

## WPLSQI 1 Making a difference

## Framework 6

Percentage of adults who think that using the library has helped them develop new skills	69%
Percentage of adults who have found helpful information for health and well-being at the library	65%
Percentage of adults who experience the library as an enjoyable safe and inclusive place	93%
Percentage of adults who think that the library has made a difference to their lives	95%
<i>Survey dates (month &amp; year)</i>	Nov-22

## Authority comment:

A new survey completed this year has provided a refresh of responses about services. The survey was conducted online and in print. It is reassuring to see that adults report that libraries make a difference to their lives has increased since the last survey in 2018 as has those who feel libraries have been helpful in providing information on Health and well being. Performance in other areas has been consistent

Percentage of children aged 7-16 who think that the library helps them learn and find things out	68%
<i>Survey dates (month &amp; year)</i>	Nov-22

## Authority comment:

This response is disappointing but needs further investigation. Responses to the children's survey were poor. Children are increasingly using online information resources for learning and information and this in Wales is often via HWB resources or other school recommended apps. Children's book publication in non fiction titles are reducing and the whole sector is showing signs of change. Libraries have been focusing their delivery to this age group on reading for pleasure and supporting wellbeing.

## WPLSQI 2 Customer satisfaction

## Framework 6

Percentage of adults who think that the choice of books is 'very good' or 'good'	92%
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'	90%
Percentage of adults who think that the library is 'very good' or 'good' overall	99%
<i>Survey dates (month &amp; year)</i>	Nov-22

## Authority comment:

The response here indicates that book purchasing policies, practices and skills continue to meet the needs of Swansea library customers and residents. Despite challenging IT support issues customers using IT facilities have reported improved levels of satisfaction compared to the previous survey.

Average overall rating out of ten awarded by users aged 7-16 for the library they use	9.6
<i>Survey dates (month &amp; year)</i>	Nov-22

## Authority comment:

Great to see a support from young people who use libraries. It is important we maintain this demographic within our service in the years to come and grow services with them.

**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:

£ 11

Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.

16

100%

Training to improve literacy, numeracy, information literacy and digital skills.

16

100%

Support for users to access local and national e-government resources.

16

100%

Reader development programmes/activities for both adults and children

16

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

16

100%

Better with Books scheme

16

100%

Designated health & wellbeing collection

16

100%

Information about healthy lifestyles & behaviours

16

100%

Signposting to health & wellbeing services

16

100%

This target has been met.

Number of static service points open for 10 hours per week or more providing:

Shared Reading groups

3

Book clubs

13

Health information partnerships

16

Dementia friendly champions and services

11

Mental health awareness activities

16

Authority comment:

There are many examples of shared reading activity in libraries however we do not have the evidence to confidently respond to this quality indicator. Lots of child activity at some but less adult and vice versa. This needs more careful monitoring and scrutiny of definition to ensure a better response in the future.

Book clubs are held at most libraries (all except 3 libraries) but examples of clubs held outside of library opening hours at other venues could also be supplied but not included in this response

Dementia friendly - all libraries have access to the Reading Well collections and most libraries have undertaken dementia training and one library has delivered specific "events" listed as Dementia. Many libraries have dementia champions in libraries.

**WPLSQI 5 User training**

2022-23

Per 1,000 pop'n

2018-19

Total number of attendances at pre-arranged user training sessions organised by the library	2,523	11	per 1000 pop'n
Percentage of attendees who said that attendance helped them to achieve their goals	86%		%
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	500		
Number of feedback forms included in the calculation	76		
Number of customers helped by means of informal training during the year	27,000	114	
Authority comment (including note on the method used to calculate the results):			
This year we are seeing a gradual recovery to pre covid levels of activity but this remains reduced and is reflected in this data response. The service will continue to organise activity to attract audiences to the learning, wellbeing support and cultural activities provided by libraries			

WPLSQI 6 User attendances at library events	2022-23	per 1000 pop'n	2018-19
Total number of attendances at events and activities organised by the library	55,214	232	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	16	100%	
This target has been met.			
Authority comment, including examples of events:			
The summer of 2022 saw the delivery of a major 2 day event at Swansea Central Library. StoryTrails was part of the UNBOXED: Creativity in the UK and was run in partnership with The Reading Agency and the StoryFutures Academy. StoryTrails sought to discover the hidden stories of Swansea and share them through immersive storytelling experiences. Prior to 2 full days of activities, staff in Swansea Libraries worked with local creatives to help source content for an augmented reality trail (accessed through a mobile AR app) and an immersive spatial map of Swansea, containing stories from around Swansea. For two days in August 2022, the StoryTrails team worked with staff to host two days of immersive experiences in Swansea Central Library. This included guided AR trails telling the story of Italian immigration in Swansea, live screenings of the spatial map within a fully immersive 3D screening area, VR headset experiences and immersive film content on ipads. Legacy equipment, including VR headsets, Android phones and iPad Pros has allowed us to continue to demo augmented reality apps and VR in libraries through out the rest of the year. Summer of Fun grants assisted the delivery of events and activities to support the Summer Reading challenge and libraries became warm spaces to with family events during the colder months. A small number of games were purchased to support libraries as warm spaces which helped create another avenue for activity in libraries. This was also supported by the service organised programme of Autumn Events some in collaboration with Swansea Fusion Officer and Art on Prescription and young writers workshops in collaboration with Dylan Thomas Centre			
WPLSQI 7 Location of service points	2022-23		
Population density (persons per hectare)	6.5		
% 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			%

WPLSQI 8 Library use	2022-23	Per 1,000 pop'n
Total number of visits to library premises during the year	574,678	2,416
Please indicate the method used for calculation	Full year count	
Total number of external visits to the library's web site during the year	138,112	581
Total number of active borrowers during the year	39,781	167
Total number of library members	79,416	334
Total number of adult book issues	438,671	1,844
Total number of children's book issues	250,310	1,052
Total number of audio-visual issues	16,428	69
Total number of electronic downloads	269,153	1,132

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):

The service cleanses its membership data on a monthly basis and therefore details are accurate. Edownloads have increased due to pressreader. We strictly report web site visits as per the definition. More people are using the great PORI app and directly using the Bolinda Ebook app. The external visits site is now really only recording first time visits or looking for update site information etc. Swansea libraries uses hootsuite to manage social media platforms and this provides a data dashboard. Highlights such as 4000 posts, 919,000 impressions, a reach of 865,000 users across the networks. Swansea libraries has 12000 fans and followers across its social media network. A full report can be provided if required

WPLSQI 9 Up-to-date and appropriate reading material	2022-23	Per 1,000 pop'n
--	---------	-----------------

Total number of items acquired	33,574	141
Total materials expenditure (from WPLSQI 14)	£385,788	£1,622

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

We continue to concentrate our spend on high demand titles in fiction and recreational non-fiction, but also increased spend on ebooks and e-audio titles for use by residents in Swansea. We have spent slightly less than last year, some of this can be accounted by an increase in costs of titles and a reduction in spend on our DVD collection, which has been performing poorly for a number of years. Some of our spend has been

Total expenditure on material purchased for children	£79,237	
Does this figure include expenditure on a Schools Library Service?	No	
Percentage of materials expenditure for children	21%	%

Authority comment

We have proportionally spent slightly more on children's material this year - we have targeted spends on bi-lingual material to support arrivals from Ukraine but also other languages of those seeking sanctuary in Swansea. We continue to purchase material to support national campaigns, such as Empathy Day and Week and work with schools to promote and foster a love of reading in children.

	2022-23	Per 1,000 pop'n
--	---------	-----------------

Total expenditure on materials in the Welsh language	£11,233	
Percentage of materials expenditure on materials in the Welsh language	3%	%
Spend per 1,000 Welsh-speaking resident population	£512	£

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

We have committed to spending more on material in the Welsh language. Total expenditure on Welsh has increased by 1% since last year, also spend per 1,000 Welsh speaking resident pop has increased from £456 to £512. We have concentrated spend on materials for school age children, especially in libraries, where there is a Welsh medium school located in their catchment area and on materials to support those learning the Welsh language.

Total number of issues of Welsh language material	12,838	54
---	--------	----

Authority comment

Issues in Welsh language includes 12,175 printed material and 663 borrowbox. Welsh language book issues remain poor to grow however considering the decline in library use in general since Covid this figure remains very strong, perhaps indicating that the work teams are doing to promote Welsh Language titles is having an impact. To be monitored.

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

This target has been met.

Total number of devices giving public access to the Internet:

229

9.63

per 10,000 pop'n

Available in static libraries

229

Available in mobile libraries

0

Authority comment:

The service continues to grow access to tablets in libraries for use by library customers. This reporting procedure allowed us to use the Mobile Device Management System set up by IT which will make further development of mobile devices in the future.

Number of hours available for use of public access ICT facilities during the year

263,955

Number of hours recorded for use of public access ICT facilities during the year

38,807

15%

%

Authority comment:

Number of Wifi logins = 46,684 Approx 100,000 less hours available due to reduction in pcs available and just a quarter of actual usage in comparison. This indicator is demonstrating the changing access to good quality IT equipment, broadband/WIFI and free data cards. The IT provision in libraries is very much supporting those requiring non mobile device equipment eg lengthy government form filling, access to printing, access to software applications not available on mobile devices.

### WPLSQI 12 Supply of requests

2022-23

%

Total number of requests for specific items made during the year

71,423

Number of requests which are notified to the user as being available within 7 calendar days of the request being made

51,425

72%

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

60,710

85%

This target has been met.

### WPLSQI 13 Staffing levels & qualifications

2022-23

Per 10,000 pop'n

Total number of staff (FTE)

71.4

3.00

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

Authority comment (including information about shared staff):

This year continued to find retention and recruitment of staff a challenge. Internal recruitment processes are increasing the vacancy lag and staff turn over is high with many finding better paid jobs which are not front facing. Staff are seeking more flexible home working opportunities.

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

6.2

0.26

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

Unable to comment on how this can be improved - it requires targeted funding to create well paid jobs attracting qualified staff

Number of staff holding qualifications in cognate areas (FTE)	0.0	
Number of posts which require a library qualification	6.0	
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	1.2	

Authority comment:

Wherever possible the service will seek to support the recruitment of professional qualified library staff and if opportunities to make a job role prerequisite a library qualification it will be investigated. Other options which will be investigated in the future are work based qualifications for front line staff and apprenticeships and the potential to offer these within the capacity of the service.

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:

BA Hons Library and Information Studies MCLIP

Yes

Please give details of training undertaken

not relevant - ignore

This target has been met.

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

Reports to Head of Cultural Services within the Place Directorate

What is the post held by the most senior professional librarian (if different from the above)?

As Above

Where does the post held by the most senior professional librarian sit within the local authority management structure (if different from the above)?

3rd/4th tier

Total staff working hours during the year

122,356

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

670

% of time spent in training & personal/professional development

0.5%

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

624 training sessions totalling 670 hours. The service continues to endeavour to use workarounds for poor recording system for staff training and there is evidence to suggest these figures are under representative of actual training. However the council has introduced a new learning and development platform to make staff record their training and these figures under represent the amount of training taking place in the service. These figures do not include induction training, new IT platform learning and training eg sharepoint. Neither do they include self led training related to new working practices such as H&S and building maintenance, photocopiers, print management systems or new finance procedures which are part of everyone's working day.

Total number of volunteers active during the year

7

Total number of volunteer working hours during the year

200

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

No

Briefly describe the training and support offered to volunteers.

Volunteers are provided with a brief induction and access to some mandatory training modules online to support them in the workplace. In-house training is provided specific to the role by staff who supervise them.

Authority comment:

We value the volunteers who spend time with us during the year. They fill positions which are not part of the role of a paid member of staff or to support special projects such as the Summer Reading challenge/Digital Champion. They are valuable assets to the service. Management of volunteers is timely and this prevents expansion of volunteer roles and pressure on paid staff roles increases.

WPLSQI 14 Operational expenditure	2022-23	% of total	
Expenditure on staff	£2,410,357	78%	
Total materials expenditure	£385,788	12%	
Expenditure on maintenance, repair & replacement of equipment & buildings	£77,151	2%	
Total other operational costs	£230,747	7%	
Total revenue expenditure	£3,104,043	100%	
Total revenue expenditure per 1,000 population	£13,051		
Total capital expenditure	£76,256		
Total capital expenditure per 1,000 population	£321		

Authority comment:

Capital expenditure includes front door works, a new fire alarm, a roof repair, and emergency roof. The capital expenditure directly relates to centralised building asset management priority of works and fire and health and safety matters occurring in an adhoc way during the year eg the fire alarm at Clydach library was condemned due to an electrical fault and the roof has suffered long term leaks which we hope have now finally been resolved.

WPLSQI 15 Cost per visit	2022-23	Ratio	
Total revenue expenditure on staff & materials	£ 2,796,145.47		
Total income generated	£121,021.15		Income
Total number of visits to library premises during the year	574,678		
Total number of external visits to the library's web site during the year	138,112	£3.75	Cost per visit

Authority comment:

The online visits recorded does not demonstrate the high amouny of digital enagement across social media platforms and digital apps. The success of the service can be seen by looking at the performance and use made on each of these services data recording which is not reflected in the visits to the library web site. The PORI app allows great access to information about the library service with no need to visit the library web site.

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	29,484	124	
This target has been met.			

Total number of unstaffed opening hours for all service points	0		
--	---	--	--

Authority comment:

No comment

		% of total	
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	37		
Total planned opening hours of all static service points	29,484	0.13%	
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	1,219	0.00%	

1,219 home deliveries (1,128 by Community Services and 91 by branches). This service continues to provide a valuable service to those unable to attend a library venue.