Welsh Public Library Standards 2017-2020: Isle of Anglesey

Annual Assessment Report 2017-18

This report has been prepared based on information provided in the Isle of Anglesey's annual return, case studies and narrative report submitted to the Museums, Archives and Libraries Division of the Welsh Government.

1   Executive summary

Anglesey met all of the 12 core entitlements in full.

Of the 10 quality indicators which have targets, Anglesey achieved 7 in full, 2 in part and failed to achieve 1.

The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.

- Anglesey submitted two case studies demonstrating the positive impact that the service makes. Some libraries are not able to provide a full programme of skills support, but provision is generally good, and health and well-being are well supported.

- Attendance at formal training sessions has increased, but is still among the lowest in Wales. The numbers helped by informal training have also risen, reflecting the increasing demand for informal help.

- Staff capacity has impacted on the number of activities / events held, and as a result attendance has declined. The service is only able to provide activities / events for those with special requirements at certain libraries, with provision targeted to address demand and identified needs.

- Acquisitions budgets have reduced, but the service continues to perform strongly in terms of expenditure on children's stock, and in supporting Welsh language provision.

- Overall staff levels have been maintained, but with a vacant professional post affecting capacity in some areas. A new staffing structure is due to be implemented in 2018-19.

- The implementation of the Library Service Strategy 2017-2022 will result in a significant reshaping of the service, within a new delivery framework. The impact of these changes will begin to be seen in 2018-19.

2   Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises

achievements against these areas. A narrative assessment of the authority's performance is provided in Section 3.

2.1   Core entitlements

Anglesey is meeting all of the 12 core entitlements in full. Use of the internet and computer facilities is free to all residents and visitors with a home library card, a small charge is otherwise made for non-residents, although Wi-Fi is free in all libraries. The service is a member of the all-Wales LMS, which has strengthened catalogue sharing, with evidence of increasing use of the catalogue. Although there is no dedicated marketing budget, work with the corporate communications team, and through social media, ensures the service is promoted effectively. Service strategies, policies and vision were fully available in print and online during 2017-18.

2.2   Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, the Isle of Anglesey is achieving 7 in full, 2 in part and is failing to achieve one of the indicators.

Quality Indicator	Met?	
QI 3 Support for individual development:		Partially met
a) ICT support	✔	
b) Information literacy and skills training	x	
c) E-government support	✔	
d) Reader development	✔	
QI 4 (a) Support for health and well-being		Met in full
i) Book Prescription Wales scheme	✔	
ii) Better with Books scheme	✔	
iii) Designated health & well-being collection	✔	
iv) Information about healthy lifestyles and behaviours	✔	
v) Signposting to health & well-being services	✔	
QI 6 all static service points offer events/activities for users with special requirements	x	Not met
QI 7 Location of service points	✔	Met in full
QI 9 Up-to-date and appropriate reading material		Met in full
Acquisitions per capita	✔	
or Materials spend per capita	x	
QI 10 Welsh Language Resources		Met in full
% of material budget spent on Welsh	✔	
or Spend on Welsh per capita	x	
QI 11 Online access:		Met in full
a) i) Public access to Internet	✔	
ii) Wi-Fi provision	✔	

QI 12 Supply of requests			Met in full
a) % of requests satisfied within 7 days	✔		
b) % of requests satisfied within 15 days	✔		
QI 13 Staffing levels and qualifications:			Partially met
i) Staff per capita	x		
ii) Qualified staff per capita	x		
iii) Head of service qualification/training	✔		
iv) CPD percentage	✔		
QI 16 Opening hours per capita	✔		Met in full

There has been no change in the Isle of Anglesey's performance compared to the last year of the fifth framework for those quality indicators where direct comparisons are possible.

2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during this first year of the framework. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Anglesey did not conduct a user survey during 2017-18; the service conducts these on a three year rota, and they were last completed in February 2017.

Performance indicator		*Rank*	Lowest	Median	Highest
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a		73%	94%	97%
e) % of adults who think that the library has made a difference to their lives:	n/a		38%	90%	95%
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	98%	*4/17*	75%	98%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. The Isle of Anglesey provided two such case studies:

- Welsh Language Rhyme Time – held weekly at four libraries, these sessions introduce pre-school children to the library, and provide a fun activity for families, where parents can also learn and improve their welsh with their children.

- The Loneliness Agenda – individual testimony of the importance of the library to the community; providing a safe space for lonely people to meet and engage with reading, with friendly and helpful staff providing real support.

2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table

summarises Anglesey's position for 2017-18. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are those where relevant data was not available to some authorities. Where possible, figures from the last year of the fifth framework have also been included for comparison; however, in some cases a change in definition or the introduction of additional measures makes comparisons impractical. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator		Rank	Lowest	Median	Highest	2016/17
QI 1 Making a difference						
a) % of adults who think that using the library has helped them develop new skills:	n/a		24%	83%	94%	67%
c) health and well-being	n/a		33%	65%	95%	51%
d) enjoyable, safe and inclusive	n/a		90%	98%	100%	97%
QI 2 Customer satisfaction						
a) 'very good' or 'good' choice of books	n/a		88%	91%	98%	94%
b) 'very good' or 'good' customer care	n/a		93%	99%	100%	99%
c) 'very good' or 'good' IT facilities	n/a		74%	86%	94%	
d) 'very good' or 'good' overall;	n/a		93%	97%	99%	97%
e) users aged 16 & under rating out of ten	n/a		8.5	9.1	9.2	8.6
QI 5 User training						
a) attendances per capita	10	22/22	10	32	238	6
c) informal training per capita	289	7/22	15	199	473	265
QI 6 attendances at events per capita	188	15/22	82	228	684	x
QI 8 Library use						
a) visits per capita	4,107	9/22	2,501	4,047	7,014	4,131
b) virtual visits per capita	1,728	2/22	243	866	2,211	1,748
c) active borrowers per capita	110	20/22	100	154	229	102
QI 10 Welsh issues per capita*	438	3/22	4	68	663	
QI 11 Online access						
b) Computers per capita^	10	9/22	5	9	14	10
c) % of available time used by the public	67%	1/22	14%	27%	67%	69%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	3	21/21	3	31	196	2
b) total volunteer hours	53	20/21	40	1,346	11,939	45
QI 14 Operational expenditure						
a) total expenditure per capita	£12,728	9/21	£7,047	£11,915	£17,771	£14,831
b) % on staff,	64%	10/21	44%	63%	75%	49%
% on information resources	13%	10/21	4%	13%	25%	11%
% on equipment and buildings	3%	16/21	0%	4%	20%	3%
% on other operational costs;	20%	9/21	0%	18%	37%	36%
c) capital expenditure per capita	£2,042	4/20	£0	£338	£17,432	£1,656
QI 15 Net cost per visit	£1.50	16/21	£1.24	£1.82	£2.41	£2.37

QI 16 Opening hours[#]						
(iii) a) % hours unplanned closure of static service points	0.04%	*13/21*	0.00%	0.02%	1.28%	*0%*
b) % mobile stops / home deliveries missed	0.00%	*1/20*	0.00%	0.35%	11.24%	*0.97%*

* per Welsh speaking resident population

^per 10,000 resident population

 # Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

3   Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance (where applicable) with the final year of the fifth framework (2016-17).

3.1   Meeting customer needs (QI 1-5)

Anglesey has yet to conduct its user surveys, which are due to be carried out at least once during the course of the framework. While individual development is generally well supported, not all static service points provide a full programme of skills sessions, with formal digital skills training difficult to support in two of the smaller libraries where PC provision is lower. Good support is provided for health and well-being, and relationships are in place with community health providers who hold regular sessions in the libraries. Both formal and informal training levels have increased, with the increasing demand for informal help, particularly with digital access and job searching, a factor here.

3.2   Access and use (QI 6-8)

Anglesey continues to meet the target for easy access to service points, but capacity means that events / activities for users with special requirements are only provided in 6 out 9 libraries, with provision targeted to where there is demand or an identified need. Attendance at events has also fallen, this is attributed to a reduction in the number of events held, the result of a vacant professional post limiting capacity. Visitor numbers have decreased slightly on 2016-17, a trend experience in two-thirds of Welsh library services. Book issues have also fallen, although it is noted that this is offset somewhat by the continuing increase in electronic downloads, a service which is widely promoted. There is an also an encouraging increase in the number of active borrowers, although library membership has decreased further, and in both areas Anglesey's performance is among the lowest in Wales.

3.3   Facilities and services (QI 9-12)

In common with many other services in Wales, there were reductions in Anglesey's material budget in 2017-18, although the target for acquisitions per capita was still met and is above the median level. Expenditure on resources for children has in contrast increased, and at 31% of the materials budget is the highest proportional spend in Wales. This includes spending on the school library service, but stock is also made available for branch use. Expenditure on Welsh language material has fallen slightly, but performance here is still strong, with Welsh issues per capita the highest in Wales. PC provision has broadly been maintained, with usage levels (at 67%) again exceeding those for other authorities. The service continues to meet the targets for supply of requests, although figures here only include requests satisfied within the authority, and not those met through arrangements to share stock across the six North Wales authorities.

3.4   Expertise and capacity (QI 13-16)

Overall staff levels are unchanged on 2016-17 and there has been a small decrease in the number of qualified staff, reflecting a vacant professional post. Neither staffing indicator is met, although performance in general is still above the median level for Wales. The impact of staffing capacity issues on the service is noted, with a new staffing structure due to be implemented in 2018-19 which should enable improvement.   Qualified leadership is in place, and the service continues to invest strongly in professional development, with a wide range of training on offer. Volunteer input, as in previous years, relates to work experience placements, although a volunteer model for support during non-core library service hours is under development.

Total revenue expenditure has decreased in 2017-18, but expenditure per capita remains above the median level. It is noted that most of this reduction is accounted for by a fall in operational costs outside staffing, reflecting increased efficiency savings both corporately and departmentally. Aggregate annual opening hours are unchanged, with only four hours of unplanned library closures, as a result of heating failure during severe weather.

4   Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. The Isle of Anglesey reports on its support for a wide range of agendas, including learning, reading and literacy, skills development and economic regeneration. The service provides business information and advice, and contributes to digital inclusion and literacy. Community support for health and well-being are central to provision, working with partners and as a portal for health and well-being information. Welsh resources and support for Welsh language reading groups, support local cultural identity.

5   Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Anglesey noted the adoption of the Draft Library Service Strategy 2017-2022. This involves plans to close two library service points, with a community solution being adopted for Cemaes Library, and the development of collaborative models for two further libraries. A new staffing structure will also be implemented from July 2018. The Strategy outlines a vision and delivery model intended to meet the needs of customers and the standards framework. The initial outcomes of these measures, which will result in a significant change to the service's operational context, will be reported in 2018-19.

6   Conclusion

The Isle of Anglesey library service has broadly maintained its performance in this first year of the sixth framework, with improvements in some areas and reductions in others. It retains a strong focus on children's services and support for the Welsh language, and evidences a useful partnership ethos, working both with other services in North Wales and local providers. The implementation of the Library Service Strategy 2017-2022 will however result in a significant reshaping of the infrastructure within which the service operates, with changes to the model of provision at some libraries, and to the staffing structure. This new delivery framework is designed to meet the needs of customers and the success of these measures in this respect, and in terms of performance under the framework, will begin to be seen in 2018-19.