Compliance with Core Entitlements

Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully Met	
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully Met	
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.	Fully Met	
4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.	Fully Met	
5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.	Fully Met	
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	Fully Met	
7 Provide free use of the Internet and computers, including Wi-Fi.	Fully Met	
8 Provide access to services, cultural activities and high quality resources in the Welsh language.	Fully Met	
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully Met	
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling morepeople to benefit from their services.	Fully Met	
11 Regularly consult users to gather their views on the service and information about their changing needs.	Fully Met	
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.	Fully Met	

WPLSQI 7 Location of service points	2021-22		2020-21
Population density (persons per hectare)	6.4		
Please enter your population density above.		%	

WPLSQI 8 Library use	2021-22	Per 1,000 pop'n	2020-21
Total number of external visits to the library's web site during the year	17,261		12,842
Total number of active borrowers during the year	2,200		2,031
Total number of library members	33,793		20,358
Total number of adult book issues	46,380		22,315
Total number of children's book issues	6,612		1,601
Total number of audio-visual issues	3,156		1,627
Total number of electronic downloads	13,632		17,976

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):

Please note there is discrepancy regarding the the total number of library members, compared to last year The figure we are reporting this year is taken from Blue Cloud Analytics with repots being produced for us, using a uniform system, across Wales.   Last year we produced our own report, we used filtering which excluded a high number of registered users. As we more towards unified reports produced by the all Wales LMS, with clear guidance on data cleansing, these issues will be eliminated, going forward. There has not been a membership data cleanse for a number of years. This will be addressed in 22/23 with support from LMS project officers There has been a decline in electronic downloads, which was anticipated, as customers return to physical book borrowing, post pandemic. There has been a 120% overall increase in physical borrowing, compared to last year. Facebook remains our most popular social media channel, but there has been significant increases in the usage of Twitter and Instagram. The Libraries page is the 2nd most popular page visited on our Aneurin Leisure Trust home page. Facebook had a reach of 69,185 with 6,904 post engagements. Twitter had 18,918 impressions.

WPLSQI 9 Up-to-date and appropriate reading material	2021-22	Per 1,000 pop'n	2020-21
Total number of items acquired	7,299	#REF!	5,370
Total materials expenditure (from WPLSQI 14)	£63,921	#REF!	£62,971

	2021-22		2020-21
Total expenditure on material purchased for children	£10,998		
Does this figure include expenditure on a Schools Library Service?			
Percentage of materials expenditure for children	**17%**	%	15%
Authority comment			
This not not include expenditure on a Schools Library Service.			

WPLSQI 10 Welsh language resources	2021-22	Per 1,000 pop'n	2020-21
Total expenditure on materials in the Welsh language	£3,240		
Percentage of materials exenditure on materials in the Welsh language	5%	%	4%
Spend per 1,000 Welsh-speaking resident population		£	

	2021-22		2020-21
Total number of issues of Welsh language material	2,643		250
Authority comment			
The service has prioritised the spend on Welsh stock over 21/22 to continue to meet and increase the target. The large increase in Welsh issues demonstrate the effects of promotion within the community, group loans to Welsh playgroups and the increasing popularity of Welsh under 5 stock.			

WPLSQI 13 Staffing levels & qualifications	**2021-22**	**Per 1,000 pop'n**	**2020-21**
Total number of staff (FTE)	14.2		*14.2*

Authority comment (including information about shared staff):

The service continues to work closely with our colleagues in Adult Community Education. There are approximately 37 hours per week of staffing support in Tredegar and Brynmawr Libraries, which is not included in our staffing calculation.   The Partnership, Funding and Contracts Manager for the Trust also spends an approx 15 hours per week working on higher level management and development of library services (This post is not included in the expenditure of library staffing and is not included in the staffing calculation, as per guidance. From July 21, local authority Community Hub staff have been based in all libraries. In full-time libraries the hubs are staffed for 21 hours per week and in part-time libraries they are staffed 6 hours per week, also not included in the calculation, as per guidance.

	2021-22		2020-21
Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	0.0		*0.0*
Number of staff holding qualifications in cognate areas (FTE)	0.0		*0.0*
Number of posts which require a library qualification	2.0		*1.0*
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	0.0		*0.0*

Authority comment:

Job descriptions have been reviewed over 21/22 and as a result a new professional post has been created, which requires attainment of a relevant library qualification. The post holder is currently working towards MCLIP registration.

	2021-22		2020-21
Does the designated operational manager of library services hold a formal qualification in librarianship or information science or information management?	**Yes**		**Yes**
Please give details of current qualifications held:		MCLIP	

#REF!

Where does this post sit within the local authority management structure?	The library service in Blaenau Gwent is managed by Aneurin Leisure Trust. The designated Operational Manager of the library service is head of the library service, reporting directing to the senior management team of the Trust. The responsibility for the library service and Adult Community Learning within the Trust is the Contracts, Funding and Partnerships Manager (Ceri Waters) Ceri is a member of the Senior Management Team of the Trust.
What is the post held by the most senior professional librarian (if different from the above)?	

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?		
Total staff working hours during the year	27,404	
Number of staff hours spent in training & personal/professional development	153	
% of time spent in training & personal/professional development	**0.6%**	*0.50%*

WPLSQI 14 Operational expenditure	2021-22		2020-21
Expenditure on staff	£390,420	*70%*	*40243500%*
Total materials expenditure	£63,921	*11%*	*6297100%*
Expenditure on maintenance, repair & replacement of equipment & buildings	£12,161	*2%*	*3541500%*
Total other operational costs	£92,816	*17%*	*598449%*
Total revenue expenditure	£559,318	*100%*	
Total revenue expenditure per 1,000 population	**#REF!**		
Total capital expenditure	£0		
Total capital expenditure per 1,000 population	**#REF!**		
Authority comment:			

Digital Data	2021-22
Click and Collect: the number of times a request and collect has been made by a library borrower online or via the telephone	650
Total number of online sessions held	
The number of individuals who viewed or took part in a live or recorded session	