

## Welsh Public Library Quality Indicators

<b>Customers and communities</b>		<b>Torfaen CBC</b>	
<b>WPLSQI 1 Making a difference</b>		<b>2015-16</b>	
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%	Survey date (month & year)	April 2015
Authority comment: The figures reported are the same ones which we gave in last year's Annual Report, delivery of which had been delayed by staff changes in the TCBC Performance and Engagement Unit and difficulties in securing a timely Welsh translation. As the actual survey month was April 2015 we have included the figures again as still valid.			
Percentage of children aged 7-16 who think that the library helps them learn and find things out	96%		
Percentage of children aged 7-16 who think that the library has made a difference to their lives	69%	Survey date (month & year)	November 2015
Authority comment: The children's survey was carried out in November 2015. (Please note the designated cell will not display this information). In addition to the figures noted above, 94% of children reported that using the library helped them to get better at reading and 97% said that the library is an enjoyable and safe place to visit. In responding to the question <i>What do you think of this library?</i> the average score from 1 to 10 was 9.3. General comments included the following: "The best thing about it is getting to read books from authors you didn't even thought existed! It also helps me to learn to read a lot better. When I get a book out and read every night it's enjoyable and relaxing, I hope this library stays the same!!". Another child wrote: "I used to hate reading until I found lots of books here that I love". A young visitor to Pontypool commented: "I go to a welsh school and the library helps with my english reading". (Quoted as written). It seems worth pointing out that asking children from 7 up whether the library has made a difference to their lives is probably overly abstract to elicit a meaningful response. It would be interesting to know what other authorities think.			
<b>WPLSQI 2 Customer satisfaction</b>		<b>2015-16</b>	<b>2014-15</b>
Percentage of adults who think that the choice of books is 'very good' or 'good'	90%		90%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	96%		96%
Percentage of adults who think that the library is 'very good' or 'good' overall	96%		96%
	Survey dates (month & year)	April 2015	
Authority comment: See above comment re adult survey			
Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.3	Survey date (month & year)	November 2015
Authority comment: The three service points recorded the following returns - Blaenavon 9.64, Cwmbran 8.85, Pontypool 9.55. As Blaenavon has been relocated and refurbished in the last 12 months it is both unsurprising and gratifying that it has scored so highly.			

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WPLSQI 3 Support for individual development	2015-16	% of total	2014-15 % 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.			

WPLSQI 4 User training	2015-16	Per 1,000 pop'n	2014-15
Total number of attendances at pre-arranged user training sessions organised by the library	2,611	29	
Percentage of attendees who said that attendance helped them to achieve their goals	100%		89%
Please indicate the method used to calculate this figure	Full count		
Approximate number of feedback forms distributed	54		
Number of feedback forms included in the calculation	54		
Number of customers helped by means of informal training during the year	28267	309	
Authority comment (including note on the method used to calculate the results):	The quantitative responses are calculated from data recorded throughout the year by library staff. For pre-arranged user training sessions the staff member delivering will record the attendance at the end of the session. Informal training is recorded by all front line staff as part of our enquiry statistics. Qualitative data for the percentage of attendees who said that attendance helped them to achieve their goals is collected through an in house survey run over a two month period. (Feb/March 2016). As individuals will often attend for several weeks and obviously cant usefully be asked to complete a survey repeatedly, running the survey over a longer period helps to garner responses from a more diverse group of individuals. In total the number of attendees at the sessions during the sample period was 156 with the majority attending more than once.		

### Access for all Torfaen CBC

WPLSQI 5 Location of service points	2015-16		2014-15
Population density (persons per hectare)	7.3		
% 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%	%	87%
This target has been met.			

WPLSQI 6 Library use	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Total number of visits to library premises during the year	283,990	3,095	2,783
Please indicate the method used for calculation	Full year count		
Total number of external visits to the library's web site during the year	82,835	895	910

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Total number of active borrowers during the year	10,583	<b>116</b>	10,759
Total number of library members	54,212	<b>591</b>	565
Total number of book issues (adult and children combined)	291,558	<b>3,178</b>	3,325
Total number of audio-visual and electronic issues/downloads	21,287	<b>233</b>	180

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

As noted elsewhere two co-located services have been developed in Torfaen during the 2015-16 period. These are the integration of the Blaenavon Library into the World Heritage Centre, which opened in September 2015 following a closure during August and the move of the Cwmbran Customer Care facility into Cwmbran Library during October 2016. Both locations have shared people counting devices. The increased figure for visits is a reflection of the increased footfall from these co-located services. External visits include 739 Ancestry sessions and 3716 visits to Torfaen libraries through library.wales.org

### WPLSQI 7 User attendances at library events

	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	17,230	<b>189</b>	123

Authority comment:

Torfaen libraries offer a wide range of activities for people of all ages from Baby Rhyme times, to story and craft sessions for school age children, a children's reading group, Writing Squads for more able and talented children, Reading Groups for adults (including a Welsh language reading group), therapeutic shared reading groups (7 to date) and a volunteer delivered Read to Me service for individuals confined to their homes. We also deliver IT skills drop in sessions, Family History sessions and are pioneering "Managing your Money online" - though take up of these is very slow to develop. These are in addition to a full programme of displays and promotional events/exhibitions. We also have occasional multi agency health events organised by the Health and Well Being Information and Support Officer. Author events, celebration days for the end of the Summer Reading Challenge and Library Full of Kids are also regular annual activities. ECALM visits, the Summer Reading Challenge and outreach visits to promote these and to raise the library service profile within the community have all played a part in achieving this figure.

### Learning for life

**Torfaen  
CBC**

### WPLSQI 8 Up-to-date reading material

	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Total number of items acquired	16,851	<b>184</b>	218
Total materials expenditure (from WPLSQI 14)	£136,409	<b>£1,493</b>	£1,518

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

As reported in previous years, the PIs which are related to the funding of the service are an ongoing challenge to Torfaen. We have been funded at a low base for many years and this precedes the austerity period. Things are currently extremely difficult given reductions to the service budget. The fact that we have met the replenishment rate is a source of satisfaction to the professional team and overall satisfaction rates with the service and the highly pro-active work the professionals undertake (both in delivering services and in advocating for it within the community) need to be considered when making assessment of the service.

Lending stock at the start of the year	121,298		<b>2014-15</b>
Total acquisitions of materials for loan	16,763		

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Replenishment rate This target has been met.	13.8%	%	18%
<b>WPLSQI 9 Appropriate reading material</b>			
	<b>2015-16</b>		<b>2014-15</b>
Total expenditure on material purchased for children	£26,662		
Does this figure include expenditure on a Schools Library Service?	No		
Percentage of materials expenditure for children This target has been met.	20%	%	16%
Total expenditure on materials in the Welsh language	£2,158		
Percentage of materials expenditure on materials in the Welsh language	1.6%	%	1%
Spend per 1,000 Welsh-speaking resident population	£303	£	£186
<p><b>This target has not been met. Please add any comments below:</b></p> <p>The low level of the resources fund which is allocated to the library service every year makes it difficult to justify the level of expenditure on Welsh language stock which is stipulated in the quality indicators. This is clear from the lack of expressed demand and the low level of usage. We concentrate on support for Welsh learners and on children's stock. While austerity continues targets which are resource based will continue to be outside Torfaen's reach.</p>			
<b>WPLSQI 10 Online access</b>			
	<b>2015-16</b>	<b>Per 10,000 pop'n</b>	<b>2014-15 Per 10,000 pop'n</b>
Total number of networked public access computers	79	8.65	9.85
<p><b>This target has not been met. Please add any comments below:</b></p> <p>It is worth noting that 3 of our devices are tablets in the World Heritage Centre and Library, which are mounted on the laptop bar. These are not supported by SRS and only accessible through wi-fi and are therefore not featured under the number of hours of use of public access ICT facilities. We note that the target is not met but in addition to pointing out the resource issue, it is difficult to envisage where extra resources could be physically positioned, space being at a premium.</p>			
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.			
<b>WPLSQI 11 Use of ICT</b>			
	<b>2015-16</b>	<b>% used</b>	<b>2014-15 %</b>
Number of hours available for use of public access ICT facilities during the year	130,569		
Number of hours recorded for use of public access ICT facilities during the year	37,711	29%	41%

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Number of hours available for use of Wi-fi networks by the public during the year	130,569		
Number of hours recorded during which Wi-fi networks were used by the public during the year	62,415	48%	Not available
Authority comment: The percentage for recorded use of public ICT facilities has dropped from last year. The opening hours of Blaenavon have increased by 21 per week from opening after the co-location. These factors have contributed to the changed result. In previous years we have been unable to supply information regarding wi-fi usage as SRS have told us it could not be supplied. For the first time this year they have looked more closely and concluded that they can supply the information we need. It has taken along time to arrive at what we believe is a suitable reflection of wi-fi usage across all service points through SRS public and we were initially surprised by the figure. We received three months of data from SRS and we have used this to work out a yearly figure. It is obviously therefore a sample.			
<b>WPLSQI 12 Supply of requests</b>	<b>2015-16</b>	<b>%</b>	<b>2014-15 %</b>
Total number of requests for specific items made during the year	16,135		
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.	11,779	73%	66%
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.	14,379	89%	85%
<b>Leadership and development</b>			<b>Torfaen CBC</b>
<b>WPLSQI 13 Staffing levels &amp; qualifications</b>	<b>2015-16</b>	<b>Per 10,000 pop'n</b>	<b>2014-15 Per 10,000 pop'n</b>
Total number of staff (FTE)	25.1	2.75	2.75
<b>This target has not been met. Please add any comments below:</b>			
Authority comment (including information about shared staff):			

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It is interesting to see that the total FTE number of staff is exactly the same as for the previous year. Given the increased opening hours of the service in Blaenavon, however, this does represent a reduction in the level of coverage. Changes to the staffing are directly due to the move of Blaenavon Library into the World Heritage Centre and to the changed pattern of opening hours and the sharing of staff between the two services. The front line library staff and the Customer Services Assistants from the WHC share front of house duties including issuing and discharging of stock, taking reservations, enquiries, directional enquiries and queries relating to the World Heritage Centre. There are 3 individuals who are employed by the World Heritage Centre and who work in this way. They are part time staff and constitute 1.04 FTE of our total. Front line Library Assistants spend some time helping to cover the World Heritage Centre and Library reception particularly over lunch periods. Primarily however they are based in the lending library on the upper floor of the building or assist customers with IT use. There is still some distance to go before we achieve a truly integrated staffing with all parties fully engaged and accepting of the new model.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas) This target has been met.	8.8	<b>0.96</b>	0.93
Number of staff holding qualifications in cognate areas (FTE)	1.3		
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 :			
Torfaen still has an appropriately high number of professional staff working within its library team. The staff whose qualifications are in cognate areas are a primary school teacher who works very successfully as a 0.5 FTE Library and Information Professional and our Health and Well Being Information and Support Officer who has a number of recognised health related qualifications.			
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	<b>Yes</b>		Yes
Please give details of current qualifications held:			
Postgraduate Diploma in Librarianship			
This target has been met.			
Where does this post sit within the local authority management structure?		Group Leader - Torfaen Library and Information Service. Reports	
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	
Total staff working hours during the year	46,435		

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Number of staff hours spent in training & personal/professional development	633		
% of time spent in training & personal/professional development	1.4%		
This target has been met.			
Total number of volunteers active during the year	10	2014-15	15
Total number of volunteer working hours during the year	435	2014-15	1,314
Do you have Investors in Volunteers accreditation relating to the NOS?	N/A		
Briefly describe the training and support offered to volunteers.			

### Authority comment:

Our volunteers deliver the one to one Read to Me service to people who cannot leave their homes for a variety of reasons. They have received training from the Reader Organisation and the team is led by the very experienced Customer Services Librarian. They have regular group meetings to discuss any issues and share experiences. In addition we have one other individual who assists with the delivery of IT Skills drop-in sessions and has been doing so for a number of years. There are no plans to extend the use of volunteers outside of these areas. The volunteer hours also include 1 work experience placement during the year.

### WPLSQI 14 Operational expenditure

	2015-16	% of total	2014-15	% of total
Expenditure on staff	£775,787	71%		77%
Total materials expenditure	£136,409	12%		12%
Expenditure on maintenance, repair & replacement of equipment & buildings	£69,148	6%		1%
Total other operational costs	£111,178	10%		10%
Total revenue expenditure	£1,092,523	100%		100%
Total revenue expenditure per 1,000 population	£11,957		£12,734	
Total capital expenditure	£111,837			
Total capital expenditure per 1,000 population	£1,224		£0	

### Authority comment:

Re maintenance, repair and replacement of buildings and equipment, this figure has been drawn from 3 separate budget areas: the corporate maintenance budget, the maintenance budget for Neighbourhood Services ( the dept which libraries are in ) and from the library service's specific budget for furniture and equipment purchases.

### WPLSQI 15 Cost per visit

	2015-16	Ratio	2014-15
Total revenue expenditure	£ 1,092,523		
Total income generated	£27,709.92		
Total number of visits to library premises during the year	283,990		
Total number of external visits to the library's web site during the year	82,835	£2.90	

### Authority comment:



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The increase in footfall has contributed to a reduced cost per visit from £3.45 to £2.91 - a drop of 54p. It is unclear whether the separate identification of income from library services (which appears to be new in this year's return) has contributed to the reduced cost as the figure for total revenue spend which was given to us by the Finance Team for last year's return may have already allowed for income to be considered.

### WPLSQI 16 Opening hours

Aggregate annual opening hours for all service points

2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
6,946	76	5,829

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

Opening hours have actually increased during the year due to the co-location into the Blaenavon World Heritage Centre. This has led to a doubling of the opening hours for the Blaenavon library service from 21 to 42. Torfaen has always had difficulty in meeting the targets in relation to opening hours and it is perhaps remarkable that in a time of austerity the knock on effect of an efficiency saving measure has been to increase the service offer to residents of, and visitors to, Blaenavon. The return for last year showed annual aggregate opening hours for all service points of 64 per 1000 population and in 2013-14 the figure was 70 - so the service has recouped what it lost due to the withdrawal of its remaining mobile library. (The aggregate figure includes 608 hours of contact time for the Library@Home service). There is no certainty that this positive movement will be maintained going forward.

Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability

% of total

2014-15 % of total

0

Total planned opening hours of all static service points

6,338

0.0%

5288%

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

2,431

0.0%

2165%

Authority comment:

Torfaen has not operated mobile library services for the past 2 years. Our Library@Home service is delivered by a small van and continues to be well used and received. The deliveries are three weekly and the service catered for 132 people and 11 care homes during the year. The level of demand is fairly static and the service would be unable to cope with a marked increase in demand should it occur. A survey of the Library@Home customers carried out in November 2015 indicated a 100% satisfaction rate. While last year's satisfaction rate was suitably high (83.7%), the perfect score this year in relation to overall satisfaction with the Library@Home Service is perhaps indicative of (unfounded) anxiety around possible withdrawal of the service. 52% of customers completed questionnaires. 10% expressed some dissatisfaction with items delivered to them, considerably lower than 21% in the previous year. Comments included: "It is much better than last year, books are very good", "Dont know how I would manage without it" (2 customers), "I'm housebound at the moment so rely on the service" and in response to *Does it make a positive difference to your life?* "Very much. I dont have any family, just my books".



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