



County Hall  
Cardiff  
CF10 4UW  
Tel: (029) 2087 2000  
  
Neuadd y Sir  
Caerdydd  
CF10 4UW  
Ffôn: (029) 2087 2000

## AGENDA

<b>Committee</b>	ECONOMY & CULTURE SCRUTINY COMMITTEE
<b>Date and Time of Meeting</b>	THURSDAY, 5 NOVEMBER 2015, 4.30 PM
<b>Venue</b>	COMMITTEE ROOM 4 - COUNTY HALL
<b>Membership</b>	Councillor McKerlich (Chair) Councillors Dilwar Ali, Govier, Howells, Hyde, Javed, Stubbs, Weaver and Darren Williams

*Time approx.*

### 1 **Apologies for Absence**

To receive apologies for absence.

### 2 **Declarations of Interest**

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

### 3 **Minutes** (*Pages 1 - 6*)

To approve as a correct record the minutes of the previous meeting.

### 4 **Welsh Public Library Standards 5th Framework - Annual Report** 4.35 pm (*Pages 7 - 52*)

- (a) Councillor Bradbury, Cabinet Member: Community Development, Co-Operatives and Social Enterprise will be in attendance and may wish to make a statement
- (b) Sarah McGill (Director – Communities, Housing & Customer Services) and Isabelle Bignall (Head of Service - Customer Services) will be in attendance to provide a presentation and to answer Members' questions;
- (c) Questions from Committee Members.

*By Receiving this Document Pack Electronically you have saved the Authority approx. £2.40 in printing costs*

**5 Cardiff Central Library Hub** (*Pages 53 - 78*) 5.05 pm

- (a) Councillor Bradbury, Cabinet Member: Community Development, Co-Operatives and Social Enterprise will be in attendance and may wish to make a statement
- (b) Sheila Hendrickson Brown (Chief Executive of the Cardiff Third Sector Council) will ask two Public Questions on behalf of the city's Third Sector on two questions relating to the impact of community hubs
- (c) Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Head of Service - Customer Services) and Nicola Richards (Central Library Manager) will be in attendance to provide a presentation and to answer Members' questions;
- (d) Questions from Committee Members.

**6 Library Stock Management** (*Pages 79 - 84*) 5.40 pm

- (a) Councillor Bradbury, Cabinet Member: Community Development, Co-Operatives and Social Enterprise will be in attendance and may wish to make a statement
- (b) Sarah McGill (Director – Communities, Housing & Customer Services) and Isabelle Bignall (Head of Service - Customer Services) will be in attendance to provide a presentation and to answer Members' questions;
- (c) Questions from Committee Members.

**7 Way Forward** 6.20 pm

**8 Date of next meeting**

The next meeting of the Economy & Culture Scrutiny Committee is scheduled to be held on Thursday 3 December 2015 at 4.30pm in CR4, County Hall, Cardiff.

**Marie Rosenthal**

**Director Governance and Legal Services**

Date: Friday, 30 October 2015

Contact: Andrea Redmond, 029 2087 2434, [a.redmond@cardiff.gov.uk](mailto:a.redmond@cardiff.gov.uk)

## ECONOMY &amp; CULTURE SCRUTINY COMMITTEE

15 OCTOBER 2015

Present: County Councillor McKerlich(Chairperson)  
County Councillors Dilwar Ali, Govier, Javed, Stubbs and  
Weaver

## 28 : APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Howells and Hyde.

## 29 : DECLARATIONS OF INTEREST

There were no declarations of interest received.

## 30 : MINUTES

The minutes of the meeting held on 10 September 2015 were agreed as a correct record and signed by the Chairperson.

## 31 : THIRD SECTOR QUESTIONS - TRIAL

No questions were received.

32 : ARTS COUNCIL OF WALES - THE POTENTIAL OF THE ARTS IN  
CARDIFF

The Chairperson welcomed Sian Tomos, Arts Council of Wales, Director of Enterprise and Regeneration, David Alston, Director of Arts and Lisa Matthews, Portfolio Manager to the meeting.

The Chairperson invited the witnesses to make a statement, Sian Tomos thanked the chairperson for the invitation to attend the meeting, she stated that the Arts Council for Wales promotes Welsh Language Arts too; that the Arts sector is very vibrant and strong, and the Arts Council for Wales is looking for partnership working opportunities and ways to engage with more people. She added that Arts are now in a number of settings including out in the Community. It was noted that there was a £60m turnover in Arts, just from the regularly funded events.

Members were provided with a presentation on the Arts Council for Wales' Vision which included information on Attendance, Participation, Employment and Financial information. Sian Tomos further added that Arts should be seen as an investment as they do bring return for the economy; it needs an injection of public cash, its vibrant but fragile. She stated that Arts underpins life in Cardiff, with its cultural attractions and the way it embraces cultural sectors, its important for the student community, its an important tourist offer in conjunction with sporting events and the two shouldn't be divided; Arts is important for destination marketing and a driver for Cardiff's economy. She added that it was important to attract more artists to the already vibrant community in order that a step change can happen and the example of Shoreditch was given to highlight the success that can come from building on an Arts community.

David Alston stated that it was clear that Cardiff was in a very competitive situation to occupy on the world stage, as it is an international City; he provided examples of forthcoming projects such as Re-Imagine India which would focus on the Indian community in Cardiff. The example of the 'Ball in the Wall' was provided to show an innovative initiative that can do a lot for communication of international events. He stated that there was a menu of events that the City could offer such as Artes Mundi which was a huge event that linked across the world and had major international coverage; Cardiff Singer of the World was provided as another example of this.

Lisa Matthews provided the example of Womex, a huge music industry event that travels around Europe but is hosted in Cardiff and is used as a catalyst for the music industry across Wales. She stated that events such as this then leave a legacy and leads to events such as the Radio 2 folk awards being hosted in the Wales Millennium Centre. It was added that local events happen too such as Made in Roath, grassroots regeneration projects such as Abacus. She added that Arts can regenerate and reposition Cardiff and its communities and how Cardiff is perceived Internationally.

The discussion lead on to how Arts can be used in conjunction with public planning and urban design and that 7 projects were ongoing across Wales, in areas such as Swansea, Rhondda Cynon Taf and Merthyr, no bid was received from Cardiff.

Members were also informed of a project in Bangor where the University of Bangor were working in conjunction with Arts and Dementia and contributing to the Health Agenda.

Cardiff was described in terms of a healthy body where the National Museum, Royal College of Music, St David's Hall, Central Library, BBC, Callaghan Square, Loudon Square and Cardiff Bay were the spine, all walkable and explorable; areas such as Ely, Roath, Splott and Butetown were described as the lungs breathing life into the City, with emphasis placed on the importance of Cardiff's communities.

Members were advised of initiatives whereby Arts in Schools were enhancing creativity in the classrooms; and that Culture and Arts work together to create a liveable prosperous city, where regeneration, health, pleasure, engagement, jobs and wellbeing were a good case to be working more closely with the Council.

A closing comment was made that Cardiff is at a pivotal point, its future direction for the Arts is crucial. Cardiff needs to push forward as the Capital city for the benefit of Wales.

The Chairperson invited questions and comments from Members:

- Members asked if the £18.5m Arts Council of Wales funding was increasing. Members were advised that the trading environment for all public services is changing; they are majoring in fundraising, looking at local clients to embed themselves in local communities; conversations regarding building resilience were also taking place. It was added that they have been through an Investment review, looking at all who they want to keep, but budgets for next year had not yet been confirmed, so it was important to see how that reflects the list.

- A Member considered that Cardiff had the potential to be the City of Culture of the World and asked witnesses what they could do to promote Cardiff and improve venues and equalities. Members were advised that equalities were very important to them, they were disappointed with Improvements identified in the Investment Review and were taking them on as development strand, to see how they could reach the right people. The Member added that there was little knowledge of the Arts Council in the communities as to how they could express themselves.

Members were advised that there were a number of projects that happen such as Black History Month, but they are short term projects that end and don't necessarily accumulate experience; sometime events can be a catalyst to discovering local artists, so it was important to find a glue between different events throughout the City, and this is something that can be worked on.

- Members asked that as the Council faces significant budget threats, what advice can the Arts Council for Wales give on opportunities and threats that the Committee could look at next year with budget scrutiny. Members were advised that there was around £550k of Local Authority funding coming from various different sources, including a contribution from Cardiff, if this was considered as one whole offer then there would be less risk. It was added that a totality of spend in culture was needed at the next budget round, looking at the overall spend in Culture including Estates and s106 legislation.

Members asked if there was any Local Authority good practice to look at and were advised that Liverpool places Culture in all its budgets and Manchester has conserved its Culture budget.

- Members enquired whether there was any audit or gap analysis undertaken to identify what is missing culturally and were advised that a Cardiff audit had not been undertaken.
- Members noted the work that was being done with Arts and Dementia and asked if the outcomes of this work would be measured and the benefits shared to others. Members were advised that yes outcomes would be measured and the results of the work would be shared.
- Members considered that Wales is an exciting place to be culturally and that this puts pressure on Cardiff to preserve it and asked if the Arts Council for Wales supported that Cardiff incurs the burden for all of Wales. Members were advised that a CIPFA consultation closes soon on the very subject of regional responsibility for provision, they argue that there needs to be another mechanism for this. They added that they put £18.5m into Cardiff; Cardiff and National roles have a long and complicated history and now was the time to discuss them together. Cardiff has National Assets so therefore the dialogue needs to be National.

The Chairperson thanked the witnesses for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee’s behalf to the Cabinet Member to convey their comments and observations.

### 33 : CARDIFF BUSINESS COUNCIL - REVIEW

The Chairperson welcomed Councillor Phil Bale, Leader; Neil Hanratty Director of Economic Development, Ken Poole Head of Economic Development, Mark Lang (Publicani) and Nigel Roberts Chair of Cardiff Business Council to the meeting.

The Chairperson invited the Leader to make a statement in which he referred to the review of the Cardiff Business Council and saw this as an opportunity to look at arrangements and best practice in relation to the City Deal and with the funding due to end next March, an opportunity to look at what comes next.

Members were provided with a presentation on the Publicani Consulting report entitled ‘A Review of Cardiff Business Engagement Arrangements in the Context of the City Deal’, which included information on the Methodology, Interview Findings, Experience of Cities and Business Engagement, Conclusions and Recommendations.

The Chairperson invited Nigel Roberts to present his views in which he stated that the Cardiff Business Council (CBC) is actually very young and it was important to consider how it is handled going forward; CBC has been in various forms over the past 20 years and it was necessary to ensure that the reputation of the businesses involved and the work done to date are not devalued. The 3 years ring fenced funding had already been cut to 2 years. He stated that his view was that the CBC should be promoted to a City Region Level; people have given their free time to sit on the CBC, to ‘sell’ Cardiff and provide leverage, the example of Alert Logic’s inward investment in Cardiff was provided and that more deals like this one were needed.

Nigel Roberts added that they had been successful in securing match funding from the Private Sector and the Marketing Suite in the Assembly was provided as an example of this; but this private sector funding had petered out over the last few months since the announcement of the withdrawal of Cardiff Council funding. He stated that what the CBC morphs into next is very important as it ensuring that the reputation of the people involved in the CBC are not tarnished to suggest failure in any way as it has been a tremendous success.

The Chairperson invited questions and comments from Members:

- With reference to the Methodology of the survey Members asked whether people were anonymous or could be identified. Members were advised that comments are attributable but people are not named, there was a semi structured approach without closed questions so that people are more engaged; telephone surveys were not ideal and most interviews were conducted face to face. Members asked if it was subjective, and were advised that they were as they were down to the academic integrity of the person taking the interviews.
- A Member considered that it may be the wrong time for a change to happen, a review was undertaken when the CBC was just over one year old. The Member considered that there was too much emphasis on the City Deal.

Officers stated that the timing was right, not only due to the City Deal but also because the funding is being withdrawn next February. It was added that it has taken a long time to establish a City Regional Vehicle.

- Members asked whether CBC could continue as self funding as they had been successful in securing private sector funding. Officers stated they could only survive with the Councils contributions.

The Leader commended the commitment and enthusiasm of members of the CBC, but noted the significant budget pressures and considered there to be an opportunity through the City Deal to align fragmented elements of the region. He added that a solution was needed that is right for Wales, working with Welsh Government to ensure businesses are involved.

Nigel Roberts stated that in relation to finances the CBC were doing very well, they had received a huge contribution from Aviva and other major businesses in the City, he stated that the only reason they wouldn't be self funding was that the link to the Council would be cut and that people thought that would enable influence. He added that the review had suggested failure in some way so the private sector funding had collapsed; he stated that he was working with officers and Welsh Government as to what will happen next.

- Members asked what contact there has been with other business networks in the city region; and asked for further information on the leadership board such as secretariat. Members were advised with regards to the Leadership Board, what had been evident from the surveys was that people wanted to maintain their locality, a 2 tier structure was considered, strategic and then a wider spectrum; less Councillors would allow a wider representation, and responsibilities could be rotated. The Leader added that he and the Chief Executive had visited all the Local Authorities and arrangements vary in each, taking the City Deal forward provides an opportunity to address this, and action plan needed to be produced quickly and interim plans put in place. With regards to funding, when the Leader had talked to other Leaders and Chief Executives, in principal they felt that they could support the funding of the City region Leadership Function.
- Members could see how the 2 tier structure would work but enquired whether that was the commitment that businesses were making. Members also noted that in regard to funding, presumably Cardiff couldn't afford to make the same contribution as previously given to the CBC. Officers explained that Cardiff's contribution would initially be £500k reducing to £340k and that an allocation had been made for this in the budget for base funding going forward. Officers agreed that a long term sustainable approach to funding was needed, there is willingness from Welsh Government and Local Authorities to make contributions, and now was the time to do what should have been done geographically. Over the next few months, work would be done to understand these contributions and shape what is going to be taken forward, eventually it could become self funding.

Nigel Roberts stated that there were Local Enterprise Partnerships in England, Economic Growth Funds in England, BID's and City Deals in other places; he considered that Cardiff was on the back foot and should be looking upward

and increasing funding; he considered that with reference to Governance, this needed dynamism.

- Members understood the need to regionalise but asked how Cardiff could hold on to the dynamism, good will and good work that had been done by the CBC. Officers stated that the funding was still there until March next year and some great events were planned. Officers provided the commitment that the marketing suite would stay. Officers added that they did not think they were losing momentum, they want to engage with the private sector businesses like Legal and General; they have a priority to grow the City and provide jobs for the citizens, and would continue to push for the City Deal.

Nigel Roberts considered that the Welsh Government should provide funding; that Local Authorities would only contribute if they get something back; that a charm offensive and selling the region was needed; a new entity needed very clear strategic objectives. He added that the Welsh Government were very supportive of the work that CBC had done and he considered that it should be promoted and the momentum increased.

The Leader committed to move quickly with the Action Plan, he added that they were all going in the same direction and a mechanism was needed to provide strategic engagement of business; its about building on the success of the CBC and moving forward rather than starting from scratch.

- Members were concerned that receiving funding from Local Authorities on a voluntary basis would not work; a Member considered that the Welsh Government should allocate what contributions are made based on population with no option to reduce, as all would have different interests and some would benefit more than others. The Leader agreed that they needed to be locked into a proper regional arrangement, with base funding which leverages private sector funding.

The Chairperson thanked the Cabinet Member, Officers and witnesses for attending the meeting, giving their presentations/views and for answering Members questions.

AGREED – That the Chairperson writes on the Committee’s behalf to the Cabinet Member to convey their comments and observations.

#### 34 : CORRESPONDENCE

The Committee received copies of correspondence sent and received in relation to matters previously scrutinised by this Committee.

AGREED – That the correspondence report and attached documentation be noted.

#### 35 : DATE OF NEXT MEETING

The next meeting of the Economy & Culture Scrutiny Committee is scheduled for 5 November 2015 at 4.30pm in Committee Room 4, County Hall.



CITY & COUNTY OF CARDIFF

DINAS A SIR CAERDYDD

ECONOMY & CULTURE SCRUTINY COMMITTEE

5 NOVEMBER 2015

---

**WELSH PUBLIC LIBRARY STANDARDS – ANNUAL REPORT 2014/15**

---

**Purpose of Report**

1. To update the Committee on the performance of Cardiff Libraries against the *Fifth Assessment Framework for Welsh Public Library Standards (WPLS): Annual Report 2014/15*. The Committee has monitored the Council's progress against the Standards for a number of years and agreed to continue to do so as part the work programming confirmed in September 2015.

**Background**

2. The Welsh Government launched the first set of Public Library Standards (WPLS) for Welsh authorities in 2001, to be implemented over a three year period from 2002/03 to 2004/05. This was a set of national standards with a procedure for performance management that generated comparative performance information. It was intended as a support mechanism to effect improvements and greater efficiency in libraries, which local authorities have a statutory duty to provide under the Public Libraries and Museums Act 1964. There is consensus within the library profession and across local authorities that the Standards have driven improvement in libraries across Wales.
3. The fifth quality framework of Welsh Public Standards 2014-2017 (attached at **Appendix A**) – '*Libraries Making a Difference*', has been developed to monitor how well library services deliver benefits such as literacy, digital inclusion, cohesive communities, and health and well-being for the people of Wales. This framework has moved away from the standards and performance indicators used in previous years and has instead introduced core entitlements and quality indicators to measure the impact of library services.

4. The desired outcome of the fifth framework is that libraries deliver all the services and facilities listed as core entitlements. The framework has been themed around four areas of core service, with each containing a number of core entitlements and quality indicators. The core services and related entitlements are as follows:

#### **Customers and Communities**

- **WPLSCE 1** – Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.
- **WPLSCE 2** – Libraries in Wales will stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.
- **WPLSCE 3** – Libraries in Wales will provide access to a range of services and resources to support lifelong learning, personal well being and development, and community participation.

#### **Access for All**

- **WPLSCE 4** – Libraries in Wales will be open to all members of their communities.
- **WPLSCE 5** – Libraries in Wales will be free to join.
- **WPLSCE 6** – Libraries in Wales will provide a safe, attractive and accessible physical space with suitable opening hours.
- **WPLSCE 7** – Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special needs. Special needs can be caused by physical and health impairment, economic disadvantage (e.g. long term unemployment), cultural difference (e.g. language, new arrivals), educational background, or other circumstances that require special library services.

#### **Learning for Life**

- **WPLSCE 8** – Libraries in Wales will lend books for free.
- **WPLSCE 9** – Libraries in Wales will deliver free access to information.
- **WPLSCE 10** – Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.

- **WPLSCE 11** – Libraries in Wales will deliver free use of online information resources 24 hours a day.
- **WPLSCE 12** – Libraries in Wales will provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.
- **WPLSCE 13** – Libraries in Wales will share their catalogues, to enable a single search of all Welsh library resources.

### **Leadership and Development**

- **WPLSCE 14** – Libraries in Wales will promote libraries to attract more people to benefit from their services.
  - **WPLSCE 15** – Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.
  - **WPLSCE 16** – Libraries in Wales will work in partnership to open up access to the resources of all Welsh libraries.
  - **WPLSCE 17** – Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.
  - **WPLSCE 18** – Libraries in Wales will provide a clear, timely and transparent complaints process if things go wrong.
5. The quality of these services and facilities, and the achievement of the core entitlements will be assessed against a broad range of performance indicators and outcome-based measures – these are referred to as Quality Indicators (WPLSQI) and can be found listed throughout **Appendix A**.

### **Annual Report 2014/15**

6. It is a duty of the Welsh Ministers to superintend and promote the improvement of public library services in Wales. In accordance with this duty the Welsh Government undertakes an Annual Review of each local authority library service. CyMAL's<sup>1</sup> evaluation of Cardiff's performance was received in September 2015 and can be found attached at **Appendix B and C**. The

---

<sup>1</sup> CyMAL was the Welsh Government's Museums, Archives and Libraries Division. It has since changed its name to MALD (Museums, Archives and Libraries Division).

evaluation is based on self assessment data submitted by the authority against each Core Entitlement (WPLSCE) and Quality Indicator (WPLSQI).

7. The evaluation found that:
  - Cardiff met 17 of the 18 core entitlements in full, and partially met one.
  - Of the seven quality performance indicators which have targets, Cardiff achieved four in full, two in part and failed to achieve one.
  - The Council's Library Service has key strengths in community engagement and its visitor levels.
  - The main areas of concern are the staffing and acquisitions budgets.
  
8. The Core Entitlement Cardiff is found to have only partially met is **WPLSCE 15 – Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs**. The narrative provided within the Annual Assessment report states that "*Cardiff did not record outcomes from attendees at training sessions*" and, "*Cardiff has not carried out a standard user survey since 2008*". It is noted, however, that case studies do demonstrate the impact of library services on individual users and that in-house surveys show high levels of satisfaction.
  
9. The Annual Assessment report splits the Quality Indicators into three sections 1) Quality indicators with targets, 2) impact measures and 3) quality performance indicators and benchmarks. Below is the overview of Cardiff's performance against the quality indicator standards.

**Quality Indicators with targets** – Cardiff is achieving 4 in full, 2 in part and failing to achieve 1 – as shown in the following table:

Quality Indicator	Met?	
QI 3 Individual development:		Fully met
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Fully met
QI 8 Up-to-date reading material:		Not met
a) Acquisitions per capita	✗	
or Materials spend per capita	✗	
b) Replenishment rate	✗	
QI 9 Appropriate reading material:		Fully met
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✓	
or Spend on Welsh per capita	✗	
QI 10 Online access:		Partially met
a) All service points	*	
Computers per capita	✗	
b) Wi-Fi provision	✓	
QI 13 Staffing levels and qualifications:		Partially met
a) Staff per capita	✗	
b) Professional staff per capita	✗	
c) Head of service qualification/training	✓	
d) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Fully met

\* In this first year of the new framework, MALD agreed that authorities would not be penalised on this indicator if all static service points provide internet access but their mobiles did not.

**Impact measures** – Cardiff did not report any figures in this area as it did not conduct an impact survey during 2014-15, and did not collect feedback from attendees at training sessions.

Performance indicator	Cardiff	Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	n/a		63%	93%	95%
e) % of adults who think that the library has made a difference to their lives:	n/a		73%	87%	92%
% of children who think that the library has made a difference to their lives:	n/a		43%	79%	90%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	n/a		80%	93%	100%

**Quality performance indicators and benchmarks** – these indicators do not have targets but allow performance to be compared across the 22 local authorities in Wales. As can be seen, in some areas Cardiff is ranked first in Wales, and in others is amongst the middle or lowest performing local authorities.

Performance indicator	Cardiff	Rank	Lowest	Median	Highest
<b>QI 1 Making a difference</b>					
a) new skills	n/a		55%	72%	93%
c) health and well-being	n/a		29%	58%	91%
d) enjoyable, safe and inclusive	n/a		84%	97%	98%
<b>QI 2 Customer satisfaction</b>					
a) 'very good' or 'good' choice of books	n/a		82%	89%	97%
b) 'very good' or 'good' customer care	n/a		93%	99%	99%
c) 'very good' or 'good' overall;	n/a		94%	96%	99%
d) child rating out of ten	n/a		8.0	9.2	9.4
<b>QI 4 User training</b>					
a) attendances per capita	39	5	2	26	278
c) informal training per capita	115	15 / 21	16	162	484
<b>QI 6 Library use</b>					
a) visits per capita	5,955	1	2,637	4,177	5,955
b) virtual visits per capita	2,449	1	212	923	2,449
c) active borrowers per capita	232	3	71	155	288
<b>QI 7 attendances at events per capita</b>	221	9	21	192	464
<b>QI 11 Use of ICT - % of available time used by the public</b>					
a) equipment	46%	5	23%	36%	70%
b) Wi-Fi services	n/k		4%	37%	79%
<b>QI 12 Supply of requests</b>					
a) % available within 7 days	72%	9	62%	69%	81%
b) % available within 15 days	82%	17	74%	84%	94%
<b>QI 13 Staffing levels and qualifications</b>					
(v) a) total volunteers	31	4	0	14	74
b) total volunteer hours	927	6	0	527	2696
<b>QI 14 Operational expenditure</b>					
a) total expenditure per capita	£17,410	4	£8,966	£14,054	£20,796
b) % on staff,	49%	19	45%	57%	77%
% on information resources	10%	20	5%	13%	21%
% on equipment and buildings	20%	3	0%	4%	27%
% on other operational costs;	22%	12	4%	22%	37%
c) capital expenditure per capita	£481	10	£0	£266	£2,126
<b>QI 15 Cost per visit</b>	£2.07	22	£2.07	£2.87	£3.92
<b>QI 16 Opening hours (see note)</b>					
(ii) a) % hours unplanned closure of static service points	0.17%	18	0.0%	0.02%	0.52%
b) % mobile stops / home deliveries missed	5.4%	19 / 19	0.0%	0.4%	5.4%

*Note: Rankings here have been reversed, so that 1 is the lowest scoring authority.*

10. Highlights from the commentary of the CyMAL assessment report include:
- Attendance at formal training is above the median for Wales, but rates of informal training reported are below the median for Wales.
  - Both physical and virtual visits per capita have increased compared to last year, and are now the highest in Wales, partly as a result of co-location and the successful Hub strategy.
  - The number of active borrowers has fallen since last year, although it is still third highest in Wales.
  - Efficiency savings have impacted on the rate of acquisitions, which are low in both absolute and replenishment terms. This is the only area where Cardiff completely missed the target set in the standards. Only one authority reported lower acquisitions per capita, and only two had lower replenishment rates.
  - There has been a fall in the number of networked public access computers. The provision does not meet the target set and is below the median for Wales.
  - Cardiff used 31 volunteers during the year, each giving an average of 30 hours to the service.
11. The concluding remarks of the Annual Assessment report state that *“The authority is to be praised for its high visits per capita, probably as a result of shared co-location hubs, and for its community engagement, but should consider its staffing and acquisitions budgets, and its lack of a comprehensive customer review process.”*

### **Previous Scrutiny**

12. The WPLS Annual Report for 2012/13 went before the Economy and Culture Scrutiny Committee on 28 November 2013. In their letter, Members:
- placed considerable focus on staffing and training issues, highlighting concerns that there is potential for dilution of skills of qualified Library Staff and a requirement for skills not traditionally associated with librarianship, such as project management;

- were concerned that budget savings would negatively impact on the ability of Cardiff to achieve the WPLS. Members recommended that any savings proposals that relate to Libraries detail the likely impact on the attainment of the WPLS Standards;
  - queried whether two wards in particular (Creigiau and Pontprennau) satisfied the requirements for distance to the nearest library branch, as set out in WPLS 1;
  - were pleased to be informed that Mobile Library Services would be re-visited, with a focus on making services accessible to those who would have no suitable access to other Library services;
  - were concerned that Cardiff narrowly missed out on satisfying the standard relating to WiFi (WPLS 4).
13. The WPLS Annual Report for 2013/14 was considered by the Economy and Culture Scrutiny Committee on 4 December 2014. In their letter, Members offered congratulations for the fact that Cardiff had achieved above the Welsh average for 2013/14, and that the Council had increased the number of Standards met for each year of the fourth quality framework of Welsh Public Library Standards.
14. Through the Committee's scrutiny of the Welsh Public Libraries Standards fourth framework, the following issues have been recurrent in the attention of Members:
- staffing levels in libraries in Cardiff are a chronic issue with Cardiff being in the lowest quartile for the whole of Wales;
  - qualification levels of staff are below the WLPS standard;
  - the levels of new stock acquisitions have been an area of concern.

## **Way Forward**

15. Councillor Peter Bradbury (Cabinet Member for Community Development, Co-Operatives and Social Enterprise) will be in attendance, and may wish to make a statement. Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Head of Service - Customer Services) and Nicola



Richards (Central Library Manager) will be in attendance and will provide a short presentation on Cardiff's performance against the WLPS for 2014/15. The will also be available to answer any questions that Members may have.

## **Legal Implications**

16. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

17. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **Recommendation**

18. The Committee is recommended:
  - a. to consider whether it wishes to pass on any comments, observations or recommendations to the Cabinet;
  - b. to discuss whether it wish to schedule any further scrutiny of this issue.

### **MARIE ROSENTHAL**

Director of Governance and Legal Services

30 October 2015

*The following Appendices are attached:*

**Appendix A:** Libraries making a difference: The fifth quality framework of Welsh Public Library Standards 2014-2017

**Appendix B:** Directors Letter, Welsh Public Library Standards 2014-17, City of Cardiff Council

**Appendix C:** Annual Assessment Report 2014-15, Welsh Public Library Standards 2014-17, City of Cardiff Council

# Libraries making a difference



Llywodraeth Cymru  
Welsh Government

[www.cymru.gov.uk](http://www.cymru.gov.uk)

The fifth quality framework of Welsh  
Public Library Standards 2014-2017



CyMAL: Museums Archives and Libraries Wales

Welsh Government

Rhodfa Padarn, Llanbadarn Fawr

Aberystwyth, Ceredigion

SY23 3UR

[cymal@wales.gsi.gov.uk](mailto:cymal@wales.gsi.gov.uk)

0300 062 2112

[www.wales.gov.uk/cymal](http://www.wales.gov.uk/cymal)

ISBN 978-1-4734-1120-3 (online)

ISBN 978-1-4734-1122-7 (printed)

Prepared by LISU in consultation with the Welsh Government

Printed on 75% recycled paper

Images © Welsh Government – Libraries Inspire

WG20725

© Crown Copyright 2014

## Contents

Foreword	5
<b>1. Introduction</b>	<b>7</b>
1.1 The benefits of using public libraries	7
1.2 What this means for the people in Wales	7
1.3 Fulfilling the statutory duty	8
1.4 The fifth quality framework	9
<b>2. Customers and Communities</b>	<b>13</b>
2.1 Core entitlements	13
2.2 Quality indicators	13
<b>3. Access for all</b>	<b>17</b>
3.1 Core entitlements	17
3.2 Quality indicators	17
<b>4. Learning for Life</b>	<b>19</b>
4.1 Core entitlements	19
4.2 Quality indicators	19
<b>5. Leadership and development</b>	<b>21</b>
5.1 Core entitlements	21
5.2 Quality indicators	21
<b>6. Reporting, monitoring and assessment</b>	<b>25</b>
6.1 Reporting requirements	25
6.2 Monitoring and assessment procedures	25
<b>Appendix</b>	<b>28</b>



Llyfrgell  
Library

## Foreword



I know from my many visits and from meeting people at events that the public library is a very important and valued service at the heart of communities. It provides a friendly space for learning and leisure, for meeting people and taking part in events. The modern library is also available 24/7 through online services such as e-books, e-magazines, and other digital resources. In poorer parts of Wales, libraries provide vital free access to digital services including information about welfare benefits and jobs.

The economic forecast for the next three years represents a challenge for us all. I appreciate that local authorities will have to make difficult decisions about the services they provide. However, public libraries are a statutory service as laid out in the *Public Libraries and Museums Act 1964*. For over a decade the Welsh Government has implemented successive assessment frameworks which have helped bring a more consistent level of public library provision across Wales. I want everyone in Wales to continue to benefit from effective and relevant public library services and resources.

April 2014 sees the start of the next assessment framework. It has been prepared in consultation with the library sector and local authorities and reflects not only the difficult economic future, but also sets some aspirational targets. The framework includes impact and outcome measures for the first time. This will help to reveal the wide range of benefits that can result from using the public library service such as improvements to people's literacy skills, digital skills and health and wellbeing.

I am therefore pleased to publish this fifth framework of the Welsh Public Library Standards and to also acknowledge the continuing partnership between the Welsh Government and local authorities. Together we can work to ensure that library services in Wales remain at the heart of our efforts to improve the lives of the people of Wales.

A handwritten signature in black ink that reads "John Griffiths".

John Griffiths AM  
Minister for Culture and Sport  
April 2014



# HQ is stormed by rebels



177, 179  
The rebels' attack, which they say is a prelude to a full-scale assault on the city, has left at least 100 people dead and hundreds injured. The rebels are demanding the withdrawal of all foreign troops from the city.

# Gaddafi

## Mystery of beach man who's lost all memory



By [Name]  
A man who has lost all his memories after a beach accident is being searched for by his family. The man, who is now in his late 30s, was last seen at a beach in [Location] in [Year]. His family is desperate to find him and is offering a reward of \$10,000 for any information.

## Strauss-Kahn faces new lawsuit in Paris

By [Name]  
Former French Prime Minister Dominique Strauss-Kahn is facing a new lawsuit in Paris. The lawsuit is brought by a woman who claims that she was sexually assaulted by Strauss-Kahn in a Paris hotel room in 2011. Strauss-Kahn has denied the allegations.

**It's good to know I'm not paying for careless drivers!**

Over half our customers pay less than \$288 a year.

FREE

NISSAN

800 483 1073



# 1. Introduction

*“Public, educational, and workplace libraries, are at the heart of their communities. The very reason for their existence is to inspire and assist people to make a positive difference to their lives. Libraries contribute to the social, educational, cultural and economic well being of the people of Wales.”<sup>1</sup>*

## 1.1. The benefits of using public libraries

Library service engagement with individuals and with the wider community drives benefits in many of the Welsh Government’s outcome areas such as literacy, digital inclusion, cohesive communities, poverty, and health and well being. How the library interacts with its stakeholders – chiefly the users (and potential users) of the service – is key to the provision of a quality service. User perceptions of the services available derive from their experiences. Libraries which engage appropriately with their customers will provide the maximum benefits both for individuals and the community. As well as providing training and learning support for individuals, libraries contribute to society in other ways, such as providing access to computers and e-government for digitally excluded members of the community.

The public library may be the only place in the community where users can spend time in a safe and neutral environment. Supporting job-seekers in their search for work contributes to the local – and national – economy. By providing specialist facilities and services for those in the community who might have special needs, libraries contribute to health and well-being. Such benefits will only be achieved if the library provides equality of access for all. Much information is now more easily accessible online, and some is only available online, and libraries are uniquely positioned to facilitate access to resources which may be too costly for individuals (e.g. the cost of the basic hardware, Internet access or the resource subscription).

Libraries play a key role in providing information, promoting knowledge and developing skills for people of all ages and all walks of life. From children’s first steps in listening to stories and learning to read, to providing quiet spaces for study, and supporting older people in using new technologies, libraries contribute to the delivery of literacy targets, information literacy and digital inclusion.

Good libraries play an important part in shaping people’s views of their local authority. In order to deliver quality, sustainable services to the public, libraries need active leadership and a programme for development enabling them to respond in a timely way to the changing information and cultural needs of their local communities. Staff must have the skills, knowledge and confidence to deliver services and meet customer needs, demonstrated by appropriate professional qualifications. Libraries have the opportunity to contribute to a range of wider local and national government agendas, but this will only happen if the library is pro-active in promoting its role, based on a strong vision linked to those agendas.

## 1.2. What this means for the people of Wales

The fifth framework of Welsh public library standards comprises 18 core entitlements and 16 quality indicators to monitor how well library services realise these benefits for the people of Wales. The mapping between benefits and indicators is not a simplistic one, as measuring outcomes and impacts at a service-wide level cannot be achieved directly, but must be inferred from broader indicators. The table below shows the indicators in this framework which are most directly related to some of the key benefits of using public libraries. Libraries which perform well on these indicators will be engaging appropriately with their customers to make a difference to their lives.

<sup>1</sup> CyMAL (2011) *Libraries Inspire: The strategic development framework for Welsh libraries 2012-16*, p 7 Available at <http://wales.gov.uk/topics/cultureandsport/museumsarchiveslibraries/cymal/libraries/librariesinspire/?lang=en>

Outcomes and impacts	Core entitlements	Quality indicators
I am able to increase my knowledge/skills having used the library	1, 2, 3	1, 3, 4
I am able to take part in reading and other cultural events organised by the library service	3	8, 9
I feel part of a community using the library service	3, 15	1, 5, 6
I am able to take advantage of the opportunities offered in the digital world using the library service	1, 10, 11	8, 12, 13
My health and well-being is enhanced by using the library	3, 7	1
I can participate more fully in local affairs via the facilities in the library	3, 11	3, 12

Other core entitlements and quality indicators are concerned with the effective management of services, which underpins the effective delivery of the outcomes and impacts.

A short user guide for the public and local authority members is available from CyMAL.<sup>2</sup>

### 1.3. Fulfilling the statutory duty

The *Public Libraries and Museums Act 1964*<sup>3</sup> makes it a duty of the relevant Welsh Ministers (currently the Minister for Culture and Sport) *“to superintend and promote the improvement of the public library service provided by local authorities...and to secure the proper discharge by local authorities of the functions in relation to libraries conferred upon them as library authorities under this Act”*. Under the same Act, library authorities are required to *“provide a comprehensive and efficient library service for all persons desiring to make use thereof”*.

Since 2002, the Welsh Ministers have fulfilled this duty through the Welsh Public Library Standards (WPLS, or, the Standards). The first framework ran from 2002 to 2005 with subsequent frameworks covering the periods 2005-08, 2008-11 and 2011-14. Each individual framework evolved to reflect the changing needs and expectations of public library users. In addition to the fulfilment of statutory duties, the WPLS framework plays

a valuable role in supporting the development of public library services. There is general consensus among stakeholders concerned with the provision of public library services in Wales that these performance measurement frameworks, introduced and administered by the Welsh Government for the sector, have helped public library services to improve in a number of ways and in key areas. For example, as a result of the Standards, there have been significant improvements in service areas such as the delivery of requests and provision of ICT facilities and services, leading to enhanced outcomes for library customers.

Local authorities also have a statutory duty (under section 7 of the Act) to provide a library service and encourage both adults and children to make full use of that library service. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are complying with their duties under the 1964 Act, and in assessing the comprehensiveness and efficiency, in terms of the manner of delivery, of library services in Wales.

### 1.4. The fifth quality framework

The aims of this new, fifth, framework of Welsh Public Library Standards are to:

<sup>2</sup> See <http://www.wales.gov.uk/cymal> for details

<sup>3</sup> Available at <http://www.legislation.gov.uk/ukpga/1964/75/contents>

- enable the Minister for Culture and Sport to fulfil the statutory requirements of the 1964 Act in respect of superintending the provision of a 'comprehensive and efficient' library service by local authorities;
- provide a robust assessment of the performance of library services;
- have clear links to the Welsh Government's agenda, to ensure credibility across local government in Wales;
- be relevant and useful to all local authority library services in Wales;
- be transparent, easily understood and accepted by all stakeholders;
- incorporate outcome measures to show the benefits of using libraries;
- act as a driver for improvements to library services and local communities; and
- minimise the burden of data collection on library authorities.

Introduced at a time of budgetary constraint, this framework provides opportunities for libraries to deliver services in innovative ways and the flexibility to make best use of the resources available to them. The framework has been developed using a variety of quality performance models as a basis to create a unique framework for Wales, incorporating input and output measures, as well as qualitative and impact/outcome elements.

It will come into operation on 1st April 2014, and libraries will make their first report against its requirements in the summer of 2015. This document describes the new framework in detail. It is appreciated that some areas of the framework may be more or less relevant in particular authorities and it is appreciated that library services will need to regard local priorities.

Library services contribute to a range of Welsh Government outcomes such as literacy, skills and learning, digital inclusion, poverty, health and well-being. Library provision spans these outcomes, offering a range of services which often support two or more of the outcomes simultaneously. The new quality framework has therefore been themed around four core service aspects:

- customers and communities;
- access for all;
- learning for life; and
- leadership and development.

Each aspect has a number of core entitlements and quality indicators associated with it, and has been related to wider government agendas. The desired outcome of the fifth framework is that libraries offer all the services and facilities listed as core entitlements. In order to assess the quality of these services and facilities, a range of performance indicators and outcome-based impact measures are



described, to show how people are better off as a result of using the library service.

A set of **core library entitlements** for Welsh citizens is set out in *Libraries Inspire*, the strategic development framework for Welsh libraries for 2012-16. These have been formally incorporated into this fifth quality framework, and a small number of additional entitlements included. These additional entitlements will help to promote the wider societal role of public libraries, ensuring inclusivity and sustainability of the service.

The **quality indicators** included are of three broad types.

- Input indicators are concerned primarily with what the library service will provide for the citizens of Wales in key areas in order that the core entitlements described above can be delivered.

- Output indicators are concerned with levels of use. When considered alongside input indicators, they can give an indication of the efficiency of delivery of the service.
- Outcome and impact indicators measure the direct or indirect effects of the library service on its users, and on the wider community. They show the difference libraries make to people's lives.

Some indicators have been developed from previous frameworks; others are new, reflecting an increasing emphasis on the outcomes and impact of the public library service for the people of Wales. Most will be reported every year; some may be reported once in the three year period, for example, where user survey data are required. For some indicators, formal targets are set, although such targets are not appropriate in all cases. Libraries will be expected to compare their performance on all indicators with previous



years, and to meet the targets where these are set. Benchmarking of authorities will be possible when all results are available.

The nature of the geography, distribution of population and other factors within individual authorities can cause significant variations in the approaches necessary to the planning and delivery of library services. For this reason, Welsh library authorities are offered alternatives against which to measure their services in some of the indicators described, and should choose the most appropriate to reflect their circumstances.

Definitions of the various terms and methods of data collection are not specified in this document; however these will be included with the reporting template provided to library services, and are available on request.<sup>4</sup> In all cases, detailed guidance on data collection and calculation will be provided to

library authorities to ensure consistency and comparability. Existing data will be utilised wherever practicable. Where appropriate, international standard definitions and methods have been adopted.

A final section of this document details the reporting requirements, which include an element of self evaluation and descriptive reporting in addition to key service statistics and the performance indicators, and describes the monitoring and assessment process. A holistic view of assessment will be taken. Library performance will be judged on all the aspects of the framework, including compliance with the core entitlements, ranking on the quality indicators, how many performance targets are met, and the narrative providing evidence of the impact of the service on individuals and the community.



<sup>4</sup> See <http://www.wales.gov.uk/cymal> for details



## 2. Customers and communities

Entitlements and indicators in this service aspect are designed to ensure that the library service engages with its customers and potential users, providing opportunities for individual and community development.

### 2.1. Core entitlements

#### WPLSCE 1

Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.

#### WPLSCE 2

Libraries in Wales will stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.

#### WPLSCE 3

Libraries in Wales will provide access to a range of services and resources to support lifelong learning, personal well being and development, and community participation.

### 2.2. Quality indicators

#### WPLSQI 1 Making a difference

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.

Authorities will report, at least once in the three year period:

- a) the percentage of adults who think that using the library has helped them develop new skills;
- b) the percentage of children 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 and the percentage of children who think that the library has made a difference to their lives.

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. Authorities may conduct annual surveys if they wish to do so and report accordingly.

#### WPLSQI 2 Customer satisfaction

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.

Authorities will report:

- 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 library they use is 'very good' or 'good' overall;
- d) the average overall rating out of ten awarded by users aged 16 or under for the library they use.

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 in the three-year period of this framework. 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 annual surveys if they wish to do so and report accordingly.

### **WPLSQI 3 Support for individual development**

Libraries shall ensure that the following services are offered in all static service points open for 10 hours per week or more:

- a) basic support in the use of the ICT 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. Training programmes may be developed and delivered with appropriate partners outside the library service;
- c) information literacy sessions for users (i.e. assistance in developing or enhancing capabilities to: identify and access appropriate resources efficiently and effectively; critically evaluate information; and apply information appropriately to further objectives, such as educational, employment, health and well-being);
- d) support for users to access local and national e-government resources;
- e) reader development programmes/activities for both adults and children.

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.

### **WPLSQI 4 User training**

This indicator assesses the extent to which sessions offered match local need and would include: reader development sessions; literacy, numeracy, information and digital skills sessions; ICT sessions, etc., including 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.

Authorities will report:

- a) the total number of attendances at pre-arranged 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;
- b) the percentage of attendees at such sessions who said that attendance helped them to achieve their goals;
- c) the number of customers helped by means of informal training during the year, divided by the resident population, multiplied by 1,000.

Part (b) of this indicator should be derived from a simple feedback form offered to all attendees. Part (c) of the indicator may be derived by sampling. Authorities will be provided with guidance to ensure consistency of reporting.







## 3. Access for all

Entitlements and indicators in this service aspect are designed to ensure that library services are delivered from buildings and facilities which are welcoming, inclusive and fit for purpose.

### 3.1. Core entitlements

#### WPLSCE 4

Libraries in Wales will be open to all members of their communities.

#### WPLSCE 5

Libraries in Wales will be free to join.

#### WPLSCE 6

Libraries in Wales will provide a safe, attractive and accessible physical space with suitable opening hours.

#### WPLSCE 7

Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special needs. Special needs can be caused by physical and health impairment, economic disadvantage (e.g. long term unemployment), cultural difference (e.g. language, new arrivals), educational background, or other circumstances that require special library services.

### 3.2. Quality indicators

#### WPLSQI 5 Location of service points

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

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 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.

#### WPLSQI 6 Library use

Three 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.

Authorities will report:

- the total number of visits to library premises during the year divided by the resident population, multiplied by 1,000;
- the total number of external visits to the library's website during the year divided by the resident population, multiplied by 1,000;
- the total number of active borrowers divided by the resident population, multiplied by 1,000.

The data used should be those as reported to CIPFA for the public library actuals return. This is a performance indicator in the National Strategic Indicators, Leisure and Culture, for Wales (LCL/001), and the guidance for the collection of data and calculation of this

Population density	% of households	Distance from library
20 or more persons per hectare:	At least 95%	within 2 miles of a static service point
Between 1.1 and 19.9 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
1.0 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

performance indicator is substantially the same for both frameworks.

### WPLSQI 7 User attendances at library events per 1,000 population

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.

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.

Events 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. Authorities may choose to report separately concerning events targeted at specific sections of the population, e.g. visually impaired readers; socially excluded groups.



## 4. Learning for life

Entitlements and indicators in this service area are designed to ensure that the library service provides a range of resources and services to meet people's needs.

### 4.1. Core entitlements

#### WPLSCE 8

Libraries in Wales will lend books for free.

#### WPLSCE 9

Libraries in Wales will deliver free access to information.

#### WPLSCE 10

Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.

#### WPLSCE 11

Libraries in Wales will deliver free use of online information resources 24 hours a day.

#### WPLSCE 12

Libraries in Wales will provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.

#### WPLSCE 13

Libraries in Wales will share their catalogues, to enable a single search of all Welsh library resources.

### 4.2. Quality indicators

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

a) Library authorities should achieve

**either** a minimum of 243 items acquired per 1,000 resident population

**or** a minimum spend of £2,180 per 1,000 resident population annually.

Books and e-books, periodicals, audio-visual material and electronic resources are all included.

b) Acquisitions during the year of materials for loan (including electronic materials for loan) should be equivalent to at least 11% of the lending stock at the start of the year.

#### WPLSQI 9 Appropriate reading material

This indicator is designed to ensure an appropriate balance of resources across various sections of the community.

a) The percentage of the material budget spent on resources for children should reflect the percentage of children in the resident population, within  $\pm 2$  percentage points.

b) **Either** a minimum of 4% of the material budget,  
**or** a minimum of £750 per 1,000 Welsh speaking resident population,

should be spent on the purchase of Welsh Language materials.

#### WPLSQI 10 Online access

a) Every static library and mobile library should provide a minimum of one device giving public access to the Internet and networked digital content. Authorities should achieve an aggregate total across the authority of no fewer than 9 such devices per 10,000 resident population. Computers, laptops, tablets, and other mobile devices are all included.

b) All static service points should provide Wi-Fi access for users to bring their own laptops or mobile devices.

#### WPLSQI 11 Use of ICT – % of available time used by the public

Authorities will report:

a) the percentage of available time allocated for use of public access ICT equipment (i.e. library-provided computers and other devices) actually taken up by users.

- b) the percentage of time during which Wi-Fi services are available that they are used by the public.

This should be aggregated across all libraries in the authority, including mobiles.

### WPLSQI 12 Supply of requests

This indicator measures the efficiency of the public library service in responding to requests for material which is not immediately available.

Authorities will report:

- a) the percentage of requests for material which are notified to the user as being

available within 7 calendar days of the request being made;

- b) the percentage of requests for material which are notified to the user as being available within 15 calendar days of the request being made.

Requests for pre-publication material shall be counted from the date of publication. Material which is not owned by the library but must be acquired by purchase or by inter-library loan is included in the calculations.



## 5. Leadership and development

Entitlements and indicators in this service aspect are designed to ensure that the library service is professionally managed with adequate resources.

### 5.1. Core entitlements

#### WPLSCE 14

Libraries in Wales will promote libraries to attract more people to benefit from their services.

#### WPLSCE 15

Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.

#### WPLSCE 16

Libraries in Wales will work in partnership to open up access to the resources of all Welsh libraries.

#### WPLSCE 17

Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.

#### WPLSCE 18

Libraries in Wales will provide a clear, timely and transparent complaints process if things go wrong.

### 5.2. Quality indicators

#### WPLSQI 13 Staffing levels and qualifications

- a) 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.
- b) 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 the qualifications held are relevant to their current roles and functions within the library service.

- c) 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.

Authorities will also report:

- i. where this post sits within the local authority management structure;
  - ii. the post held by the most senior professional librarian (where different); and
  - iii. where that post sits within the local authority management structure.
- d) 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 relevant training and development.
  - e) Library authorities may offer members of the community the opportunity to volunteer to support additional library services. Such opportunities can, for example, enhance the life skills and employability of individuals, contributing to tackling poverty outcomes.

Where there is community involvement in delivering the library service at a branch level, we expect there to be paid staffing working alongside the volunteers in the libraries.

Library authorities that use volunteer staff to deliver additional services 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.<sup>5</sup>

Authorities will report:

- i. the total number of volunteers

- ii. the total number of volunteer hours during the year
- iii. whether they have accreditation status relating to the NOS or are working towards this accreditation.

#### WPLSQI 14 Operational expenditure

In the current economic climate it is not thought appropriate to set a target for library expenditure, but spending on the public library service will continue to be scrutinised closely.

Authorities will report:

- 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;
- c) total capital expenditure per 1,000 resident population.



<sup>5</sup> See <http://iiv.investinginvolunteers.org.uk/inyourcountry/iiv-wales> for more information



### WPLSQI 15 Cost per visit

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.

Authorities will report:

- The total revenue expenditure 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.

Authorities which complete the CIPFA public library actuals return should use the same data here.

### WPLSQI 16 Opening hours

- a) Welsh public libraries should achieve a level of aggregate opening hours across all service points administered by the authority (defined as those that provide access to materials, staff and a range of library services) of no less than 120 hours per

annum per 1,000 resident population.

- b) This part of the indicator is concerned with the adequacy of the library service's maintenance programme and staffing strategy.

Authorities will report:

- i. the total number of hours of unplanned and emergency 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;
- ii. 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.

Scheduled opening hours not open as a result of adverse weather conditions, or any other cause beyond the library's control, are not included.





## 6. Reporting, monitoring and assessment

The statutory requirements of public library service provision in Wales are enshrined in the *Public Libraries and Museums Act 1964*. The performance indicators listed here will assist the Welsh Government in assessing whether or not local authorities in Wales are complying with their duties under the 1964 Act, and in assessing the efficiency of the manner of delivery of library services in Wales.

### 6.1. Reporting requirements

Each year, local authorities will be required to report their performance against the various elements of the framework. The return will include a compliance rating against the core entitlements – indicating whether these are fully met, partially met, or not met, with appropriate description/explanation where relevant. For all entitlements which are not fully met, the return should also include a comparison to the previous year, and a plan for improvement in the following year.

Individual authority returns will also include data showing performance against the quality indicators included in this framework, together with a comparison for the previous year. Where performance has declined, the return should include the authority's strategy to halt the decline. Where targets are not met, the return should include a narrative outlining proposals and a timescale to achieve these targets. These data will be drawn together to provide an overview of Welsh public library services as a whole, to assist with identification of good practice, and of areas where action may be required to bring about improvements.

Measurement of the impact of public library services – the difference those services make to people's lives – is not easily quantifiable. For this reason, a qualitative element will be included in the reporting. Each authority's return should include at least one, but no more than four, specific case studies describing the impact which the library service has had on an individual, or on a group of individuals, during the year. This is expected to describe

the use made of the service, and the difference that use made to the individuals or group. Guidance will be provided on the format of the case studies and appropriate material to include. Such case studies will build into a valuable source of evidence of impact and value, and will further promote the spread of good practice across Wales.

A second qualitative element of reporting will be a narrative that demonstrates how the library service is contributing towards both local authority agendas and wider Welsh Government priorities and strategic goals. The purpose of this strand of reporting is to encourage libraries to be aware of the wider social drivers (e.g. health and well-being; digital inclusion including information literacy; literacy, including reading and the connection with digital literacy; community engagement and community benefits, including families, children and young people, older people, welfare reform; Welsh language and culture), to which their service should be able to demonstrate a contribution, and to make explicit their relevance and value to policy makers at local, regional and national level.

Authorities will also be required to confirm that feedback in the form of opinion on the year's performances achieved by each library service has been adequately considered by the member with responsibility for library services and by the relevant management, scrutiny and performance monitoring procedures. A reporting template will be provided to authorities to ensure that reporting is consistent and comparable across Wales.

### 6.2. Monitoring and assessment procedures

The process of monitoring and assessing will be led by CyMAL: Museums Archives and Libraries division of the Welsh Government, and will follow the pattern established in earlier frameworks. Annual returns should be submitted by the deadline each year, and will be scrutinised for completeness by an

independent reviewer and a peer reference group. The independent reviewer will then prepare a formal written feedback report, covering all aspects of the framework, including all quality indicators and narrative elements, which will be delivered to each authority in the autumn, in time to address any issues raised as part of their formal service planning process. This feedback will be formally disseminated to library authority chief executives and also to council leaders, scrutiny officers or performance managers as well as to the managers of library services. The annual reports will be made public, via the CyMAL web pages.

The independent reviewer will prepare a summary overview each year, including an analysis of overall performances, and significant trends within those performances, against the entitlements and quality indicators. The highest, lowest and median performances in Wales will be calculated for each indicator. The overall analysis will be disseminated to all local authorities. At the end of the framework period a summary report will be published via the CyMAL web site.

The findings of these processes will be brought to the attention of the relevant Minister annually, highlighting achievements and trends and also problem areas, such as declining performances, incidences of non-compliance

or recurring failure, together with a diagnosis of the causes wherever possible. Noteworthy improvements in performances and improving trends will also be drawn to the Minister's attention.

The core entitlements and quality indicators set out in this framework deal with aspects of the library service which are considered by the Welsh Government to be necessary – but are not necessarily sufficient – for the delivery of a comprehensive and efficient library service under the terms of Section 10 of the *Public Libraries Act 1964*.

As the ultimate sanction in the cases of failure to deliver a comprehensive and efficient library service, the Welsh Government can institute an inquiry, issue a direction and transfer the library functions of a library authority to itself or to another authority/organisation. Sanctions would be invoked in cases where, for example, a significant number of the core entitlements and performance targets are not reached, there is a failure consistently to reach the average performance of comparable Welsh authorities with no evidence of improvement over time, or performance across the service as a whole is consistently falling year on year.

To date, it has not been necessary to implement any of these sanctions due to constructive discussion between the relevant parties.



## Appendix: List of core entitlements and indicators

<b>Customers and communities</b>	<b>13</b>	<b>Learning for life</b>	<b>19</b>
<b>Core entitlements</b>	<b>13</b>	<b>Core entitlements</b>	<b>19</b>
Ensure friendly, knowledgeable and qualified staff are on hand to help.		Lend books for free	
Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.		Deliver free access to information	
Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation.		Provide free use of the Internet and computers, including Wi-Fi.	
<b>Quality indicators</b>	<b>13</b>	Deliver free use of online information resources 24 hours a day.	
Making a difference	13	Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.	
Customer satisfaction	13	Share their catalogues, to enable a single search of all Welsh library resources.	
Support for individual development	14	<b>Quality indicators</b>	<b>19</b>
User training	14	Up-to-date reading material	19
		Appropriate reading material	19
		Online access	19
		Use of ICT – % of available time used by the public	19
		Supply of requests	20
<b>Access for all</b>	<b>17</b>	<b>Leadership and development</b>	<b>21</b>
<b>Core entitlements</b>	<b>17</b>	<b>Core entitlements</b>	<b>21</b>
Be open to all members of their communities.		Promote libraries to attract more people to benefit from their services.	
Be free to join.		Regularly consult users to gather their views on the service and information about their changing needs.	
Provide a safe, attractive and accessible physical space with suitable opening hours.		Work in partnership to open up access to the resources of all Welsh libraries.	
Provide information resources for individuals and groups with special needs.		Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.	
<b>Quality indicators</b>	<b>17</b>	Provide a clear, timely and transparent complaints process if things go wrong.	
Location of service points	17	<b>Quality indicators</b>	<b>21</b>
Library use	17	Staffing levels and qualifications	21
User attendances at library events per 1,000 population	18	Operational expenditure	22
		Cost per visit	23
		Opening hours	23



Llywodraeth Cymru  
Welsh Government

Mr Paul Orders  
Chief Executive  
City and County of Cardiff  
County Hall  
Atlantic Wharf  
Cardiff  
CF10 4UW

25 September 2015

Dear Mr Orders,

### **Fifth Assessment Framework for Welsh Public Library Standards: Annual Return 2014-15**

The Public Libraries and Museums Act 1964 sets out the statutory duties of public library authorities to "*provide a comprehensive and efficient library service*" and makes it a duty of the Welsh Ministers "*to superintend and promote the improvement*" of public library services in Wales. In accordance with these statutory requirements the Welsh Government has completed its assessment of your authority's library service Annual Return for 2014-15, and the full report is attached to this letter.

This is the first year of assessment under the fifth framework. The independent assessor, in consultation with a Reference Group comprising Welsh Government officials and three heads of library services, found that:

- Cardiff met 17 of the 18 core entitlements in full, and partially met one.
- Of the seven quality indicators which have targets, Cardiff achieved four in full, two in part and failed to achieve one.
- The library service has key strengths in community engagement and its visitor levels.
- The main areas of concern are the staffing and acquisitions budgets.

I am grateful for the support from your library service in submitting this year's return and liaising with the independent assessor and MALD officials on this important piece of work.

Should you have any queries concerning the report or the assessment process, please contact Alyson Tyler, Libraries Development Programme Manager, tel: 0300 062 2103, email: [alyson.tyler@wales.gsi.gov.uk](mailto:alyson.tyler@wales.gsi.gov.uk).



Is-Adran Amgueddfeydd, Archifau a Llyfrgelloedd  
Llywodraeth Cymru, Rhodfa Padarn, Aberystwyth, Ceredigion, SY23 3UR.

Ffôn: 0300 062 2112  
Ffacs: 0300 062 2052

E-bost: [MALD@wales.gsi.gov.uk](mailto:MALD@wales.gsi.gov.uk)

Gwef: [www.wales.gov.uk/topics/cultureandsport/museums-archives-libraries/](http://www.wales.gov.uk/topics/cultureandsport/museums-archives-libraries/)

Yours sincerely

A handwritten signature in black ink that reads "Linda Tomos". The signature is written in a cursive style with a long, sweeping tail on the letter 's'.

Linda Tomos

**Director  
Museums, Archives and Libraries Wales**

**CC: Head of Library Service  
Scrutiny Officer**



# Welsh Public Library Standards 2014-17

## City of Cardiff Council

### Annual Assessment Report 2014-15

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

Cardiff's return was approved by an Executive Member of the Cabinet, on 30 June 2015.

#### 1) Executive summary

Cardiff met 17 of the 18 core entitlements in full, and partially met one.

Of the 7 quality indicators which have targets, Cardiff achieved 4 in full, 2 in part and failed to achieve 1.

The recent budget cuts have had a negative impact on key areas of staffing and the materials budget. The authority is to be praised for its high visits per capita, probably as a result of shared co-location hubs, and for its community engagement, but should consider its staffing and acquisitions budgets, and its lack of a comprehensive customer review process.

- Cardiff did not record outcomes from attendees at training sessions. Four impact case studies were provided which demonstrated a range of impacts on individual users in the areas of well-being, community cohesion and skills development.
- Cardiff has not carried out a standard user survey since 2008, although in-house surveys conducted at individual hub libraries show high levels of satisfaction. Attendance at formal training sessions is above the median for Wales as a whole; informal training per capita is below the median.
- Physical and virtual visits have increased compared to 2013-14, and both are at the highest levels in Wales, although some other indicators of use have fallen. Cardiff is one of only two authorities to record increases in both types of visit. The service meets the targets for access to service points.
- The overall level of acquisitions is disappointing, being amongst the lowest in Wales, and this is the only area where Cardiff entirely fails to meet the targets set in the framework. Materials for children and resources in the Welsh language are being provided at appropriate levels. ICT provision also falls below the targets set, but targeting of provision has resulted in high levels of use.
- Overall staffing levels are low, although there has been some protection for the level of professional staffing following a restructure and budget cuts. Staff training is well developed, and is at the second highest level in Wales. More than 40% of the budget is spent on maintenance, repair and other operational costs. The introduction of a new mobile library vehicle is expected to bring further reductions in the proportion of unplanned missed stops in 2015-16.
- The figures suggest the service is operating efficiently, with total spending per capita above the median for Wales, but cost per visit the lowest in Wales, at £2.07.

- Compared to the rest of Wales, Cardiff is generally performing well in the broad area of *Access for all*. Performance in the area of *Learning for life* is rather poorer, for example in the level of acquisitions.
- Concern remains with the ongoing low staffing and low acquisition levels. The lack of comprehensive customer surveying mechanisms may also not be providing a full picture of customer views, and the authority may wish to consider more regular use of the customer questions suggested in the fifth framework.

## 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 the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

### a) Core entitlements

Cardiff is meeting 17 of the 18 core entitlements in full, and partially meeting 1. The area where it is failing to meet the core entitlements fully is in *Leadership and Development*. The authority has not carried out a CIPFA PLUS survey since 2008; however detail was provided concerning a range of customer feedback exit surveys and consultation exercises which have been carried out.

### b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Cardiff is achieving 4 in full, 2 in part and is failing to achieve 1 of the indicators:

Quality Indicator	Met?	
QI 3 Individual development:		Fully met
a) ICT support	✓	
b) Skills training	✓	
c) Information literacy	✓	
d) E-government support	✓	
e) Reader development	✓	
QI 5 Location of service points	✓	Fully met
QI 8 Up-to-date reading material:		Not met
a) Acquisitions per capita	✗	
or Materials spend per capita	✗	
b) Replenishment rate	✗	
QI 9 Appropriate reading material:		Fully met
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✓	
or Spend on Welsh per capita	✗	
QI 10 Online access:		Partially met
a) All service points	*	
Computers per capita	✗	
b) Wi-Fi provision	✓	
QI 13 Staffing levels and qualifications:		Partially met

Quality Indicator	Met?
a) Staff per capita	X
b) Professional staff per capita	X
c) Head of service qualification/training	✓
d) CPD percentage	✓
QI 16 Opening hours per capita	✓ Fully met

\* In this first year of the new framework, MALD agreed that authorities would not be penalised on this indicator if all static service points provide internet access but their mobiles did not.

### c) Impact measures

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

Performance indicator	Cardiff	Rank	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	n/a		63%	93%	95%
e) % of adults who think that the library has made a difference to their lives:	n/a		73%	87%	92%
% of children who think that the library has made a difference to their lives:	n/a		43%	79%	90%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	n/a		80%	93%	100%

Cardiff did not conduct an impact survey during 2014-15, and did not collect feedback from attendees at training sessions for QI4b.

Cardiff described 4 good impact case studies:

- a family who have used the library over a number of years and describe it as 'priceless';
- a recently retired customer who has benefited from IT literacy gained at the library;
- an older lady who has learned to use online resources to trace her family history; and
- an overseas student who has improved his spoken English skills through Cardiff Library's Conversation Club. This initiative is being rolled out across the city.

### d) Quality performance indicators and benchmarks

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Cardiff's position for 2014-15. 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 obtained from customer surveys which only need to be carried out once during the three year

framework period, or those where relevant data elements were not available to some authorities.)

Performance indicator	Cardiff	Rank	Lowest	Median	Highest
QI 1 Making a difference					
a) new skills	n/a		55%	72%	93%
c) health and well-being	n/a		29%	58%	91%
d) enjoyable, safe and inclusive	n/a		84%	97%	98%
QI 2 Customer satisfaction					
a) 'very good' or 'good' choice of books	n/a		82%	89%	97%
b) 'very good' or 'good' customer care	n/a		93%	99%	99%
c) 'very good' or 'good' overall;	n/a		94%	96%	99%
d) child rating out of ten	n/a		8.0	9.2	9.4
QI 4 User training					
a) attendances per capita	39	5	2	26	278
c) informal training per capita	115	15 / 21	16	162	484
QI 6 Library use					
a) visits per capita	5,955	1	2,637	4,177	5,955
b) virtual visits per capita	2,449	1	212	923	2,449
c) active borrowers per capita	232	3	71	155	288
QI 7 attendances at events per capita	221	9	21	192	464
QI 11 Use of ICT - % of available time used by the public					
a) equipment	46%	5	23%	36%	70%
b) Wi-Fi services	n/k		4%	37%	79%
QI 12 Supply of requests					
a) % available within 7 days	72%	9	62%	69%	81%
b) % available within 15 days	82%	17	74%	84%	94%
QI 13 Staffing levels and qualifications					
(v) a) total volunteers	31	4	0	14	74
b) total volunteer hours	927	6	0	527	2696
QI 14 Operational expenditure					
a) total expenditure per capita	£17,410	4	£8,966	£14,054	£20,796
b) % on staff,	49%	19	45%	57%	77%
% on information resources	10%	20	5%	13%	21%
% on equipment and buildings	20%	3	0%	4%	27%
% on other operational costs;	22%	12	4%	22%	37%
c) capital expenditure per capita	£481	10	£0	£266	£2,126
QI 15 Cost per visit	£2.07	22	£2.07	£2.87	£3.92
QI 16 Opening hours ( <i>see note</i> )					
(ii) a) % hours unplanned closure of static service points	0.17%	18	0.0%	0.02%	0.52%
b) % mobile stops / home deliveries missed	5.4%	19 / 19	0.0%	0.4%	5.4%

Note: Rankings here have been reversed, so that 1 is the lowest scoring authority.

### 3) Analysis of performance

The core entitlements and quality indicators are divided into four key areas. This section of

the report outlines performance against the quality indicators within these four areas.

**a) Customers and communities**

Cardiff reported that they have not carried out a CIPFA PLUS survey since 2008.

Consultation exercises detailed elsewhere in the return suggest high levels of satisfaction with co-located services in key areas of the city, however. All static service points are providing the full range of services in support of individual development, and an average of 50 sessions per week of user training events were offered. Attendance at formal training is above the median for Wales, but rates of informal training reported are below the median for Wales.

**b) Access for all**

Cardiff meets the target for access to service points, with 97% of the population within easy reach. Both physical and virtual visits per capita have increased compared to last year, and are now the highest in Wales, partly as a result of co-location and the successful Hub Strategy. Although the number of active borrowers has fallen since last year, is it still the third highest in Wales, as 23.2% of the population. Attendance at events per capita has also fallen.

**c) Learning for life**

Efficiency savings during the year have impacted on the rate of acquisitions, which are low in both absolute and replenishment terms. This is the only area where Cardiff completely missed the target set in the standards. Only one authority reported a lower rate of acquisitions per capita, and only two had lower replenishment rates. The service notes that it has prioritised spending strategies to focus on the achievement of the Authority Corporate priorities. The targets for appropriate reading material, both for children and in the Welsh Language have been met.

The mobile library currently does not have internet or Wi-Fi access, but a new vehicle has been purchased which will be able to offer these services in 2015-16. There has been a fall in the number of networked public access computers, which the authority notes are concentrated in areas of high deprivation. Provision does not meet the target set, and is below the median for Wales. ICT facilities remain well used, despite a slight fall over the previous year. Cardiff is unable currently to record usage by customers of the Wi-Fi network. There has been an improvement in the speed of delivery of requests, over both 7 and 15 days, compared to last year.

**d) Leadership and development**

A restructure as a result of wider council budget efficiencies has led to a fall in overall staffing although there has been a slight improvement in professional staffing levels. However, neither of these areas are meeting the targets set for these indicators. The operational manager of the service is a Chartered Librarian, and staff training is given a high priority, with the second highest proportion of staff time in Wales allocated to this activity. Cardiff used 31 volunteers during the year, each giving an average of 30 hours to the service.

The service has experienced a cut of some 13% in its revenue budget which has been applied across all aspects of the service. Spending per capita is above the median for Wales. More than 40% of the total is spent on maintenance, repair and other operational

costs. The budget cuts combined with the increase in visits noted above have resulted in a fall in the average cost per visit to £2.07, the lowest in Wales.

The service has reduced the proportion of unplanned closures and missed mobile library stops, and further improvements in the latter are expected when the new mobile vehicle is commissioned in 2015-16.

#### **4) Strategic context**

Cardiff library service has a clear vision of its strategic goals in support of Welsh Government priorities, and is a key partner in the City's Hub Strategy, co-delivering services through hubs and investing resources in buildings. The Central Library is expected to open as a 'super hub' in July 2015. The service is actively contributing to the priorities in the Libraries Inspire Strategy, through the further development of community hubs and in its service offer.

#### **5) Conclusion**

The recent budget cuts have had a negative impact on key areas of staffing and the materials budget. The authority is to be praised for its high visits per capita, probably as a result of shared co-location hubs, and for its community engagement, but should consider its staffing and acquisitions budgets, and its lack of a comprehensive customer review process.

**CITY & COUNTY OF CARDIFF****DINAS A SIR CAERDYDD****ECONOMY & CULTURE SCRUTINY COMMITTEE****5 NOVEMBER 2015**

---

**CARDIFF CENTRAL LIBRARY HUB**

---

**Purpose of Report**

1. To update the Committee on the changes and enhancements made at Cardiff Central Library to create a new Central Library Hub, as agreed in the 2015/16 budget and following the closure of Marland House as part of the Bus Station Development,

**Meeting Structure**

2. The meeting is structured as follows:
  - i. A statement from Councillor Bradbury (Cabinet Member for Community Development, Co-Operatives and Social Enterprise);
  - ii. Cardiff Third Sector Council will ask two questions relating to the impact of community hubs, that have been agreed by the Chair as part of the pilot of public questions at scrutiny;
  - iii. Cabinet Member to respond to third sector questions;
  - iv. A presentation from Sarah McGill, detailing the progress made in developing the Central Library Hub
3. Members will have an opportunity to ask questions at all stages of the above.

**Background**

4. The proposal to develop a city centre superhub based in Central Library was agreed as part of the Council's 2015/16 Budget proposals and was supported by the strategy '*Future of Libraries Services in Cardiff*'. Line 40<sup>1</sup> of the budget savings proposals contains the following:

*Development of a City Centre Superhub - Central Library currently accounts for a significant amount of the overall Libraries' budget. In order to achieve the savings and safeguard Central Library, it is necessary to review the delivery options and/or the potential to bring services together.*

This saving was proposed to deliver £349,000 by bringing services together within Cardiff Central Library. In terms of risk analysis it was graded 'green' residual risk and 'red amber' achievability.

5. The recommended option for Cardiff Central Library within the 'Future of Libraries Services in Cardiff' strategy is:

*Central Library – To be transformed into a 'Super-Hub' creating a state of the art city centre location where the public can access a wide variety of public services as well as traditional library facilities.*

6. A report taken to Cabinet in September 2014, titled 'Future Provision of Hubs in Cardiff' sets out the principles for future Hub provision in the city. It states that the intention is to provide more opportunities for people to use Council services in a more cost-effective way by co-delivering services through hubs and reinventing resources in a new or retrofitted, fit for purpose buildings.

*The future vision is that Cardiff's citizens will be able to access the services they need in the way they want to, through joined up services and closer working between The City of Cardiff Council and its partners. This will be delivered through:<sup>2</sup>*

- *A multi agency Advice Hub in the City Centre*
- *A series of Community Hubs based in the Neighbourhood areas and prioritised on the basis of need.*

---

<sup>1</sup> 2015/16 Budget Papers found at [http://cardiff.moderngov.co.uk/Data/Council/20150226/Agenda/Council%2026-02-15%20-%20Agenda%20Reports%20Pack%20\(8.19M\).pdf](http://cardiff.moderngov.co.uk/Data/Council/20150226/Agenda/Council%2026-02-15%20-%20Agenda%20Reports%20Pack%20(8.19M).pdf)

<sup>2</sup> September 2014 Cabinet paper found at [http://cardiff.moderngov.co.uk/Data/Cabinet/20140918/Agenda/Future%20Provision%20of%20Hubs%20in%20Cardiff%20\(3.81M\).pdf](http://cardiff.moderngov.co.uk/Data/Cabinet/20140918/Agenda/Future%20Provision%20of%20Hubs%20in%20Cardiff%20(3.81M).pdf)



- *Each hub will offer a core of generic Council services with option for the delivery of specialist Council and partner services as dictated by local need.*
- *Hubs will be supported by lower level “Information Points” in Council and Partner buildings to widen coverage.*

7. The following principles for the development of Hubs are also given in the September 2014 Cabinet report:

- Wherever possible hubs will bring together existing Council and partner services within one building. This will provide efficiencies in the use of staff and buildings, and allow reinvestment in customer services.
- Hubs will be implemented in accordance with the co-operative values and principles by engaging communities and partners in the planning and delivery of local services.
- There will be at least one hub in each neighbourhood partnership area, however there may be more than one where the area requires it. They will also be tailored to the local area, based on needs analysis and consultation. There will not be a ‘one size fits all’ approach.
- Hubs should be in locations which are easily accessible, for example in existing district centres and should have good public transport links. Where possible revenue savings will be made, however some capital will be available for the development of buildings.

8. The Communities, Housing and Customer Services Directorate has produced a Case Study detailing the background and developments made in implementing the Central Library Hub. This can be found at **Appendix A**. The information in this case study covers:

- The layout of the Central Library Hub
- Technology within the Hub
- Services found within the Hub
- Achievements against the Corporate Plan priorities
- Customer Feedback.

9. The Communities, Housing and Customer Services Directorate Business Plan 2015/16, considered by this Committee in June 2015, contains the following commitment to deliver the Central Library Hub:

*Following the success of the Hub strategy in 2014/15, we will continue the roll out across the City during the coming year. By Quarter 2 the Central Library Hub will be in place, with the Advice Hub services currently based in Marland House moving into the Central Library building. The new Hub will also include a digital floor, which will improve on the facilities available for the existing digital inclusion sessions in the advice hub and provide computer access to those using the library facilities as part of the Welsh Public Library Standards.<sup>3</sup>*

### **Previous Scrutiny**

10. Following their consideration of the 2015/16 Budget Proposals for Consultation, the Members of the Committee wrote as follows to the Cabinet Member for Community Development, Co-operatives & Social Enterprise:

*With regard to the development of a City Centre Superhub within Central Library, the Committee can see the sense in building a critical mass of Council services within a central location in the city centre, however we do have concerns that this will detract from the identity of Central Library and feel that this building and service must continue to be recognised as a Library that contains additional services, rather than the Library services on offer being deprioritised. This is a situation the Committee will be keen to monitor throughout future work programmes.*

*At the meeting, Members explored the process of moving services from Marland House to the new City Centre Superhub, and focussed in particular on the Somali Advice Centre. We were assured by the re-commissioning process set out by officers, and understand that this particular organisation had not emerged as a provider through this commissioning process.*

<sup>3</sup> Communities, Housing and Customer Services Directorate Business Plan 2015/16  
<http://cardiff.moderngov.co.uk/documents/s4010/Appendix%20A%20-%20Draft%20Communities%20Housing%20Customer%20Services%20v10.pdf>

*We would hope that such an organisation would be given the opportunity to co-locate their services within the Superhub, should they be able to secure alternative sources of funding and be looking for office space to rent. We hope that there is ongoing dialogue and advice provided to organisations that have not been successful in renewing their Council contracts. It is the view of this Committee that the Council should aspire to have all services of this nature grouped together in a single location, regardless of whether they are Council-funded or externally funded.*

11. The response received from the Cabinet Member for Community Development, Co-operatives & Social Enterprise stated:

*The concern that the creation of the super hub will distract from the identity of it being a library building is being considered in the planning of the new building. Key to this will be the ground floor and arranging the space so that when you first enter the building it has the feel of a central library. Additionally, the hub services integrated within the building will be important to ensure that the service alignment enhances the experience of all service users. This has been successfully trialled in our existing hubs and the learning from the layout and design of these facilities will be brought to the city centre hub planning process. [...]*

*The new super hub provision will aim to make the best use for council (including libraries) and partner services. To make best use of the space we will prioritise front office provision. Those providers who were successful in the commissioning process will have their front office requirements met. The committee is correct and the Council does aspire to have all services of this nature in a single location, however this can only be the front facing / drop in aspect of their service. This applies to Somali Advice who will have the opportunity to take up a front desk to run their drop in service. Somali Advice has been allocation transitional funding that will assist them whilst they aim to secure alternative funding.*

## **Way Forward**

12. Councillor Peter Bradbury, Cabinet Member for Community Development, Co-Operatives and Social Enterprise, will be in attendance, and may wish to make a statement. The Cardiff Third Sector Council will ask their two questions relating to the impact of community hubs that have been agreed by the Chair, as part of the pilot of public questions at scrutiny; Members will be pleased to hear the questions and will invite the Cabinet Member to respond.
13. Sarah McGill (Director of Communities, Housing & Customer Services), Isabelle Bignall (Head of Service - Customer Services) and Nicola Richards (Central Library Manager) will be in attendance and will provide a short presentation.

### **Legal Implications**

14. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

### **Financial Implications**

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial

implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

## **Recommendation**

16. The Committee is recommended:
  - a. to consider whether it wishes to pass on any comments, observations or recommendations to the Cabinet;
  - b. to discuss whether it wish to schedule any further scrutiny of this issue.

## **MARIE ROSENTHAL**

Director of Governance and Legal Services

30 October 2015

*The following Appendices are attached:*

**Appendix A:** Central Library Hub Case Study

This page is intentionally left blank

## Central Library Hub Case Study

The closure of Marland House as part of the Central Enterprise Zone development posed challenges around the delivery of advice and support services that were delivered from offices within the building

Central Library had reduced opening hours to 5 days a week to achieve previous budget savings

Budget reductions across the Department, Directorate and Organisation were adding pressure to further reduce spending, while still achieving the Welsh Public Library Standards

### The planned solution:

It was decided that, in line with the Hub Strategy being implemented by Communities, Housing & Customer Services, the Hub services previously based in Marland House would be moved into the Central Library building, supporting the co-location strategic thinking in Cardiff.

### Concerns:

- Reduction in library space and impact on the library environment
- Upheaval for customers of the Advice Hub
- Interruptions to services during the transition period
- Due to the planned demolition of Marland House, a very short timeframe to deliver the move
- Reduction in space for Hub services, in particular the training rooms



### How it was done:

£150,000 grant funding was secured from Welsh Government to partially fund the library enhancements.

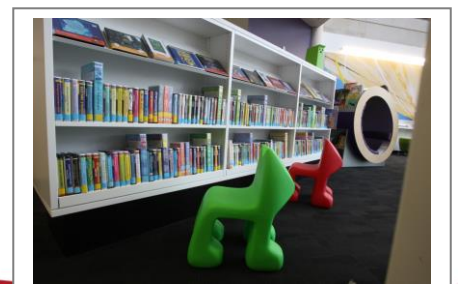
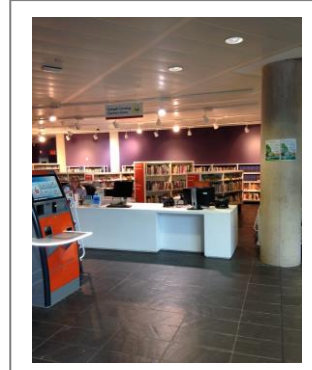
- Due to the need for internal work in Central Library to accommodate the new services moving in, the building closed its doors on 2 occasions ahead of the move, for two weeks at the end of April and three weeks at the end of May.
- Council staff carried out a significant amount of work while the library was still open to customers, in order to reduce the impact to service users as much as possible. Stock reduction had to be carried out in order to free up space to move stock and furniture around. Thanks to hard work from the staff, this was completed by the 15<sup>th</sup> of April. During this period of realignment book issues have reduced slightly are expected to return to normal levels.
- The Marland House Advice Hub closed on Friday the 17<sup>th</sup> of July and reopened as the Central Library Hub on Monday the 20<sup>th</sup> of July. The team worked hard to carry out the move over the weekend, so there was no interruption in service from the Advice Hub or partners.



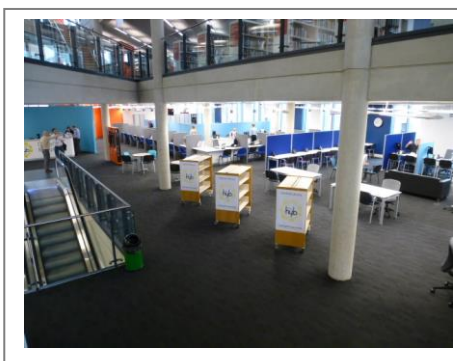


## The new layout:

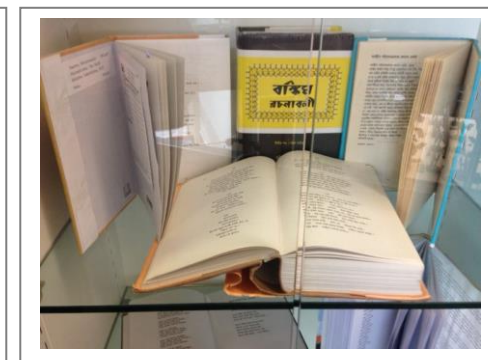
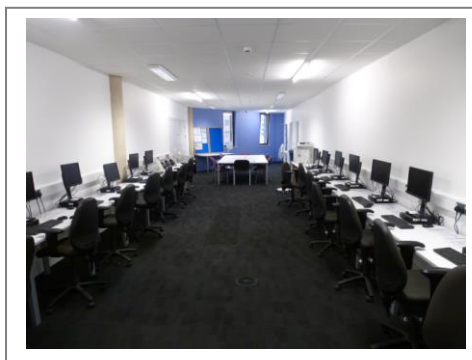
- The ground floor of the library was redesigned into 3 zones:
  - **Zone 1:** A teenage zone on the right hand side, designed in consultation with The Sprout (News, Events, Services & Activities in Cardiff for Young People) with colourful furniture to appeal to the target group.
  - **Zone 2:** The central section of the floor, which includes the main reception area, Cardiff Bus representation and is designed to maximise library function with redesigned shelving layouts.
  - **Zone 3:** A flexible events and exhibition space, with tailored furniture, this zone also houses the grand piano which will be utilised for out of hours events.
- The first floor mezzanine level is home to the children's library story telling area, children's computers and a range of children's books. The area hosts the Storytelling and Rhymetime sessions as well as Welsh story time: Amser Stori.



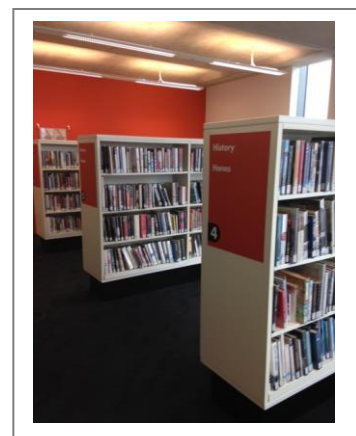
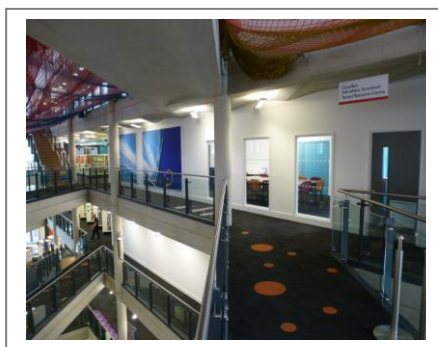
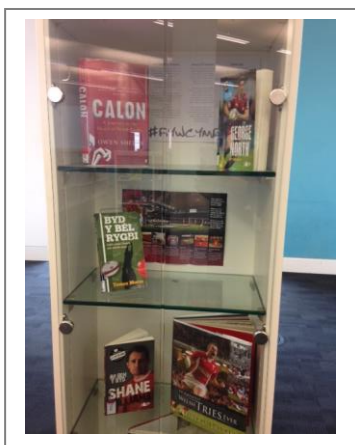
- The second floor of the library houses a number of library collections including Languages, Biographies, Law, Music DVDs and Parenting. This floor was redesigned as a hub space to house the City Centre Advice Team, including Housing Advice, Council Enquiries and Money Advice, as well as multiagency services; Citizens Advice Service, Diverse Cymru, SpeakEasy, Credit Union, NEST, Shelter, Age Connects and Blavo & Co Solicitors. The Hub space includes private interview rooms, accessible phone lines and public PCs and the waiting area features a children's reading space with book shelving.



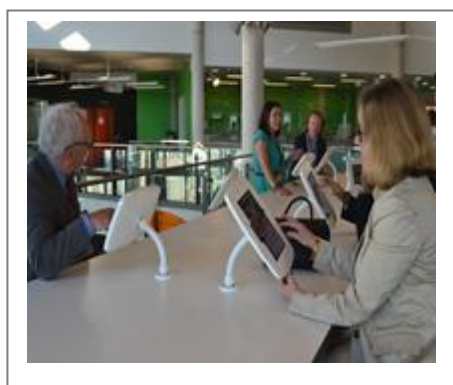
- The third floor of the library houses the extensive Fiction collection as well as the Large Print and Talking Books, Community Languages and Music CDs, Scores and Tutors. The floor also includes an ICT suite which supports the delivery of Job clubs as well as a flexible events space to support the many functions of the new hub.



- The fourth floor of the library houses the European Direct Information Centre as well as a large selection of book collections, including Education, History, Travel Guides, Religion & Philosophy and Arts & Media. The shelving was redesigned so the floor could also accommodate an ICT suite that supports the delivery of Job clubs as well as the Tenants Resource Centre.



- The fifth floor of the library is a digital floor, including a digital lounge, a creative suite and a children's digital viewing area. This area also boasts a digital wall and 3D printer.



## Technology:

The digital floor has benefited from the technology utilised by Digital Cardiff and the Super Connected Cities Project, which has enabled the creation of the Digital floor including:

- **Video wall in the digital lounge area** – a 9 screen video wall with associated presentation software has been installed on the 5th floor, displaying rolling presentations that are updated on a regular basis. Recent presentations include the City of Cardiff Council Priorities.
- **Video Conferencing Unit** – A purpose built video conferencing unit has been incorporated into the design of the Creative Suite on the fifth floor, to include industry standard facilities in a central location. Since installation this software has already been the inspiration and host for two events for international communication and co-operation. Firstly for Digital Europe day, and secondly for a micro funding event where a Californian company will be delivering a talk and Question & Answer session to small and start-up businesses.
- **3D Printer** – A 3D printer has been brought to the Central Library hub, thanks to Digital Cardiff, as a good working example of the possibilities of contemporary technologies, and a demonstration piece for both customer and businesses of the possibilities of the 3D printer. We are currently focused on the development of the printer as a display piece whilst investigating the feasibility of any commercial potential alongside interested parties.

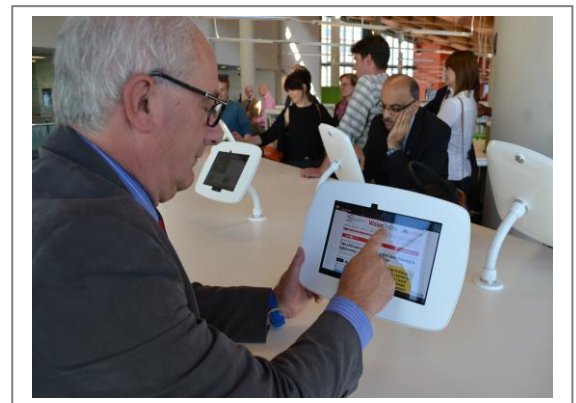


- **Code Club** – The Code Club itself is not a piece of equipment, however the location and ‘home’ of the Code Club, following the move to the Central Library Hub, has increased the visibility and accessibility of the club, which has since seen an increase in its attendance. The below photograph was taken at the launch National Coding Week, which took place at the Central Library Hub and was hosted by Cardiff Libraries and WEA Cymru and was launched by Welsh Government Deputy Minister for Culture, Sport and Tourism, Ken Skates AM. The below picture shows (L-R) Ken Skates AM, Councillor Peter Bradbury and Mark Isherwood, Chief Executive of WEA Cymru.



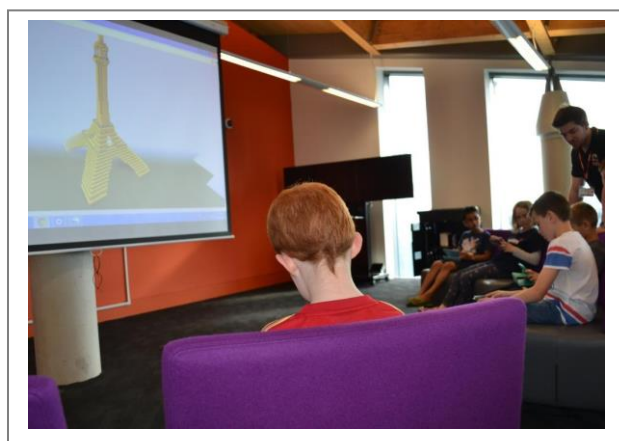
With the aims of the refurbished Central Library Hub clearly defined in terms of co-location, space rationalisation and associated savings, and with the Welsh Public Library Standards clearly defined in terms of performance indicators, purchased technologies for the refurbishment needed to be considered not just for their immediate function, but also for their ongoing flexibility, and possible contributions to income generation.

- **Tablet bar** - The reduced space on offer throughout the re-designed building for desktop PCs, combined with the increasing use of mobile devices to access online resources meant that a public use tablet bar was the perfect solution to several issues. Designed to keep the desktop machines freed up for the more involved tasks, the tablet bar is a 'quick win' access point for Hub customers to get online. It has also enabled us to investigate the introduction of training and educational sessions based around similar equipment, with an expansion of the currently offered Minecraft sessions which educate parents to share and be able to support their children as they use these as a tool for learning, as well as adult learning options for tablet use, targeting older persons.

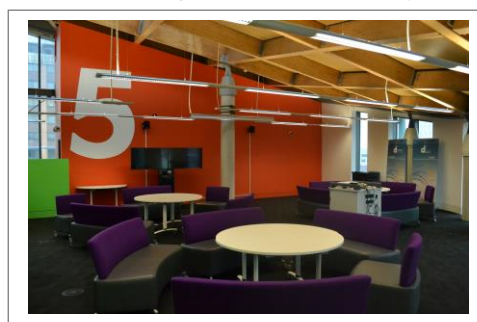


- **Renewed public PCs** – The 5th floor was chosen as the 'Digital Floor' in the design of the Central Library Hub, and the number of public PCs within the available space was maximised. The opportunity was also taken to ensure that the PCs going into this space were as up-to-date as possible, to best serve customers needs and ensure the maximum lifespan of the PCs installed.

- **Bring Your Own Device (BYOD)** – The Super Connected Cities project aimed to get free access public Wi-Fi into as many public buildings across Cardiff as possible. This included the Central Library Hub. To support this aim, and to again increase the availability of online access to the public, spaces were allocated to BYOD usage. This consisted of the strategic placement of furniture (both purchased and re-purposed) around an increased number of power points, and in some cases, power sources integrated into the furniture. Anyone with their own device can access the free Wi-Fi and also keep their device charged, further increasing digital accessibility for customers of the Central Library Hub. A longer-term plan is to support BYOD printing, which would enable and empower many people who may only have access to online facilities via a mobile device.
- **Creative Suite** – The Creative Suite aims to maximise the community support and commercialisation agendas of public buildings within as flexible an area as possible. This has been achieved by a combination of appropriate furniture and technology purchases, with a clear idea of function, a flexible approach to form and a variety of options considered vital. The configuration of the equipment and furniture should allow as wide a range of purposes to be met as possible, with customers looking for a space for a meeting, presentation or other event feeling inspired rather than restricted by the space.



- **Modular seating and furniture** – A set of Modular auditorium style seating allows for a talk/seminar arrangement, or for a café style workshop setting, and foldaway circular tables can be incorporated as workspaces, dependent on purpose. So far the area has been host to events as diverse as Eyes Wide Open (microfunding event based around applicants presenting to an audience of potential backers), Code Club (supervised coding sessions for children to learn computer coding and programming), a Digital Hack day for Code Week Europe, as well as computer gaming and poetry events.



- **Projector and screen** – The purchased projector has compatibilities with as wide a range of operating systems and input types as possible. It is Wi-Fi enabled, accepts the majority of audio and visual inputs, and has a high resolution to be fit for purpose for screening movies. The screen is a pull down design, allowing it to be accessed quickly and easily without occupying space when not in use.
- **Audio** – 2 powered speakers have been placed (by an experienced audio visual professional) in the best position to maximise the stereo concentration within the creative suite and minimise spill into the adjacent areas. As powered speakers, they have the amplification inside, reducing the number of cables required and possible number of points of failure. They are compatible with any standard audio output, both from devices brought in and the projector mentioned above.



- **Wi-Fi** – The use of BYOD within the Central Library Hub as a whole could have resulted in issues with availability when the Creative suite was being used for any data heavy purposes, in the Code Club causing a surge in demand when running. The solution was to give the Creative suite its own assigned bandwidth with a specific, password protected SSID. This increases commercial viability with a guaranteed level of Wi-Fi service available in the area
- **Staff Tablets** – The rationalisation of space within the redesign of the Central Library Hub necessitated a reduction in the number of static workplaces available to staff. With a number of their regular tasks requiring access to the Library Management System (LMS), work was done alongside the LMS provider to implement a solution of mobile access to the system known as Mobile Circ. Using a tablet in conjunction with a Bluetooth connected handheld barcode scanner, staff are able to carry out all day-to-day tasks, allowing the remaining desk spaces to be available for more complex tasks. The concept has also been expanded from the initial idea to enable Neighbourhood Development Librarians, and soon the Mobile Library to have on-the-go staff-level access to the LMS.

- **Fourth Floor Meeting room** – To maximise the options of this space available to both internal and external users, the existing projector, screen, and plasma screen arrangement was replaced with a single Touchscreen Smart TV. As with the thinking behind the projector in the creative suite, this has been installed with wall plugs for as wide a range of audio visual inputs as is feasible, allowing for the widest range of visitors to be able to Plug and Play their presentation. It even has capacity for compatible files to be presented direct from memory stick as the screen has its own in-built software and is Wi-Fi enabled. This room also had longstanding issues with Wi-Fi access so a specific access point has been fitted to rectify this situation. Here, the multi-functional needs of a more formal meeting space have been achieved through the considered purchase of one piece of technology.

Overall, the combination of existing, acquired and purchased technology has been co-ordinated in such a way as to optimise flexibility and functionality across all aspects of the technological offer.

### **The Central Library Hub Services:**

- Library Services
- Extensive IT and self service facilities including upgraded Wi-Fi and enhanced digital services
- Housing Advice, Benefit Advice and Advice about council services such as waste management and street lighting.
- Services from partner agencies e.g. Tenants Advice, Citizens Advice Bureau and Credit Union
- Enhanced training facilities delivering a full range of learning opportunities
- Into Work Services providing CV support and job clubs
- Targeted space for use by Adult Community Learning to deliver formal learning outcomes to the Citizens of Cardiff
- Communities First support



Increases in library footfall – both August & September have seen more than **10,000** extra visitors each month when compared to the previous year.

Customers using online facilities also benefitted, with an increase from **5** public pcs within the advice hub to **8** on the second floor of the Library building. The move has also increased the usage of the online facilities available within the Hub section, with an increase from just over **600** users in the month before the move, to over **1000** users in the month after the move. The improved digital offering also includes the use of digital volunteers to support customers in the job club and on the digital floor, providing more one-to-one support.

**Priority 1:**  
Better education  
and skills for all

Since moving to the Central Library Hub the Code Club has held **7** sessions with 91 members attending

A number of children's events have taken place since the formation of the Central Library Hub including Digital Day and EU Code Week

In March, before the changes began in Central Library, **577** new members joined the library. Following the completion of all the changes **935** new members joined in September, a **38%** increase.



Public phones for Hub users to access other government services, such as the Job Centre or the Department of Work and Pensions, were increased from **3** to **8** as part of the move. This service has seen significant increase in use as a result, in August 2015 over **10,000** users attended, compared to a high of **1638** users prior to the move to the Central library building.

The average wait has decreased from **31** minutes in the month before the move, to only **14** minutes in September, despite footfall increasing by **200** people between June and August.

**Priority 2:**  
Supporting  
Vulnerable  
People

Light, fresh new building creates a more positive, pleasant environment to deal with advice hub queries and hub officers have reported that this can make difficult conversations smoother and easier to manage.

The total amount saved has increased from **£17,000** in September 2014, to **£25,000** in September 2015.

Weekly benefit gained has increased from **£484,196** in September 2014, to **£938,411** in September 2015.

Of the volunteers participating in the volunteering project at the Hub, **50%** of those who left in September left to return to work

Despite a reduction in training room availability, Into Work Services have maintained above target achievements since the opening of the Central Library hub, with **215** people assisted into employment so far this financial year.

**Priority 3:**  
Creating more  
jobs and better-  
paid jobs

The number of people who have attended accredited Into Work training sessions has already exceeded target for the year at **803**.

Over **20,000** people have received Into Work Advice so far this year.

The Co-location of services achieved a **£350k** budget saving from accommodation costs.

The inclusion of a digital floor, which includes a tablet bar, computers, computer games for public use as well as a 3D printer.

An average of **526** people per day are logging on to the Wi-Fi with their own devices at Central Library Hub, these figures have continued to increase since the opening of the Hub

**Priority 4:**  
Working together  
to transform  
services

The successful co-location of over **12** services including council, partner agencies, private sector organisations, providing multiple services from one central location.

The Central Library Hub was open to the public and providing services from the **20<sup>th</sup> of July 2015**. The official launch was held on the **30<sup>th</sup> of July 2015**, which included the launch of the digital floor and the following week continued the celebrations with a range of events for all ages.

**Positive feedback:**

The local press shared the council's enthusiasm for the Central Library Hub:



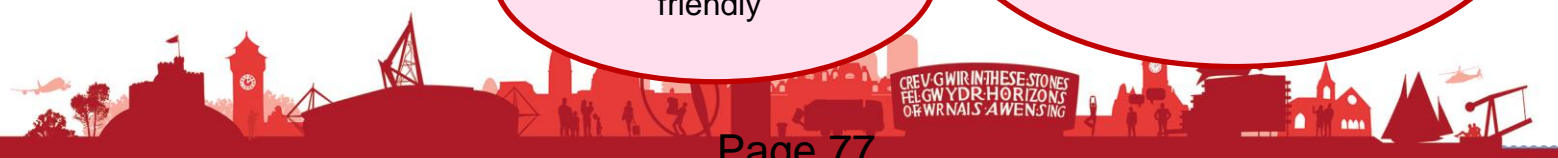
**Quotes from Happy customers:**

"I love the new building; the children's reading materials in the hub area are great to keep my little ones occupied while I am speaking to the hub officers."

"Good timely service and solved query efficiently"

"Great team here always polite and friendly"

"The advisor Sophie was polite, patient, understanding to my situation and dealt with the matter effectively, excellent service"



This page is intentionally left blank



**CITY & COUNTY OF CARDIFF****DINAS A SIR CAERDYDD****ECONOMY & CULTURE SCRUTINY COMMITTEE****5 NOVEMBER 2015**

---

**LIBRARY STOCK MANAGEMENT – PRE DECISION SCRUTINY**

---

**Purpose of Report**

1. To brief Members in preparation for an item considering the Library Stock Management Strategy for the Council. A report is due to be taken to Cabinet in December and the Committee will have the opportunity to provide their views and comments to inform this Cabinet report.

**Background**

2. A report is due to be considered by Cabinet on 3 December 2015 to seek approval for the introduction of a Cardiff Libraries Stock Management Strategy and associated actions to drive this forward.
3. The Council's current libraries storage, stock support and delivery services are currently located in a building on Dominions Way, Cardiff - this facility is leased by the Council. The Local Studies Department is also currently found at this location on a temporary basis, having moved from Cardiff Central Library. The facility at Dominions Way costs the Council £100,000 per year in rental fees, plus additional costs for National Non-Domestic Rates and utility bills.
4. In line with the Council's Libraries Strategy, the Council is seeking to minimise back office associated costs in order to prioritise and maintain the frontline service delivery provided at branch libraries.
5. The Communities, Housing and Customer Services Directorate Business Plan 2015/16<sup>1</sup> set out plans for the development of this strategy. The section

---

<sup>1</sup> Communities, Housing and Customer Services Directorate Business Plan 2015/16  
<http://cardiff.moderngov.co.uk/documents/s4010/Appendix%20A%20->

'Planning for the Future' states the following actions will be taken during 2015-16 to mitigate the potential impacts of or the 2015-16 and 2016-17 budget rounds:

(Ref: CHCSPF8)

### **Potential Impacts**

Full review of back office functions to deliver smarter and more streamlined processes including:-

- The implementation of EDI [Electronic Data Interchange] , the development of a Stock Management strategy
- Identify permanent location for the delivery of local studies services within the Authority
- Procurement of upgraded RFID (self-service) equipment.

### **Mitigating Actions**

- Q1 - Implementation of EDI – delivering streamlined processes
- Q2 - Development of a Stock Management Strategy and plan for implementation
- Q3 - Full scoping with partners to establish location of provision of Local study services.

### **Performance Measures**

The implementation of the Libraries Strategy to maintain and improve provision.

6. Alongside securing a permanent location for the Local Studies service, the Council is also seeking to work with partners to find appropriate locations for historical works, so that they are more accessible and kept an environment that preserves them for future generations. Proposals relating to both aspects will be outlined in the Director's presentation to the Committee.

## Issues

7. Library provision in Wales is monitored through the Welsh Public Library Standards (WPLS). The WPLS fifth framework is structured around core entitlements that library services in Wales should offer and associated quality indicators to measure the impact of library services. The Council is measured against the following two quality indicators in relation to library stock:

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

- a) Library authorities should achieve:  
**either** a minimum of 243 items acquired per 1,000 resident population  
**or** a minimum spend of £2,180 per 1,000 resident population annually.  
Books and e-books, periodicals, audio-visual material and electronic resources are all included.
- b) Acquisitions during the year of materials for loan (including electronic materials for loan) should be equivalent to at least 11% of the lending stock at the start of the year.

### **WPLSQI 9 – Appropriate reading material**

This indicator is designed to ensure an appropriate balance of resources across various sections of the community.

- a) The percentage of the material budget spent on resources for children should reflect the percentage of children in the resident population, within  $\pm 2$  percentage points.
  - b) **Either** a minimum of 4% of the material budget,  
**or** a minimum of £750 per 1,000 Welsh speaking resident population,  
should be spent on the purchase of Welsh Language materials.
8. Members of the Committee are due to consider the results of CyMAL's<sup>2</sup> evaluation of Cardiff's performance 2014/15 at a separate item of this meeting. The report shows that WPLSQI 8 (Up-to-date reading material) is the only one

---

<sup>2</sup> CyMAL is the former name of the Welsh Government's Museums and Libraries Division

of seven quality indicators with targets that Cardiff has failed to achieve (see table below).

QI 8 Up-to-date reading material:		Not met
a) Acquisitions per capita	X	
or Materials spend per capita	X	
b) Replenishment rate	X	
QI 9 Appropriate reading material:		Fully met
a) % of material budget on children	✓	
b) % of material budget spent on Welsh	✓	
or Spend on Welsh per capita	X	

9. The narrative included within the annual assessment report (found at **Appendix C of Item 4**) states that:

*“The overall level of acquisitions is disappointing, being amongst the lowest in Wales, and this is the only area where Cardiff entirely fails to meet the targets set in the framework. Materials for children and resources in the Welsh Language are being provided at appropriate levels.”*

*“Efficiency savings during the year have impacted on the rate of acquisitions, which are low in both absolute and replenishment terms. This is the only area where Cardiff entirely fails to meet the target set in the framework. Only one authority reported a lower rate of acquisitions per capita, and only two had lower replenishment rates. The service notes that it has prioritised spending strategies to focus on the achievement of the Authority Corporate priorities.”*

10. Members will note that the implementation of the Library Stock Management Strategy is not directly linked to any change in spend on new books. The information above is included to illustrate the financial prioritisation challenges faced by the libraries service in Cardiff. The Strategy will look to ensure that resources are being directed in the most effective way to maintain the integrity and increase the accessibility of the materials held currently in Dominions Way.

## **Way Forward**

11. Councillor Peter Bradbury (Cabinet Member for Community Development, Co-Operatives and Social Enterprise) will be in attendance, and may wish to make a statement. Sarah McGill (Director of Communities, Housing & Customer Services), Isabelle Bignall (Head of Service - Customer Services) and Nicola Richards (Central Library Manager) will be in attendance and will provide a presentation outlining the proposals going forward for the Cardiff Library Stock Management Strategy and relocation of Local Studies.

## **Legal Implications**

12. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **Financial Implications**

13. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are

implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

### **Recommendation**

14. The Committee is recommended:
  - a. to consider whether it wishes to pass on any comments, observations or recommendations to the Cabinet;
  - b. to discuss whether it wish to schedule any further scrutiny of this issue.

### **MARIE ROSENTHAL**

Director of Governance and Legal Services

30 October 2015