of that work</b> ▪ a disability audit on one occasion in the five-year period from March 2009 to April 2014 <b>Note: if service point has been refurbished during the period, a disability audit can be regarded as being part of that work</b>	Insert ✓ or X  Date of survey: see comments column ✓  Date of audit: 2004	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, a significant number of properties are due for survey however planned maintenance programmes are well arranged and there are no significant building issues not being dealt with.  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
	(iv) The total aggregate public area offered by the library service points per 1,000 resident population. The indicative standard is 27 square metres		
(v) Any other capital expenditure on the library service not relating to buildings incurred during the year <i>State nature of expenditure in (v) in the Authority self-assessment column.</i>	28.42 m <sup>2</sup> £0		

# 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 2012-13	Actual Performance as at March 31 2014	Authority self-assessment
1*	The number of people using the library service per 1,000 resident population	No. per 1,000 population:  Physical <b>4,094</b> Virtual <b>1324</b> Events/activities <b>130</b>	No. per 1,000 population:  Physical <b>4,145</b> Virtual <b>1,717</b> Events/activities <b>127</b>  <b>Events/Activities breakdown</b> Children and young people 6453 Adult 1801 Adult Education 641	Physical visits are up on 2012/13 given that book issues have fallen slightly, and computer use has increased, the service attributes this rise in part to increased demand computer access.  Virtual visits are also up significantly with the inclusion of e-books and e-zines has increased the online offer and virtual visits are increasing. 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 are slightly down. Staff capacity is an issue here with the loss of 1 community librarian post part way through the year although nearly 6,500 children took part in activities during the year. Staff are committed to outreach work and take every opportunity to run events and activities but certain out of hours activities have ceased due to a lack of available staff to run them.  The Service remains heartened by the fact that the number of people using the library service is increasing, however notes the pressures this brings in the light of capacity / resource / IT issues.
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'	.....%	97%	Adult Plus was carried out in March 2014  Young People's PLUS has not been carried out. The Service intended to run it at the same time as the Adult questionnaires but this did not fit in with PLUS's framework / timescale. We intend to survey our Young People early in the 5 <sup>th</sup> framework.

	(iii) The % of users under 16 who think that the choice of books in the library they use is 'good' or 'OK'	..... %  ..... %	99 %  N/A	
3*	The % of time allocated for use of public access ICT facilities actually taken up by users	46%	49%	<p>We are seeing an increased demand for our IT facilities largely due to job searches and poor connectivity in certain areas on the island.</p> <p>This figure does not include WiFi usage as we are unable to report on WiFi sessions, due to technical issues. WiFi is available in 9 of our libraries and is heavily used by groups such as holiday makers, second home owners and students.</p>
4*	The annual issues (loans) per 1,000 total resident population	No. per 1,000 population:  4,580.8	No. per 1,000 population:  4,500	<p>Annual issues are slightly down this year. This figure does not include issues of e-books and e-zines.</p> <p>This decrease follows from a 5% decrease between 2011-12 and 12-13 Which was a reversal of previous year's growth</p> <p>Within this overall decline, annual issues of Children and Young Adult stock has increased slightly, and there are certain libraries that have increased their issues. Work will be undertaken to analyse these trends and adjust stock policies accordingly.</p>

Performance Indicators (WPLPI)		Reported Performance 2012-13	Actual Performance as at March 31 2014	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	10.9.%	9.95%	<p>This has seen a 1% fall on last year. The budget was not reduced for 2013-14 but the 2012-13 resources budget was bolstered by a viament from another service budget. The comments outlined in Standard 6 are also applicable to this PI.</p> <p>Total expenditure on books and other materials = £110,840  Total authority expenditure on library service = £1,113,762  Answer = 9.95%</p>
6*	<p>The % of total authority revenue expenditure spent annually on the public library service</p> <p>The actual recharge (in £s) levied on the library service for central services</p>	<p>0.85%</p> <p>£ 196,248</p>	<p>0.87%</p> <p>£159,381</p>	<p>The Service was protected from savings during 2013-14 in order to continue work on its Service Review.</p> <p>Total authority revenue on libraries = £1,113,762  Total authority revenue = £128,154,000  Answer = 0.87%</p> <p>Central Services have reduced for 2013-14. This is due to corporate restructuring at the Directorate / Head of Service Level and a subsequent reduction in staffing costs and reduction in central service costs due to the ongoing efficiency strategy of the Council.</p>
7*	The % of total authority capital allocations expended on public library facilities this year	0.038%	0%	There were no Capital Projects in 2012-13
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	£15,911	£14,935	<p>Net annual revenue expenditure was down in 2013-14 by 6%. The Service had a staffing underspend due to vacant posts not being released for recruitment, this accounts for a significant proportion of this reduction.</p> <p>Total library NET expenditure = £1,047,275  Answer is £1,047,275 / 70,124 * 1000 = £14,935</p>



Llywodraeth Cymru  
Welsh Government

## **Isle of Anglesey Annual Report 2013-14**

### **Maintaining a Valued Service: The Fourth Framework of Welsh Public Library Standards**

The year under review is the third, and final, year under the Welsh Government's fourth framework of Welsh Public Library Standards. The framework was operational for the three-year period from April 2011 to March 2014; its focus was on the maintenance of core library services in what was recognised as a challenging period for the public sector. Although the benchmarks and Standards set reflected a more limited approach than in previous frameworks, as indicated in the reports for the first two years of this framework, the Welsh Government was still seeking reassurance that Welsh library authorities were endeavouring to carry out their statutory responsibilities in the delivery of the core library service.

#### **The requirements**

Under the fourth framework of library standards, Welsh public library authorities were 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. For the 2013-14 year, the authorities were asked to submit their returns by the end of May 2014, earlier than in previous years, in order to facilitate the work of the Public Libraries Review Panel established by the then Minister for Culture and Sport. The Welsh Government is grateful for the co-operation of Welsh library authorities in this regard. The Annual Returns were considered by a panel of assessors, including a peer review reference group, drawn from senior service managers in the sector, assisted by independent external expertise.

The authority's Annual Return for 2013-14, 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 2013-14.

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

The authority considered the assessment report for 2012-13 through its Scrutiny Committee, which also received the observations and analysis of the Library Service Manager in an accompanying Report. Attention was focused on performance weaknesses in relation to the

Welsh Public Library Standards, and the Committee identified the need for demonstrable action in relation to weak performance against the Standards and Performance Indicators. There is, however, no reference to any subsequent action in the Annual Return for 2013-14. But the authority's Executive decided not to accept the service's proposals in terms of expenditure reductions, and this may reflect corporate concern, but overall the actual position is not immediately clear from this Return.

Nevertheless, as a result of the authority's restructuring, professional capacity was reduced including the loss of post of Head of Service: Culture and Leisure and the non- recruitment of another professional post.

### **Evidence of service planning**

Reference is made to management restructuring, but there are also references to the major review of library service delivery, currently expected to reduce overall costs by 60% from 2014-15 to 2017-18. The Welsh Government's assessors are concerned at the extent of the possible reductions as they appear to be disproportionate and are likely to have adverse impacts on the service. Such reductions would come on top of what have been gradual significant reductions in recent years, including those in 2013-14. The Welsh Government will scrutinise very carefully the authority's proposals as to what will transpire from its plans for remodelling and transforming the library service. The proposed reduction of 60% is cause for considerable concern in the opinion of the assessors.

### **The Welsh Public Library Standards (WPLS)**

The authority's performance against the Welsh Public Library Standards during 2013-14 has been assessed as follows. The authority:

- Is achieving 6 of the 9 Welsh Public Library Standards.

The authority has maintained the pattern of provision in WPLS 1 (service points and access to them) during 2013-14, with a high performance in terms of reaching communities by means of static and mobile libraries despite the rural nature of much of the authority as a whole. It has also sustained its facilities and services to users with special needs and requirements (WPLS 2), even though the description of the provision is rather brief on this occasion. The aggregate opening hours (WPLS 3) remain within the requirements of the Standard, and most scheduled services were delivered during the year with very few interruptions, and this is again a commendable performance. ICT provision (WPLS 4) also remains within the requirements of the Standard, with WiFi facilities available at all the libraries except the very smallest which only has very limited opening hours. The library service offers a wide range of flexible and user-centred ICT services.

Bearing in mind the relatively low levels of expenditure on books and library materials, the performances in WPLS 7 (delivery of requests) have improved again and are now good. Comparatively low expenditure on books and materials often results in failure to meet some of these targets, particularly the more demanding ones, but the performances have remained relatively consistent and within the requirements of the Standard throughout the three year cycle, and the service is clearly utilising its resources effectively.

The authority is still continuing to meet the requirements of WPLS 9, having met the indicative Standard for overall public space and carried out the requisite condition surveys

and audits (assumed to have been conducted as part of the substantial refurbishment programme conducted on library buildings) during the period indicated. The service has many attractive, modern and efficient library services points following significant levels of recent investment in their modernisation. However, there has been very limited expenditure recorded for the fixed assets and facilities operated by the service during 2013-14.

- Is partly meeting the requirements of the remaining 3 Standards, namely WPLS 5 (annual stock acquisitions), WPLS 6 (annual expenditure on stock) and WPLS 8 (staffing).

In WPLS 5 the service has comfortably achieved the second target (acquisitions for young readers) throughout the framework. Unfortunately, after achieving the target for adults in years one and two, the assessors noted the very steep decline in performance in the third and final year. The Annual Return attributes this performance to lack of capacity in terms of staffing to undertake acquisition processes as thoroughly as in the past, and bearing in mind the reducing staffing levels generally, other operational difficulties can be expected in future years. In WPLS 6 (annual expenditure on stock), on average over the period, it achieves five of the seven targets set within this Standard. It fails to achieve the target for expenditure on stock for adult users (part 6 (i) (a)) - it is a very weak performance throughout the period, and it is not surprising therefore that the stock replenishment target for adult stock is not met either (part (iv) (a)). Evidence shows that in time this affects usage of libraries, unless remedial action is taken. The authority could consider achieving a better balance between expenditure on adult stock and stock for young users, but this would depend on the identified service and corporate priorities. However, the imbalance may be due to the inclusion of the school library stock, as noted in the Annual Return.

The authority is not meeting all the requirements of WPLS 8 (staffing). Overall staffing levels have fallen - numerically the actual library service staffing resource is one of the smallest in Wales. The calculation submitted indicates that in reality at the present time the authority is probably failing to meet the overall requirements when actual staff in post only are considered. There is a slight increase in the percentage of professional staff engaged by the service and just meets the stipulated levels, but again, this could be interpreted as being merely a statistical change, caused by falling numbers overall, and in reality the actual number of professional staff employed also continues to fall following the deletion of at least one professional post from the establishment in recent times and the freezing of another vacancy. In operational terms the situation must now be very difficult, and if further reductions are made, the situation could become critical in terms of day-to-day operational effectiveness and efficiency.

## **Overall**

The overall achievements are very similar to those reported in March 2012 and 2013. There has been no discernible further improvement in performances over the three year period of the fourth assessment framework and in relation to specific and identified weaknesses against the Standards, despite the authority's seeming determination to address weaker performances at the performance scrutiny stage.

For the purpose of comparing performances with that of other Welsh public library authorities, the average number of Standards being met by all authorities in 2013-14 was 6.5, the highest number achieved was 9, and the lowest 4. Ynys Môn's performance is therefore slightly below average when compared 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 were comparable with figures reported under the third assessment framework (2008-11), and it was therefore possible for authorities to identify certain trends in service performances. The following table lists the authority's reported performances alongside Welsh average performances, and the authority should consider the performances and trends reflected in this data and its comparative position.

<b>WPLPI</b>	<b>Authority Performance</b>	<b>Welsh average</b>
1. Use (physical/virtual visits, attendance at events) of service (per 1,000 population)	4145	5635
2. User satisfaction levels (i) % of users who are 'satisfied' or 'very satisfied' with the library service	97%	96%
(ii) % of adults who think the choice of books is 'very good', 'good', or 'adequate'	99%	96%
(iii) % of users under 16 who think the choice of books is 'very good', 'good', or 'adequate'	N/A	98%
3. % take-up of public access PCs	49%	41%
4. Annual issues (per 1,000 population)	4500	4424
5. % of total authority library expenditure spent on the purchase of library stock	9.95%	12.90%
6. % of total authority revenue expenditure spent on the public library service	0.87%	0.90%
7. The % of total authority capital allocations expended on public library facilities in this year	Nil	0.56%
8. Net expenditure on public library provision (per 1,000 population)	£14,935	£16,341

Some of these performances reflect small increases in achievements during the year - visits to libraries have increase slightly (WPLPI 1), probably reflecting the attractiveness of the e-zines and other new electronic services on offer, and the attractiveness of the buildings; the use of ICT (WPLPI 3) has increased, probably reflecting the relevance of provision to searches for employment and social benefits information among residents and users, in common with most other libraries in Wales. Issues are down slightly (WPLPI 4), and this could be attributed to a diminishing offer in terms of recent stock and the reduced variety of materials due to the sharply reducing expenditure on annual acquisitions. Nevertheless public satisfaction levels (WPLPI 2) among adults are high, and comparable to other authorities in Wales. The authority did not complete a survey among young users, and this is disappointing and creates a gap in the authority's knowledge of the opinions of its young users. It should undertake the relevant survey as soon as possible, otherwise its planning of future service will be based on inadequate data and information about this very important group of users and potential users.

The authority's decision to protect expenditure on its library service during 2013-14 is reflected in the slightly improved performance in one of the key financial Indicators. Performance has improved marginally in WPLPI 6 (percentage of authority revenue expenditure spent in the year on the public library service), but the proportion of the library service budget expended on books has fallen by nearly 1% (WPLPI 5), there was no capital allocation at all to the library service (WPLPI 7) during 2013-14, and net annual revenue expenditure on library provision (WPLPI 8) was down by 6%, a very significant

reduction.

### **Concluding remarks**

The library service appears to be in an uncertain and vulnerable situation, with reducing human and other resources and a major threat hanging over it in terms of the expenditure reduction it is currently expected to achieve over the next three years. That it has retained overall performances at reasonable levels under the fourth assessment framework is remarkable in many ways. To the assessors the future financial requirements, added to the expenditure reductions already imposed on the library service, appear to be totally disproportionate, and are likely to have a major and damaging impact on provision. The Welsh Government, as it monitors and supervises the manner in which authorities deliver their statutory obligations, intends to take a particular interest in the authority's proposals that emerge from its current review.