Merthyr Tydfil Leisure Trust

"Enhancing lives through Lisure and Culture"

Library

Delivery

Plan

2017- 2018

Introduction

Merthyr Tydfil Public Libraries are the only statutory service provided by Merthyr Tydfil Leisure Trust on behalf of Merthyr Tydfil County Borough Council. Merthyr Tydfil Public Library Service consists of the main Central Library and three community libraries at Dowlais, Treharris, and Aberfan. In addition the service offers a Home Links delivery service for those unable to access services in the usual way. The public library service is governed by the 1964 Libraries and Museums Act which places a duty on authorities to provide:

'a comprehensive and efficient library service for all persons wishing to make use thereof'.

In Wales, there are a set of national standards that all library services work towards in order to ensure that people across Wales benefit from a quality service. These standards are called the Welsh Public Library Standards and are the mechanism by which the Minister with responsibility for Library Services can measure their performance against the ethos of the 1964 Act. Although not legislative, they are accepted as being the "delivery plan" against the 1964 Act.

In addition to a set of performance measures, the service has to demonstrate its compliance with the Core Entitlements for Library Service Users as outlined within the Welsh Public Library Standards, and the key outcomes and impacts that are identified in the document that are associated with library use . The service is also expected to demonstrate how its work supports and delivers on key corporate and Welsh Government objectives, such as the Programme for Government.

Part of being a statutory Public Library Service is that services are provided free of charge for those who live, work or visit the area and public library services across Wales work together to provide resources in conjunction with Welsh Government and the National Library of Wales to ensure parity of access to a range of resources, including but not limited to:

Free book loans

Free loans of audio materials

Free access to local studies and local history materials

Free family history information and free access to several online family history sites

Free access to a range of online services, available at the library and at home with an active library membership

Free Internet access at all borough libraries

Community sessions around literacy, numeracy, digital literacy, job seeking and much more

Friendly, knowledgeable staff

This Library delivery plan is a working document which sets out the direction for the delivery of the service within the Leisure Trust for 2017-18   .

Aims

To empower individuals and communities to engage in democratic processes

To promote equitable access to resources for leisure and learning

To support the study needs of young people

To build individual's capacity to engage in lifelong learning

To assist in the reduction of disadvantage and inequality

To promote and encourage reading across generations

To contribute to the economic regeneration of the locality

To sustain community identity and confidence

Objectives

To meet the Welsh Public Library Standards, made up of the core entitlements and the quality indicators:

Core Entitlements:

WPLSCE 1: Libraries in Wales will be free to join, and open to all.

WPLSCE 2: Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.

WPLSCE 3: Libraries in Wales will provide access to a range of services, activities and high quality resources in a range of formats to support lifelong learning, personal well-being and development, community participation, and culture and recreation.

WPLSCE 4: Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special requirements.

WPLSCE 5: Libraries in Wales will provide appropriate safe, attractive and accessible physical spaces with suitable staffed opening hours.

WPLSCE 6: Libraries in Wales will lend books for free, and deliver free access to information, including online information resources available 24 hours a day.

WPLSCE 7: Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.

WPLSCE 8: Libraries in Wales will provide access to services, cultural activities and high quality resources in the Welsh language.

WPLSCE 9: Libraries in Wales will work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.

WPLSCE 10: Libraries in Wales will work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services.

WPLSCE 11: Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.

WPLSCE 12: Libraries in Wales will 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.

Quality Indicators:

WPLSQI 1: Making a difference

WPLSQI 2: Customer Satisfaction

WPLSQI 3: Support for Individual Development

WPLSQI 4: Support for health and well-being

WPLSIQI 5: User training

WPLSQI 6: User attendances at library events

WPLSIQI 7: Location of service points

WPLSIQI 8: Library Use

WPLSQI 9: Up to date and appropriate reading material

WPLSQI 10: Welsh Language resources

WPLSIQI 11: Online Access

WPLSIQI 12: Supply of Requests

WPLSQI 13: Staffing levels and qualifications

WPLSQI 14: Operational expenditure

WPLSIQI 15: Cost per visit

WPLSQi 16: Opening hours

WPLSQI 1 – Making a Difference	Target	Reporting Frequency to local authority
The percentage of adult who think that using a Library has helped them develop new skill	92%	Annually
The percentage of young people who think the Library helps them learn and find things out	95%	Annually
The percentage of adults who have found helpful information for health and well being	85%	Annually
The percentage of adults who experience the library as an enjoyable, safe and inclusive place	95%	Annually
The percentage of Adults who think that the Library has made a difference to their lives	90%	Annually

WPLSQI 2 – Customer Satisfaction	Target	Reporting Frequency to Local Authority
The percentage of adults who think that the choice of books is 'very good' or 'good'	95%	Annually
The percentage of adults who think that the standard of customer care they use in the library is 'very good' or 'good	95%	Annually
The percentage of adults who think that the IT facilities provided are 'very good' or 'good'	90%	Annually
The average overall rating out of 10 awarded by library users aged 16 or under	9	Annually

WPLSQI 3 – Support for individual development	Target	Reporting Frequency
Basic support in the use of ICT infrastructure	All Libraries	Annually
Training to improve literacy, numeracy, information and digital skills	All libraries	Annually
Support for users to access local and national e-government resources	All libraries	Annually
Reader development programmes for both adults and children	All libraries	Annually

WPLSQI 4 - Support for health and wellbeing	Target	Reporting Frequency to Local Authority
Book Prescription Wales Scheme	All libraries	Annually
Better with Books Scheme	All libraries	Annually
Designated health and well-being collections	All libraries	Annually
Information about healthier lifestyles and healthy behaviours	All libraries	Annually
Signposting to health and well-being services	All libraries	Annually

WPLSQI 5 User training	Target	Reporting Frequency to Local Authority
Total number of attendances at training sessions per 1,000 population	200	Annually
Percentage of attendees who said that attendance helped them reach their goals	95%	Annually
Number of customers helped by informal means (divided by population, multiplied by 1,000)	300	Annually

WPLSQI 6 – User attendances at Library Events	Target	Reporting Frequency to Local Authority
Attendances at events and activities (divided by population, multiplied by 1,000)	200	Annually
Events offered in all static service points open for those with special requirements	All libraries	Annually

WPLSQI 7 – Location of service points	Target	Reporting Frequency to Local Authority
At least 75% of households serviced by a service point for libraries	75%	Annually

WPLSQI 8 – Library Use	Target	Reporting Frequency to Local Authority
Total number of visits to library premises (divided by population, multiplied by 1,000)	Yearly target 3706 (per 1,000 pop)	Quarterly
Total number of external visits to the library website (per 1,000 pop as above)	900 (per 1,000 pop) (225 per quarter)	Quarterly
Total number of active borrowers (per 1,000)	140 (per 1,000)	Annually
Total number of Library members	840	Annually
Total number of book issues – adult	TBC	Quarterly
Total number of book issues – children	TBC	Quarterly

Total number of audio-visual issues	150 (per 1,000)	Quarterly
Total number of electronic downloads	100 (per 1,000)	Annually

WPLSQI 9 – Up-to-date and appropriate reading materials	Target	Reporting frequency to Local Authority
• **Either a minimum of 243 items acquired per 1000 pop** • **Min spend of £2180 per 1000 pop**	245 Or £2180.00	Annually
Percentage of material budget spent on resources for children	17%	Annually

WPLSQI 10 – Welsh Language	Target	Reporting frequency to Local Authority
Minimum of 4% of budget or £750.00 per 1,000 Welsh speaking population	£750.00 per 1,000	Annually
Total issues of resources in Welsh Language	TBC	Quarterly

WPLSQI 11 – Online Access	Target	Reporting Frequency to Local Authority
Minimum of 1 device per library giving access to internet and digital content	1 per static service point	Annually
Wi-fi Access for users to bring their own laptops and mobile device	As per guidelines	Annually
Total number of devices giving access	60	Annually
Percentage of time allocated for use actually taken up by users	55%	Quarterly

WPLSQI 12 Supply of Requests	Target	Reporting Frequency to Local Authority
Available in 7 days	64%	Quarterly
Available in 15 days	79%	Quarterly

WPLSQI 13 – Staffing levels and qualifications	Target	Reporting Frequency to Local Authority
Staffing levels per 10,000 population	3.6FTE	Annually
Qualified librarians	0.65	Annually
Operational Manager holding library management qualification	Yes	Annually
1% of aggregate working hours spent in training/CPD	1%	Annually
Volunteer opportunities meeting all outlined expectations	Yes	Annually

WPLSQI 13 – Staffing levels and qualifications	Target	Reporting Frequency to Local Authority
Staffing levels per 10,000 population	3.6FTE	Annually
Qualified librarians	0.65	Annually
Operational Manager holding library management qualification	Yes	Annually
1% of aggregate working hours spent in training/CPD	1%	Annually
Volunteer opportunities meeting all outlined expectations	Yes	Annually

WPLSQI 14 – operational expenditure	Target	Reporting Frequency to Local Authority
Total revenue expenditure per 1,000 pop	TBC	Annually
% of the total spent on staff, materials, maintenance, repair and replacement of equipment and buildings and other operational costs	TBC	Annually
Total capital expenditure per 1,000 pop	TBC	Annually

WPLSQI 15 – Cost per visit	Target	Reporting frequency to Local Authority
Total expenditure on library staff and materials net of generated income divided by the sum of the number of physical visits to library premises plus visits to the library website	TBC	Annually

WPLSQI 16 – Opening hours	Target	Reporting Frequency to Local Authority
No less than 120 hours per annum per 1,000 pop	150	Annually
Number of unstaffed opening hours per 1,000 pop	0	Annually
Unplanned and emergency closures	0	Quarterly
Home delivery services missed	0	Quarterly