

Appendix 1

Welsh Public Library Standards –Denbighshire Library Service projection 2014-2017

The new Fifth Framework for 2014-17 consists of 16 Welsh Public Library Standards Quality Indicators (WPLSQI)

1. Only 6 of the 16 Standards have set targets:

WPLS QI	Standard	Projection 14-15	Projection 15-16	Projection 16-17	Comment
5	Access at least 75% of households to be within 2.5 miles of a static library	√ 87.8%	√ 87.8%	√ 87.8%	Performance will be constant whilst all 8 libraries remain open.
8	Up-to-date books (a) Minimum 243 items purchased per 1,000 pop or (b) Minimum spend of £2,180 per 1,000 pop	X 177 X £1,700	X 144 X £1,382	X 144 X £1,382	Bookfund to be reduced to £130K in 15/16. Potential further reduction in 16/17 if staff efficiencies not realised.
9	Appropriate reading material (a) % bookfund spent on children's resources to reflect % of children in population (within 2%) & (b) Minimum 4% of the bookfund to be spent on Welsh Language materials.	√ Pop. 21% Exp. 23% √ 9%	√ Pop. 21% Exp. 23% √ 9%	√ Pop. 21% Exp. 23% √ 9%	Percentage expenditure on resources for children and in the Welsh Language will be maintained, despite the reduction in overall expenditure.

WPLS QI	Standard	Projection 14-15	Projection 15-16	Projection 16-17	Comment
10	<p>Online access</p> <p>(a) Minimum 9 public access devices per 1,000 pop</p> <p>(b) and</p> <p>(c) Wi-Fi in all 8 libraries</p>	<p>√ 9</p> <p>8 of 8</p>	<p>√ 9</p> <p>8 of 8</p>	<p>√ 9</p> <p>8 of 8</p>	<p>Public access PCs are being replaced (corporately funded) in 14/15 and will be maintained at current level through the Framework.</p> <p>WiFi will be extended to the remaining 2 libraries in 14/15.</p>
13	<p>Staffing levels & qualifications</p> <p>(a) 3.6 FTE per 10,000 pop.</p> <p>&</p> <p>(b) Min. 0.65 qualified staff per 10,000 pop.</p> <p>Staffing reductions agreed for 15/16 and staff restructure planned for 16/17.</p>	<p>X 3.3 FTE</p> <p>√ 0.65</p>	<p>X 3.1 FTE</p> <p>X 0.56</p>	<p>X 2.9 FTE</p> <p>X 0.44</p>	<p>Staffing reductions agreed for 15/16 and staff restructure planned for 16/17.</p>
16	<p>Opening hours</p> <p>(a) Minimum 120 aggregate opening hrs per 1,000 pop.</p>	<p>√ 150</p>	<p>√ 150</p>	<p>√ 139</p>	<p>Reduction in opening hours planned for 16/17 across the Library Service to meet staffing efficiencies.</p>

2. 8 of the Standards have no set target, and are a combination of comparative indicators (where comparisons can be made against other authorities and against the authorities' own performance over time) and qualitative narrative self assessment response. Most of these involve reporting usage, visit and attendance data.

WPLS QI	Standard	Projection 14-15	Projection 15-16	Projection 16-17	Comment
3	<p>Support for individual development</p> <p>Libraries shall offer:</p> <ul style="list-style-type: none"> a) Basic support in the use of ICT & wifi b) Training to improve literacy, numeracy, information and digital skills c) Information literacy sessions for users d) Support to access local and national e-government resources e) Reader development programme for adults and children 	√	√	√	Level of support will be dependent on staffing capacity.
4	<p>User training</p> <ul style="list-style-type: none"> a) Attendances at pre-arranged training sessions organised and/or hosted by the library (No. divided by pop. and multiplied by 1.000) b) % of attendees who said attendance helped them achieve their goals. (No. divided by pop. and multiplied by 1,000) c) No. of customers helped by means of informal training. (No. divided by pop. and multiplied by 1.000) 	<p>√</p> <p>Measured through evaluation forms</p> <p>Baseline to be estab.</p>	<p>√</p> <p>Measured through evaluation forms</p> <p>To follow baseline</p>	<p>√</p> <p>Measured through evaluation forms</p> <p>To follow baseline</p>	Level of user training sessions and informal training will be dependent on staffing capacity, and partnerships.

WPLS QI	Standard	Projection 14-15	Projection 15-16	Projection 16-17	Comment
6	<p>Library use</p> <p>a) Visits to library premises. (No. divided by population, multiplied by 1,000)</p> <p>b) External visits to library's website. (No. divided by population, multiplied by 1,000)</p> <p>c) Active borrowers. (No. divided by population, multiplied by 1,000)</p>	<p>6,847</p> <p>546</p> <p>n/a</p>	<p>Potential reduction due to less investment in books for public use</p>	<p>Potential further reduction due to reduction in opening hours</p>	<p>Possible reduction in visitor numbers due to decrease in bookfund, decrease in staff assistance and reduction in opening hours.</p>
7	<p>User attendance at library events</p> <p>a) Attendances at events & activities organised by the library service. (No. divided by population, multiplied by 1,000)</p>	<p>442</p>	<p>Difficult to estimate level of decrease due reduction in staffing levels and capacity to deliver activities.</p>	<p>Difficult to estimate level of decrease due reduction in staffing levels and capacity to deliver activities.</p>	<p>Difficult to estimate level of decrease due reduction in staffing levels and capacity to deliver activities.</p>
11	<p>Use of ICT</p> <p>a) % take up of public access computer hours</p> <p>b) % take up of wi-fi services</p>	<p>40%</p> <p>Awaiting CyMAL guidance</p>	<p>42%</p> <p>Awaiting CyMAL guidance</p>	<p>43%</p> <p>Awaiting CyMAL guidance</p>	<p>Potential for usage to increase due to Universal Credit & Universal Job Search requiring all claimants to log on for benefits from 2015. Library Services are in an excellent position to assist individuals who are not online to access digital information,</p>

WPLS QI	Standard	Projection 14-15	Projection 15-16	Projection 16-17	Comment
					although this might be at risk due to staff capacity.
12	Supply of Requests a) % requests satisfied within 7 days b) % requests satisfied within 15 days	71%	62%	60%	Estimated reduction in satisfaction levels due to decreased bookfund levels (15/16) and reduced opening hours (16/17).
		79%	69%	67%	
14	Expenditure a) Total revenue expenditure per 1,000 pop b) % spent on staff, bookfund, building maintenance etc c) Capital expenditure per 1,000 pop	£16,234 Awaiting CyMAL guidance Depending on funding applications	£14,851 Awaiting CyMAL guidance Depending on funding applications	£12,489 Awaiting CyMAL guidance Depending on funding applications	Revenue expenditure 13/14 = £16,988 per 1,000 pop. Planned efficiencies: £30k in 14/15 £130k in 15/16 £222k in 16/17 £128k in 17/18
15	Cost per visit a) Total revenue expenditure divided by total visits (physical & virtual)	Depends on visit data	Depends on visit data	Depends on visit data	Depends on visit data

3. 2 of the Standards require user surveys to be completed once every three years. Both are comparative indicators rather than standards, with no set or minimum target thresholds given.

WPLS QI	Standard	Projection 14-15	Projection 15-16	Projection 16-17	Comment
1	<p>Making a difference</p> <p>a) % of adults who think that using the library has helped them develop new skills</p> <p>b) % of children who think that the library helps them learn and find things out</p> <p>c) % of adults who have found helpful health and wellbeing information at the library</p> <p>d) % of adults who find the library and enjoyable, safe and inclusive place</p> <p>e) % of adults & children who think that using the library has made a difference to their lives</p>	n/a	n/a	n/a	New impact survey to be undertaken during the 5 th Framework.
2	<p>Customer satisfaction</p> <p>a) % adults satisfied with choice of books</p> <p>b) % adults satisfied with customer care</p> <p>c) % adults satisfied with their library</p> <p>d) overall rating (out of 10) for library used by 16s and under</p>	n/a	n/a	n/a	New Children and Adult surveys to be undertaken once per 3 years. The current methodology (PLUS) will be discontinued, due to high costs (between £5k - £7k), and a new survey methodology will be conducted in house.

Library Service Modernisation – Key Principles

The Library Service is currently engaged in a process of modernisation and transformation. Through the Freedom and Flexibility process it has identified considerable savings for the next three years, to reduce the core Library Service and One Stop Budget from £1.7 to £1.2 million.

It has also drawn up a specification for service delivery which focuses on and prioritises activity that is right for Denbighshire, rather than the 'one size fits all' approach that the new Framework of Library Standards suggests.

The key principle is to further develop libraries as Community Hubs to include a broader based range of customer service activity. The function of the Library Service would continue albeit at a reduced level in order to allow further savings and additional services to be delivered from those premises. The approach aims to secure shared building costs through the delivery of shared services at a local level.

Each Community Hub Specification will be further developed in order to provide services and activity that is specific to each community. This will include appropriate council services and in addition other activity through partners and community groups. Each 'Hub' community offer will reflect the needs, interests and aspirations of the local area it serves.

To progress the approach, a Community Hub specification has been drafted which highlights each library activity and identifies potential partners for a shared service approach. There have been initial discussions with Education and with Children and Adult Services, and Housing Services have highlighted possibilities for a Community Hub approach.

The concept of colocation and a shared service approach was recognised as good practice in the recent 'Expert Review of Public Libraries in Wales' (2014) and Denbighshire highlighted as an example of well-established good practice, with 7 of its 8 libraries already demonstrating varying degrees of colocation and multifunction.

This approach was endorsed by CyMAL at a recent meeting to explore Denbighshire's direction of travel, and was recognised as a strategy to maintain and widen library service provision within the difficult financial climate.