

WPLSQI 1 Making a difference**Framework 6**

Percentage of adults who think that using the library has helped them develop new skills	70%
Percentage of adults who have found helpful information for health and well-being at the library	44%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	100%
Percentage of adults who think that the library has made a difference to their lives	96%
<i>Survey dates (month & year)</i>	Mar-23

Authority comment:

There was a total of 780 returns for the adult survey. The Making a Difference QI continues to consistently remain at a high customer satisfaction level. The 100% rating of customers experiencing the library as a place, is partly the result of customers appreciating our Warm Spaces campaign, with many positive comments received from the surveys. Customers have commented on how having a warm, welcoming space has helped them during the living crisis. These comments have demonstrated the changing use over the year, with an increasing number of people spending long periods of time in the library, saving money on energy bills and accessing free services.

Percentage of children aged 7-16 who think that the library helps them learn and find things out	94%
<i>Survey dates (month & year)</i>	Feb-23

Authority comment:

There was a total of 250 returns for the Children's survey. A number of surveys were conducted via school visits and during children's activities.

WPLSQI 2 Customer satisfaction**Framework 6**

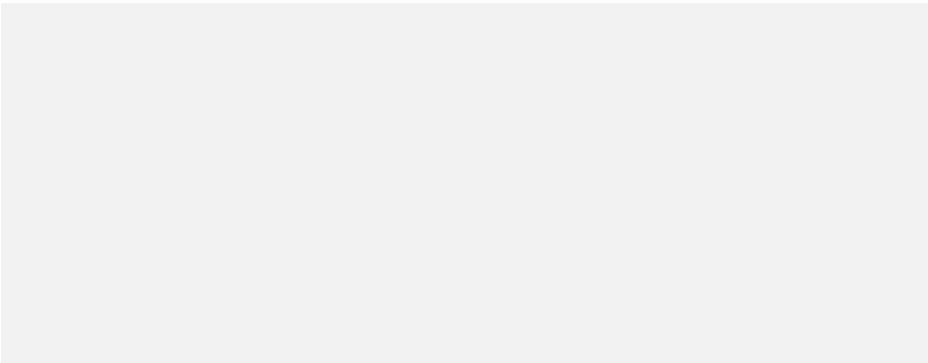
Percentage of adults who think that the choice of books is 'very good' or 'good'	90%
Percentage of adults who think that the standard of customer care is 'very good' or 'good'	99%
Percentage of adults who think that the IT facilities provided are 'very good' or 'good'	85%
Percentage of adults who think that the library is 'very good' or 'good' overall	97%
<i>Survey dates (month & year)</i>	Mar-23

Authority comment:

Overall, the customer satisfaction remains consistently high. There has been a high number of personal comments made on the surveys, giving powerful, qualitative evidence to demonstrate the impact of libraries. The number of comments regarding poor Wi-Fi connectivity, at times, and as a result we are investigating options to improve the service.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.0
<i>Survey dates (month & year)</i>	Feb-23

Authority comment:



WPLSQI 3 Support for individual development (Comment on any change to provision since 2018-19)	2022-23	% 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.	6	100%
Training to improve literacy, numeracy, information literacy and digital skills.	6	100%
Support for users to access local and national e-government resources.	6	100%
Reader development programmes/activities for both adults and children	6	100%
This target has been met.		

WPLSQI 4 Support for health & wellbeing (comment on any change to provision since 2018-19)	2022-23	% of total
Number of static service points open for 10 hours per week or more providing:		
Books Prescription Wales scheme	6	100%
Better with Books scheme	6	100%
Designated health & wellbeing collection	6	100%
Information about healthy lifestyles & behaviours	6	100%
Signposting to health & wellbeing services	6	

Number of static service points open for 10 hours per week or more providing:		
Shared Reading groups	1	
Book clubs	3	
Health information partnerships	6	
Dementia friendly champions and services	6	
Mental health awareness activities	6	
Authority comment:		

WPLSQI 5 User training	2022-23	Per 1,000 pop'n
Total number of attendances at pre-arranged user training sessions organised by the library	500	7 per 1000 pop'n
Percentage of attendees who said that attendance helped them to achieve their goals	98%	%
Please indicate the method used to calculate this figure	Representative sample	
Approximate number of feedback forms distributed	200	
Number of feedback forms included in the calculation	150	
Number of customers helped by means of informal training during the year	8,788	131
Authority comment (including note on the method used to calculate the results):		

A sample survey was conducted. Surveys were distributed at a variety of pre-arranged training sessions, including library tours, inductions, family history sessions demonstrating Ancestry and Findmypast, and digital

WPLSQI 6 User attendances at library events	2022-23	per 1000 pop'n
Total number of attendances at events and activities organised by the library	10,776	161 per 1000 pop'n
Number of static service points open for 10 hours per week or more providing events or activities for users with special requirements	6	100%
This target has been met.		
Authority comment, including examples of events:		
1,629 events were delivered over 22/23. A wide range of events and activities were delivered, including Creative Writing, Baby Yoga, STEM activities, craft sessions, Baby Rhyme Time, Family History, Knit and Natter, Lego Club, Coffee mornings etc. All libraries have provided events and activities for users with special requirements, including visually impaired users, Ukrainian groups, adults with learning disabilities, pupils from special schools.		

WPLSQI 7 Location of service points	2022-23	
Population density (persons per hectare)	6.4	
% 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	98%	%
This target has been met.		

WPLSQI 8 Library use	2022-23	Per 1,000 pop'n
Total number of visits to library premises during the year	139,638	2,084
Please indicate the method used for calculation	Full year count	
Total number of external visits to the library's web site during the year	11,744	175
Total number of active borrowers during the year	5,310	79
Total number of library members	30,231	451

Total number of adult book issues	61,068	912
Total number of children's book issues	14,224	212
Total number of audio-visual issues	3,204	48
Total number of electronic downloads	17,408	260

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)

All libraries have electronic people counters. Two libraries are in shared buildings with Community Adult Education (Brynmawr and Tredegar) Both libraries share a people counter as there is no way to differentiate for Community Hubs are based in all libraries, in full-time libraries the hubs operate every open week day, in part-time libraries, the hub is in operation one day a week. Over 22/23 there has been a total footfall of 6,132 included in the total number of visits to library premises. Facebook continues to be the most popular social media platform, with a reach of 62,446. There has been an increase of 103% compared to 21/22. We have number of Facebook users, 151% increase compared to last year. We have also seen an increase in our reach for our Twitter account, with a 47% increase. A membership data cleanse was completed in March 2022 709% compared to 21/22, demonstrating that customers are returning in high numbers. Issue statistics are also steadily increasing month on month, with adult issues showing a 32% increase and children's issues a 70% increase compared to last year. We had the highest increase in usage of Borrowbox compared to all Welsh authorities at 33% increase. Over 22/23 we increased our BorrowBox borrowers by one third and the number of new users we attract than it was the previous year, showing a very positive upwards trend. The authority would also like to acknowledge that the active membership figure does not include a high percentage of our users that access our services via our app or website. (see our guidance) Over the year the social value of our service has had a clear impact, clearly demonstrating the need for a more holistic approach, as opposed to hard statistical data.

WPLSQI 9 Up-to-date and appropriate reading material	2022-23	Per 1,000 pop'n
Total number of items acquired	5,714	85
Total materials expenditure (from WPLSQI 14)	£64,144	£957

This target has not been met. Please add any comments below:

Please note no e-magazines have been included in the total number of items acquired. (not supplied by WG)

Total expenditure on material purchased for children	£11,268	
Does this figure include expenditure on a Schools Library Service?	No	
Percentage of materials expenditure for children	18%	%
Authority comment		

WPLSQI 10 Welsh language resources	2022-23	Per 1,000 pop'n
Total expenditure on materials in the Welsh language	£3,599	
Percentage of materials expenditure on materials in the Welsh language	6%	%
Spend per 1,000 Welsh-speaking resident population		£
This target has been met.		

Total number of issues of Welsh language material	2,473	37
Authority comment		

WPLSQI 11 Online access (comment on any change to provision since 2018-19)	2022-23	Per 10,000 pop'n
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		
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This target has been met.

Total number of devices giving public access to the Internet:	64	9.55	per 10,000 pop'n
Available in static libraries	64		
Available in mobile libraries			
Authority comment:			

Number of hours available for use of public access ICT facilities during the year	99,050		
Number of hours recorded for use of public access ICT facilities during the year	11,352	11%	%
Authority comment:			

Over 22/23 IT usage has been increasing month on month. It should be noted that there has been a change in pattern of usage over 22/23. Although the usage of the People's Network machines is low compared to users have increased, but time spent on PCs is considerably lower. This demonstrates users are accessing machines for different uses, e.g checking emails, printing etc.in short sessions. There is also a marked increase in bringing in their own devices to access our Wi-Fi and support. We are currently unable to record accurate Wi-fi usage time. All partners accessing libraries also make use of the public wi-fi. As a service we would like to note that this statistic is not a true reflection of the online access we provide. On a typical day the number of partners and 'agile' IT users far exceed users accessing desktop PCs through the People's Network. A review of ICT facilities for 23/24

WPLSQI 12 Supply of requests	2022-23	%
Total number of requests for specific items made during the year	1,732	
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	1,165	67%

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	1,337	77%
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This target has not been met. Please add any comments below:

In addition to the total number of requests reported, (from data from the LMS) 1,573 requests were made from the regional inter lending scheme, Books4U. These requests are not placed on the LMS and are therefore a majority of the requests made via Books4U are supplied within 10 days. As per guidance we have taken the data only from the LMS, which excludes Books4U requests. If the Books4U requests were included we would have exceeded the target.

WPLSQI 13 Staffing levels & qualifications	2022-23	Per 10,000 pop'n
Total number of staff (FTE)	14.4	2.15

This target has not been met. Please add any comments below:

Authority comment (including information about shared staff):
The service is currently carrying no vacancies. Five new members of staff were appointed to permanent positions, with some libraries having a complete new team. This has had a positive impact on performance and 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 figures.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)

2.0

0.30

This target has not been met. Please add any comments below:

Number of staff holding qualifications in cognate areas (FTE)

0.0

Number of posts which require a library qualification

2.0

Number of staff with library qualifications in posts which do not require a library qualification (FTE)

1.0

Authority comment:

Two posts within the service require a library qualification. (Library Services Manager and Library Team Leader) The Library Team Leader is currently working towards Chartership. One Library Assistant is a Charter

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:

MCLIP

This target has been met.

Where does this post sit within the local authority management structure?

The library service in Blaenau Gwent is managed by Aneurin Leisure Trust and not the local authority. Funding Manager within the Trust, holds responsibility for the library service. This officer is a member of the trust. The Library Services Manager is line managed by the Contracts, Partnernships and Fundin

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

27,742

Number of staff hours spent in training & personal/professional development

280

% of time spent in training & personal/professional development

1.0%

This target has been met.

Total number of volunteers active during the year

9

Total number of volunteer working hours during the year

745

Do you have Investors in Volunteers accreditation relating to the NOS?

No

Briefly describe the training and support offered to volunteers.

Volunteers are managed and supported by a designated officer within the library establishment. They are included in training, when appropriate and all have a speciic 'role descriptions' . They have regular one-to-one updated with relevant communication, when appropriate. The Trust has a Volunteer Policy which is adhered to. All volunteer roles provide 'added value' to the service and do not replace any paid library roles. All volu

Authority comment:

WPLSQI 14 Operational expenditure	2022-23	% of total
Expenditure on staff	£473,750	70%
Total materials expenditure	£64,144	9%
Expenditure on maintenance, repair & replacement of equipment & buildings	£21,893	3%
Total other operational costs	£116,371	17%
Total revenue expenditure	£676,158	100%
Total revenue expenditure per 1,000 population	£10,093	
Total capital expenditure		
Total capital expenditure per 1,000 population		
Authority comment:		

WPLSQI 15 Cost per visit	2022-23	Ratio
Total revenue expenditure on staff & materials	£ 676,158.00	
Total income generated	£28,621.00	Income
Total number of visits to library premises during the year	139,638	
Total number of external visits to the library's web site during the year	11,744	£4.28
Authority comment:		Cost per visit

WPLSQI 16 Opening hours (Comment on any change to provision since 2018-19)	2022-23	Per 1,000 pop'n
Aggregate annual opening hours for all service points	10,075	150
This target has been met.		

Total number of unstaffed opening hours for all service points	0
Authority comment:	

% 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

8,900

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

3,150

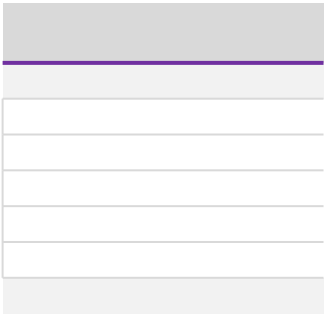
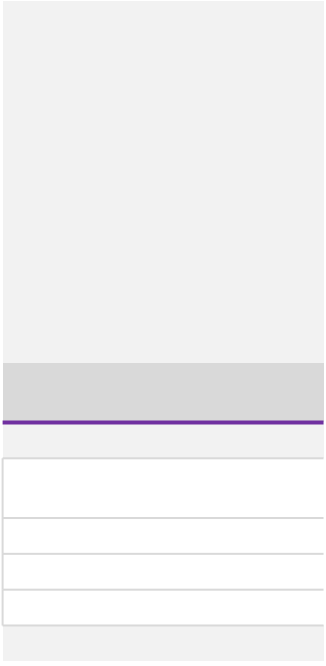
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Authority comment:

enjoyable, safe and inclusive
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The service has acknowledged a



2018-19

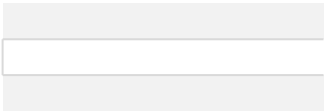
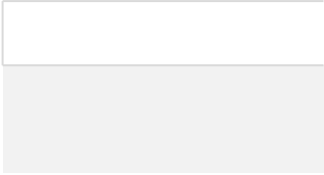
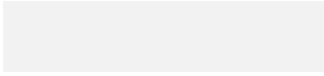
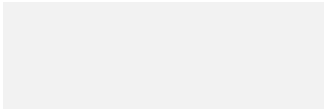
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2018-19

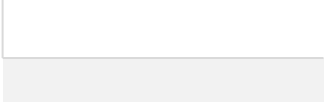
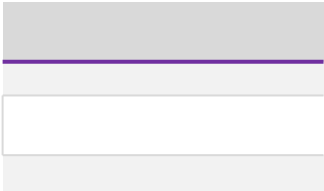
ter, Welsh groups, Rummikub,
social educational needs unit,

..., and how this data is counted):

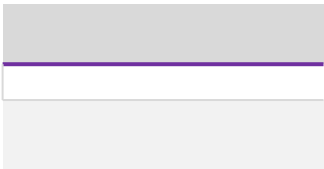
of fall per service. Council
to the community hubs which is
also seen an increase in the
2023. Usage in foofall has increased
115% increase compared to last
year. Each month was 33% higher
libraries for information, activities,
such as active membership



pre Covid times, the number of
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