

Addendum to the Sixth Framework of Welsh Public Library Standards (WPLS) for 2023/24 and 2024/25.

The sixth framework of Welsh Public Library Standards¹ '*Connected and Ambitious Libraries*' was set to expire in 2020 and a new framework created. However, due to the impact of the pandemic the development of the seventh framework has been delayed and the sixth framework is being extended for a further two years, with some minor revisions.

The table on the following pages highlights the changes made to the Sixth Framework. The table below replace pages 10–20 of the current sixth framework document. This revised version will apply to the years 2023/24 and 2024/25

Summary of changes:

- Reporting requirements have been reduced to lessen the burden on authorities.
- WPLS Core Entitlements
 - The existing WPLS Core Entitlements (WPLSCE) remain unchanged, with some minor amendments to the wording. One new WPLSCE has been created.
 - WPLSCE 7 - We have substituted 'digital equipment' for 'computer's for to take account of the greater range of equipment (iPads etc.) that is now available in libraries.
 - WPLSCE 13 – is a new WPLSCE (to replace QI3) which focuses on digital support for users. Guidance will make it clear that this includes both informal and programmed support. There are no targets as this is a WPLSCE, and the level of provision should be in line with the capacity and facilities available in individual service points.
- WPLS Quality indicators
 - We have removed four QIs, amended the targets, and modified the wording in others.
 - QI 3 has been removed and replaced with WPLSCE 13 – see above
 - QI 11 has been removed and included within WPLSCE 7
 - QI 12 has been removed
 - QI 15 has been removed

¹ [connected-and-ambitious-libraries-the-sixth-quality-framework-of-welsh-public-library-standards-2017-to-2020.pdf \(gov.wales\)](#)

Core Entitlements

A set of core library entitlements for Welsh citizens was first incorporated into Making a Difference, the fifth quality framework of Welsh Public Library Standards. These entitlements have been revised and refocused for this sixth framework, to enable the public to know what they can expect from their public library service.

These entitlements are initially self-assessed by each authority. A number of questions are specified in the Guidance document, which the authority is required to take into account when making their self-assessment. It is not necessary to be able to answer every question positively to meet the core entitlement, but justification for the assessment, which could refer to other relevant provision, should be provided in the return. The self-assessment will be moderated by MALD, the Independent Adviser, and a small Reference Group of senior librarians to ensure consistency between authorities.

A set of core library entitlements for Welsh citizens was first incorporated into Making a Difference, the fifth quality framework of Welsh Public Library Standards. These entitlements have been revised and refocused for this sixth framework, to enable the public to know what they can expect from their public library service.

These entitlements are initially self-assessed by each authority. A number of questions are specified in the Guidance document, which the authority is required to take into account when making their self-assessment. It is not necessary to be able to answer every question positively to meet the core entitlement, but justification for the assessment, which could refer to other relevant provision, should be provided in the return. The self-assessment will be moderated by Culture Division, the Independent Adviser, and a small Reference Group of senior librarians to ensure consistency between authorities.

Framework 6	Extension Years 2023-24/2024-25	Guidance
<p>WPLSCE 1</p> <p>Libraries in Wales will be free to join, and open to all.</p>	<p>WPLSCE 1</p> <p>Libraries in Wales are free to join, and open to all.</p>	<p>No change</p>
<p>WPLSCE 2</p> <p>Libraries in Wales will ensure friendly, knowledgeable, and qualified staff are on hand to help.</p>	<p>WPLSCE 2</p> <p>Libraries in Wales ensure friendly, knowledgeable, and qualified staff are on hand to help.</p>	<p>No change</p>
<p>WPLSCE 3</p> <p>Libraries in Wales will provide access to a range of services, activities, and high-quality resources in a range of formats to support lifelong learning, personal well-being and development, community participation, and culture and recreation.</p>	<p>WPLSCE 3</p> <p>Libraries in Wales provide access to a range of services, activities, and high-quality resources in a range of formats to support lifelong learning, personal health and well-being, community participation, cultural experiences, recreation, and reading for pleasure.</p>	<p>No change</p>
<p>WPLSCE 4</p> <p>Libraries in Wales will provide appropriate services facilities and information resources for individuals and groups with special requirements.</p>	<p>WPLSCE 4</p> <p>Libraries in Wales provide appropriate services, facilities and information resources for individuals and groups with special requirements.</p>	<p>No change</p>

WPLSCE 5 Libraries in Wales will provide appropriate safe, attractive, and accessible physical spaces with suitable staffed opening hours.	WPLSCE 5 Libraries in Wales provide appropriate safe, attractive, and accessible physical spaces with suitable staffed opening hours.	No change
WPLSCE 6 Libraries in Wales will lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	WPLSCE 6 Libraries in Wales lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	<i>The definition and approach will be amended within the reporting template to address the issue where some services note that an 'administration fee' is charged but the lending itself is still free</i>
WPLSCE 7 Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.	WPLSCE 7 Libraries in Wales provide free use of the Internet including Wi-Fi, and access to digital equipment, in all service points.	<i>The guidance will be amended to note that the level of provision will depend on the nature of the service point.</i>
WPLSCE 8 Libraries in Wales will provide access to services, cultural activities, and high-quality resources in the Welsh language.	WPLSCE 8 Libraries in Wales provide access to services, cultural activities, and high-quality resources in the Welsh language.	No change
WPLSCE 9	WPLSCE 9	No change

<p>Libraries in Wales will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.</p>	<p>Libraries in Wales work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.</p>	
<p>WPLSCE 10</p> <p>Libraries in Wales will work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services.</p>	<p>WPLSCE 10</p> <p>Libraries in Wales work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services.</p>	<p>No change</p>
<p>WPLSCE 11</p> <p>Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.</p>	<p>WPLSCE 11</p> <p>Libraries in Wales regularly consult users to gather their views on the service and information about their changing needs.</p>	<p><i>Guidance to be amended to ask libraries how they gather views of remote users, or if they have plans to do so.</i></p> <p>Add to guidance:</p> <ul style="list-style-type: none"> • “consider the inclusion of survey questions in relation to e-resource usage” <p>This is an optional question. A definition of remote users will be provided.</p>

<p>WPLSCE 12</p> <p>Libraries in Wales will provide access to the library's service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.</p>	<p>WPLSCE 12</p> <p>Libraries in Wales provide access to their library service strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.</p>	<p><i>Guidance to be amended to request links to these documents are included in the return.</i></p>
--	---	--

New Core Entitlement

This is to replace WPLSQI 3 on learning and development support. As all services achieve this Quality Indicator, this aspect of work seems to be more appropriately located as a core entitlement.

	<p>WPLSCE 13</p> <p>Libraries in Wales provide support to help improve people's digital skills and confidence, including the use of e-government services</p>	<p><i>Guidance</i></p> <p>Provide informal support, and programmed sessions where there are suitable facilities and capacity.</p> <p>The format of the support offered, and frequency of any specific timetabled sessions should be appropriate for the size of the service point and local community needs.</p>
--	---	--

Quality Indicators

<p>The quality indicators in this sixth framework build on the previous framework and include additional measures covering the outcomes and impact of the library service. They fall into two broad types; those which are provided for monitoring and benchmarking performance over time and between authorities, and those which have specific targets.</p>	<p>The quality indicators in this revision of the sixth framework build on the previous framework and include additional measures covering the outcomes and impact of the library service. They fall into two broad types; those which are provided for monitoring and benchmarking performance over time and between authorities, and those which have specific targets.</p>
---	---

<p>WPLSQI 1 Making a difference</p> <p>This selection of indicators assesses the impact of library use on people’s lives in a variety of ways. Although some are relevant to other areas of this framework, they are grouped together here as being key to the overall customer experience.</p> <p>Authorities will report, at least once in the three-year period:</p> <p>a) the percentage of adults who think that using the library has helped them develop new skills;</p>	<p>WPLSQI 1 Making a difference</p> <p>This selection of indicators assesses the impact of library use on people’s lives in a variety of ways. Although some are relevant to other areas of this framework, they are grouped together here as being key to the overall customer experience.</p> <p>Authorities will report, at least once in the three-year period:</p> <p>a) the percentage of adults who think that using the library has helped them develop new skills</p>	<p><i>Guidance will clarify that service should report on this once during the period 2022-23 to 2024-25.</i></p>
---	--	---

<p>b) the percentage of young people who think that the library helps them learn and find things out; c) the percentage of adults who have found helpful information for health and well-being at the library. d) the percentage of adults who experience the library as an enjoyable, safe and inclusive place; e) the percentage of adults who think that the library has made a difference to their lives.</p> <p>Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice, at least once during the three-year period of this framework. Authorities will be given guidance on the conduct of the survey and wording of questions to ensure comparability. Respondents answering 'not applicable' or 'don't know' should be excluded from the calculation.</p> <p>Authorities may conduct more frequent surveys if they wish to do so and report accordingly.</p>	<p>b) the percentage of young people who think that the library helps them learn and find things out c) the percentage of adults who have found helpful information for health and well-being at the library d) the percentage of adults who experience the library as an enjoyable, safe and inclusive place e) the percentage of adults who think that the library has made a difference to their lives.</p> <p>Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good statistical practice at least once during the three-year period of this framework. Authorities will be given guidance on the conduct of the survey and wording of questions to ensure comparability. Respondents answering 'not applicable' or 'don't know' should be excluded from the calculation.</p> <p>Authorities may conduct more frequent surveys if they wish to do so and report accordingly.</p>	
--	--	--

<p>WPLSQI 2 Customer satisfaction</p> <p>Customer satisfaction is a key element of library performance. As with the indicators concerned with library impact (QI 1), some of these are relevant to other areas of this framework but are grouped together here as being key to the overall customer experience.</p> <p>Authorities will report:</p> <ul style="list-style-type: none"> a) the percentage of adults who think that the choice of books available in the library they use is 'very good' or 'good'; b) the percentage of adults who think that the standard of customer care in the library they use is 'very good' or 'good'; c) the percentage of adults who think that the IT facilities provided are 'very good' or 'good' d) the percentage of adults who think that overall, the library they use is 'very good' or 'good'; e) the average overall rating out of ten awarded by users aged 16 or under for the library they use <p>Data will be collected from user surveys of adults and of children, which should be conducted in accordance with good</p>	<p>WPLSQI 2 Customer satisfaction</p> <p>Customer satisfaction is a key element of library performance. As with the indicators concerned with library impact (QI 1), some of these are relevant to other areas of this framework but are grouped together here as being key to the overall customer experience.</p> <p>Authorities will report, at least once in the three-year reporting period:</p> <ul style="list-style-type: none"> a) the percentage of adults who think that the choice of books available in the library they use is 'very good' or 'good' b) the percentage of adults who think that the standard of customer care in the library they use is 'very good' or 'good' c) the percentage of adults who think that the IT facilities provided are 'very good' or 'good' d) the percentage of adults who think that overall, the library they use is 'very good' or 'good' e) the average overall rating out of ten awarded by users aged 16 or under for the library they use. <p>Data will be collected from user surveys of adults and of children, which should</p>	<p><i>Guidance will clarify that services should report on this on WPLSCE during the period 2022-23 to 2024-25.</i></p>
---	--	---

<p>statistical practice, at least once in the three-year period of this framework.</p> <p>It is appreciated that not all authorities wish to use the CIPFA PLUS suite of survey instruments (from which the above indicators are drawn), and guidance will be issued to ensure that authorities which choose to use their own surveys will have comparable results. Authorities may conduct more frequent surveys if they wish to do so and report accordingly.</p>	<p>be conducted in accordance with good statistical practice, at least once in the three-year period of this framework. Guidance will be issued to ensure that authorities which choose to use their own surveys will have comparable results. Authorities may conduct more frequent surveys if they wish to do so and report accordingly.</p>	
<p>WPLSQI 3 Support for individual development (Target)</p> <p>Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:</p> <ul style="list-style-type: none"> a) basic support in the use of the IT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available; b) training to improve literacy, numeracy, information and digital skills, and assistance in developing or enhancing capabilities to identify and access appropriate resources efficiently and effectively; critically evaluate 	<p>WPLSQI 3 is no longer used. It has been replaced by the new WPLSCE 13</p>	

<p>information; and apply information appropriately to further objectives, such as educational, employment, health and well-being. information literacy</p> <p>Training programmes may be developed and delivered with appropriate partners outside the library service;</p> <p>c) support for users to access local and national e-government services resources;</p> <p>d) reader development programmes/activities for both adults and children</p> <p>The format of the support offered and frequency of any specific timetabled sessions should be appropriate both for the size of the service point and local community needs</p>		
<p>WPLSQI 4 Support for health and well-being (Target)</p> <p>a) Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:</p> <p>i. Books Prescription Wales Scheme</p>	<p>WPLSQI 4 Support for health and well-being (Target)</p> <p>a) Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:</p> <p>i Reading Well scheme</p>	

<ul style="list-style-type: none"> ii. Better with Books scheme iii. Designated health and well-being collection iv. Information about healthier lifestyles and healthy behaviours - leaflets, books etc. v. Signposting to health and well-being services. <p>b) Authorities will report the number of static service points open for 10 hours per week or more in which the following services are available on a regular basis:</p> <ul style="list-style-type: none"> i. Shared Reading groups (reading aloud together). ii. Book clubs (discussion of chosen book). iii. Macmillan Cancer or other health information partnerships. iv. Dementia Friendly services v. Mental health awareness activities. 	<ul style="list-style-type: none"> ii Designated health and well-being collection iii Information about healthier lifestyles and healthy behaviours - leaflets, books etc iv Signposting to health and well-being services. <p>b) Authorities will report the number of static service points open for 10 hours per week or more in which the following services are available:</p> <ul style="list-style-type: none"> i) Shared Reading groups (reading aloud together) ii) Book clubs (discussion of chosen book) iii) Health information partnerships iv) Other services such as mental health support, support for Carers, and other groups, Dementia Friendly services v) Storytimes and Baby Rhyme Time. 	<p><i>Guidance to note that this can include library led events and events delivered by or with partner organisations.</i></p>
--	--	--

	<p>Libraries are asked to report:</p> <p>c) the number of loans of titles from the Reading Well in Wales series.</p> <p>d) if any staff are identified as the health and wellbeing co-ordinator for the service, with this included in their job description.</p>	
<p>WPLSQI 5 User training</p> <p>This indicator assesses the extent to which sessions offered match local need, and the impact of those sessions for the participants. Reader development sessions; literacy, numeracy, information and digital skills sessions; ICT sessions, etc., should all be included. Include sessions arranged in collaboration with partner agencies. User training may have a general audience, or be targeted towards specific sub-groups of the population e.g. children, carers, unemployed persons, etc. Sessions may require advance registration or be open to all on a drop-in basis. Include sessions also reported under WPLSQI 4.</p> <p>Authorities will report:</p>	<p>WPLSQI 5 User Support</p> <p>This indicator assesses the extent to which sessions offered match local need, and the impact of those sessions for the participants. Reader development sessions; literacy, numeracy, information and digital skills sessions; ICT sessions, etc., should all be included. Include sessions arranged in collaboration with partner agencies. User support may have a general audience, or be targeted towards specific sub-groups of the population e.g. children, carers, unemployed persons, etc.</p> <p>Sessions may require advance registration or be open to all on a drop-in basis. Include sessions also reported under WPLSQI 4</p>	

<p>a) the total number of attendance at prearranged training sessions organised and/or hosted by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000;</p> <p>b) the percentage of attendees at such sessions who said that attendance helped them to achieve their goals;</p> <p>c) the number of customers helped by means of informal training during the year, divided by the resident population, multiplied by 1,000.</p> <p>Part b) of this indicator should ideally be derived from a simple feedback form offered to all attendees, but may be based on sessions during one or more sample periods. Part c) of the indicator may be derived by sampling. Authorities will be provided with guidance to ensure consistency of reporting</p>	<p>Authorities will report:</p> <p>a) the total number of attendance at formal training sessions organised and/or hosted by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000</p> <p>b) the percentage of attendees at such sessions who said that attendance helped them to achieve their purpose in attending</p> <p>c) the number of customers helped by means of informal support during the year, divided by the resident population, multiplied by 1,000.</p> <p>Part b) of this indicator should ideally be derived from a simple feedback form offered to all attendees, but may be based on sessions during one or more sample periods.</p> <p>Part c) of the indicator may be derived by sampling. Authorities will be provided with guidance to ensure consistency of reporting</p>	
--	--	--

<p>WPLSQI 6 User attendances at library events (Target)</p> <p>The purpose of this indicator is to estimate the attraction of library events for the library's population to be served, and the extent to which such events meet local need.</p> <p>a) Authorities will attendances at events and activities organised by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000.</p> <p>Include events with literary, cultural or educational intent, e.g. author visits, reading groups, literary discussions, digital and information literacy workshops, genealogy workshops, health literacy, financial literacy, job seeking etc. Events specifically for children are included, such as storytelling, poetry, music. Include events delivered by partner organisations in collaboration with the library service.</p>	<p>WPLSQI 6 User attendances at library events (Target)</p> <p>The purpose of this indicator is to estimate the attraction of library events for the library's population to be served, and the extent to which such events meet local need.</p> <p>a) Authorities will report the total number of attendances at events and activities organised by the library service at its own service points or at other locations within the authority during the year, divided by the resident population, multiplied by 1,000</p> <p>Include events with literary, cultural or educational intent, e.g. author visits, reading groups, literary discussions, digital and information literacy workshops, genealogy workshops, health literacy, financial literacy, job seeking etc. Events specifically for children are included, such as storytelling, poetry, music. Include events delivered by partner organisations in collaboration with the library service.</p>	<p><i>Guidance to note that events delivered in partnership with or by other organisations should be included.</i></p> <p><i>Special requirements to be defined in the guidance</i></p>
---	---	---

<p>b) Libraries shall ensure that events or activities for those who have special requirements are offered in all static service points open for 10 hours per week or more. The events or activities may be promoted specifically for an intended group, or open to all, but with a clear target group in mind.</p> <p>Special requirements can include physical and health impairment, economic disadvantage (e.g. long-term unemployed), cultural difference (e.g. non-native speakers, new arrivals), educational background, or other circumstances that require special library services. Authorities should provide specific examples of such events and list joint working with relevant social inclusion organisations and partners.</p>	<p>b) Libraries shall ensure that events or activities for those who have special requirements are offered in all static service points open for 10 hours per week or more. The events or activities may be promoted specifically for an intended group, or open to all, but with a clear target group in mind.</p> <p>Special requirements can include physical and health impairment, economic disadvantage (e.g. long-term unemployed), cultural difference (e.g. non-native speakers, new arrivals), educational background, or other circumstances that require special library services. Authorities should provide specific examples of such events and list joint working with relevant social inclusion organisations and partners.</p>	
<p>WPLSQI 7 Location of service points</p> <p>No stipulation is made with regard to minimum opening hours of static libraries (on a site by site basis) however, authorities are asked to consider the viability of service points which are open for fewer than 10 hours</p>	<p>WPLSQI 7 Location of service points</p> <p>No stipulation is made with regard to minimum opening hours of static libraries (on a site by site basis) however, authorities are asked to consider the viability of service points which are open for fewer than 10 hours</p>	<p><i>Guidance notes to be revised to include</i></p> <p><i>If you provide a bespoke, door to door, Library at Home Service please provide a narrative outlining what criteria are used for people to join; how many people are in this category.</i></p>

per week. Equally, no stipulation is made with regard to length or frequency of mobile library stops, however it is expected that mobile libraries will visit each scheduled stop at least 12 times per year.

Authorities shall ensure that they meet the following criteria for the location of service points and mobile library stops, according to their population density:

Population Density	% of house holds	Distance from Library
20 or more persons per hectare	At least 95%	within 2 miles of a static service point.
More than 1 but fewer than 20 persons per hectare	At least 75%	within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a

per week. Equally, no stipulation is made with regard to length or frequency of mobile library stops, however it is expected that mobile libraries will visit each scheduled stop at least 12 times per year.

Authorities shall ensure that they meet the following criteria for the location of service points and mobile library stops, according to their population density:

Population Density	% of house holds	Distance from Library
20 or more persons per hectare	At least 95%	within 2 miles of a static service point.
More than 1 but fewer than 20 persons per hectare	At least 75%	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			mobile library stop	
1 person or fewer per hectare	At least 70%	within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop.	1 person or fewer per hectare	At least 70%	within 3 miles (or 15 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop.	
<p>WPLSQI 8 Library use</p> <p>Seven measures of use of the library are required, covering the physical and the electronic resources provided. Together, they assess the library's success in attracting users to its services.</p> <p>Authorities will report:</p>			<p>WPLSQI 8 Library use</p> <p>Six measures of use of the library are required, covering the physical and the electronic resources provided. Together, they assess the library's success in attracting users to its services.</p> <p>Authorities will report:</p>			<p><i>This information will be generated from the shared Library Management System for those services which use the LMS.</i></p>

<p>a) the total number of visits to library premises during the year divided by the resident population, multiplied by 1,000; b) the total number of external visits to the library's website during the year divided by the resident population, multiplied by 1,000; c) the total number of active borrowers divided by the resident population, multiplied by 1,000. d) the total number of library members e) the total number of book issues (adult and children separate) f) the total number of audio-visual issues g) the total number of electronic downloads</p> <p>The data used should be those as reported to CIPFA for the public library actuals return.</p>	<p>a) This indicator on number of library visits has been removed b) the total number of external visits to the library's website during the year divided by the resident population, multiplied by 1,000. c) the total number of active borrowers divided by the resident population, multiplied by 1,000. d) the total number of library members e) the total number of book issues (adult and children separate) f) the total number of audio-visual issues g) the total number of electronic downloads.</p>	
<p>WPLSQI 9 Up-to-date and appropriate reading material</p> <p>This and the next indicator are designed to ensure adequate investment and an appropriate balance of resources across various sections of the community.</p> <p>a) Library authorities should achieve either a minimum of 243</p>	<p>WPLSQI 9 Up-to-date and appropriate reading material</p> <p>This and the next indicator are designed to ensure adequate investment and an appropriate balance of resources across various sections of the community.</p> <p>a) Library authorities should achieve a minimum acquisitions</p>	<p><i>Guidance to be revised to note that books and e-books, periodicals, audio-visual material and electronic resources are all included.</i></p> <p><i>Authorities should include their contribution to consortium purchases where relevant.</i></p>

<p>items acquired per 1,000 resident population or a minimum spend of £2,180 per 1,000 resident population annually.</p> <p>Books and e-books, periodicals, audio-visual material and electronic resources are all included.</p> <p>Authorities should include their contribution to consortium purchases where relevant.</p> <p>b) Library authorities will report the percentage of the material budget spent on resources for children.</p>	<p>rate of: population below 25000 = 250 per 1000/pa population 25000 – 50000 = 225 per 1000/pa population above 50000 = 200 per thousand/pa</p> <p>b) Library authorities will report the percentage of the material budget spent on resources for children</p> <p>c) Libraries authorities will report the percentage of spend on e-resources.</p>	<p><i>Acquisition target is based on IFLA Public Library service guidelines, 2nd completely revised edition. See page 78. IFLA Repository: IFLA Public Library Service Guidelines (2nd, completely revised edition)</i></p>
<p>WPLSQI 10 Welsh language resources</p> <p>This indicator is designed to ensure materials in Welsh are provided in line with local requirements and the socio-demographic characteristics of the population.</p> <p>a) Authorities should achieve either a minimum of 4% of the material budget, or, a minimum of £750 per 1,000 Welsh speaking resident population.</p>	<p>WPLSQI 10 Welsh language resources</p> <p>This indicator is designed to ensure materials in Welsh are provided in line with local requirements and the socio-demographic characteristics of the population.</p> <p>a) Authorities should achieve a minimum of 4% of the material budget</p> <p>Authorities will also report:</p>	

<p>Authorities will also report:</p> <p>b) Total issues of resources in the Welsh language per 1,000 Welsh speaking resident population</p>	<p>b) Total issues of resources in the Welsh language per 1,000 Welsh speaking resident population.</p>	
<p>WPLSQI 11 Online access (Target)</p> <p>a) Every static library should provide:</p> <ul style="list-style-type: none"> i. A minimum of one device giving public access to the Internet and networked digital content. Computers, laptops, tablets, and other mobile devices are all included. ii. Wi-Fi access for users to bring their own laptops or mobile devices. <p>b) Authorities will report the total number of devices giving public access to the Internet</p> <ul style="list-style-type: none"> i. Available in static libraries, per 10,000 resident population ii. Available in mobile libraries 	<p>WPLSQI 11 no longer used as included in Core Entitlement 7</p>	

<p>Computers, laptops, tablets, and other mobile devices are all included.</p> <p>c) Authorities will report the percentage of available time allocated for use of public access ICT equipment actually taken up by users. This should be aggregated across all libraries in the authority, including mobiles.</p>		
<p>WPLSQI 12 Supply of requests (Target)</p> <p>This indicator measures the efficiency of the public library service in responding to requests for material which is not immediately available.</p> <p>Authorities should achieve:</p> <p>a) A minimum of 64% of requests for material to be notified to the user as being available within 7 calendar days of the request being made;</p> <p>b) A minimum of 79% of requests for material to be notified to the user as being available within 15 calendar days of the request being made.</p> <p>Requests for pre-publication material shall be counted from the date of publication. Material which is not owned</p>	<p>WPLSQI 12 no longer used.</p>	

<p>by the library but must be acquired by purchase or by inter-library loan is included in the calculations.</p>		
<p>WPLSQI 13 Staffing levels and qualifications (Target)</p> <ul style="list-style-type: none"> i. Library authorities shall achieve total establishment staffing levels for the service of 3.6 (full time equivalent) per 10,000 resident population. Staff who do not work directly in service provision, e.g. cleaners, are excluded. Include only those staff paid from the library service budget. ii. The total number of staff (full time equivalent) holding recognised qualifications in librarianship, information science or information management per 10,000 resident population should not fall below 0.65. Staff with qualifications in cognate areas, such as ICT, heritage or leisure management or education and learning may be included in the calculations if they occupy posts on the library staff establishment which require those qualifications, and when 	<p>WPLSQI 13 Staffing levels and qualifications (Target)</p> <ul style="list-style-type: none"> i. Library authorities shall achieve total establishment staffing levels for the service of 3.6 (full time equivalent) per 10,000 resident population. Staff who do not work directly in service provision, e.g. cleaners, are excluded. Include only those staff paid from the library service budget ii. The total number of staff (full time equivalent) holding recognised qualifications in librarianship, information science or information management per 10,000 resident population should not fall below 0.65. Staff with qualifications in cognate areas, such as ICT, heritage or leisure management or education and learning may be included in the calculations if they occupy posts on the library staff establishment which require those qualifications, and when 	<p>For information on Investing in Volunteers see Home - Investing in Volunteers</p>

<p>the qualifications held are relevant to their current roles and functions within the library service. Include only those staff paid from the library service budget.</p> <p>iii. The designated operational manager of the library service shall, either be the holder of recognised qualifications in librarianship, information science or information management, or, have undertaken relevant library management training within the last 3 years.</p> <p>Authorities will also report:</p> <ul style="list-style-type: none"> a. where this post sits within the local authority management structure; b. the post held by the most senior professional librarian (where different); and c. where that post sits within the local authority management structure 	<p>the qualifications held are relevant to their current roles and functions within the library service. Include only those staff paid from the library service budget</p> <p>iii. The designated operational manager of the library service shall, either be the holder of recognised qualifications in librarianship, information science or information management, or have undertaken relevant library management training within the last 3 years</p> <p>Authorities will also report:</p> <ul style="list-style-type: none"> a. where this post sits within the local authority management structure b. the post held by the most senior professional librarian (where different) and c. where that post sits within the local authority management structure 	
---	--	--

<p>iv. A minimum of 1% of aggregate staff working hours should be spent in training and personal / professional development during the year. All library staff should be encouraged to undertake training and development relevant to their role and responsibilities, and to improve their skills.</p> <p>v. Library authorities may offer members of the community the opportunity to volunteer, to support additional services in libraries managed and run by the library authority. Such opportunities can, for example, enhance the life skills and employability of individuals, contributing to tackling poverty outcomes.</p> <p>Where there is community involvement in delivering the library service at a branch level, we expect there to be paid staff working alongside the volunteers in the libraries, for some of the time.</p>	<p>iv. A minimum of 2% of aggregate staff working hours should be spent in training and personal / professional development during the year. All library staff should be encouraged to undertake training and development relevant to their role and responsibilities, and to improve their skills</p> <p>v. Library authorities may offer members of the community the opportunity to volunteer, to support additional services in libraries managed and run by the library authority. Such opportunities can, for example, enhance the life skills and employability of individuals, contributing to tackling poverty outcomes.</p> <p>Where there is community involvement in delivering the library service at a branch level, we expect there to be paid staff working alongside the volunteers in the libraries, for some of the time.</p>	
---	--	--

Library authorities that use volunteers to deliver additional services 'in house' (as opposed to community managed libraries) shall ensure:

- a designated volunteer coordinator from the library service's permanent professional staff coordinates those parts of the service involving volunteer workers;
- each volunteer receives a written role description;
- legal requirements are met for each volunteer in relation to their role;
- both induction training and continuing training is provided for all volunteers;
- volunteers are appropriately supervised; and
- they have achieved, or are actively working towards, Investing in Volunteers accreditation⁶.

Authorities will report:

- a) the total number of volunteers across the year;
- b) the total number of volunteer hours during the year;

Library authorities that use volunteers to deliver additional services 'in house' (as opposed to community managed libraries) shall ensure:

- a designated volunteer coordinator from the library service's permanent professional staff coordinates those parts of the service involving volunteer workers
- each volunteer receives a written role description
- legal requirements are met for each volunteer in relation to their role
- both induction training and continuing training is provided for all volunteers
- volunteers are appropriately supervised and
- they have achieved, or are actively working towards, Investing in Volunteers accreditation.

Authorities will report:

- a) the total number of volunteers across the year
- b) the total number of volunteer hours during the year

--

<p>c) whether they have accreditation status relating to the NOS or are working towards this accreditation.</p> <p>Note that in order to meet this indicator in part, the service must achieve at least three of the five elements, including (iii), relating to the qualifications of the operational manager.</p>	<p>c) whether they have accreditation status relating to the NOS or are working towards this accreditation.</p> <p>Note that in order to meet this indicator in part, the service must achieve at least three of the five elements, including (iii), relating to the qualifications of the operational manager.</p>	
<p>WPLSQI 14 Operational expenditure</p> <p>In the current economic climate it is not thought appropriate to set a target for overall library expenditure, but spending on the public library service will continue to be scrutinised closely.</p> <p>Authorities will report:</p> <ul style="list-style-type: none"> a) the total revenue expenditure per 1,000 resident population; b) the percentages of this total spent on staff, materials and information resources, maintenance, repair and replacement of equipment and buildings, and other operational costs; 	<p>WPLSQI 14 Operational expenditure</p> <p>In the current economic climate it is not thought appropriate to set a target for overall library expenditure, but spending on the public library service will continue to be scrutinised closely.</p> <p>Authorities will report:</p> <ul style="list-style-type: none"> a) the total revenue expenditure per 1,000 resident population b) the percentages of this total spent on staff, materials and information resources, maintenance, repair and replacement of equipment and buildings, and other operational costs 	

<p>c) total capital expenditure per 1,000 resident population</p> <p>Authorities which complete the CIPFA public library actuals return should use the same data here.</p>	<p>c) This part of the indicator has been removed.</p>	
<p>WPLSQI 15 Cost per visit</p> <p>This indicator is useful for justifying expenditure of public funds, giving a proxy for value for money, but it must be interpreted in conjunction with demographic indicators and quality indicators relating to use. It measures the cost of the library service related to the number of library visits, including virtual visits.</p> <p>Authorities will report:</p> <ul style="list-style-type: none"> • The total expenditure on library staff and materials, net of generated income, divided by the sum of the number of physical visits to library premises (including mobiles) plus the number of visits to the library web site during the year. <p>Authorities which complete the CIPFA public library actuals return should use the same data here. The ratio will be</p>	<p>WPLSQI 15 no longer used</p>	

<p>automatically calculated from data provided for other indicators.</p>		
<p>WPLSQI 16 Opening hours (Target)</p> <ul style="list-style-type: none"> i. Welsh public libraries should achieve a level of aggregate staffed (paid staff and/or volunteers) opening hours across all service points administered by the authority of no less than 120 hours per annum per 1,000 resident population. ii. Authorities will report the total number of unstaffed opening hours across all service points administered by the authority per 1,000 resident population. iii. This part of the indicator is concerned with the adequacy of the library service 's maintenance programme and staffing strategy. <p>Authorities will report:</p> <ul style="list-style-type: none"> a) the total number of hours of unplanned and emergency 	<p>WPLSQI 16 Opening hours (Target)</p> <ul style="list-style-type: none"> i. Welsh public libraries should achieve a level of aggregate staffed (paid staff and/or volunteers) opening hours across all service points administered by the authority of no less than 120 hours per annum per 1,000 resident population ii. Authorities will report the total number of unstaffed opening hours across all service points administered, by the authority per 1,000 resident population, including information on access using Open+ iii. This part of the indicator has been removed. 	

<p>closure of static service points as a result of building failure or staff unavailability as a percentage of the total planned opening hours of all static service points during the year;</p> <p>b) the number of mobile library stops and/or home delivery services missed as a result of vehicle failure or staff unavailability, as a percentage of the total number of planned mobile library stops and/or home delivery services during the year.</p> <p>Scheduled opening hours not open as a result of adverse weather conditions, or any other cause beyond the library's control, are not included</p>		
--	--	--