



The sixth quality framework for Welsh public libraries

April 2017 to March 2020

Annual return pro-forma: Year ending 31 March 2020

Guidance notes

The return is to be made over three worksheets, together with a Word document. Authorities should take note of the following:

The *Definitions and guidelines for data collection and reporting* document provides guidance for completing the return.

Where data are included in the annual public library actuals return to CIPFA, the same figure should be used for this return.

Only those cells where data are required can be selected; other areas of the return are shaded. The tab key can be used to move to the next available cell.

MALD reserves the right to request evidence of the information provided in the return to assist with the assessment process.

Context

This sheet requires some descriptive details for the authority, and contact details for the person to whom any queries should be addressed.

Core entitlements

This sheet deals with the 12 core entitlements for the public. Authorities should select their (self-assessed) level of compliance from the drop-down box, and provide further information in the space provided.

Quality indicators

This sheet covers the 16 public library standard quality indicators. For some indicators authorities are required to enter the raw data from which quantitative standards are derived; calculation will then take place automatically.

For those standards with quantitative targets, values are compared to the target set, and an indication given of whether or not that standard has been met. Space has been provided for comment; authorities failing to meet targets will be prompted to use this space to detail any mitigating circumstances, and plans for future improvement.

A comparative figure for the year ending 31 March 2019 should be provided for each annually reported PI. Space is provided for authorities to comment on any decline in their performance over the previous year.

The most recent figures available should be given for those PIs which are required only once in the three year period, and the date of data collection given in the space provided.

Submission

When completed, the return should be submitted via email to MALD:

mald@gov.wales

Closing date for receipt of returns:

Tuesday 1st September 2020

For more information please contact:

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Contextual data**Year ending 31 March 2020**

Authority

Merthyr Tydfil

Resident population

60,183

Percentage of population aged under 16

19.0%

Percentage of population able to speak and read Welsh (see notes)

7.3%

No. of static service points open 10+ hours per week

5

No. of static service points open for less than 10 hours per week

0

No. of Mobiles

0

In addition, community libraries open 10+ hours per week

No. of community managed libraries

0

No. of community supported libraries

0

No. of commissioned libraries

0

in addition, community libraries open for less than 10 hours per week

No. of community managed libraries

0

No. of community supported libraries

0

No. of commissioned libraries

0

How many, if any, of these community libraries are included in this return (see notes)?

0

No. of Independent Community Libraries

0

Contact details for queries regarding this return

Name Jane Sellwood

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Has this Annual Return been approved by the authority prior to its submission to MALD?

No

When is approval expected? Unknown at this time due to restrictions in plac

When will the definitive version be submitted to MALD? Unknown at this time due to restrictions in plac

| Entitlement | Compliance (please select) | Authority comments (List any changes to previous year's return and additional commentary on of part/not met CE) |
|--|-------------------------------|---|
| <p>1 Free to join, and open to all.</p> | <p>Fully met</p> | <p>The service is free to join and has users from across the County Borough. Access to services is not limited to those with permanent addresses and we use a variety of ways including community loans to ensure everyone is able to access services. Transitional lending allows children to join without parental consent (which has been a barrier with some users) and allows them to build up to full borrowing rights. Library services in Merthyr welcome all sections of the community and make available where appropriate dual language and other resources to ensure that services are relevant to the demographic served by each of the service points. We have a lot of information about the social and demographic make up of our areas and use this to look at what we provide in the way of activities and events. We are looking at how to best engage with non-traditional users and the development of co-located service points in our leisure centres is part of this work. We have child friendly areas in all libraries and ensure that what we do always keeps the people we serve currently and those who may wish to use at at the forefront of developing new ideas, spaces or activities. We are widely used by a large cross section of people, irrespective of age, ethnicity, sexual orientation or other factors and work hard to promote our inclusiveness. Again, the fact that a large proportion our users believe us to be a safe welcoming place goes a long way to assert this.</p> |
| <p>2 Ensure friendly, knowledgeable and qualified staff are on hand to help.</p> | <p>Fully met</p> | <p>We have continued to exceed the recommended staff training level during this year and are committed to our staff through the use of various types of training. Our results for customer service speak for themselves with 99% of respondents giving scores of good or very good against this question. The majority of compliments we receive are about the staff and the welcome people have at the library. One of the ongoing issues we have with the level of 'qualified librarians' is that we feel this is often misguided. The value and input of frontline staff who are enthusiastic and capable and provide an excellent service should not be undervalued or unrecognised due to the lack of a formal library qualification. The public rarely have any idea that the staff they see every day are not 'qualified librarians' and assume they are because of the skills and knowledge they demonstrate. While there may not be so many staff to help, the staff who are there work hard and provide excellent services. Regular one to one meetings with every staff member, the chance to be part of a wider staff forum, and a training budget that does not limit staff only to their current place of work all ensure that staff have good opportunities. We may not meet the staffing level as outlined but the results outlined within this return, despite of this, speak for themselves and we are immensely proud of the staff who show such commitment to the people and what they need every day. In survey results, not only have the public marked the questions highly where they are specific to staff, they have felt the need to further talk about that when asked for any other comment. We are proud to have been able to maintain this level through the extended framework.</p> |

Compliance with Core Entitlements

Merthyr Tydfil

| Entitlement | Compliance (please select) | Authority comments (List any changes to previous year's return and additional commentary on of part/not met CE) |
|--|-------------------------------|--|
| <p>3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture & recreation.</p> | <p>Fully met</p> | <p>The detail around this follows the same pattern as previous years. The service has been working on providing a range of new activities, events and programmes to help people get the most out of Library services. Knit and Natter groups, crochet groups, life drawing classes, art classes, book groups and creative writing groups for both adults and children all form part of the provision. There are large pockets of the borough which have high unemployment, low literacy levels, are in poverty and do not have access to IT. This means demand on IT services especially can be very high. Demand has certainly increased over the last few years and demand on staff time can be onerous. However, we work with a range of providers to help us deliver IT classes, digital literacy events, reader development activities and information literacy classes. During the last year we have continued to run many sessions across the five libraries that aimed to support learning, enjoyment and enable our users to obtain the maximum benefit from available resources, both physical and virtual. We worked with individuals and groups of all ages, from babies and toddlers at story and rhyme times to silver surfers with tablets and audio books. Age appropriate activities are run throughout each library and specific to the demographics in the area. Working with providers around health and wellbeing such as Drink Wise Age Well and Stop Smoking also contributes well to this. Activities such as luncheon club for housebound users and a gardening group in the Holocaust Memorial Garden at the back of the Central Library have proven to be lifelines for many experiencing loneliness and isolation at home.</p> |
| <p>4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.</p> | <p>Fully met</p> | <p>Our Home Links service provides a vital service for a number of housebound borrowers who are unable to visit conventional service points. In addition to the specially chosen selections we also use special boxes of browsing stock that customers can use to choose an extra book or two. Allowing a free choice of books in this way allows customers to feel engaged with the service and can also help us to improve the selections and choices given in their main loans. Carers Loans are in operation, for those who can still use services but may need additional support or longer loan periods to remain active members. We are also looking at other groups who may find traditional services difficult to engage with and further work is ongoing. In addition to the services described above, we provide disabled access in all of our buildings. We have disabled toilets in two buildings. We think about all users when investing in new furniture or services to ensure accessibility and have offered adaptive technology on PCs in all buildings since 2002, and have various other adaptive signage and services such as hearing loops. We have good contact with local disabled groups and the Equalities Officer for the authority. We sit on the local Health and Wellbeing Forum as well as the local Carers Forum. Where full access is not available due to restrictions within the buildings (3 x Grade 2 listed Carnegie Libraries) services are duplicated as much as possible across both floors.</p> |

Compliance with Core Entitlements

Merthyr Tydfil

| Entitlement | Compliance (please select) | Authority comments (List any changes to previous year's return and additional commentary on of part/not met CE) |
|--|-------------------------------|--|
| <p>5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.</p> | Fully met | <p>Over the last 10 years all county borough libraries have undergone refurbishment through Welsh Government funding and have been updated and modernised to provide excellent facilities for our users. Our opening hours exceed the minimum laid down in the Welsh Public Library Standards and we have very good physical assets across the service points. These buildings are not without problems as three of five service points are listed Carnegie buildings. However, where the physical accessibility of the libraries have proved difficult, the modernisation that has taken place through grant funding has allowed us to make provision for areas which previously were not DDA compliant. All service points have accessible access and services are available to all. Where issues are recognised we make changes to the physical environment to compensate, for example, in one building spread over two floors, where something is available on the first floor, only accessible by stairs we have mirrored provision on the ground floor. Where we have co-located services accessibility is good.</p> |
| <p>6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.</p> | Fully met | <p>We do not make any charges for requests or reservations at all. There are no associated charges for book loans at all other than fines which are at the lowest level in Wales (and UK). All online services are linked through from both the Library catalogue and the main site and promoted widely through social media as well. There are no point of contact charges associated with any of the services provided, including online resources.</p> |
| <p>7 Provide free use of the Internet and computers, including Wi-Fi.</p> | Fully met | <p>All Internet and wi-fi use is free, there are no associated charges other than printing costs. There are no charges for however long someone is using the internet for and we do not normally limit session time although do promote frequent rests and breaks away from the screen. We use a variety of methods to promote the internet and wifi services alongside the myriad of classes and activities we run to people outside of the library buildings including through our website and social media channels. Having good social networks such as Job Centre Plus, and several local third sector organisations sees many of our tweets and posts regarding training or access shared more widely, which in turn helps us to promote to a wider audience.</p> |
| <p>8 Provide access to services, cultural activities and high quality resources in the Welsh language.</p> | Fully met | <p>We work with local partners to strengthen our offer in the Welsh language and have some Welsh speaking staff who deliver activity. We have a partnership with the local Welsh Centre and work closely with them across a range of services, not just libraries. We are fully bilingual in both printed and online promotional material and work to ensure this standard is maintained. We have Welsh language story and rhyme run by partners such as Ti-a-Fi and incorporate the Welsh language into some of our English language stories through bi-lingual stories and songs. Physical resources include books, newspapers and magazines such as Lingo and we work with local schools and groups wherever we are able.</p> |

Compliance with Core Entitlements

Merthyr Tydfil

| Entitlement | Compliance (please select) | Authority comments (List any changes to previous year's return and additional commentary on of part/not met CE) |
|---|-------------------------------|---|
| <p>9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.</p> | Fully met | <p>We are happy to make our resources available and the enhanced features on our catalogue has resulted in greater use of the service. While we have not yet joined the All Wales Library Service provision, there are sound reasons behind this, including the non-extension of the tender time frame, which gives rise to a lot of risk for us to join this late. We are however, committed to joining at a later date. We actively promote and work on inter-lending with colleagues across the region.</p> |
| <p>10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.</p> | Fully met | <p>As previously highlighted we continue to use many local links and partnerships to promote and deliver services. The network of buildings under the portfolio of the Leisure Trust allow a lot of cross working to take place and gives a variety of avenues for promotion to less traditional members such as those using the Leisure Centre and the Park. Marketing budgets are centralised which allows more fluid use and piggy backing on other campaigns. Social media especially Twitter and Facebook are used widely to promote but traditional print based materials are also used. Maintaining a good relationship with the local authority corporate communications team also allows advertising through internal corporate channels.</p> |
| <p>11 Regularly consult users to gather their views on the service and information about their changing needs.</p> | Fully met | <p>Survey consultations are undertaken once a year, in accordance with good practice and as part of our contractual duties via the local authority. We have customer comments and suggestions cards freely available at all sites as well as welcoming feedback through the library catalogue, our website and social media. We used much feedback from the regular user surveys to shape the refurbishments and modernisation programme we have been undergoing and have used some non-user feedback to shape the co-location projects we have undertaken. We have a 'You asked, we did' board in Libraries and use this to let people know about the progress on suggestions they have made, and what the reasons are if we haven't been able to act on their suggestion. We also use opportunities at events and activities to gather thoughts and information from users through feedback forms available at every event. This also gives us information on where people are finding out about us and feeds into how we promote what we do.</p> |
| <p>12 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.</p> | Fully met | <p>Documents are available online in both languages and in both formats. Link is: http://www.merthyrlibraries.co.uk/about-us.aspx</p> |

| WPLSQI 1 Making a difference | Framework 6 | | Framework 5 |
|--|-----------------------------|--------|-------------|
| Percentage of adults who think that using the library has helped them develop new skills | 94% | | 94% |
| Percentage of adults who have found helpful information for health and well-being at the library | 89% | | 88% |
| Percentage of adults who experience the library as an enjoyable safe and inclusive place | 100% | | 100% |
| Percentage of adults who think that the library has made a difference to their lives | 94% | | 94% |
| | Survey dates (month & year) | Mar-20 | Survey date |
| | | | Mar-19 |

Authority comment:

We are pleased to have retained performance against all of the measures and to show a small increase in the one area. We are especially pleased to have retained the 100% result for the question around the library being a safe, enjoyable and inclusive space.

| | | | |
|--|-----------------------------|--------|-------------|
| Percentage of children aged 7-16 who think that the library helps them learn and find things out | 96% | | 95% |
| | Survey dates (month & year) | Mar-20 | Survey date |
| | | | Mar-19 |

Authority comment:

Out internal targets have been met by the result and we are pleased to have shown a small increase

| WPLSQI 2 Customer satisfaction | Framework 6 | | Framework 5 |
|--|-----------------------------|--------|-------------|
| Percentage of adults who think that the choice of books is 'very good' or 'good' | 99% | | 98% |
| Percentage of adults who think that the standard of customer care is 'very good' or 'good' | 100% | | 100% |
| Percentage of adults who think that the IT facilities provided are 'very good' or 'good' | 95% | | 94% |
| Percentage of adults who think that the library is 'very good' or 'good' overall | 99% | | 99% |
| | Survey dates (month & year) | Mar-20 | Survey date |
| | | | Mar-19 |

Authority comment:

Again we are happy to have maintained our performance against these measures. Targeted purchasing, including equipment has helped to ensure this performance remains high. The new suite of computers, donated two years ago, has really helped with performance against this and maintaining the provision, allowing purchases to focus on other equipment where applicable.

| | | | |
|---|-----------------------------|--------|-------------|
| Average overall rating out of ten awarded by users aged 7-16 for the library they use | 9.2 | | 9% |
| | Survey dates (month & year) | Mar-20 | Survey date |
| | | | Mar-19 |

Authority comment:

Children are often the harshest of critics but we have a good level of interaction with the young users and one of our branches in particular has retained their fantastic children's activity programme with young volunteers alongside traditional group such as Homework Club and Lego Club. The children are encouraged to be active participants in their community and this develops skills and knowledge in those children taking part helping to also build confidence.

| WPLSQI 3 Support for individual development (Comment on any change to provision since 2018-19) | 2019-20 | % of total | 2018-19 % of total |
|--|---------|------------|--------------------|
|--|---------|------------|--------------------|

Number of static service points open for 10 hours per week or more providing:

| | | | |
|---|---|------|------|
| Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available. | 5 | 100% | 100% |
| Training to improve literacy, numeracy, information literacy and digital skills. | 5 | 100% | 100% |
| Support for users to access local and national e-government resources. | 5 | 100% | 100% |
| Reader development programmes/activities for both adults and children | 5 | 100% | 100% |

This target has been met.

| WPLSQI 4 Support for health & wellbeing (comment on any change to provision since 2018-19) | 2019-20 | % of total | 2018-19 % of total |
|--|---------|------------|--------------------|
| Number of static service points open for 10 hours per week or more providing: | | | |
| Books Prescription Wales scheme | 5 | 100% | 100% |
| Better with Books scheme | 5 | 100% | 100% |
| Designated health & wellbeing collection | 5 | 100% | 100% |
| Information about healthy lifestyles & behaviours | 5 | 100% | 100% |
| Signposting to health & wellbeing services | 5 | 100% | 100% |
| This target has been met. | | | |

| | | | 2018-19 |
|---|---|--|---------|
| Number of static service points open for 10 hours per week or more providing: | | | |
| Shared Reading groups | 5 | | 100% |
| Book clubs | 5 | | 100% |
| Health information partnerships | 5 | | 100% |
| Dementia friendly champions and services | 5 | | 100% |
| Mental health awareness activities | 5 | | 100% |

Authority comment:

Our relationship has always been good with health providers locally through Books on Prescription and other activities. We changed the way we categorised non-fiction stock a while ago to make browsing easier and make regular use of targeted displays of stock. We hold appropriate sessions in all Library Service points and all Library staff have undergone training as Dementia Friends. Sessions include those run through MIND, Smoking Cessation, Drink Wise Age Well alongside other more bespoke sessions. As part of the work done to promote healthy lifestyles, staff deliver family and children's activity have undergone physical literacy training and use this alongside the more traditional methods used to deliver sessions at all libraries.

| WPLSQI 7 Location of service points | 2019-20 | 2018-19 |
|---|---------|---------|
| Population density (persons per hectare) | 5.8 | |
| % of households within 2.5 miles (or 10 minutes travelling time by public transport) of a static service point, or within ¼ mile of a mobile library stop | 88% | % 88% |
| This target has been met. | | |

| WPLSQI 8 Library use | 2019-20 | Per 1,000 pop'n | 2018-19 Per 1,000 pop'n |
|---|--------------------------------|-----------------|-------------------------|
| Total number of visits to library premises during the year | 214,515 | 3,564 | 1,000 |
| Please indicate the method used for calculation | A combination of these methods | | |
| Total number of external visits to the library's web site during the year | 63,479 | 1,055 | 948 |
| Total number of active borrowers during the year | 8,744 | 145 | 149 |
| Total number of library members | 48,381 | 804 | 790 |
| Total number of adult book issues | 142,811 | 2,373 | 2,260 |
| Total number of children's book issues | 39,251 | 652 | 515 |
| Total number of audio-visual issues | 12,998 | 216 | 219 |
| Total number of electronic downloads | 9,144 | 152 | 116 |

Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse; please also provide a note of any statistics collected on social media use, and how this data is counted):

While we have shared service points, once of which is part staffed, we do not use shared counting. We use counting methods for both which record only library use. We have not done any work during the year on cleansing of records but are not doing a larger piece of work at this moment in time due to capacity issues. We have not used social media engagement numbers in reporting.

| WPLSQI 9 Up-to-date and appropriate reading material | 2019-20 | Per 1,000 pop'n | 2018-19 Per 1,000 pop'n |
|--|---------|-----------------|-------------------------|
| Total number of items acquired | 14,999 | 249 | £246 |
| Total materials expenditure (from WPLSQI 14) | £99,172 | £1,648 | 97560.00 |
| This target has been met. | | | |

| | | | |
|--|---------|--|-------|
| Total expenditure on material purchased for children | £14,921 | | |
| Does this figure include expenditure on a Schools Library Service? | No | | |
| Percentage of materials expenditure for children | 15% | | % 12% |
| Authority comment | | | |

During 2017-18 we had invested heavily in our childrens stock and as such had a very good stock selection to work with. We did not feel that a prudent use of the money would be to spend large amounts again and diverted some monies that would normally have been spent on childrens stock to improving the Welsh stock. While we have increased it again this year from the previous level we have not invested too heavily at the

| WPLSQI 10 Welsh language resources | 2019-20 | Per 1,000 pop'n | 2018-19 |
|--|---------|-----------------|---------|
| Total expenditure on materials in the Welsh language | £4,015 | | |
| Percentage of materials expenditure on materials in the Welsh language | 4% | | % 3% |
| Spend per 1,000 Welsh-speaking resident population | | | £ £750 |
| This target has been met. | | | |

| | | | |
|---|-------|----|-------|
| Total number of issues of Welsh language material | 1,784 | 30 | 1,824 |
| Authority comment | | | |

Usage is still slow however, we are hoping to work more closely with our education services during this year (which should have happened at the end of the previous year, before COVID) and developing school resources for Welsh speaking children in the area.

| WPLSQI 11 Online access (comment on any change to provision since 2018-19) | 2019-20 | Per 10,000 pop'n | 2018-19 |
|--|---------|------------------|---------|
| Do all libraries provide a minimum of one device giving public access to the Internet and networked digital content? | Yes | | |
| This target has been met. | | | |

| | | | |
|---|-----|--|--|
| Do all static service points provide Wi-Fi access for the public using their own devices? | Yes | | |
| This target has been met. | | | |

| | | | |
|---|----|------|---------------------|
| Total number of devices giving public access to the Internet: | 60 | 9.97 | per 10,000 pop'n 10 |
|---|----|------|---------------------|

| | | | |
|--|----|--|--|
| Available in static libraries | 60 | | |
| Available in mobile libraries | 0 | | |
| Authority comment: We have maintained the number of devices which includes PCs, laptops and tablets | | | |

| | | | |
|---|--------|-----|-----|
| Number of hours available for use of public access ICT facilities during the year | 61,514 | | |
| Number of hours recorded for use of public access ICT facilities during the year | 38,112 | 62% | 63% |
| Authority comment: The increased pressure on the public to access services digitally has driven up some of the usage as has been previously highlighted in the return. The usage of the various devices to access a range of services is a highly valued service to the people of Merthyr and is something particularly valued in the branch libraries located in areas where there are very few other public services. The usage has remained fairly constant and | | | |

| WPLSQI 12 Supply of requests | 2019-20 | % | 2018-19 % |
|--|---------|-----|-----------|
| Total number of requests for specific items made during the year | 5,863 | | |
| Number of requests which are notified to the user as being available within 7 calendar days of the request being made | 4,158 | 71% | |
| This target has been met. | | | |
| Number of requests which are notified to the user as being available within 15 calendar days of the request being made | 4,768 | 81% | |
| This target has been met. | | | |

| WPLSQI 13 Staffing levels & qualifications | 2019-20 | Per 10,000 pop'n | 2018-19 |
|---|---------|------------------|---------|
| Total number of staff (FTE) | 13.9 | 2.31 | 2.3 |
| This target has not been met. Please add any comments below: Authority comment (including information about shared staff): There are currently no shared staff in the system although we do share buildings with other service areas such as leisure. There are no current plans to change the staffing levels however, there is also no likelihood for increases to staffing. Despite being low on staffing, staff are used to the best advantage, work is carefully planned and this management means the service provided is comprehensive and efficient. There is currently one vacant post which requires a library qualification. | | | |
| Number of staff holding recognised library related qualifications (FTE) (including cognate areas) | 2.0 | 0.33 | 2.0 |
| This target has not been met. Please add any comments below: There is currently one vacant post requiring a library qualification | | | |
| Number of staff holding qualifications in cognate areas (FTE) | 0.0 | | 0.0 |
| Number of posts which require a library qualification | 3.0 | | 3.0 |
| Number of staff with library qualifications in posts which do not require a library qualification (FTE) | 0.0 | | 0.0 |
| Authority comment: There are no qualified librarians in roles which do not require it, neither are there staff qualified in other disciplines. | | | |

| | | |
|--|--|--|
| Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management? | Yes | |
| Please give details of current qualifications held: | BSC Econ Library and Information Management (Hons) | |

This target has been met.

| | | | |
|---|---|---------|-------|
| Where does this post sit within the local authority management structure? | The post is not part of the local authority structure as we operate as a Trust. | | |
| What is the post held by the most senior professional librarian (if different from the above)? | N/A | | |
| Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)? | N/A | | |
| Total staff working hours during the year | 24,925 | | |
| Number of staff hours spent in training & personal/professional development | 340 | | |
| % of time spent in training & personal/professional development | 1.4% | 2018-19 | 2.00% |

This target has been met.

| | | | |
|--|-----|---------|-----|
| Total number of volunteers active during the year | 20 | 2018-19 | 46 |
| Total number of volunteer working hours during the year | 224 | 2018-19 | 632 |
| Do you have Investors in Volunteers accreditation relating to the NOS? | No | | |

Briefly describe the training and support offered to volunteers.

Each volunteer has a written role description outlining the key responsibilities and role to them. Each volunteer is given a site specific induction as well as an overview of the organisation. Training is available and dependant on the volunteer placement. In addition, each volunteer has a named member of staff as a mentor as well as being able to contact the designated volunteer co-ordinator who has undergone training through the National Volunteer Accreditation Scheme (NVAS).

Authority comment:

Volunteer usage has dropped significantly. Some changes to the roles and responsibilities of staff have meant there are fewer available hours to properly train and supervise volunteers. We have had some issues with recruitment and have lost some volunteers to other areas of the organisation, which benefits the organisation as a whole and the individual volunteer. We were also hit hard when the news of the pandemic broke as

| WPLSQI 14 Operational expenditure | 2019-20 | % of total | 2018-19 | % of total |
|---|----------|------------|---------|------------|
| Expenditure on staff | £253,214 | 54% | | 52% |
| Total materials expenditure | £99,172 | 21% | | 20% |
| Expenditure on maintenance, repair & replacement of equipment & buildings | £47,267 | 10% | | 3% |
| Total other operational costs | £69,671 | 15% | | 25% |
| Total revenue expenditure | £469,324 | 100% | | |
| Total revenue expenditure per 1,000 population | £7,798 | | | |
| Total capital expenditure | £0 | | | |
| Total capital expenditure per 1,000 population | £0 | | | |

Authority comment:

The pattern is similar across all years with staffing being the highest spend. Materials expenditure remains fairly constant throughout demonstrating the commitment to up to date reading materials and resources being provided.

| WPLSQI 15 Cost per visit | 2019-20 | Ratio | 2018-19 |
|--|--------------|-------|---------|
| Total revenue expenditure on staff & materials | £ 400,492.00 | | |

| | | | | |
|---|------------|--------------|-----------------------|------------|
| Total income generated | £18,960.00 | | Income | £17,690.00 |
| Total number of visits to library premises during the year | 214,515 | | | |
| Total number of external visits to the library's web site during the year | 63,479 | £1.37 | Cost per visit | |
| Authority comment: | | | | |

| WPLSQI 16 Opening hours (Comment on any change to provision since 2018-19) | 2019-20 | Per 1,000 pop'n | 2018-19 Per 1,000 pop'n |
|---|----------------|------------------------|--------------------------------|
| Aggregate annual opening hours for all service points | 9,375 | 156 | 156 |
| This target has been met. | | | |

| | | | |
|--|---|--|------|
| Total number of unstaffed opening hours for all service points | 0 | | 0.00 |
|--|---|--|------|

Authority comment:

We are pleased to maintain a high number of opening hours across the service points. This is important to us to ensure equality of access across all service points.

| | | % of total | 2018-19 % of total |
|---|-------|-------------------|---------------------------|
| Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability | 0 | | |
| Total planned opening hours of all static service points | 9,375 | 0.00% | 0.00% |
| Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability | 0 | | |
| Total planned mobile library stops and home deliveries | 2,100 | 0.00% | 0.00% |

Authority comment:

There have been no emergency or unplanned closures due to building failure of staff shortages. The ability that the excellent staff have to work across areas mitigates this for us and allows us to react quickly to any situations that do arise. Building refurbishments have certainly helped to improve the 3 Carnegie Library buildings and ensure they are fit for purpose moving forward!