



The fifth quality framework for Welsh public libraries

April 2014 to March 2017

Annual return pro-forma: Year ending 31 March 2017

Guidance notes

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

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

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

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

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

Context

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

Core entitlements

This sheet deals with the 18 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

Quality indicators

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

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

A comparative figure for the year ending 31 March 2016 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

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

Submission

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

mald@wales.gsi.gov.uk

Closing date for receipt of returns:

Friday 23rd June 2017

For more information please contact:

Alyson Tyler

alyson.tyler@wales.gsi.gov.uk

0300 062 2103 (direct line)

0300 062 2112 (MALD main number)

Contextual data**Year ending 31 March 2017**

	Newport City Council
Authority	
Resident population	147,769
Percentage of population aged under 16	20.0%
Percentage of population able to speak and read Welsh (see notes)	9.3%
No. of static service points open 10+ hours per week	9
No. of static service points open for less than 10 hours per week	0
No. of Mobiles	0
Community libraries open 10+ hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
Community libraries open for less than 10 hours per week	
<i>No. of community managed libraries</i>	0
<i>No. of community supported libraries</i>	0
<i>No. of commissioned libraries</i>	0
How many, if any, of these community libraries are included in this return (see notes)?	0
No. of Independent Community Libraries	1
<u>Contact details for queries regarding this return</u>	
	Name Alun Prescott
	Telephone 01633 851646
	Email alun.prescott@newport.gov.uk
Has this Annual Return been approved by the authority prior to its submission to MALD?	

Compliance with Core Entitlements

Entitlement	Compliance (please select)	Authority comments
Customers and Communities		
1 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	All libraries are staffed during opening hours by members of the library team. We have a well established team of staff who are all highly experienced in providing library services to our customers. Although there has been a reduction in the total staff numbers following the library review, the service is confident that the complement of staff at our remaining sites is appropriate and that friendly, knowledgeable and qualified staff are on hand to help our customers. During 2016/17 there has been a focus on staff digital skills training and we have achieved the 1% personal development target for the first time in this framework.
2 Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.	Fully met	The service runs a range of activities for children and adults at all our sites throughout the year that promote the benefit and the fun of reading. Story-clubs for early years children are held in libraries during term-time which combine story and rhyme activities. Many of our libraries host reading groups, and shared reading groups are held in the Central Library. Digital and Information Literacy support sessions are run by library staff and in partnership with outside organisations including Job Centre Plus and Communities First. During 2016/17 Coding clubs were introduced at 4 of our libraries
3 Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.	Fully met	Library services in Newport work closely with Adult Community Learning, including a shared operational management structure and co-located services. Libraries therefore have a strong understanding of the needs of learners and supply a range of resources that directly support the Community Learning curriculum. In addition, community learning classes currently run from two of our libraries, and we work in partnership with other organisations including Communities First and Flying Start to promote literacy and learning. All our libraries participate in both the Bibliotherapy and Better with Books schemes and we have dedicated health and wellbeing collections at all our sites. The Central Library also has specialist Dementia Support and Carers collections.
Access for all		
4 Open to all members of their communities	Fully met	No restrictions are placed upon accessing our services or becoming a library member. The service makes use of our own demographic data from the LMS and Community Insight profiling when planning service delivery at individual sites. The Community Insight profiles in particular have fed in to our stock selection profiles for each site.
5 Free to join	Fully met	The authority makes no charge for joining the library.

Compliance with Core Entitlements

6 Provide a safe, attractive and accessible physical space with suitable opening hours	Fully met	Following the Library Review in 2014 we consulted upon new opening hours at each site and in all cases the option that was most popular with respondents was implemented. The physical condition of our sites is monitored constantly and issues raised with the Newport City Council's Property Services department as necessary. A priority list of works is in place and this is reviewed on an annual basis by the Operations Manager. Where possible the service will seek to improve the physical space within our libraries on a rolling basis based upon the priority list. In 2016/17 £25000 was spent on the refurbishment of Rogerstone Library to take full advantage of modern library design standards to create a more attractive and accommodating community space, with a larger junior area that will allow us to run events for children more effectively.
7 Provide appropriate services, facilities and information resources for individuals and groups with special needs	Fully met	The service provides a Housebound delivery service to people in their own home. Deposit collections are made to residential homes and sheltered housing across the City. The service stocks a range of materials including large print and spoken word titles to support individuals with special needs. All our libraries have available adaptive equipment such as large keyborads and enlarging software for individuals who require them. In 2016/17 the service has worked in partnership with the RNIB to run digital inclusion support sessions for people with sensory loss.
Learning for life		
8 Lend books for free.	Fully met	No charge is made for the loan of books. No charge is made for requests. No charge is made for reservations within the authority or across Wales. A charge is levied for Inter-Library loans secured via the British Library, though at £4.50 this is a subsidy of over £9 on the standard BL loan charge.
9 Deliver free access to information.	Fully met	The Central Library has a specialist reference collection with an extensive range of reference and informaiton titles available. Online informaiton resources are available at all our sites free of charge. The service has signed-up to the Access to Research initiative and this is promoted at all our sites. The Newport LION portal offers all registered library members access to a range of remote-access informaiton resources 24 hours a day. The authority makes no charge for ILL materials from other libraries in Wales and secures the vast majority of such items through the Books4U regional partnership.
10 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	No charge is levied for use of the internet
11 Deliver free use of online information resources 24 hours a day.	Fully met	A range of online resources are available to all library members 24 hours per day via the Newport Libraries and Informaiton Online (LION) portal. The service supports Access to Research at all our sites.

Compliance with Core Entitlements

<p>12 Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.</p>	Fully met	The authority provides resources in a wide range of formats to meet the needs of our users. This includes Welsh Language materials, large print and spoken word titles and community language books. The authority provides e-books and e-audio titles via Overdrive and Borrowbox. The service uses supplier selection for the majority of stock and the profiles for this are reviewed and updated annually, based upon an analysis of the previous year's performance, anticipated future demand and community profiles for each site.
<p>13 Share their catalogues, to enable a single search of all Welsh library resources.</p>	Fully met	The authority makes its catalogue available via Cat Cymru and is a member of the Books4U South Wales regional partnership
<p>Leadership and development</p>		
<p>14 Promote libraries to attract more people to benefit from their services.</p>	Fully met	The service works with the Council marketing department to raise awareness of the full range of services amongst all Newport Residents. Promotion work this year has included: Social Media and web advertising; press releases; articles within the Council's information newspaper 'Newport Matters'. The library service has a strong web presence with a facebook page and twitter feed. In addition library staff engage in outreach work to promote library services in local communities and attend events and activities run by partner organisations, e.g. Job Centre Plus and Communities First. The service has a branding theme which is used in our promotional materials and has also been used in the past year to re-design the internal signage used across our service points.
<p>15 Regularly consult users to gather their views on the service and information about their changing needs.</p>	Fully met	A complete user survey was carried out in March 2016 with adults and children, which allowed respondents to complete the consultation online for the first time. The next user survey will be conducted in March 2018. The service also consults with our users on specific issues where appropriate, e.g. in 2015/16 we consulted on the new opening hours at five of our libraries.
<p>16 Work in partnership to open up access to the resources of all Welsh libraries.</p>	Fully met	The authority fully supports partnership working to open access across Welsh Libraries as a member of the Books4U scheme and by making our catalogue available on the Welsh Libraries portal.
<p>17 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.</p>	Fully met	The Library Services Strategy is available in English and Welsh on the Library webpages at www.newport.gov.uk/libraries
<p>18 Provide a clear, timely and transparent complaints process if things go wrong.</p>	Fully met	The authority adheres to the Newport City Council Corporate Complaints policy which provides a framework for dealing with complaints and a process for escalation if required. This complaints procedure is advertised across all council services.

Welsh Public Library Quality Indicators

Customers and communities			Newport
WPLSQI 1 Making a difference		2016-2017	
Percentage of adults who think that using the library has helped them develop new skills	61%		
Percentage of adults who have found helpful information for health and well-being at the library	38%		
Percentage of adults who experience the library as an enjoyable safe and inclusive place	95%		
Percentage of adults who think that the library has made a difference to their lives	77%	Survey date (month & year)	March 2016
Authority comment: The authority conducts user surveys every two years. The next survey will be held in March 2018			
Percentage of children aged 7-16 who think that the library helps them learn and find things out	89%		
Percentage of children aged 7-16 who think that the library has made a difference to their lives	64%	Survey date (month & year)	March 2016
Authority comment:			
WPLSQI 2 Customer satisfaction		2016-2017	2015-16
Percentage of adults who think that the choice of books is 'very good' or 'good'	89%		
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	95%		
Percentage of adults who think that the library is 'very good' or 'good' overall	92%		
	Survey dates (month & year)	March 2016	
Authority comment:			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.4	Survey date (month & year)	March 2016
Authority comment:			
WPLSQI 3 Support for individual development		2016-2017	2015-16 % of total
Number of static service points open for 10 hours per week or more providing:			
Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	9	100%	100%
Training to improve literacy, numeracy and digital skills.	9	100%	100%
Information literacy sessions for users.	9	100%	100%

Welsh Public Library Quality Indicators

Support for users to access local and national e-government resources.	9	100%	100%
Reader development programmes/activities for both adults and children	9	100%	100%
This target has been met.			
WPLSQI 4 User training	2016-2017	Per 1,000 pop'n	2015-16
Total number of attendances at pre-arranged user training sessions organised by the library	8,670	59	
Percentage of attendees who said that attendance helped them to achieve their goals	80%		94%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	500		
Number of feedback forms included in the calculation	420		
Number of customers helped by means of informal training during the year	21926	148	
Authority comment (including note on the method used to calculate the results): A focus of our work in 2016/17 was to increase the attendance at pre-arranged user training sessions. This was achieved by working closely with Communities First and Adult Community Learning to run training sessions at libraries using our ICT facilities. The calculation for number of customers helped by means of informal training was calculated by averaging four sample counts conducted by staff during the year and adding the number of attendees at informal training events held by partners within our libraries.			
Access for all			Newport
WPLSQI 5 Location of service points	2016-2017		2015-16
Population density (persons per hectare)	6.7		
% of households within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop	97%		97%
This target has been met.			
WPLSQI 6 Library use	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of visits to library premises during the year	362,405	2,453	2,467
Please indicate the method used for calculation	A combination of these methods		
Total number of external visits to the library's web site during the year	126,530	856	852
Total number of active borrowers during the year	17,265	117	113
Total number of library members	48,696	330	268

Welsh Public Library Quality Indicators

Total number of book issues (adult and children combined)	418,528	2,832	2,758
Total number of audio-visual and electronic issues/downloads	35,629	241	238

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):
The last membership cleanse was in March 2016.

WPLSQI 7 User attendances at library events

	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	23,652	160	147

Authority comment:

Learning for life

Newport

WPLSQI 8 Up-to-date reading material

	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Total number of items acquired	28,159	191	158
Total materials expenditure (from WPLSQI 14)	£249,494	£1,688	£1,473

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

During 2016/17 the authority was able to provide additional funding to increase materials expenditure. Although this has not met the WPLS target it has meant that there has been an increase of 20% in the number of items acquired per 1000 population. The replenishment rate of 17% would indicate that sufficient materials are being acquired and that to further increase materials expenditure would have little impact upon service quality.

Lending stock at the start of the year	159,342		2015-16
Total acquisitions of materials for loan	27,623		
Replenishment rate	17.3%	%	12%

This target has been met.

WPLSQI 9 Appropriate reading material

	2016-2017	2015-16
Total expenditure on material purchased for children	£50,800	
Does this figure include expenditure on a Schools Library Service?	No	

Percentage of materials expenditure for children	20%	%	19%
--	------------	---	-----

This target has been met.

Welsh Public Library Quality Indicators

In line with the increased materials expenditure in 2016/17 there has been an appropriate rise in the budget spent on children's materials

Total expenditure on materials in the Welsh language

£9,981

Percentage of materials expenditure on materials in the Welsh language

4.0%

%

4%

Spend per 1,000 Welsh-speaking resident population

£726

£

£637

This target has been met.

In line with the increased materials expenditure in 2016/17 there has been an appropriate rise in the budget spent on Welsh language materials to maintain the 4% target

WPLSQI 10 Online access

2016-2017

Per 10,000 pop'n

2015-16 Per 10,000 pop'n

Total number of networked public access computers

75

5.08

5.08

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

The number of public access computers available has not changed in 2016/17. As noted in the previous return, the level of usage of computers at 32% indicates that there is sufficient capacity and that the number of PCs we provide is equivalent to demand.

Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content?

Yes

This target has been met.

Do all static service points provide Wi-Fi access for the public using their own devices?

Yes

This target has been met.

WPLSQI 11 Use of ICT

2016-2017

% used

2015-16 %

Number of hours available for use of public access ICT facilities during the year

110,031

Number of hours recorded for use of public access ICT facilities during the year

35,047

32%

30%

Number of hours available for use of Wi-fi networks by the public during the year

Not available

Number of hours recorded during which Wi-fi networks were used by the public during the year

Not available

Authority comment:

The Wi-Fi system installed in our libraries does not include any information on the hours of use within its reporting software, so we cannot supply this information.

Welsh Public Library Quality Indicators

WPLSQI 12 Supply of requests	2016-2017	%	2015-16 %
Total number of requests for specific items made during the year	12,415		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made This target has been met.	8,879	72%	75%
Number of requests which are notified to the user as being available within 15 calendar days of the request being made This target has been met.	10,608	85%	84%
Leadership and development			Newport
WPLSQI 13 Staffing levels & qualifications	2016-2017	Per 10,000 pop'n	2015-16 Per 10,000 pop'n
Total number of staff (FTE) This target has not been met. Please add any comments below: Authority comment (including information about shared staff): The total of 24.4 FTE consists of 22.5FTE staff employed directly by the Library Service and an estimated 1.9 FTE contribution from Community Learning Staff working within our 2 shared service points. The contribution of the Community Learning staff is calculated on the basis of them working 50% of their time on library duties.	24.4	1.65	1.60
Number of staff holding recognised library related qualifications (FTE) (including cognate areas) This target has not been met. Please add any comments below:	9.0	0.61	
Number of staff holding qualifications in cognate areas (FTE)	0.0		
Number of posts which require a library qualification	8.0		
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.0		
Authority comment :			
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	Yes		
Please give details of current qualifications held: M (Dip) Information and Library Studies			

Welsh Public Library Quality Indicators

This target has been met.

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

This post sits within the 4th tier of the local authority management structure

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

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?

Total staff working hours during the year

47,638

Number of staff hours spent in training & personal/professional development

534

% of time spent in training & personal/professional development

1.1%

This target has been met.

Total number of volunteers active during the year

41

2015-16

22

Total number of volunteer working hours during the year

1,795

2015-16

1,580

Do you have Investors in Volunteers accreditation relating to the NOS?

No

Briefly describe the training and support offered to volunteers.

All our volunteer recruitment and management is conducted in line with the authority policies. Recruitment is managed through the authorities' HR and Payroll team. All volunteers are supported by a member of our management team who as their volunteer co-ordinator maintains regular contact with them. At the point of them joining us, all volunteers are given an induction in to the Service and receive appropriate training for the role.

Authority comment:

WPLSQI 14 Operational expenditure

	2016-2017	% of total	2015-16	% of total
Expenditure on staff	£599,937	60%		66%
Total materials expenditure	£249,494	25%		20%
Expenditure on maintenance, repair & replacement of equipment & buildings	£40,835	4%		2%
Total other operational costs	£106,431	11%		12%
Total revenue expenditure	£996,697	100%		100%

Welsh Public Library Quality Indicators

Total revenue expenditure per 1,000 population	£6,745		£7,516
Total capital expenditure	£0		
Total capital expenditure per 1,000 population	£0		£272
Authority comment:			
WPLSQI 15 Cost per visit	2016-2017	Ratio	2015-16
Total revenue expenditure	£ 996,697		
Total income generated	£54,602		£58,636.00
Total number of visits to library premises during the year	362,405		
Total number of external visits to the library's web site during the year	126,530	£1.93	
Authority comment:			
WPLSQI 16 Opening hours	2016-2017	Per 1,000 pop'n	2015-16 Per 1,000 pop'n
Aggregate annual opening hours for all service points	12,800	87	112
This target has not been met. Please add any comments below:			
The reduction in opening hours in comparison with the 2015-16 assessment is caused by the first full-year implementation of the library review conducted in 2014. This resulted in the closure of two branch libraries and a reduction in opening hours at others in October 2015.			
		% of total	2015-16 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	5		
Total planned opening hours of all static service points	12,800	0.0%	0%
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	0		
Total planned mobile library stops and home deliveries	0		
Authority comment:			