

Welsh Public Library Standards 2017-2020: Isle of Anglesey

Annual Assessment Report 2018/19

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

1 Executive summary

Anglesey now meets 11 of the 12 core entitlements in full, and partially meets 1.

Of the 10 quality indicators which have targets, Anglesey achieved 7 in full, 1 in part and did not achieve 2.

The Isle of Anglesey library service has seen some changes to performance levels in 2018/19, with completion of its transformation process reshaping the infrastructure within which the service operates. Two of its smallest library service points have closed, enabling the redistribution of staff and resources, and a new staffing structure is in place, which once recruitment has been completed should deliver improved capacity. Staff have nevertheless delivered an extended training, events and activities offer in 2017/18 although most other key indicators of library use have continued to fall. Improvements are anticipated as the new mobile library, timetable and marketing take hold. The authority's return for 2019/20 should therefore provide a clearer picture of how the implementation of its Library Service Strategy 2017-2022 and recent changes to branches are impacting on performance under the framework.

- All libraries are now able to provide the full range of support for individual development, and an extended range of health and well-being services.
- Take-up of formal and informal training opportunities has continued to increase, although attendance at pre-arranged training sessions remains the lowest in Wales.
- Anglesey has extended its programme of events and activities in 2018/19, despite continuing limitations on staff capacity; the service is still only able to provide activities / events for those with special requirements at certain libraries.
- Visitor numbers have continued to fall, as have book issues, in part due to reduced mobile library use; improvements are expected as new mobile provision is embedded.
- Acquisition budgets have been maintained, and the service continues to perform well in terms of expenditure on children's stock, and support for Welsh language provision.
- A new staffing structure is in place, with recruitment to vacant posts ongoing. In the meantime neither staffing target is met, with consequent issues for service capacity.
- Total revenue expenditure has increased slightly on 2017/18, with expenditure per capita above the median level.

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 these areas. A narrative assessment of the authority's performance is provided in Section 3.

2.1 Core entitlements

Anglesey now meets 11 of the 12 core entitlements in full, and partially meets 1. While a Library Service Strategy 2017-2022 is in place, it is not easily available online for public access and CE12 is partially met as a result; once the strategy is made available through the library service web pages this entitlement will be fully met. The service continues to perform well in other areas covered by the entitlements, especially given limitations in resources and staff capacity. Working in partnership with lifelong learning staff, and other colleagues and agencies helps maximise the range of services that can be provided, with well-being a particular focus for this work. Consultation with local communities and previous user surveys have fed directly into the plans for service transformation, and the development of the library service strategy.

2.2 Quality indicators with targets

There are 16 quality indicators (QIs), of which ten have constituent targets. Of these, the Isle of Anglesey is achieving 7 in full, 1 in part and does not achieve 2 of the indicators.

Quality Indicator	Met?
QI 3 Support for individual development:	Met in full
a) ICT support	✓
b) Information literacy and skills training	✓
c) E-government support	✓
d) Reader development	✓
QI 4 (a) Support for health and well-being	Met in full
i) Book Prescription Wales scheme	✓
ii) Better with Books scheme	✓
iii) Designated health & well-being collection	✓
iv) Information about healthy lifestyles and behaviours	✓
v) Signposting to health & well-being services	✓
QI 6 all static service points offer events/activities for users with special requirements	x Not met
QI 7 Location of service points	✓ Met in full
QI 9 Up-to-date and appropriate reading material	Not met
Acquisitions per capita	x
or Materials spend per capita	x
QI 10 Welsh Language Resources	Met in full
% of material budget spent on Welsh	✓
or Spend on Welsh per capita	x
QI 11 Online access:	Met in full
a) i) Public access to Internet	✓
ii) Wi-Fi provision	✓
QI 12 Supply of requests	Met in full
a) % of requests satisfied within 7 days	✓
b) % of requests satisfied within 15 days	✓
QI 13 Staffing levels and qualifications:	Partially met
i) Staff per capita	x
ii) Qualified staff per capita	x

iii) Head of service qualification/training	✓	
iv) CPD percentage	✓	
QI 16 Opening hours per capita	✓	Met in full

There have been some changes in performance compared with 2017/18. With full support for individual development provided at all main service points QI 3 is now fully met. However, in 2018/19, to ensure consistency between authorities and to reflect individual service performance, centrally procured e-resources were excluded from reporting against acquisitions for QI 9 at the assessment stage. This has impacted on Anglesey's performance in this area and the standard here is no longer achieved.

2.3 Impact measures

The framework includes three indicators aimed at assessing the impact of library use on people's lives. These indicators do not have targets, and authorities are only required to carry out user surveys for QI 1 once over the three-year period of the framework. The summary figures (lowest, median and highest) are therefore based on those authorities indicating they completed their user survey during 2017/18 or 2018/19. Rankings reflect the numbers of respondents, where 1 is the highest scoring authority.

Anglesey has yet to complete its user surveys which are planned for 2019/20. While a figure is reported for QI 5 b) below, the sample surveyed did not meet the minimum required to be statistically accurate.

Performance indicator	Rank	Lowest	Median	Highest	
QI 1 Making a difference					
b) % of young people who think that the library helps them learn and find things out:	n/a	60%	94%	97%	
e) % of adults who think that the library has made a difference to their lives:	n/a	38%	88%	95%	
QI 5 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	99%	=4/20	80%	97%	100%

Authorities are also asked to provide up to four case studies describing the impact which the library service has had on an individual or on a group of individuals during the year. The Isle of Anglesey provided two such case studies:

- Digital Inclusion – impact statements demonstrating the value and importance of the IT support provided through the library service; enabling local people to access council services, develop and maintain connections with family online, and improve their IT skills and access wider learning opportunities.
- Health and Well-being – individual testimony of the importance of access to the Books on Prescription scheme, in supporting someone suffering with severe anxiety. The prescribed book not only helped with her health problems, but reconnected her to the library, and reading for pleasure.

2.4 Quality indicators and benchmarks

The remaining indicators do not have targets, but allow services to monitor and benchmark their performance over time, in comparison with other authorities. The following table summarises Anglesey's position for 2018/19. 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 those where relevant data was not available to some authorities. Figures from the first year of the sixth framework or relevant previous surveys have also been included for comparison. Indicators 'per capita' are calculated per 1,000 population unless otherwise noted.

Performance indicator	Rank	Lowest	Median	Highest	2017/18	
QI 1 Making a difference					[Framework 5]	
a) % of adults who think that using the library has helped them develop new skills	n/a	24%	82%	96%	67%	
c) health and well-being	n/a	33%	62%	94%	51%	
d) enjoyable, safe and inclusive	n/a	90%	97%	100%	97%	
QI 2 Customer satisfaction					[Framework 5]	
a) 'very good' or 'good' choice of books	n/a	81%	91%	98%	94%	
b) 'very good' or 'good' customer care	n/a	93%	99%	100%	99%	
c) 'very good' or 'good' IT facilities	n/a	65%	91%	95%		
d) 'very good' or 'good' overall	n/a	93%	97%	99%	97%	
e) users aged 16 & under rating out of ten	n/a	8.5	9.3	9.5	8.6	
QI 5 User training						
a) attendances per capita	13	22/22	13	30	208	10
c) informal training per capita	306	6/22	15	199	433	289
QI 6 attendances at events per capita	222	15/22	91	295	689	188
QI 8 Library use ¹						
a) visits per capita	3,946	12/22	2,596	3,969	7,170*	4,107
b) virtual visits per capita	1,708	2/22	345	885	2,205	1,728
c) active borrowers per capita	107	18/22	58	150	251	110
QI 10 Welsh issues per capita ²	976	5/22	95	602	1,424	877
QI 11 Online access						
b) Computers per capita ³	10	11/22	5	10	14	10
c) % of available time used by the public	57%	2/22	14%	25%	63%	67%
QI 13 Staffing levels and qualifications						
(v) a) total volunteers	3	21/21	3	30	214	3
b) total volunteer hours	90	21/21	90	1,477	9,806	53
QI 14 Operational expenditure						
a) total expenditure per capita	£12,779	9/22	£7,181	£12,145	£19,449	£12,728
b) % on staff,	54%	17/22	47%	62%	78%	64%
% on information resources	13%	12/22	8%	13%	21%	13%
% on equipment and buildings	3%	14/22	0.4%	4%	25%	3%
% on other operational costs	31%	5/22	0.3%	16%	37%	20%
c) capital expenditure per capita	£1,734	7/22	£0	£467	£8,829	£2,042
QI 15 Net cost per visit	£1.31	19/22	£1.18	£1.82	£2.52	£1.50
QI 16 Opening hours ⁴						
(iii) a) % hours unplanned closure of static service points	0.00%	=1/22	0.00%	0.00%	0.25%	0.04%
b) % mobile stops / home deliveries missed	0.00%	=1/20	0.00%	0.28%	7.99%	0.00%

¹ figures for co-located services are marked with an asterisk; performances for these services are likely to reflect higher footfall, and will not therefore be directly comparable with stand-alone library provision

² per 1,000 Welsh speaking resident population; figures from 2017/18 reports corrected following a calculation error

³ per 10,000 resident population ⁴ Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority

3 Analysis of performance

The core entitlements and quality indicators can be divided into four key areas. This section of the report outlines performance under these areas, and compares this performance with the first year of the sixth framework (2017/18).

3.1 Meeting customer needs (QI 1-5)

Anglesey has yet to conduct its user surveys, which it is noted are planned to take place in 2019/20. The impact of planned changes to service infrastructure can be seen in provision for individual development, with the closure of two service points enabling the redistribution of staff and resources; as a result the full range of skills sessions is now provided at all libraries and QI 1 is fully met. The restructure has also allowed the service to extend its provision for health and well-being, with all service points now delivering dementia friendly services. Formal and informal training levels have continued to increase, although attendance at pre-arranged training sessions remains the lowest per capita in Wales. Demand for informal help, accessing online services, remains particularly high.

3.2 Access and use (QI 6-8)

Changes to service infrastructure in 2018/19 have seen a small reduction in the percentage of households within an accessible distance of a library service point, but the target here is still met, and by some margin. Anglesey has extended its programme of events and activities in 2018/19, despite continuing limitations on staff capacity; attendance levels have risen as a result, but remain below the median level. Delivery of events and activities for users with special requirements has also improved, with targeted provision at 7 out of the 8 main library service points, although the standard here (QI 6) is still not met. Visitor numbers have continued to fall, as have book issues; this is largely attributed to a reduction in visits to the mobile library, and the service expects to reverse this trend in 2019/20 as its new mobile library, timetable and marketing take hold. Electronic downloads have increased further, a trend seen across Wales, and library membership has also risen, although per capita performance here is still very low.

3.3 Facilities and services (QI 9-12)ⁱ

Anglesey maintained its materials budget at 2017/18 levels, but a change to the assessment of acquisitions per capita (QI 9) means that the target here is no longer met. Spending on resources for children remains strong, and the service has increased its investment in Welsh language resources, in line with local demand, with Welsh language issues still high. PC provision has been maintained, and while usage levels have fallen (to 57% from 67%), this reflects the higher PC capacity at some libraries following the redistribution of equipment from closed sites, with usage remaining among the very highest in Wales. The service continues to meet the targets for supply of requests, reporting figures for requests satisfied within the authority.

3.4 Expertise and capacity (QI 13-16)

A new staffing structure was implemented in 2018/19, but a number of posts within this remained vacant (including one professional post), and as such Anglesey reports a small drop in overall staff levels, with neither staffing target met. The service notes that recruitment is ongoing and that posts should be filled in 2019/20, and anticipates that this should enable the service to meet the target for numbers of professional staff, although

achieving the overall staffing requirement will not be possible. Qualified leadership is in place, and the service continues to invest in professional development. Volunteer input, as in previous years, relates only to work experience placements, with work continuing to develop a volunteer model for the service's community libraries.

Total revenue expenditure has increased slightly on 2017/18, with expenditure per capita still above the median level. Aggregate annual opening hours have fallen, following the closure of two service points, but the requirements here are still met, and there were no unplanned interruptions to service delivery.

4 Strategic context

As part of the return authorities are asked to report on how the library service is contributing to wider Welsh Government priorities and strategic goals. The Isle of Anglesey continues to report on its support across a range of agendas, including learning, community well-being, skills and economic regeneration, and poverty. Partnerships are noted as a strong aspect to many of these areas of work, with libraries providing the space and facilities for a wide range of activities and services. Some further reflection within the commentary on how developments and delivery in 2018/19 support these areas would have been appropriate.

5 Future direction

Reporting on the authority's future direction and plans for the library service over the following year, Anglesey notes that the delivery of the service will be shaped by its Library Service Strategy 2017-2022, although no specific initiatives or development are otherwise identified. Work under the Strategy in 2018/19 is instead outlined, with the implementation of a new staffing structure, the closure of two service points, and the development of collaborative models at two further libraries, working with local communities. A greater focus on plans for the service going forward would strengthen this element of the return.

6 Conclusion

The Isle of Anglesey library service has seen some changes to performance levels in 2018/19, with completion of its transformation process reshaping the infrastructure within which the service operates. Two of its smallest library service points have closed, enabling the redistribution of staff and resources, and a new staffing structure is in place, which once recruitment has been completed should deliver improved capacity. Staff have nevertheless delivered an extended training, events and activities offer in 2017/18 although most other key indicators of library use have continued to fall. Improvements are anticipated as the new mobile library, timetable and marketing take hold. The authority's return for 2019/20 should therefore provide a clearer picture of how the implementation of its Library Service Strategy 2017-2022 and recent changes to branches are impacting on performance under the framework.

ⁱ E-resources purchased through centrally-funded subscriptions have been excluded from acquisitions figures for Q1 9 in 2018/19 to ensure that the standard accurately reflects individual authority strategy, investment and performance. In some cases this has impacted on achievement against the standard in comparison with 2017/18. CIPFA Statistics Returns continue to include figures for centrally-procured resources.