

Welsh Public Library Quality Indicators

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| Customers and communities | Torfaen |
|----------------------------------|----------------|

| WPLSQI 1 Making a difference | 2014-15 | |
|--|----------------|------------|
| Percentage of adults who think that using the library has helped them develop new skills | 77% | |
| Percentage of adults who have found helpful information for health and well-being at the library | 63% | |
| Percentage of adults who experience the library as an enjoyable safe and inclusive place | 97% | |
| Percentage of adults who think that the library has made a difference to their lives | 88% | |
| <i>Survey date (month & year)</i> | | April 2015 |

Authority comment:
 It had been intended to run our Adult user survey in March 2015. Unfortunately the delivery was delayed on two counts. There were staff departures in the Performance and Engagement Unit of TCBC which meant there was a time gap when there was no designated person working with libraries on drafting and setting up the questionnaire. In addition we experienced difficulties in getting a Welsh translation and uploading this onto the relevant webpages for completion by customers. We were therefore in the position of delivering the survey in April 2015. This has already been discussed with the Libraries Development Programme.

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| Percentage of children aged 7-16 who think that the library helps them learn and find things out | | |
| Percentage of children aged 7-16 who think that the library has made a difference to their lives | | <i>Survey date (month & year)</i> 'ill be October 201 |

Authority comment:
 The last survey of children and young people is now outdated so we have not quoted the figures which are well documented within the reports submitted for the Fourth Framework. Capacity issues have made it difficult to deliver both adult and children's surveys together. We will therefore undertake this survey in the autumn of 2015. We have moved away from using the CIPFA PLUS surveys due to the cost and the inflexibility in the questions which are asked of customers in these surveys.

| WPLSQI 2 Customer satisfaction | 2014-15 | 2013-14 |
|--|----------------|----------------|
| Percentage of adults who think that the choice of books is 'very good' or 'good' | 90% | 98% |
| Percentage of adults who think that the standard of customer care is 'very good' or 'good' | 96% | NA |
| Percentage of adults who think that the library is 'very good' or 'good' overall | 96% | 99% |
| <i>Survey dates (month & year)</i> | | April 2015 |

Authority comment:
 The customer responses are an indicator of the creativity and professionalism of the staff in presenting the stock and engaging in reader development work of many kinds. They are working hard to ensure a high quality customer experience in the face of a static bookfund and one which is dwindling in real terms. Our ready access to shared resources is a valued benefit for customers following series and particular genres and authors. Torfaen staff are involved in many partnership initiatives which include reader development work and one of our Senior Librarians helped to plan and deliver the Ddraig Thomas centenary touring exhibition, booklist and

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| Average overall rating out of ten awarded by users aged 7-16 for the library they use | | <i>Survey date (month & year)</i> 'ill be October 201 |
|---|--|---|

Authority comment:
 See above comments re forthcoming survey of children and young people.

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| WPLSQI 3 Support for individual development | 2014-15 | % of total | 2013-14 % 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. | 3 | 100% | 100% |
| Training to improve literacy, numeracy and digital skills. | 3 | 100% | 100% |
| Information literacy sessions for users. | 3 | 100% | 100% |
| Support for users to access local and national e-government resources. | 3 | 100% | 100% |
| Reader development programmes/activities for both adults and children | 3 | 100% | 100% |

This target has been met.

We provide all these aspects of customer support in our libraries. This can be delivered on a group basis, as with IT Skills drop in sessions, or with individual customers seeking help. In practice there is often no divide between support for IT Skills and support with #Information Literacy. Reader development takes many forms. We offer reading groups for all ages, including a Welsh learner's reading group, Chatterbooks sessions and a Teenage Reading Group

| WPLSQI 4 User training | 2014-15 | Per 1,000 pop'n |
|---|---------|-----------------|
| Total number of attendances at pre-arranged user training sessions organised by the library | 1,219 | 13 |
| Percentage of attendees who said that attendance helped them to achieve their goals | 89% | |
| Number of customers helped by means of informal training during the year | 29,135 | 319 |

Authority comment (including note on the method used to calculate the results):

The figures given are based on an actual full year count. Spreadsheets are stored on the shared drive and regularly updated by professional and supervisory staff. Informal help with ICT Skills are counted through the relevant section of the recorded enquiry statistics. The returns illustrate that large numbers of customers continue to be assisted individually outside of the organised drop-in sessions or more structured courses.

Access for all Torfaen

| WPLSQI 5 Location of service points | 2014-15 | 2013-14 |
|---|---------|---------|
| Population density (persons per hectare) | 7.2 | |
| % 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 | 87% | 87% |

This target has been met.

We have been advised that there is no change in the result of calculations for this standard from the previous year.

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| WPLSQI 6 Library use | 2014-15 | Per 1,000 pop'n | 2013-14 Per 1,000 pop'n |
|---|-----------------|-----------------|-------------------------|
| Total number of visits to library premises during the year | 254,398 | 2,783 | 4,178 |
| Please indicate the method used for calculation | Full year count | | |
| Total number of external visits to the library's web site during the year | 83,140 | 910 | 96,524 |
| Total number of active borrowers during the year | 10,759 | | 12,020 |
| Total number of library members | 51,606 | | NA |
| Total number of book issues (adult and children combined) | 303,902 | | 3,717 |
| Total number of audio-visual and electronic issues/downloads | 16,497 | 180 | 18,883 |

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

The figure of 16497 for electronic and audio visual issues/downloads includes e- magazines 4932 and e- books 3114 . The virtual visitor figures include Ancestry 1289, Cengage 84, and Welshlibraries.org 5915. There were 80416 visits to library web pages (derived from Google Analytics) in Torfaen and to Prism (our on line 24/7 library catalogue). The figure for physical visits is down on last year at 252,233. This drop is attributable to the loss of the remaining mobile library in April 2014, which has impacted adversely on our figures.

| WPLSQI 7 User attendances at library events | 2014-15 | Per 1,000 pop'n | 2013-14 Per 1,000 pop'n |
|---|---------|-----------------|-------------------------|
| Total number of attendances at events and activities organised by the library | 11,287 | 123 | 2,833 |

Authority comment:

This figure is made up as follows: Health and Well Being events: 1339, ICT events 1472, Children's and young people's events 6524, events for adults 2002. Our staffing level is very low overall but all staff are busy and engaged in promoting the service through activities and outreach in many ways.

Learning for life Torfaen

| WPLSQI 8 Up-to-date reading material | 2014-15 | Per 1,000 pop'n | 2013-14 Per 1,000 pop'n |
|--|----------|-----------------|-------------------------|
| Total number of items acquired | 19,948 | 218 | 193 |
| Total materials expenditure (from WPLSQI 14) | £138,799 | £1,518 | £1,605 |

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

The submission includes additions to e book stock as notified for the year and also all e magazines as it is the first full year of Torfaen's involvement with this scheme. We have not previously accounted for e magazines in our figures for items acquired. As indicated in previous Annual Reports Torfaen Library and

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| Lending stock at the start of the year | 109,476 | | 2013-14 |
| Total acquisitions of materials for loan | 19,618 | | |
| Replenishment rate | 17.9% | | 6.57 adult/8.51 junior y |

This target has been met.

Lending stock at start of year includes e-books and e-magazines. 2290 is the number of discrete resources within electronic services (eg: number of newspapers within Cengage). This is included in the total lending stock figure.

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| WPLSQI 9 Appropriate reading material | 2014-15 | 2013-14 |
|---|------------|---------|
| Total expenditure on material purchased for children | £22,435 | |
| Percentage of materials expenditure for children | 16% | 19% |
| <p style="color: red;">This target has not been met. Please add any comments below:</p> <p>See comments elsewhere re prolonged static level of bookfund</p> | | |

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|--|-------------|------|
| Total expenditure on materials in the Welsh language | £1,674 | |
| Percentage of materials expenditure on materials in the Welsh language | 1.2% | 1% |
| Spend per 1,000 Welsh-speaking resident population | £186 | £224 |
| <p style="color: red;">This target has not been met. Please add any comments below:</p> <p>See comments elsewhere re the prolonged static level of bookfund. As reported previously the use of Welsh language titles is very low among our customers and we receive no customer comments to the effect that we have an inadequate coverage of Welsh language titles. We do support Welsh learners through our stock and host a Welsh language discussion group and a Welsh language reading group.</p> | | |

| WPLSQI 10 Online access | 2014-15 | Per 10,000 pop'n | 2013-14 Per 10,000 pop'n |
|---|---------|------------------|--------------------------|
| Total number of networked public access computers | 90 | 9.85 | 7.00 |
| <p style="color: green;">This target has been met.</p> <p>This figure includes 11 laptops and 4 e-readers/tablets. During our sample week one public access PC was being repaired. We have increased our range of devices and our overall total in response to customer demand.</p> | | | |

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| Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content? | Yes |
| If relevant, record the number of static sites without access | NA |
| If relevant, record the number of mobile libraries without access | NA |
| <p>Authority comment:</p> <p>All our service points offer a suite of internet accessible public PCs and these are supplemented by the provision of laptops, tablets and e-readers which are used for teaching purposes during IT Skills and Information Literacy drop-in sessions.</p> | |

| | |
|---|------------|
| Do all static service points provide Wi-Fi access for the public using their own devices? | Yes |
| <p style="color: green;">This target has been met.</p> <p>We provide wi-fi and plug in facilities for individuals wishing to use their own devices in all our static libraries.</p> | |

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| WPLSQI 11 Use of ICT | 2014-15 | % used | 2013-14 |
|--|---------|--------|---------|
| Number of hours available for use of public access ICT facilities during the year | 105,312 | | |
| Number of hours recorded for use of public access ICT facilities during the year | 42,079 | 40% | 47% |
| Number of hours available for use of Wi-fi networks by the public during the year | 105,312 | | |
| Number of hours recorded during which Wi-fi networks were used by the public during the year | | | |

Authority comment:

Figures include 525 hours of availability of teaching devices during preplanned IT Skills and Information Literacy sessions and Family History sessions. Working together the Health and Well Being Information and Support Officer and a Library and Information Professional have developed a Health Literacy teaching session/presentation, which they have delivered to health professionals and volunteers and are beginning to pilot with members of the public. On a separate matter we have been advised by Technical Analyst staff from the Shared Resource Service that it is not possible to identify statistics in relation to wi-fi usage. We were

| WPLSQI 12 Supply of requests | 2014-15 | % | 2013-14 % |
|--|---------|-----|-----------|
| Total number of requests for specific items made during the year | 15,888 | | |
| Number of requests which are notified to the user as being available within 7 calendar days of the request being made | 10,500 | 66% | 56% |
| Number of requests which are notified to the user as being available within 15 calendar days of the request being made | 12,550 | 79% | 85% |

Authority comment:

Our requests were analysed on the basis of a sample week run between 3rd and 9th November 2014. A total of 315 requests were made, 210 were supplied in 7 days and 251 within 15 days. Over the year we received 127 items via Unity UK and the British Library and 3167 through Books 4 U. The higher achievement figure in relation to the 7 day delivery target is probably influenced by the fact that the service now has use of a purchase card and can procure request items quickly through Amazon purchase. This has given us a much quicker turn around for those already published items which need to be purchased to meet request.

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| Leadership and development | | Torfaen | |
|--|--|------------------|--------------------------|
| WPLSQI 13 Staffing levels & qualifications | 2014-15 | Per 10,000 pop'n | 2013-14 Per 10,000 pop'n |
| Total number of staff (FTE) | 25.1 | 2.75 | 26.88 |
| Authority comment (including information about shared staff): | | | |
| Admin resource has been reviewed and centralised within Neighbourhood Services during the year under review but the library service has been fortunate in retaining the services of our Senior Admin Officer exclusively within our section. We did lose the services of one Part Time Admin Assistant during 2014-15, as part | | | |
| Number of staff holding recognised library related qualifications (FTE) (including cognate areas) | 8.5 | 0.93 | 1.02 |
| Number of staff holding qualifications in cognate areas (FTE) | 0.5 | | |
| Number of posts which require a library qualifications | 8.0FTE | | |
| Number of staff with library qualifications in posts which do not require a library qualification | 0.6FTE | | |
| See above comment. | | | |
| Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management? | Yes | | Yes |
| Please give details of current qualifications held: | Postgraduate Diploma in Librarianship. College of Librarianship Wales 1978 | | |
| | | | |
| This target has been met. | | | |
| Where does this post sit within the local authority management structure? | The post of Torfaen Library and Information Manager reports directly to the Head of Economy, Enterprise and Environment. That post reports directly to the Chief Officer for Neighbourhood | | |
| What is the post held by the most senior professional librarian (if different from the above)? | As above | | |
| Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)? | As above | | |

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| Total staff working hours during the year | 47,195 |
| Number of staff hours spent in training & personal/professional development | 603 |
| % of time spent in training & personal/professional development | 1.3% |
| This target has been met. | |

Torfaen Library and Information Service are active supporters of training offered both by CyMAL and by the South East Wales Library Partnership. We have continued to support staff conferences and networking events including the CILIP Wales conference and regional partnership conferences. Corporate training is also provided in relation to strategy, IT and Health and Safety. The figure also includes 35 hours of Institute of Customer Service training, Reader Organisation training

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|--|-------|---------|-----------|
| Total number of volunteers active during the year | 15 | 2013-14 | 12 |
| Total number of volunteer working hours during the year | 1,314 | 2013-14 | 645approx |
| Do you have Investors in Volunteers accreditation relating to the NOS? | No | | |

Briefly describe the training and support offered to volunteers.
Authority comment:

Volunteer involvement consists of the following: 1 person regularly assists a professional member of staff to deliver a weekly drop in sessions, 2 volunteers from The Cordell Museum assist a professional member of the library staff to deliver a Family History session weekly in Blaenavon Library. Nine Read to Me volunteers each deliver a minimum of 1 session to a housebound individual every week. Two young people did work experience for 2 weeks each. One Saturday volunteer did

| WPLSQI 14 Operational expenditure | 2014-15 | % of total | 2013-14 | % of total |
|---|------------|------------|---------|------------|
| Expenditure on staff | £892,768 | 77% | | 65% |
| Total materials expenditure | £138,799 | 12% | | 13% |
| Expenditure on maintenance, repair & replacement of equipment & buildings | £14,864 | 1% | | 5% |
| Total other operational costs | £117,582 | 10% | | 17% |
| Total revenue expenditure | £1,164,014 | 100% | | 100% |
| Total revenue expenditure per 1,000 population | £12,734 | | £20,677 | |
| Total capital expenditure | £0 | | | |
| Total capital expenditure per 1,000 population | £0 | | £0 | |

Authority comment:

Assessors are asked to bear in mind that the figure for 2013-24 for total revenue spend per 1000 population included a very hefty slice of internal recharges of £638,929, which inevitably inflated the spend figure. The figure submitted in 2012-13 was £13,229, which offers a more realistic comparison with the figure submitted in this Annual Report. As detailed elsewhere in this report the remaining mobile library was withdrawn from service at the beginning of the year under review and

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| WPLSQI 15 Cost per visit | 2014-15 | Ratio | 2013-14 |
|---|-------------|--------------|---------|
| Total revenue expenditure | £ 1,164,014 | | |
| Total number of visits to library premises during the year | 254,398 | | |
| Total number of external visits to the library's web site during the year | 83,140 | £3.45 | £3.13 |
| Authority comment: | | | |

The figure for 2013-14 for cost per visit is based upon an issuing budget of £1,185,037 (which does not include recharges) and total visits of 378,895 which is both physical and virtual visits. The figure for the year under review is therefore higher and this reflects the withdrawal of the mobile library at the beginning of April 2014. As this service visited most primary schools and many playgroups and nurseries in Torfaen the impact on cost per visit has been a rise.

| WPLSQI 16 Opening hours | 2014-15 | Per 1,000 pop'n | 2013-14 Per 1,000 pop'n |
|---|---------|-----------------|-------------------------|
| Aggregate annual opening hours for all service points | 5,829 | 64 | 70 |

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

The decline in opening hours is attributable to the withdrawal of the mobile library from service in April 2014. The return includes contact time allocated to Library@Home deliveries. It is worth noting that the forthcoming move of Blaenavon Library into the Blaenavon World Heritage Centre will bring with it an increase in opening hours from 21 to 42 hours per week. Given the prevailing austerity conditions this will be an achievement.

| | | % of total | 2013-14 % of total |
|---|-------|-------------|--------------------|
| Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability | 0 | | |
| Total planned opening hours of all static service points | 5,288 | 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 | 2,165 | 0.0% | |

Authority comment:

Torfaen no longer has mobile library services per se but we use our small internal deliveries van to deliver our Library@Home service. During the year we have delivered a service to 130 individuals who have received a three weekly visit. NB: As previously reported there appears to be an error in the set up of the cells for the above measures. The number of missed or cancelled mobile library visits in 2013-14 came to 1.05%. Emergency non opening hours of static libraries was 0.23%