

Welsh Public Libraries Standards 2008-11 - Annual Return for Gwynedd 2011

An assessment framework for public library authorities in Wales April 2008 – March 2011

Welsh Government - CyMAL: Museums Archives and Libraries Wales

Name of authority GWYNEDD COUNCIL

This Annual Return has been confirmed by the authority prior to its submission to CyMAL

Yes No

If Yes, note whether that confirmation was received by

Portfolio Member

Cllr Alwyn Gruffydd Signed Date

Head of Department

Gwenan Parry Signed Date

***The report was prepared by
The Principal Librarian***

Hywel James Signed Date

1. The authority's scrutiny procedures applied to the assessment of library service performances undertaken by the Welsh Assembly Government under the third assessment framework for 2008 – 11 and sent to authorities in September 2010 by the Welsh Assembly Government.

A meeting was arranged with the Portfolio Leader and the Head of Customer Care Department on 11/10/10, specifically for the Principal Librarian to be able to submit and discuss the assessment of the Library Service's position in relation to Library Standards. Specific attention was given to the Progress Indicators and comparisons with other authorities in Wales. Those elements where improvement was required were transferred to the Council's Business Planning process to be included as either Improvements or Indicators in the Department's Business Plan; these will then be monitored regularly by the Portfolio Leader and by the Principal Scrutiny Committee.

2. What decisions were made by the authority as a result of scrutiny procedures that sought to improve library service performances in relation to the Welsh Public Library Standards and Welsh Public Library Performance Indicators?

Once again, the support of the Portfolio Leader and the Head of Department was received for submitting a revenue bid for additional resources to increase the staffing level of the Library service, following the observation of the CyMAL assessment that noted "in one key aspect - namely staffing, the situation is quite unsatisfactory at present". In response to the indicator that showed that the number of members had reduced, it was confirmed that there was a need to provide constant attention to the Library Service by means of the Council's communications methods - the Council's Website and Newyddion Gwynedd (a quarterly newsletter distributed to every household). It was also agreed that the Library Service needed to prepare an amended promotion plan.

3. What actions were agreed as a consequence of those decisions?

An application for revenue resources to improve staffing levels was prepared and refused (this decision was confirmed in February 2011) - the exact reason for this was not given, except for the serious financial situation facing the Council. The Customer Care Department and the Library Service continue to look at expanding the role of libraries in terms of providing a wider range of services and this could assist in terms of staffing levels and the viability of libraries, e.g. a tourist information point and the registrar service's office have been located in Tywyn Library.

A detailed review was completed of library staffing levels and it was agreed that there was a need to ensure the transfer of staff hours when opportunities arise – this work has already been undertaken in the case of two libraries in order to ensure a more balanced staffing level that is able to respond to users' needs. A Service Promotion Task Group was established and several local plans were agreed and implemented along with supporting the national work of marketing public libraries.

4. If your authority has started undertaking a *formal* review of its library services during 2010-2011, please indicate whether the review has now been completed:

No.

'A Review of the service structure and the use of buildings and vehicles' was completed by January 2011 - the findings were discussed with the Portfolio Leader and the Head of Department on 27/1/11. Implementing some aspects of the use of buildings and vehicles is associated with the Council's savings programme and there is a need to follow the process of approving those changes and it is anticipated that this will be completed by October 2011. A review of the establishment and staffing structure of the Library Service is submitted in order to ensure the most effective use of the existing staff by October 2011, once again noting the low staffing levels and the impact of this on the capacity of the service to offer the range of services available and its impact on the provision of those services.

The work of the Heritage and Arts Improvement Working Group was undertaken and included examining the connections between the Heritage and Arts Services (Archives, Museums, Galleries and other arts). The final report of the Improvement Working Group included the 'Future Priorities' and this included a section on 'Relationship with the Library and Information Service'. Amongst the recommendations, it was noted – 'the potential to further develop the libraries as general access for archive material...'; the use of Archives Service staff for 'reviewing local history collections and to update their contents'; the use of libraries as 'local information centres' to 'promote community arts activities' and developing 'a joint membership card to enable users to access additional resources,' should be examined. These recommendations will be acted upon in 2011/12 when resources and staff allow.

Framework 3 Standard		Actual Performance as at 31 March 2011	Comments
1	(i) Where the resident population density is 20 or more persons per hectare, public library authorities should ensure that the proportion of occupied households within 2 miles of a static library will be at least 95%.	D/B	The resident population density of Gwynedd is 0.5 per hectare. A detailed report of 'address locations' showed that 65.5% of addresses were within 2 miles, 70.7% were within 2.5 miles and 74.8% were within 3 miles. (17 libraries)
	(ii) Where the resident population density is 19.9 or fewer persons per hectare, public library authorities should ensure that the proportion of occupied households within 2 miles of a static library will be at least 75%.	65.5%	The review also showed that 35.4% of addresses were within a quarter of a mile to a mobile library stop. (4 vehicles) NB. <i>Some mobile stops were within 2 miles to a library on a map but further away when considering the travelling times there.</i>
	When authorities fail to meet the stipulated requirements in (ii), they shall also report on the number of households within a quarter of a mile of every scheduled mobile stop and within two miles to any other kind of service outlet providing access to public libraries. Library services should briefly describe the nature of the provision in the Comments column.	35.4%	The Council's Research and Information Unit used the Arcmap software (Arcview company).
2	(i) Library authorities shall provide access to the service for those not able to use conventional service points.	✓	Special equipment and software is used at every service point and regular training is provided for staff on equality issues.
	(ii) Library authorities will continue to provide specialised assistance, facilities and equipment for people with particular access requirements. Library services should briefly describe the nature of the provision in the Comments column.	✓	A service is provided for homes for the elderly and a 'Home Library' for those that are confined to their houses and their carers. There are two specially designed vehicles, one serving north Gwynedd and the other the southern area of the authority. The Library Service is responsible for providing books for those with impaired sight in the Authority.

	Framework 3 Standard	Actual Performance on 31 March 2011	Comments
3	<p>(i) Library authorities will ensure that the aggregate annual opening hours per 1,000 of the population for all service points shall be no less than 136 hours. Library authorities that maintain 4 or less static service points shall ensure that the aggregate annual opening hours shall be no less than 120 hours.</p> <p>(ii) Library authorities will ensure that emergency non-opening hours of static libraries will be no more than 1% of the total planned opening hours in any year.</p> <p>(iii) Library authorities will ensure that mobile library visits missed or cancelled will be no more than 2.5% of total planned number of visits in any year.</p>	<p>Number of hours 201</p> <p>Number of service points 21</p> <p>1.45%</p> <p>4.5%</p>	<p>No change in the total number of opening hours from the previous year. Two hours of opening time was transferred from one library (Deiniolen) to another (Llanberis) in response to the needs of the service.</p> <p>The main reason for closing libraries for urgent reasons was the lack of staff that could respond at short-notice to provide assistance to open as a result of staff sickness absences.</p> <p>Once again, there were serious problems as a consequence of ice and snow during the hard winter of 2010/11. Several libraries had to be closed including some of the largest libraries – Bangor / Blaenau – for days at a time. As the period of inclement weather lasted so long, the Council had to prioritise gritting highways with the result that some rural lanes were hazardous for long periods.</p> <p>Division of hours lost – libraries - inclement weather 0.70% (150 hours) - staff sickness 0.75% (159 hours)</p> <p>Division of hours lost - mobile - inclement weather 3.3% (114 hours) - technical/driver sickness 1.2% (42 hours)</p>

	Framework 3 Standard	Actual Performance as at 31 March 2011	Comments
4	<p>(i) Library authorities will provide the following ICT <i>facilities</i> for users:</p> <ul style="list-style-type: none"> • Laptop use • Scanning and printing facilities • Plug-in facilities for iPods, MP3 and digital Cameras (USB ports) • Public access on PCs to Office software • Free email facilities for users • Free basic support to users in the use of the above facilities • ICT literacy sessions for users <p>(ii) Library authorities will provide the following ICT-based <i>resources</i> for users:</p> <ul style="list-style-type: none"> • General and reference information services • Newspapers online and other current information • Community information • Local history and family history information • E-learning resources and services 	<p>Place a ✓ or x for each one</p> <p style="text-align: center;">✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓</p>	<p>The Wi-Fi public access connection was established in Tywyn Library in March 2011 with CyMAL grant, following the refurbishment work there – there is already a connection in the Bangor and Caernarfon libraries.</p> <p>Every member of library staff has received training to assist the public when they need basic assistance and all staff receive regular sessions to introduce them to online resources.</p> <p>In Arfon, a Lifelong Learning Co-ordinator is employed and is responsible for holding ‘First Steps’ sessions in libraries e.g. Ancestry.com and the Co-ordinator encourages the use of online courses such as Learndirect.</p> <p>The Library Service leads on preparing local online resources as follows:-</p> <ul style="list-style-type: none"> - Web Communities (directory of local societies and clubs) - Local Businesses Directory - Course For Me Gwynedd (information relating to community education) <p>Online resources include Encyclopaedia Britannica, Oxford Reference including the Oxford English Dictionary, Dictionary of National Biography, Who’s Who, Groves Art & Music, and Newsbank and Credo Reference (which includes the Welsh Academy Encyclopaedia of Wales)</p> <p>A joint membership with the National Library of Wales (NLW) was established in October 2009 which allows Gwynedd members to access online resources at the NLW from Gwynedd libraries and from their homes. During 2010/11, 143 new members joined the NLW.</p> <p>A service for downloading Audio Books was established in June 2010 for adults and children.</p>

Framework 3 Standard		Actual Performance as at 31 March 2011	Comments
5	<p>(i) Authorities will compare the total number of items added to their collections annually per 1,000 of the population with the following:</p> <p>UK top quartile, namely 2124 items Wales benchmark, namely 1750 items</p> <p>(ii) Library authorities will compare the total number of Items added to the collections for those under 16 per 1,000 of the population with the following:</p> <p>UK top quartile, namely 488 items Wales benchmark, namely, 530 items</p>	<p>Number of items:</p> <p>2293</p> <p>Number of items:</p> <p>924</p>	<p>This figure does not include online resources.</p> <p>Items in storage not included and these consist of a large number of duplicated titles in Welsh, the figures are as follows:</p> <p>Total - 2008</p> <p>Adults 1300 Children 708</p>
6	<p>(i) Library authorities shall compare the total number of annual acquisitions of collection items per 1,000 of the population with the following:</p> <p>UK top quartile, namely 263 items Wales top decile 167 items</p> <p>(ii) Library authorities shall compare the total number of annual acquisitions of collection items for those under 16 per 1,000 of the population with the following:</p> <p>UK top quartile 80 items Wales top decile 80 items</p>	<p>Number of items:</p> <p>270</p> <p>Number of items:</p> <p>100</p>	<p>Good investment in the Service stock continues at the appropriate level for a rural authority with a higher number than average of service points to provide an acceptable service for a dispersed population.</p>

Framework 3 Standard		Actual Performance as at 31 March 2011	Comments
7	<p>(i) Library authorities will ensure that the time taken to replenish the lending stock for adult users is no more than 7.6 years</p> <p>(ii) Library authorities will ensure that the time taken to replenish the lending stock for users under 16 is no more than 6 years</p>	<p>Number of years: 7.7</p> <p>Number of years: 7.1</p>	<p>The previous year's performance improvement continued with the review of individual libraries' stocks and the work of identifying stock that needed to be withdrawn alongside the prioritisation of stock that was to be replenished. The Nielson stock development data is used to identify stock needing to be replenished along with the use of information from the Talis Library Management System.</p> <p>One reason for the lower turnover level in Gwynedd is the emphasis placed on offering a wide range of Welsh books for children and adults which means that there is a tendency to keep books for longer.</p>
8	<p>(i) Library authorities shall compare their annual expenditure on all stock acquisitions (£ per 1,000 of the population) with the following range of expenditure in the UK:</p> <p>Lowest quartile £1822 Median £2164 Top quartile £2544</p> <p>and</p> <p>(ii) Annual expenditure by authorities on all stock acquisitions should be at least £2450 per 1,000 of the population by March 2011</p>	<p>State in £ £ 2454</p>	<p>It has been possible to increase the expenditure level by diverting from underspends in other budgets, taking advantage of grants for pre-school age children and also by ensuring sufficient funding for newspapers and magazines (the latter to ensure more constant visits by members to several service points where services are provided).</p> <p>In planning for the three years between 2008 - 2011, it was noted that there was a need to 'keep the existing expenditure in line with inflation to reach as near as possible to the aim'. In 2010/11 it was possible to ensure budget expenditures in line with the plan and it achieved the aim by March 2011.</p>

Framework 3 Standard		Actual Performance as at 31 March 2011	Comments
9	<p>(i) Library Authorities should ensure that they spend: Or A minimum of 4% of the total purchasing fund on purchasing, marketing and promoting materials in the Welsh language for adults and children under 16 years of age.</p> <p>ii) Library authorities will compare their acquisition performance against an indicative list of Welsh Writing in English with the list circulated annually. It should be noted the % of titles acquired and the average number of copies purchased of those titles</p>	<p>14.2%*</p> <p>100% Acquired of list average number of copies acquired of each title 4.7</p>	<p>Gwynedd was the lead on the scheme for Large Print Books in Welsh and Welsh Audio Books for all Welsh Authorities. The system of ordering Welsh material using the electronic system (EDI) in collaboration with the Welsh Books Council and local booksellers was unwieldy and the arrangement had to be stopped until the TalNet unit uses the EDI in full. (* Percentage of the books purchasing fund) In collaboration with <i>Academi</i>, the Service continues to hold a Literature Promotion Scheme, focussing on creative writing, writing squads and several writing and reading clubs and groups are supported.</p>
10	<p>Public Library authorities in Wales will ensure that no less than</p> <p>(i) 67% of all requests shall be supplied within 7 calendar days</p> <p>(ii) 81% within 15 calendar days</p> <p>(iii) 91% within 30 days of the request/reservation being made to the time the borrower was informed the material was available.</p> <p>(Count requests from the date when materials are made available for purchase to the library service, i.e. exclude pre-publication requests still in the system.)</p>	<p>62%</p> <p>85%</p> <p>95%</p>	<p>It was possible to improve on the speed of supplying items in 7, 15 and 30 days but the seven day standard is very challenging for a rural authority. An internal audit showed in a period of a month of supplying items that were in stock (i.e. not including items that had not been published and those borrowed from external services), that the Service supplied 69% of requests within seven days. Following the offer of free requests for the public from April 2009 onward, an increase of 32% was seen in the number of requests made in 2009/10 and an increase of 16% (from 21,911 to 25,345 in 2010/11). The recommendations of the joint task group with Conwy and Anglesey to analyse the process of supplying requests were implemented.</p>

Framework 3 Standard		Actual Performance as at 31 March 2011	Comments
12	<p>Expenditure on buildings and other library service points and their management. Authorities must:</p> <p>(i) note the annual expenditure of:</p> <p style="padding-left: 40px;">(a) the authority's own resources (b) from external sources</p> <p>(ii) that they have undertaken a building condition / asset survey /conformity with disability requirements and they intend to undertake an internal review of those surveys on one occasion in three years.</p> <p>(iii) that they have compared their the aggregate space – library service points of every type under the supervision of the service, with the Welsh Decile Standard, namely, 27m² for every 1,000 of the population.</p> <p>(iv) any other capital expenditure during the year that was not expenditure on the structure of buildings.</p>	<p>£101,953.27 £120,000</p> <p>✓</p> <p>Annual *</p> <p>31.7 m²</p> <p>£4360</p>	<p>Alterations to Tywyn Library £197,514.04 Authority funding £77,514.04 CyMAL Grant £120,000 (Community Education Libraries)</p> <p>Improvement to Criccieth Library £24,439.23</p> <p>Following the refusal of Gwynedd's bid to CyMAL for re-vamping this library, attempts were made to improve some aspects of the provision here with the assistance of the authority's funds for maintenance and accessibility.</p> <p>The needs of libraries are noted as part of the Council's Asset Management Plan. The plan has been adopted in full by the Council.</p> <p>It was possible to add 50m² to the Tywyn Library by extending the computers section and adding a meeting / exhibition point.</p> <p>As part of the Council's planned renewal programme, staff computer equipment, public access ITC equipment and laptop computers on loan (3 public and 4 staff computers in 2010/11) were renewed.</p>

Framework 3 Standard		Actual Performance as at 31 March 2011	Comments
13*	<p>(i) Welsh Library authorities will establish the % of the population who are satisfied or very satisfied with the library service provided</p> <p>Welsh library authorities will establish the % of library users who are satisfied or very satisfied with the library service provided.</p>	<p>70%</p> <p>97.9%</p>	<p>Gwynedd Residents Survey by Ipsos /MORI – April to June 2009 – 1339 residents responded. The level of satisfaction was amongst the highest for Council services, with 58% noting that they had used the service in the year that they had responded.</p> <p>User PLUS Survey of Children, October 2009 - 99.8% User PLUS Survey of Adults, March 2010 - 96%</p>
14**	<p>(i) Welsh Library authorities shall implement the Citizen Entitlements according to agreements with the WLGA</p> <ul style="list-style-type: none"> • Free to join • Free access to books • Free access to the internet and computer facilities • Free access to online information services • Free reservation for books available in Wales • Make arrangements for borrowing and returns anywhere in Wales • Provide support for users • Remove all fines and charges on children under 15 <p>(ii) Library authorities shall indicate their participation in Regional Joint Working Library Partnerships and other local partnership arrangements</p>	<p>Insert ✓ or x against each one</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p>(i) In accordance with the agreement of the Welsh Local Government Association, the right to 'free book reservations' from April 2009 has been fully implemented.</p> <p>North Wales Library Services agreed to implement the capacity to borrow resources from any place and return them to any library in the north from April 2010.</p> <p>(ii) By means of membership of the North Wales Libraries Partnership, the service participates fully in joint working activities, including LINC, EstynAllan (Branching Out) and the North Wales Training Group. Gwynedd staff actively contribute towards the development of the Regional Partnership and also to the TalNET Partnership - the North West Wales Bibliographic Unit, including sharing a library management system and an online catalogue service with Llandrillo Further Education College (that now includes Coleg Meirion Dwyfor) and Coleg Menai.</p>

The Welsh Public Library Performance Indicators (WPLPI)

Improvement Indicator (WPLPI)		Actual Performance as at 31 March 2011	Comments
1	The number of library members per 1,000 of the population in the year in question	No. per 1,000 of the population: 252	There was an increase in the number of 'registered readers' that used the service in the previous six months. We had one of the busiest summer periods for ten years but despite the efforts of the Promotional Task Group, the six month period between September 2010 and March 2011 included a very hard winter once again.
2	(i) The number of people using the public library service during the year per 1,000 of the population (ii) The number of people attending events and activities organised by the library service in the library service points or events and activities in other places within the authority per 1,000 of the population	No. per 1,000 of the population: 5060 3887 (physical) 1173 (virtual) No. per 1,000 population: 71.3*	There was a good improvement in the number of physical and virtual visits. Specific attention was given to promoting Bangor Library and the new-look Tywyn Library was opened. There was an increase in the visits to several of the Service's online provisions as a result of promotional work (especially Ancestry.com and Encyclopaedia Britannica) but also as a result of offering the Audio Books downloading service. There was good collaboration with the Gwynedd Literature Promotion Scheme. This year, successful Health and Wellbeing reading groups were held with Tŷ Newydd Centre in Dwyfor and it is proposed to extend the scheme across Gwynedd. We continued to employ an Assistant Library Promoter and it was possible to increase the number of activities and consequently the total number of those who attended activities (* the figure includes 2,000 who participated in the Summer Reading Challenge). Reading Clubs were held in Caernarfon and Bangor libraries and regular Story Hours in a number of libraries and sessions in collaboration with Flying Start's Basic Skills Scheme.
3*	(i) The % of adult users who think opening hours are 'very good' or 'good' (ii) The % of users under 16 who think the library is open when they want to go into it and use it	90% 96.4%	User PLUS Survey of Adults - March 2010 User PLUS Survey of Children - October 2009

Improvement Indicator (WPLPI)		Actual Performance as at 31 March 2011	Comments
4	<p>(i) The total number of workstations with access to the internet and the authority's online catalogue per 10,000 population (7 being the benchmark for the provision)</p> <p>(ii) The % of available time allocated for use of public access PCs taken up by users</p>	<p>Number per 10,000 of the population: 9.0</p> <p>37%</p>	<p>In Tywyn Library, the number of computers available for public use was increased as part of the refurbishments there.</p> <p>In 2010/11 the total number of sessions remained fixed, following the recent trend of a decrease – a substantial increase was seen in the number of WiFi sessions in Bangor and Caernarfon.</p>
5	<p>(i) The annual issues per 1,000 of the population</p> <p>(ii) The % of stock available for loan actually on loan on a census date in March</p>	<p>Number per 1,000 of the population: 5374</p> <p>21.6%</p>	<p>There was an increase in 2010/11 despite the impact of inclement weather. Bangor Library contributed substantially to the increase in the number of issues and the trend continued of fewer issues from the smaller libraries and the mobile libraries.</p>
6*	<p>(i) The % of adult users who think that choice of books available is 'very good', 'good' or 'adequate'</p> <p>(ii) The % of users under 16 who think that the choice of books is 'good' or 'OK'</p>	<p>100%</p> <p>99.8%</p>	<p>User PLUS Survey of Adults - March 2010</p> <p>User PLUS Survey of Children - October 2009</p>

Improvement Indicator (WPLPI)		Actual Performance as at 31 March 2011	Comments
7	The % of total authority expenditure for library services expended annually on purchase of books and other items in every format for loan or use	15.27%	Expenditure on library resources 2010/11 = £290810.48 All revenue expenditure 2010/11 = £1,903,262* (* excluding expenditure of £43,271 on the Books Prescription Scheme – Gwynedd is implementing on behalf of the Society of Chief Librarians to renew all titles of the scheme.)
8	The % of total authority revenue expenditure spent on the public library service	0.87%	Gwynedd Council Revenue Expenditure 2010/11 = £219,151,280* (* Estimate from the Council's Budget Book)
9	(i) The expenditure on staff training and development per member of library staff and (ii) expenditure on Leadership bursaries MSc or BSc qualification bursaries NVQ bursaries or ICTL Diploma Regional training consortia training	£1403 (based on 32 fte excluding TalNet staff) estimate £825 estimate £4980 £0. Proportion of figure (i) above	Gwynedd Council holds a corporate training programme that includes statutory elements such as Health and Safety (e.g. Lifting and Manual Handling, Fire, Risk Assessments) and Equality. The majority of Service managers completed an ILM management course during the year. A Performance Appraisal plan is operational for every member of staff and this includes an annual appraisal of training and development needs. A member of the Service Management Team commenced research work in 2009 (with the assistance of a leadership bursary) and his research work continued in 2010/11. Evidence from the research was used to inform the work of the Library Service Task Group on the Reference and Information Service provided for the public by libraries. The Librarian Trainee gained a Diploma in Librarianship and is continuing with the preparation of an MSc thesis at the Information Studies Department of Aberyswyth University. The research is on a subject that will assist the Service, namely, 'The Contribution of Public Libraries to Community Education'. Staff of the Service attended sessions arranged by the North Wales Libraries Training Group and staff time was allocated specifically for Developing Readers Training – Frontline (Branching Out) and the majority of staff have now completed all or at least the core modules.

Improvement Indicator (WPLPI)		Actual Performance as at 31 March 2011	Comments
10	The % of total authority capital allocations expended on public library services during this year	0.57%	Capital expenditure on the library service 2010/11 = £226,313.27 Including grants of £120,000 Estimated capital expenditure of Council 2010/11= £39,209,880* (* estimate of the Council's Budget Book)
11*	The % of all users who think that the design and layout of the library building or mobile library offer an attractive environment	96.6%	User PLUS Survey of Adults - March 2010 (96% / 99%: 97.5%) User PLUS Survey of Children - October 2009 (95.1/96.4: 95.7%)
12*	(i) The % of adults who think that the computer facilities provided by the library service are 'good', 'very good' or 'adequate' (ii) The % of users under 16 who think that the computer resources provided by the service are 'good' or 'OK'	99% 98.8%	User PLUS Survey of Adults - March 2010 User PLUS Survey of Children - October 2009
13	The net expenditure on public library provision per 1,000 of the population	£16,025	Expenditure 2010/11= £1,903,262* Population 118,767