



Welsh Public Library Standards 2017 - 18



Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together



Sixth Quality Framework 2017 - 2020

- The Framework is an assessment of the performance of Public Library Services in Authorities in Wales
- Supervising tool for Welsh Government to assess the discharge of obligations related to the Public Library Act 1964
- Performance report and assessment of the first year of the sixth framework 2017-20

The Framework measures:-

- 12 Core entitlements (WPLSCE)
 - 16 Quality Indicators (WPLSQI)
- 10 Quality Indicators have specific targets
 - Benchmarking of the remaining indicators against other Authorities is also used as a means of measuring performance



Assessment report feedback

Overall feedback was very good with some areas for improvement

“Cardiff Library Service has continued to perform well... with the integration of Hub and Library Teams supporting improvement in a number of areas”

Cardiff continues to perform strongly in traditional indicators of use

There is acknowledgement of active engagement on digital and health and well-being agendas

Developments in event programming have also seen large increases in attendance at activities & events

Support for health and wellbeing is strong with Cardiff one of the few authorities regularly offering the full range of services

PC provision has increased in preparation for providing support for Universal Credit with Cardiff one of the few authorities to report an increase in usage



Core Entitlements Result

The Core Entitlements enable customers to know what they can expect from their public library service. They cover 4 specific strategic areas as below:-

- Meeting customer needs
- Access and use
- Facilities and Services
- Expertise and Capacity

Cardiff met 11 of the 12 Core Entitlements

The service did not meet the following:-

WPLSCE12 Libraries in Wales will provide access to the library service's strategy, policies, objectives and vision



Targeted Quality Indicators - Result

The quality indicators in the sixth framework build upon the previous framework, and include additional measures covering the outcomes and impact of the library service.

Of the 10 quality indicators which have targets, 7 were achieved in full. 2 were partially achieved and 1 was not met.

- Requests satisfied in 15 days was slightly below target
- Qualified staff per capita was below target, although overall staffing level was above target
- Items acquired and spend were again below target, however as in previous years good practice in procurement is ensuring that the needs of citizens are being met.

When compared with the rest of Wales Cardiff's performance was very good achieving the best performance in 6 categories as shown below:



Quality indicators - Benchmarking

An improved performance was achieved with Cardiff Library Service securing the **highest ranking in Wales** of:

- Visits per capita (1) (2,533,144)
- Virtual visits per capita (1) (798633)
- Active borrowers per capita (1) (82,666)
- Total volunteers (1) (196)
- Total volunteer hours (1) (6,145)
- Net cost per visit (21) (£1.24)



Improvements in benchmarking have been achieved in the following indicators:

- Attendance at events per capita (2) (247,190)
- % of available computer time used by public (3) (56%)
- Total operational expenditure on staff (3) (74%)
- Capital expenditure per capita (2) £12,736



Case Studies

There is a requirement to submit 4 case studies to evidence that the library service has made a positive difference to an individual (or group of individuals). The studies are outlined below:

- *Research, Reflect, Remember – An Intergenerational project to teach primary school children about the first World War.*
- *Volunteer Opportunities – the impact of volunteering on three individuals, enabling them to develop new skills, improving their English, helping them gain in confidence, and supporting employability*
- *Autism Friendly Project – targeted Autism friendly sessions for children and their families*
- *Knit and Natter – the impact of a long running Knit & Natter group on the health and wellbeing of participants; one member enjoys the sense of community, friendship and well-being it provides*

Cardiff received acknowledgement that the case studies met the performance criteria in the Welsh Government's annual assessment report.



Addressing Key Points of Concern

WPLSCE12 “Libraries in Wales will provide access to the library service’s **strategy, policies, objectives and vision**”

The assessment report acknowledges that Cardiff library service delivery is closely aligned with published corporate priorities and strategies however work is now underway to publish a documented library service strategy. This will include:-

Our Vision for Service delivery focusing on the needs of local communities:-

- Engaging with the community to improve levels of health and wellbeing
- Comprehensive stock profiling and resource management
- Increased reading and literacy levels within the City
- Delivering cultural & creative enrichment to citizens
- Children’s literacy & curriculum support
- Digital creativity and improved access to enhance the digital literacy of citizens

*Draft to be completed by Qtr 4 ensuring achievement of this core entitlement.
A plan to deliver improved literacy*



Addressing Key Points of Concern

WPLSQ13 (ii) The total number of staff (FTE) holding recognised qualifications in Librarianship (Target 0.65 per 10,000 population)

The report indicates a level of concern regarding Cardiff's performance in this area.

Current position

*7 Staff are currently fully qualified including 3 Chartered Librarians
9 staff currently studying Diploma Level 3 for Libraries, Archives and Information Services through GWRP Llandrillo, Menai, and Cardiff and Vale College*

What Next?

24 Senior and Library Hub Officers to undertake the NVQ as mandatory training (Inclusion in training plan).

This plan would ensure achievement of the target (1.01%) however will take some time to deliver, unlikely to meet the target next year.



Addressing Key Points of Concern

WPLSQI8 Library Use

Small decreases have taken place in 2 of the elements of this quality indicator in comparison with 16/17

Library Use	2017/18	2016/17	Difference
a)Visits per capita	7,014	6,751	+263
b)Virtual visits per capita	2,211	2,299	-88
c)Active borrowers per capita	229	235	-6

However Cardiff is still ranked highest in Wales for these indicators

What Next?

*Proceed with implementation of new Library management system, delivering improved access including an upgraded catalogue and digital presence thereby re-engaging existing customers as well as developing new virtual audiences. **Go live date April 2019***



Well-being Hubs – Update and Next Steps

- Recruitment to fully implement Community Wellbeing Hub structure has largely been completed: (250k savings target for 2019/20 fully achieved)

Next steps:

- Evaluate mapping and community consultation to tailor services to local community needs focusing on Health & Wellbeing and additional Hub services
- Fully train staff to deliver new services
- Develop joint Health/Community Hub city wide promotional channels to further audience development particularly in relation to wellbeing - thereby achieving maximum impact at local community level
- Progression with 2 Welsh Government Transformation capital grant applications (already in stage 2 of process) to move ahead with building improvements at Whitchurch & Rhydypennau



Appendix 1 - Detailed Data



Quality Indicators with Targets - Met

Indicator	Details	Met	Target	Achieved
WPLSQI3 <i>Support for Individual development, including ICT support, information literacy, reader development and E-government support</i>	All static service points open for 10 hours or more should provide the following: a) Basic support in the use of ICT b) Training to improve literacy, numeracy, information and digital skills. c) Support for users to access local and national e-government resources. d) Reader development programmes for both adults and children	Yes	To meet all sections within indicator	Achieved all Sections
WPLSQI4 <i>Support for health and wellbeing</i>	i) Books on prescription scheme ii) Better with Books iii) Designated health and wellbeing collection iv) Information about healthy lifestyles and behaviours v) Signposting to health and wellbeing resources	Yes	To meet all sections within indicator	Achieved All Sections



Quality Indicators with Targets - Met

Indicator	Details	Met	Target	Achieved	Difference
WPLSQI6 <i>User Attendance at events and activities</i>	b) All static service points offer events/activities for users with special requirements	Yes	To meet section b of the indicator	Target Met	
WPLSQI7 <i>Location of service points</i>	At least 95% of households should be within 2 miles of a static service point	Yes	95%	99%	+4%
WPLSQI10 <i>Welsh Language Resources</i>	Authorities should achieve either a minimum of 4% of the material budget, or, a minimum of £750 per 1,000 welsh speaking population	Yes	4%	6%	+2%



Quality Indicators with Targets - Met

Indicator	Details	Met	Target	Achieved	Difference
WPLSQI11 <i>Online access</i>	I) Authorities should provide a minimum of one device per location giving access to the internet and networked digital content II) Wifi access should be provided to enable users to bring their own laptops and mobile devices	Yes	To meet all sections of indicator	Achieved all sections	
WPLSQI16 <i>Opening hours per capita</i>	Authorities should achieve a level of aggregate staffed opening hours across all service points of no less than 120 hours per annum per 1,000 population	Yes	120 hours	121	+1



Quality Indicators with Targets – Partially met

Indicator	Details	Met	Target	Achieved	Difference
WPLSQI12 <i>Supply of requests</i>	a) A minimum of 64% of requests to be satisfied in 7 days	Yes	64%	66%	+2%
	b) A minimum of 79% of requests to be satisfied within 15 days	No	79%	77%	-2%
WPLSQI13 <i>Staffing levels and qualifications</i>	a) Staff per capita	Yes	3.6 FTE	4.37 FTE	+0.77 FTE
	b) Qualified staff per capita	No	0.65 FTE	0.3 FTE	-0.35FTE
	c) Head of service qualification	Yes	Qualified Librarian	Qualified Chartered Librarian	
	d) CPD percentage	Yes	1% of aggregate staffing hours	1.6%	+0.6



Quality Indicator with Targets - Not met

Only one Quality Indicator has not been fully met:-

Indicator	Details	Met	Target	Achieved	Difference
WPLSQI9 <i>Up-to-date and appropriate reading material</i>	a) Minimum of 243 items acquired per 1,000 resident population or	No	243	180	-63%
	b) A minimum spend of £2,180 per 1,000 resident population	No	£787,346	£531,077	£-256,269

