RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL
MUNICIPAL YEAR 2016-17

PUBLIC SERVICE DELIVERY, COMMUNITIES AND PROSPERITY SCRUTINY COMMITTEE

Agenda item No.4
RHONDDA CYNON TAF'S WELSH PUBLIC LIBRARY STANDARDS ASSESSMENT 2015-16

12TH December 2016

REPORT OF THE DIRECTOR OF EDUCATION AND LIFELONG LEARNING

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1. PURPOSE OF THE REPORT

The purpose of the report is to provide information to the Public Service, Communities and Prosperity Scrutiny Committee of the feedback received from Welsh Government in respect of the Library Service's performance against the Welsh Public Library Standards (WPLS) for the period 2015-16.

2. RECOMMENDATIONS

It is recommended that the Committee:

2.1   Note the content of the letter and the Annual Assessment Report received from Welsh Government;

2.2   Consider whether they wish to scrutinise in greater depth any matters contained in the report.

3. BACKGROUND

3.1   This is the second Assessment Report to be received under the Fifth Quality Framework which was introduced by the Deputy Minister for Culture and Sport in April 2014.

3.2   The aims of the Fifth Quality Framework are to:

- Enable the Deputy Minister for Culture and Sport to fulfil the statutory requirements of the Public Libraries and Museums Act 1964 in respect of superintending the duty of local authorities to deliver a *'comprehensive and efficient'* library service;
- Provide a robust assessment of the performance of library services;
- Have clear links to the Welsh Government's agenda to ensure credibility across local government in Wales;
- Be relevant and useful to all local authority library services in Wales;
- Be transparent, easily understood and accepted by stakeholders;
- Incorporate outcome measures to show the benefits of using libraries;
- Act as a driver for improvements to library services and local communities; and
- Minimise the burden of data collection on library authorities

3.3   The Fifth Framework of Welsh Public Library Standards includes 18 core entitlements and 16 Quality Indicators (7 of which have outcome targets) designed to monitor how well library services provide for the people of Wales.

3.4   The Fifth Framework consists of 4 themes that have a number of core entitlements and quality indicators related to wider government agendas. The desired outcome of the Framework is that each library service offers all the services and facilities included in the core entitlements. The 4 themes are as follows:

- Customers and communities;
- Access for all;
- Learning for life; and
- Leadership and development.

3.5   The core entitlements stipulate that libraries in Wales will:

- ensure friendly, knowledgeable and qualified staff at hand to help (WPLSCE1);
- Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources (WPLSCE2);
- Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation (WPLSCE3);
- Be open to all members of their communities (WPLSCE4);
- Be free to join (WPLSCE5);

- Provide a safe, attractive and accessible space with suitable opening hours (WPLSCE6);
- Provide appropriate services, facilities and information resources for individuals and groups with special needs. Special needs can be caused by physical and health impairment, economic disadvantage (e.g. long term unemployment). Cultural difference (e.g. language, new arrivals), educational background, or other circumstances that require special library services. (WPLSCE7);
- Lend books for free (WPLSCE8);
- Deliver free access to information (WPLSCE9);
- Provide free use of the internet and computers including wi-fi (WPLSCE10);
- Deliver free use of online information resources 24 hours a day (WPLSCE11);
- Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication (WPLSCE12);
- Share their catalogues to enable a single search of all Welsh library resources (WPLSCE13);
- Promote libraries to attract more people to benefit from their services (WPLSCE14);
- Regularly consult users to gather their views on the service and information about their changing needs (WPLSCE15);
- Work in partnership to open up access to the resources of all Welsh libraries (WPLSCE16);
- 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 (WPLSCE17);
- Provide a clear, timely and transparent complaints process if things go wrong (WPLSCE 18)

3.6   A copy of the quality indicators can be seen in the attached Welsh Public Library Standards Assessment Return at Appendix 1.

3.7   Local authorities submit an Annual Return to the Museums, Archives and Libraries Division (MALD) of Welsh Government. An independent panel then assesses the return and the Library Service's performance against the core entitlements and quality indicators of the Framework. In addition the following are provided by the Library Service:

- Case studies which highlight the impact of the service on individuals and groups.

- A narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals.
- A short statement about the future direction and plans for the library service.

These can be seen at Appendix 2.

3.8   The Assessment Report including the letter sent to the Chief Executive can be seen at Appendix 3.

4.   RESULTS OF THE ANNUAL ASSESSMENT REPORT 2015-16

4.1   Rhondda Cynon Taf's Library Service was assessed as follows:

- All 18 core entitlements were met in full
- Of the 7 quality indicators that have outcome targets, the service met 3 in full and 4 in part
- ICT, stock acquisition and staffing were areas identified as needing attention

4.2   The Library Service was assessed in 2014-15 as having met all the 18 core entitlements and 3 quality indicators in full, 2 in part and failed to meet 2. There has, therefore, been a slight improvement in the performance of the service in 2015/16 against the quality indicators that have outcome targets.

4.3   Improvement was also noted in the number of attendees at events which is above the median for Wales while the 3 case studies submitted were assessed as providing '*clear evidence of the impact of core services as well as activities for groups.'*

4.4   It was noted that although there had been a decline in visitors, which was a cause of concern, the increase in book issues *'is commended in what has been a period for consolidating a period of considerable structural changes.'*

4.5   The Report presented to the Public Service Delivery, Communities and Prosperity Committee on--- December 2015 indicated that the service would continue to fail to meet some of the quality indicators in 2015/16 as the budget reductions implemented from 2014 onwards has had a considerable effect on staffing levels and the Book Fund. In addition, at a time of reduced budgets it was deemed financially irresponsible to buy additional IT equipment to meet the per capita target for computers when only 30% of the time currently available is being utilised.

4.6   In addition, wi-fi has to be accessible at every library venue for the service to meet the quality indicator on IT provision. Currently all libraries in Rhondda Cynon Taf have wi-fi apart from Rhydyfelin which is in a temporary location. Wi-fi will be available at the new library as soon as it is opened in July 2017.

4.7   Efforts have been made this year to improve the speed at which requests are supplied but this is proving to be a problem area. Long-term sickness absence of staff has had an impact and new work schedules have been trialled this year to secure an improvement in this element of the service.

4.8   Due to the consultation on further changes to the Library Service and implementation of those changes in June 2016, approval was given by MALD for the customer surveys to be delayed. Consequently the customer survey results are not included in the current assessment of performance. However, the Library Service's own analysis of the national information indicates that the customer feedback compares very well with those of other local authority areas.

Performance indicator	Lowest	Median	Highest	RCT
Q1 Making a difference: a) new skills	23%	72%	92%	84%
b) health and well-being	26%	58%	93%	59%
c) enjoyable, safe and inclusive	84%	97%	100%	99%
QI 2 Customer satisfaction: a)'very good' or ;good' choice of books	74%	89%	97%	92%
b) 'very good' or 'good' customer care	90%	97%	99%	99%
c) 'very good' or 'good' overall;	92%	97%	99%	96%
d) Child rating out of ten	8.0	9.2	9.5	n/a

4.9   A comparison of the performance of all Welsh Library Services against the core entitlements and quality indicators with outcome targets can be seen at Appendix 4.

5.   <u>CONCLUSION</u>

5.1   The latest assessment of the performance of the Library Service by MALD has indicated a slight improvement in the number of quality indicators partially achieved and an increase in the number of people attending events and loaning books, while the Library Service continues to meet all 18 core entitlements.

5.2   There are areas where the service can make changes that should see further improvement over the course of this year. However some indicators, such as staffing levels, remain beyond the reach of the service in Rhondda Cynon Taf as they would require additional funding that is not currently available. It is notable also that despite failing to meet the staffing target, customer feedback indicates satisfaction rates of 99% ('very good' and 'good') for customer care.

Welsh Public Library Quality Indicators

Customers and communities		Rhondda Cynon Taf

WPLSQI 1 Making a difference — 2015-16

Percentage of adults who think that using the library has helped them develop new skills

Percentage of adults who have found helpful information for health and well-being at the library

Percentage of adults who experience the library as an enjoyable safe and inclusive place

Percentage of adults who think that the library has made a difference to their lives — *Survey date (month & year)*

Authority comment:

Percentage of children aged 7-16 who think that the library helps them learn and find things out

Percentage of children aged 7-16 who think that the library has made a difference to their lives — *Survey date (month & year)*

Authority comment:

WPLSQI 2 Customer satisfaction — 2015-16 — *2014-15*

Percentage of adults who think that the choice of books is 'very good' or 'good'

Percentage of adults who think that the standard of customer care is 'very good' or 'good'

Percentage of adults who think that the library is 'very good' or 'good' overall

Survey dates (month & year)

Authority comment:

Average overall rating out of ten awarded by users aged 7-16 for the library they use — *Survey date (month & year)*

Authority comment:

Following on from our decision to not carry out a user satisfaction survey in 2014/15 we proposed the following time table:

2015/16 – Adult survey
2016/17 - Children's' survey.

However following the council's decision to consult on further cuts to the library service in 2015/16 we contacted MALD to ask whether it would be acceptable for us to carry out both surveys in 2016/17. This was was agreed and the adult survey was held in May 2016 and the children's survey will be run in October 2016.

WPLSQI 3 Support for individual development — 2015-16 — % of total — *2014-15 % of total*

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

Welsh Public Library Quality Indicators

Basic support in the use of ICT infrastructure provided (including Wi-Fi) and in accessing the range of electronic information resources available.	12	**92%**	*77%*
Training to improve literacy, numeracy and digital skills.	13	**100%**	*100%*
Information literacy sessions for users.	13	**100%**	*100%*
Support for users to access local and national e-government resources.	13	**100%**	*100%*
Reader development programmes/activities for both adults and children	13	**100%**	*100%*

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

Our performance against this standard has improved due to significant investment by the council into the library services ICT infrastructure. All libraries have had their broadband connection upgraded to 100mb and new wireless access points have been installed at 12 of our 13 libraries. These upgrades have led to improved broadband speeds and wifi connectivity in each library. The one exception to this is Rhydyfelin Library which has been relocated to a temporary location in the local Community Centre. This is to allow the old library to be demolished and a new library constructed on the same site as part of a new 32 unit sheltered housing scheme. The new library will have upgraded facilities suitable for community use including Wi-Fi. The new library is scheduled to open sometime in the summer of 2017.

WPLSQI 4 User training	**2015-16**	**Per 1,000 pop'n**	*2014-15*
Total number of attendances at pre-arranged user training sessions organised by the library	8,192	**35**	*39*
Percentage of attendees who said that attendance helped them to achieve their goals	**98%**		*99%*
Please indicate the method used to calculate this figure	Representative sample		
Approximate number of feedback forms distributed	600		
Number of feedback forms included in the calculation	474		
Number of customers helped by means of informal training during the year	29350	**124**	
Authority comment (including note on the method used to calculate the results):			

Welsh Public Library Quality Indicators

This year has seen a reduction in the number of sessions being held in comparison to 2013/14. This was expected to a certain extent as the figures for 2013/14 contain sessions from 13 libraries that closed in June 2014. However the continuing reductions in public expenditure have also contributed with a number of external and internal partners withdrawing sessions due to a loss of funding. Cuts to the library service also mean that we do not have the resources to replace these with in-house sessions.

However we continue to provide sessions in significant numbers and library staff continue to attract new partners. The use of volunteers has also been identified as a possible solution and we are currently working with Digital Communities Wales to create a core number of volunteers who will assist us in offering sessions.

In order to assess the percentage of attendees that achieved their goals we carried out two week long surveys in September and March and a week long survey was carried out in October to gather a representative sample of customers helped by means of informal training.

Access for all				Rhondda Cynon Taf
WPLSQI 5 Location of service points	**2015-16**			*2014-15*
Population density (persons per hectare)	5.6			
% 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	**92%**		%	*89%*
This target has been met.				
Increase in percentage is due to correction of a mistake in last year's report when one branch was left out of the equation.				
WPLSQI 6 Library use	**2015-16**	**Per 1,000 pop'n**		*2014-15 Per 1,000 pop'n*
Total number of visits to library premises during the year	815,059	**3,441**		*3,790*
Please indicate the method used for calculation	Full year count			
Total number of external visits to the library's web site during the year	174,642	**737**		937
Total number of active borrowers during the year	19,906	**84**		22,990
Total number of library members	44,167	**186**		48,842
Total number of book issues (adult and children combined)	597,976	**2,524**		2,503
Total number of audio-visual and electronic issues/downloads	65,753	**278**		262
Authority comment (include names of any shared service points with shared counting mechanisms and date of last membership data cleanse):				

Welsh Public Library Quality Indicators

The figures show a significant drop in the total number of visits to library premises during 2015/16 when compared to 2014/15. The majority of these can be explained by the fact that the figures for 2014/15 included two months where our library service had 26 branch libraries with 13 branches closing in June 2014. In addition to this Pontypridd Library (our busiest library) was closed for one week to upgrade its lighting and Porth Library was closed for one week while the library was relocated to a new site.

A comparison of visitor figures for the 13 branch libraries, that remained open, shows that visitor figures did fall slightly in 2015/16 when compared with 2014/15. The data shows that book and audio-visual issues at these branches have increased in 2015/16 whilst attendance at pre-arranged training sessions has fallen. This would suggest that the recent economic pressures experienced by external providers of sessions with a number of them losing their funding has had an effect on visitor numbers.

WPLSQI 7 User attendances at library events	2015-16	Per 1,000 pop'n		2014-15 Per 1,000 pop'n
Total number of attendances at events and activities organised by the library	53,268	225		21

Authority comment:
Our improvement in this standard is due to a reassessment of our interpretation of the guidelines. In 2014/15 we only included attendance at events that had been organised by the library service and any events that had been organised with relevant third party organisations/bodies were excluded. This year these have been included and as they form the bulk of our events our performance has improved significantly.

Learning for life

Rhondda Cynon Taf

WPLSQI 8 Up-to-date reading material	2015-16	Per 1,000 pop'n		2014-15 Per 1,000 pop'n
Total number of items acquired	43,228	182		162
Total materials expenditure (from WPLSQI 14)	£362,507	£1,530		£1,566

This target has not been met. Please add any comments below:
Recent cuts to our book budget have affected our ability to meet this standard. The apparent increase in acquisitions compared to last year despite a decrease in expenditure per 1,000 population is due to the inclusion of individual e-resource titles in this year's return. The decrease in expenditure per 1,000 population when compared to last year is due to the fact that our book budget was not cut until June 2014 giving us 2 months budget at previous levels in 2015/15.

Lending stock at the start of the year	274,882			2014-15
Total acquisitions of materials for loan	38,594			
Replenishment rate	14.0%		%	8%

This target has been met.

Welsh Public Library Quality Indicators

This reflects the fact that last years figures were skewed by us having to include lending stock from the start of the year when we had 26 libraries whilst acquisitions were purchased for 13 libraries for 10 months of the year. This year the figures have balanced again.

WPLSQI 9 Appropriate reading material	2015-16		2014-15
Total expenditure on material purchased for children	£61,229		
Does this figure include expenditure on a Schools Library Service?	Yes		
Please indicate the amount included			
Percentage of materials expenditure for children	17%	%	15%

This target has been met.

	2015-16		2014-15
Total expenditure on materials in the Welsh language	£12,773		
Percentage of materials exenditure on materials in the Welsh language	3.5%	%	3%
Spend per 1,000 Welsh-speaking resident population	£539	£	£429

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

There has been a slight increase on expenditure on materials in the Welsh Language this year and we continue to purchase at least one copy of every new Welsh Language title from Gwales. However recent reductions in our book budget has resulted in us having to be more selective when purchasing multiple copies of titles whatever their format or language.

We continue to promote the Welsh Language in other ways and our libraries support Welsh coffee mornings, Welsh lessons, Amsur Tyfu sessions and Welsh reading groups. We also spent £741 on producing a 'Discover Welsh Resources' booklet.

WPLSQI 10 Online access	2015-16	Per 10,000 pop'n	2014-15 Per 10,000 pop'n
Total number of networked public access computers	178	7.51	7.54

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

 The total number of networked public access computers remains the same this year. Following the closure of 13 libraries in 2014 additional public access computers were transferred from closed libraries to those libraries that remained open. Available space for additional computers at these libraries is very limited if non-existent.

Given that our current computer useage is 30% and that many of our users now access the internet via our Wi-Fi using their own devices, future plans around public access computers are more focused on providing better facilities for their use rather than increasing their numbers.

It has also been noted that the target for this QI has increased from last year and would like to comment that it is very difficult to make plans based on the WPLS if targets are changed each year without prior warning.

Welsh Public Library Quality Indicators

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?	**No**

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

Rhydyfelin Library is the one static library within the authority that does not provide access to Wi-Fi. This is an improvement upon last year when 3 of our static libraries did not provide access to Wi-Fi. In addition to providing access at 2 further locations the reliability of the Wi-Fi provision has been greatly improved due to the installation of new wireless access points.

Rhydyfelin Library is currently situated in a temporary location. This is to allow the old library to be demolished and a new library constructed on the same site as part of a new 32 unit sheltered housing scheme. The new library will have upgraded facilities suitable for community use including Wi-Fi. The new library is scheduled to open during the summer of 2017

WPLSQI 11 Use of ICT	2015-16	% used	2014-15 %
Number of hours available for use of public access ICT facilities during the year	291,481		
Number of hours recorded for use of public access ICT facilities during the year	87,428	**30%**	*36%*
Number of hours available for use of Wi-fi networks by the public during the year	19,796		
Number of hours recorded during which Wi-fi networks were used by the public during the year			

Authority comment:

We have been advised by our ICT department that due to a change in Wi-Fi provider no records of Wi-Fi use are available for 2015-16. They have assured us that records will be available for 2016 - 17. We are therefore unable to report on this QI.

WPLSQI 12 Supply of requests	2015-16	%	2014-15 %
Total number of requests for specific items made during the year	39,426		
Number of requests which are notified to the user as being available within 7 calendar days of the request being made	22,502	**57%**	*62%*

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

Welsh Public Library Quality Indicators

Our performance against this standard has been falling since 2014 and some of the possible reasons for this were outlined in last year's report. In brief these included, changes made to standing orders for best sellers, an increase in requests from mobile libraries and delays caused by a reduction in the number of delivery drivers. We have in response to these increased the numbers of best sellers purchased and hired a casual delivery driver to cover the full time driver.

Our latest investigations have discovered that the programme used to gather data from the LMS has been wrongly programmed and that it calculates the period of time from when the request is placed to when it is issued to the user and not to when they are informed the item is available for collection. This is currently being rectified and will lead to a more accurate assessment of our performance for 2016/17.

Number of requests which are notified to the user as being available within 15 calendar days of the request being made	28,079	**71%**	*7400%*

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

Leadership and development   *Rhondda Cynon Taf*

WPLSQI 13 Staffing levels & qualifications	**2015-16**	**Per 10,000 pop'n**	*2014-15 Per 10,000 pop'n*
Total number of staff (FTE)	62.0	**2.62**	*64.00*

This target has not been met. Please add any comments below:
Authority comment (including information about shared staff):
The introduction of a direct delivery service by Askews & Holt has led to the loss of 2 FTE posts from our cataloguing department. There has been no reduction in frontline staff. One senior management post that required a library qualification was also removed from the cataloguing department. This post was not reported upon in last year's return as it had been vacant for some time, its removal has therefore had no effect upon this years figures.

Number of staff holding recognised library related qualifications (FTE) (including cognate areas)	11.0	**0.46**	*12.00*

This target has not been met. Please add any comments below:
One qualified member of staff has been on long term secondment to another department and has not been included in this return, one qualified member of staff resigned and her post has not been filled, one qualified member of staff has been appointed to our FT staffing structure in a post that does not require a qualification. Budget restraints make it very difficult to support existing staff wishing to achieve a qualification and the need to appoint staff from the redeployment pools of our own authority and Merthyr Tydfil County Borough council makes it very difficult to increase our numbers of professional staff.

Number of staff holding qualifications in cognate areas (FTE)	0.0
Number of posts which require a library qualification	8.0
Number of staff with library qualifications in posts which do not require a library qualification (FTE)	3.0

Welsh Public Library Quality Indicators

Authority comment :

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: ...brary and Information Studies

Yes

Please give details of training undertaken
Grant Application Workshops, Cymal, Principles of grant applications (30/09/2014)
The Reuse of Public Sector Information, perspective for Wales, National Archives, (24/10/2014)
Workplace Resilience, Cymal (02/07/2015)
Volunteer Management, Cymal (24/10/2015)
Maximising attendance, RCTCBC (12/08/2015)

This target has been met.

Where does this post sit within the local authority management structure?	The Principal Librarian reports directly to the Head of Community
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)?	As above
Total staff working hours during the year	115,652
Number of staff hours spent in training & personal/professional development	1,197
% of time spent in training & personal/professional development	**1.0%**

This target has been met.

Total number of volunteers active during the year	**12**	2014-15	0
Total number of volunteer working hours during the year	**130**	2014-15	0
Do you have Investors in Volunteers acreditation relating to the NOS?	**No**		

Briefly describe the training and support offered to volunteers.

Volunteers were given a full mornings induction training and provided with an information pack which included contact details for library staff. Full time library staff were present at all of the sessions to offer support to the volunteers.

Authority comment:

12 volunteers aged between 12 and 20 assisted in the running of the Summer Reading Challenge. We are currently working with Digital Communities Wales to develop more volunteering opportunities.

WPLSQI 14 Operational expenditure	2015-16	% of total	2014-15	% of total
Expenditure on staff	£1,609,664	69%	17488.04	68%
Total materials expenditure	£362,507	16%	369748	14%

Welsh Public Library Quality Indicators

Expenditure on maintenance, repair & replacement of equipment & buildings	£18,062	*1%*	311572	*12%*
Total other operational costs	£347,797	*15%*	148586	*6%*
Total revenue expenditure	£2,338,030	*100%*	2578710%	*100%*
Total revenue expenditure per 1,000 population	**£9,870**		*£10,921*	
Total capital expenditure	£98,889			
Total capital expenditure per 1,000 population	**£417**		*£35*	

Authority comment:

The majority of this year's capital expenditure was allocated to the improvement of the library services broadband and Wi-Fi infrastructure (£75,718), with the remaining capital being spent on improvements to Porth and Pontypridd libraries.

WPLSQI 15 Cost per visit	2015-16	Ratio	2014-15
Total revenue expenditure	£ 2,338,030		
Total income generated	£62,092.00		*£87,644.00*
Total number of visits to library premises during the year	815,059		
Total number of external visits to the library's web site during the year	174,642	**£2.30**	

Authority comment:

The cost per visit remains the same as last year despite less revenue expenditure. This is due to a fall in the number of visits. It is difficult to draw any conclusions from this as last year's figures included expenditure on and visits to 13 libraries that closed in June 2014.

WPLSQI 16 Opening hours	2015-16	Per 1,000 pop'n	2014-15 Per 1,000 pop'n
Aggregate annual opening hours for all service points	29,707	**125**	*143*

This target has been met.

Reduction from last year reflects the closure of 13 libraries in June 2014 with 2014/15 statistics including 2 months with 26 libraries rather than 13.

		% of total	2014-15 % of total
Total hours of unplanned and emergency closure of static service points as a result of building failure or staff unavailability	14		
Total planned opening hours of all static service points	25,132	**0.1%**	*0%*
Total number of missed mobile library stops and home deliveries as a result of vehicle failure or staff unavailability	72		
Total planned mobile library stops and home deliveries	15,003	**0.5%**	*0%*

Authority comment:

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Welsh Public Library Standards - Case Studies

Authority: Rhondda Cynon Taf

1. The impact which the library has had on an individual, or on a group of individuals, during the year. Describe the use made of the service, and the difference that use made to the individual or group concerned. Up to four case studies may be provided (indicative length: 500 words each).

a) Case Study: Work Placement

Background:

The library service is contacted on a regular basis to provide work placements to aid people with their job prospects, to provide work experience or to help people back into the workplace after long term illness. The library service has worked in partnership with Learning Curve Enterprises, a Council initiative to provide work experience, learning opportunities and leisure to adults with learning difficulties.

Personal Perspective:

David* initially came to Aberdare library as a client of Learning Curve Enterprises on a one day a week placement that was due to last six months.

The work placement was designed to give David experience in working in a busy but friendly, relaxed and pleasant environment and to give him an overview of a wide ranging number of skills from working with the public to basic IT. David had expressed an interest in working in the library as he is an avid reader and felt the library would be a place where he would enjoy working.

During his time on placement David worked on the main library counter with the regular staff and learned many aspects of day-to-day library work including customer care skills, issuing and returning books and has helped with general and themed library displays.

David has said:

'Coming to the library once a week is really good, it gets me out to somewhere I enjoy going. I like working with the people and with the books as I really enjoy reading. I look forward to going to the library every week'

David enjoyed his placement with the library so much that once his placement ended he requested, through his case worker, that he continue coming to the library and now regularly volunteers at the library for four hours every Monday.

Judith George the Branch Librarian at Aberdare library says:

'David really enjoyed his placement and got to grips with the work really well, he particularly enjoys speaking with the public and helping with returning and displaying stock. When he asked to continue at the library we were more than happy to agree as I think David gets a lot out of coming to the library and the staff and borrowers look forward to seeing him. We offer a lot of placements at the library and I think this one has been a real success.'

1

Welsh Public Library Standards - Case Studies

As well as providing this placement for David, Aberdare library, as well as all other libraries in Rhondda Cynon Taff continue to provide work placements to third party organisations on a regular basis along with regular week long school work experience and after school experience as part of the Welsh Baccalaureate.

N.B. a pseudonym has been used.

b) Hirwaun Library Art Group

Background:

A local art group was started at Hirwaun library at the beginning of 2015. The purpose of the group was to bring local amateur artists together to help, support and inspire each other by producing art works on group themes in mixed media. After several months the co-ordinator had to unfortunately leave so the running of the group was temporarily taken over by the Branch Librarian, Paul Wigley. Paul contacted various groups in search of support and was able, From January 2016, to find a permanent group leader with the Help of 'Drink Wise, Age Well'. The group currently has 16 members.

Personal Perspective:

Kerri Thomas, a teacher who is currently on long term sick leave from work due to Post Traumatic Stress Disorder, anxiety and depression joined the group several months ago after it was suggested to her by her therapist that hobbies such as walking and an art class would help her combat the symptoms of her illness.

Kerri has found that once she got over the initial worry of leaving home to join the group that her attendance has helped her ease her anxiety. A key factor in Kerri's attendance was that the group was held in the library, somewhere she saw as non-threatening, welcoming and pleasant.

Her first project was based around the theme of 'Autumn' and Kerri found that combining walking her dog with helping other group members use the public access PCs and books, something she does in her day job as a teacher and IT tutor, to find resources really helped her find her way in the group as well as helping her get out of the house on a regular basis.

When discussing the art class and the library facilities Kerri says:

'It has made a difference, (Hirwaun is) more than just a library, it's a community hub.'

The group have all become friends over the time they have attended, some members were new to the area and have found the group invaluable in combating isolation, and now also spend time together outside of the class. Recently they all went on a trip to Pen-Y-Fan organised with other local arts groups.

Although very nervous when she initially joined Kerri has begun, as a result of walking and coming to the art group at the library, to get her confidence back. Kerri is focusing on the goal of returning to work in the future and of also possibly joining the local Art Society. Kerri has also introduced a friend of hers to the group, who due to shyness would not have joined otherwise.

Ceri feels the welcoming nature of the library staff and other group members has been of benefit and has helped her with the symptoms of her PTSD.

As a result of joining the class nine non-library members have now joined Hirwaun Library and become active library users.

Welsh Public Library Standards - Case Studies

c) **Case Study: Library Support Group**

Background:

Cuts to the library budget in 2014 necessitated by the austerity measures of central government prompted RCT Council to propose the closure of 13 branch libraries. One of these libraries was within the Community of Rhydyfelin. A group of library users and other interested parties was set up in opposition to the closure. Along with other factors their campaigning resulted in this library remaining open. This group has remained in existence and has become a Community Investment Company called the Rhydyfelin Library Support Group CIC with in excess of 300 members.

Personal Perspective:

Susan Fisher, a founder member of the group, joined as she believes:

'Rhydyfelin library is the heart of the community and we feel part of life in Rhydyfelin by being able to come to the library. Apart from hosting groups, lending reading materials and hearing books, providing free use of computers and organising children's activities the library is also a venue for:

The growing population of Rhydyfelin
A venue for events/ activities
A venue for clubs/ classes/ meetings
Access to the wider world through inter library loans etc
Focal point for new people moving to the area'

To put it more succinctly Susan believes the library is:

'An invaluable asset!!!'

Susan and the group members feel that their creation of the Support group has helped them:

'Feel empowered by being part of an action group, and (it has given) a voice to members who might otherwise have no voice.'

The Future:

The creation of the Library Support Group has improved communication with senior library managers with regular meetings being held to discuss any issues that have arisen. Rhydyfelin Library is currently in temporary accommodation as the original library has been demolished as part of a redevelopment scheme. A new state of the art library is to replace the old one in the same location as part of a social housing complex in partnership with RCT homes. This project is scheduled for completion by mid 2017. It is envisioned that the Friends group will continue to support the library and its groups and classes by fund and awareness raising and by offering their advice when appropriate.

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Welsh Public Library Standards - Case Studies

d)

2. Please provide a narrative that demonstrates how the library service is contributing towards wider Welsh Government priorities and strategic goals (indicative length: 500 - 1,000 words).

Rhondda Cynon Taf library service has worked hard in recent years to create libraries that respond to community needs and play a key role in the communities they serve. Our service provision is very broad as it is driven by the information and cultural requirements of the communities we serve. We provide community space that is free and accessible to everyone, access to a wide range of facilities including free internet and computer usage, easy access to information and advice, books and learning activities and very importantly we facilitate social interaction. Therefore whilst it is difficult to measure our importance in financial terms we are valuable and valued community resources that underpin and develop a number Welsh Government priorities and strategic goals.

By promoting reading for pleasure, well being and learning we play a key role in supporting literacy strategies. As well as providing access to literature that is targeted at children, young people, adults and users with poor literacy levels we run story time sessions, reading groups, host author visits and other literary based events. We also support reading promotions and strategies such as Bookstart, the Summer Reading Challenge and World Book Day.

Digital inclusion is supported by the provision of free internet access, ICT training sessions and informal advice and guidance by staff members, enabling residents without home computers the facility to access the internet. The UK Government's plan to make many services 'digital by default' means that access to the internet is vital for the more deprived sections of our community if they are not to be excluded.

The Welsh Government's strategies to tackle poverty and promote growth and sustainable jobs rely on individuals obtaining more skills, a higher general level of education and making informed decisions with regard their personal development. Our libraries facilitate this by not only offering the resources required for learning to take place but by providing informal and formal classes on a

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Welsh Public Library Standards - Case Studies

wide range of subjects. The availability of community meeting rooms and spaces with access to IT facilities makes us the ideal location for partnership work with organisations such as the Workers' Educational Association, Coleg y Cymoedd and Careers Wales. We offer assistance by signposting and advertising in relation to learning and our libraries often provide the first step onto the informal and formal learning journey.

We continue to play a key role in promoting the history, culture and language of Wales by providing materials for loan, collecting, preserving and making available local history materials, both in a physical and digital format, as well as hosting exhibitions and talks on events of national and local significance to Wales. Use of the Welsh language is promoted through Welsh classes, Welsh language reading groups and Welsh conversational groups who all make use of our facilities.

Our libraries continue to operate as a multi-purpose service open to all aspects of the community. They are places that people visit to choose books, use a computer and attend group meetings or classes and as such they are institutions that promote inclusion and prevent social isolation. Specialised services such as the Schools Library Service and Housebound Service encourage literacy and serve some of the most isolated people in our communities.

The Society of Chief Librarians has agreed to adopt and focus on the following five universal offers so that library services can promote a core message at a national level.

- The Reading Offer
- The Digital Offer
- The Information Offer
- The Health Offer
- The Learning Offer

These offers will help support advocacy and an understanding of what libraries provide whilst being flexible enough to allow for adaptation to meet local needs and priorities.

Recently there has been a significant emphasis on wellbeing at a strategic level as evidenced by recent legislative changes. The Future Well-being of Future Generations (Wales) Act 2015 highlights the need to improve the social, economic, environmental and cultural wellbeing of Wales. Our library service is instrumental in supporting these needs and contributing to Welsh Government strategies and policies both at a national and local level. Continued investment in library services is required if we are to sustain our contribution to national and local priorities.

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Safonau Llyfrgelloedd Cyhoeddus Cymru 2014-17

Rhondda Cynon Taf

Adroddiad Asesu Blynyddol 2015-16

Lluniwyd yr adroddiad hwn ar sail yr wybodaeth a ddarparwyd yn y ffurflen flynyddol, yr astudiaethau achos a'r adroddiad naratif a gyflwynwyd gan Rhondda Cynon Taf i Is-adran Amgueddfeydd, Archifau a Llyfrgelloedd Llywodraeth Cymru.

1) Crynodeb gweithredol

Mae Rhondda Cynon Taf yn parhau i gyflawni pob un o'r 18 hawl graidd yn llawn.

O'r 7 dangosydd ansawdd sydd â thargedau, roedd Rhondda Cynon Taf wedi cyflawni 3 yn llawn, a 4 yn rhannol. Mae hyn yn welliant o'i gymharu â pherfformiad y llynedd.

Nid yw Rhondda Cynon Taf ar hyn o bryd yn berfformiwr cryf mewn sawl agwedd, a pharhau y mae'r pryderon a godwyd y llynedd ynghylch TGCh, stoc a staffio, gyda'r toriadau diweddar i'r gyllideb wedi effeithio'n negyddol ar berfformiad. Fodd bynnag, bu gwelliannau yn ddiweddar ac mae angen amser i atgyfnerthu'r rhain yn dilyn newidiadau mawr diweddar i'r gwasanaeth llyfrgell. Mae angen cyfnod o sefydlogrwydd ariannol gan yr awdurdod lleol er mwyn galluogi'r gwasanaeth i ddatblygu yn unol ag anghenion y gymuned.

- Dywedodd 98% o'r rhai a fynychodd sesiynau hyfforddiant eu bod wedi cael cymorth i gyflawni eu hamcanion. Mae tair astudiaeth achos yn rhoi tystiolaeth glir o effaith y gwasanaethau craidd yn ogystal â gweithgareddau ar gyfer grwpiau.

- Mae Rhondda Cynon Taf eto i adrodd ar arolygon cwsmeriaid o dan y fframwaith presennol. Mae'r nifer sy'n mynychu digwyddiadau hyfforddi yn uwch na'r canolrif ar gyfer Cymru.

- Bu gostyngiad yn y defnydd o ran nifer yr ymweliadau corfforol, ymweliadau rhithwir a benthycwyr gweithredol, ond cafwyd cynnydd i'w groesawu mewn benthyciadau. Mae'n debygol fod y gostyngiad wedi digwydd oherwydd cau hanner llyfrgelloedd yr awdurdod yn 2014-15. Mae'r ffigyrau defnydd yn gyffredinol yn is na'r canolrif ar gyfer Cymru, ac mae perfformiad yn y maes hwn yn destun cryn bryder. Mae'r nifer sy'n mynychu digwyddiadau wedi codi yn sgil cynnwys digwyddiadau a drefnwyd mewn partneriaeth ag asiantaethau eraill.

- Mae Rhondda Cynon Taf wedi dechrau cyflawni rhai o'r targedau a osodwyd ym maes *Dysgu am oes,* ac mae hyn i'w groesawu. Bu gostyngiad siomedig yng nghyflymder cyflenwi ceisiadau o'i gymharu â 2014-15, ac mae problemau yn ymwneud â chyfrifo'r ffigyrau hyn wrthi'n cael eu harchwilio. Mae'r ddarpariaeth TGCh yn parhau i fod yn gymharol wael.

- Nid yw'r targedau ar gyfer nifer y staff yn cael eu cyflawni, ac mae hyn hefyd yn destun pryder, er bod hyfforddiant staff ar y lefelau priodol. Mae gwariant wedi gostwng bron i 10%. Y gost gyfartalog fesul ymweliad oedd £2.30, sy'n agos at y canolrif ar gyfer Cymru. Mae Rhondda Cynon Taf wedi dechrau defnyddio gwirfoddolwyr, yn enwedig i gefnogi Her Ddarllen yr Haf.

O ran y pedwar maes yn y fframwaith (*Cwsmeriaid a chymunedau*; *Mynediad i bawb*; *Dysgu am oes*; ac *Arweinyddiaeth a datblygu*), o'i gymharu â gweddill Cymru, mae Rhondda Cynon

Taf yn perfformio'n wael ar ddangosyddion ym meysydd *Mynediad i bawb*, *Dysgu am oes*, ac *Arweinyddiaeth a datblygu*.

O'i gymharu â'r flwyddyn flaenorol, cafwyd rhai gwelliannau derbyniol iawn yn y perfformiad yn erbyn y targedau, ac mae'r cynnydd mewn benthyciadau i'w ganmol mewn cyfnod o atgyfnerthu newidiadau mawr i'r strwythur.

2) Perfformiad yn erbyn y safonau

Mae'r fframwaith safonau yn cynnwys hawliau craidd, dangosyddion ansawdd sydd â thargedau, dangosyddion ansawdd sydd â meincnodau a mesurau effaith. Mae Adran 2 yn crynhoi cyflawniadau yn erbyn yr hawliau craidd, y dangosyddion ansawdd sydd â thargedau, y dangosyddion ansawdd sy'n dangos perfformiad yn erbyn awdurdodau eraill, ac yn mesur effaith. Ceir asesiad naratif o berfformiad yr awdurdod yn Adran 3.

a) Hawliau craidd

Mae Rhondda Cynon Taf yn parhau i gyflawni pob un o'r 18 hawl graidd yn llawn.

b) Dangosyddion ansawdd sydd â thargedau

Mae 16 o ddangosyddion ansawdd (DA) yn y fframwaith. O'r 7 sydd â thargedau, mae Rhondda Cynon Taf yn cyflawni 3 yn llawn a 4 yn rhannol:

Dangosydd Ansawdd		Cyflawni?	
DA 3 Datblygiad unigol:			Cyflawni yn llawn
a)	Cymorth TGCh	✔	
b)	Hyfforddiant sgiliau	✔	
c)	Llythrennedd gwybodaeth	✔	
d)	Cymorth e-lywodraeth	✔	
e)	Datblygu darllenwyr	✔	
DA 5 Lleoliad mannau gwasanaeth		✔	Cyflawni yn llawn
DA 8 Deunydd darllen cyfoes:			Cyflawni yn rhannol
a)	Derbyniadau fesul pen y boblogaeth	✘	
	neu Wariant ar ddeunyddiau fesul pen	✘	
b)	Cyfradd adnewyddu	✔	
DA 9 Deunydd darllen priodol:			Cyflawni yn rhannol
a)	% y gyllideb deunyddiau ar blant	✔	
b)	% y gyllideb deunyddiau wedi'i wario ar y Gymraeg	✘	
	neu Wariant ar y Gymraeg fesul pen y boblogaeth	✘	
DA 10 Mynediad ar-lein:			Cyflawni yn rhannol
a)	Pob man gwasanaeth	✔	
	Cyfrifiaduron fesul pen y boblogaeth	✘	
b)	Darpariaeth Wi-Fi	✘	
DA 13 Lefelau staffio a chymwysterau:			Cyflawni yn rhannol
a)	Staff fesul pen y boblogaeth	✘	
b)	Staff proffesiynol fesul pen y boblogaeth	✘	
c)	Cymhwyster/hyfforddiant pennaeth y gwasanaeth	✔	
d)	Canran DPP	✔	

Dangosydd Ansawdd	Cyflawni?	
DA 16 Oriau agor fesul pen y boblogaeth	✔	Cyflawni yn llawn

Mae hyn yn welliant ers perfformiad y llynedd. Mae'r targedau ar gyfer y gyfradd adnewyddu a chanran y gyllideb sy'n cael ei wario ar ddeunyddiau plant bellach yn cael eu cyflawni.

c) Mesur effaith

Mae'r fframwaith yn cynnwys tri dangosydd sy'n ceisio casglu tystiolaeth o'r effaith y mae defnyddio'r gwasanaeth llyfrgell yn ei gael ar fywydau pobl. Drwy'r dangosyddion hyn a rhai eraill, mae'n bosibl gweld sut y mae'r gwasanaeth llyfrgell yn cyfrannu tuag at agendâu addysgol, cymdeithasol, economaidd ac iechyd a lles, yn lleol a chenedlaethol. Nid oes targedau i'r dangosyddion hyn. Nid oedd pob awdurdod wedi casglu data ar gyfer y dangosyddion effaith, ac mae'r safleoedd felly wedi'u cynnwys yn ôl nifer yr ymatebwyr a nodir, ac 1 yw'r awdurdod sydd â'r sgôr uchaf.

Cynhaliwyd arolwg effaith ar gyfer oedolion ym mis Mai 2016, a chyflwynir ei ganlyniadau y flwyddyn nesaf. Cynhelir yr arolwg i blant ym mis Hydref 2016.

Dangosydd perfformiad		Safle	Isaf	Canolrif	Uchaf
DA 1 Gwneud gwahaniaeth					
b) % y plant sy'n meddwl bod y llyfrgell yn eu helpu i ddysgu a chael gwybod pethau:	amherthnasol		86%	93%	99%
e) % yr oedolion sy'n credu bod y llyfrgell wedi gwneud gwahaniaeth i'w bywydau:	amherthnasol		36%	87%	97%
% y plant sy'n credu bod y llyfrgell wedi gwneud gwahaniaeth i'w bywydau:	amherthnasol		57%	73%	93%
DA 4 b) % y mynychwyr sesiynau hyfforddi a ddywedodd fod yr hyfforddiant wedi'u helpu i gyflawni eu hamcanion:	98%	4/17	85%	97%	100%

Cyflwynodd Rhondda Cynon Taf 3 astudiaeth achos effaith da a oedd yn dangos y gwir wahaniaeth y mae gwasanaeth llyfrgell yn ei wneud:

- Oedolyn ag anawsterau dysgu sydd wedi cael cynnig profiad gwaith ac sydd bellach yn gwirfoddoli yn y llyfrgell

- Defnyddiwr sydd wedi cael cymorth i oresgyn salwch meddwl drwy gymryd rhan mewn grŵp celf

- Aelodau grŵp cefnogi llyfrgell sy'n teimlo wedi'u grymuso yn eu cymuned ar ôl llwyddo i gadw eu llyfrgell leol ar agor

d) Dangosyddion perfformiad a meincnodau ansawdd

Nid oes targedau i'r dangosyddion sy'n weddill, ond maent yn fodd i gymharu perfformiad rhwng awdurdodau. Mae'r tabl canlynol yn crynhoi sefyllfa Rhondda Cynon Taf ar gyfer 2015-16. Mae safle'r awdurdod wedi'i roi allan o 22, sef 1 yw'r uchaf a 22 yw'r awdurdod sydd â'r sgôr isaf, oni nodir yn wahanol. Mae dangosyddion sydd â llai na 22 awdurdod wedi cyflenwi data ar eu cyfer yn dod o arolygon cwsmeriaid sydd ond angen eu cynnal unwaith yn ystod y cyfnod fframwaith tair blynedd, neu ddangosyddion lle nad oedd yr elfennau data perthnasol ar gael i rai awdurdodau. Mae ffigyrau a adroddwyd ar gyfer DA 4 i DA 16 y llynedd wedi'u hailadrodd er hwylustod cymharu. Noder bod y dangosyddion 'fesul pen' wedi'u cyfrifo fesul 1,000 y boblogaeth.

Dangosydd perfformiad		*Safle*	Isaf	Canolrif	Uchaf	*2014/15*	*Safle*
DA 1 Gwneud gwahaniaeth							
a) sgiliau newydd	*amherthnasol*		23%	72%	92%		
c) iechyd a lles	*amherthnasol*		26%	58%	93%		
d) lle diogel a chroesawgar	*amherthnasol*		84%	97%	100%		
DA 2 Bodlonrwydd cwsmeriaid							
a) dewis 'da iawn' neu 'da' o lyfrau	*amherthnasol*		74%	89%	97%		
b) gofal cwsmeriaid 'da iawn' neu 'da'	*amherthnasol*		90%	97%	99%		
c) 'da iawn' neu 'da' yn gyffredinol;	*amherthnasol*		92%	97%	99%		
d) sgôr plant allan o ddeg	*amherthnasol*		8.0	9.2	9.5		
DA 4 Hyfforddiant i ddefnyddwyr							
a) mynychwyr fesul pen y boblogaeth	35	*9*	5	30	390	*39*	*6*
c) hyfforddiant anffurfiol fesul pen y boblogaeth	124	*13/19*	3	195	1017	*124*	*12 / 21*
DA 6 Defnyddio'r llyfrgell							
a) ymweliadau fesul pen y boblogaeth	3,441	*16*	2,467	3,967	6,185	*3,790*	*15*
b) ymweliadau rhithwir fesul pen	737	*17*	340	976	2,475	*937*	*11*
c) benthycwyr gweithredol fesul pen	84	*21*	45	157	273	*97*	*20*
DA 7 mynychwyr mewn digwyddiadau fesul pen	225	*11*	60	223	666	*21*	*22*
DA 11 Defnyddio TGCh - % yr amser ar gael i'w defnyddio gan y cyhoedd							
a) offer	30%	*13*	20%	31%	68%	*36%*	*11*
b) gwasanaethau Wi-Fi	*amherthnasol*		20%	60%	90%	*40%*	*3 / 8*
DA 12 Cyflenwi ceisiadau							
a) % ar gael o fewn 7 diwrnod	57%	*22*	57%	71%	86%	*62%*	*22*
b) % ar gael o fewn 15 diwrnod	71%	*22*	71%	86%	96%	*74%*	*22*
DA 13 Lefelau staffio a chymwysterau							
(v) a) cyfanswm gwirfoddolwyr	12	*14*	0	18	103	*0*	*17*
b) cyfanswm oriau gwirfoddolwyr	130	*19*	0	582	3,699	*0*	*17*
DA 14 Gwariant gweithredol							
a) cyfanswm gwariant fesul pen y boblogaeth	£9,870	*18/21*	£7,516	£12,749	£18,760	*£10,921*	*21*
b) % ar staff	69%	*6/21*	40%	58%	79%	*68%*	*4*
% ar adnoddau gwybodaeth	16%	*8/21*	7%	13%	23%	*14%*	*8*
% ar offer ac adeiladau	1%	*20/21*	1%	3%	20%	*12%*	*5*
% ar gostau gweithredol eraill;	15%	*15/21*	0%	20%	39%	*6%*	*21*
c) gwariant cyfalaf fesul pen y boblogaeth	£417	*10/21*	£0	£272	£4,677	*£35*	*15*
DA 15 Cost net am bob ymweliad	£2.30	*14/21*	£1.83	£2.43	£3.53	*£2.23*	*10/11*
DA 16 Oriau agor *(gweler y nodyn)*							
(ii) a) % oriau cau mannau gwasanaeth sefydlog heb gynllunio gwneud hynny	0.06%	*17*	0.00%	0.00%	0.16%	*0%*	*1*
b) % arosfannau llyfrgell deithiol / danfon i'r cartref a fethwyd	0.48%	*9/19*	0.00%	0.71%	23.44%	*0.4%*	*10 / 19*

Nodyn: Mae'r safleoedd yma wedi'u troi o chwith, sef mai 1 yw'r awdurdod sydd â'r sgôr isaf (perfformio orau)

3) Dadansoddi perfformiad

Mae'r hawliau craidd a'r dangosyddion ansawdd wedi cael eu rhannu yn bedwar maes allweddol. Mae adran hon yr adroddiad yn amlinellu perfformiad yn erbyn y dangosyddion ansawdd yn y pedwar maes hynny ac yn cymharu â chanlyniadau blwyddyn gyntaf y fframwaith.

a) Cwsmeriaid a chymunedau

Nid yw Rhondda Cynon Taf eto wedi adrodd ar arolwg defnyddwyr yn y fframwaith presennol ond mae'n bwriadu gwneud hynny yn 2016-17. Mae pob man gwasanaeth, gan gynnwys un sydd ar hyn o bryd mewn lleoliad dros dro wrth ddisgwyl adeilad newydd, yn cynnig yr ystod lawn o gymorth ar gyfer datblygiad unigol. Mae'r nifer sy'n mynychu hyfforddiant ffurfiol fesul pen y boblogaeth yn uwch na'r canolrif ar gyfer Cymru, ac fe gafodd 98% o'r rhai a fynychodd eu helpu i gyflawni eu hamcanion. Mae'r awdurdod yn nodi bod llai o sesiynau wedi cael eu cynnig eleni, ac mae cynlluniau ar y gweill i ddefnyddio gwirfoddolwyr i gymryd lle rhai o'r sesiynau a gollwyd.

b) Mynediad i bawb

Mae Rhondda Cynon Taf yn cyflawni'r safon ar gyfer mynediad rhwydd i wasanaethau. Bu gostyngiadau yn nifer yr ymweliadau â safleoedd llyfrgell, ymweliadau rhithwir a benthycwyr gweithredol, ond cafwyd cynnydd i'w groesawu yn nifer y llyfrau a fenthycir yn ogystal â'r benthyciadau clyweledol ac electronig. Mae'r ffigyrau hyn yn is na'r canolrif ar gyfer Cymru, fodd bynnag, a nifer yr aelodau llyfrgell fesul pen y boblogaeth yw'r isaf yng Nghymru. Mae llai na 10% o'r boblogaeth yn fenthycwyr gweithredol, sef un o'r lefelau isaf yng Nghymru. Mae hyn o bosibl yn adlewyrchu amgylchiadau cymdeithasol-ddemograffig. Mae'r cynnydd yn y nifer sy'n bresennol mewn digwyddiadau llyfrgell yn cael ei gofnodi gan fod digwyddiadau a drefnwyd mewn partneriaeth ag eraill wedi eu cynnwys am y tro cyntaf eleni.

c) Dysgu am oes

Ar ôl methu â chyflawni unrhyw un o'r targedau a osodwyd yn y maes hwn y llynedd (DASLICC 8, 9 a 10), mae cynnydd wedi'i wneud y tro hwn tuag at bob un ohonynt. Bu cynnydd yn nifer y derbyniadau a'r gyfradd adnewyddu, er gwaethaf toriad i'r gronfa lyfrau a weithredwyd ran o'r ffordd drwy'r flwyddyn. Mae'r gwariant ar ddeunydd yn y Gymraeg wedi cynyddu, ac erbyn hyn mae'n 3.5% o'r gronfa lyfrau o'i gymharu â tharged o 4%. Mae'r awdurdod yn nodi ei fod yn parhau i brynu o leiaf un copi o bob teitl Cymraeg newydd, ond oherwydd toriadau yn y gyllideb mae wedi dod yn fwy gofalus wrth ddewis prynu sawl copi, waeth beth fo'u fformat neu eu hiaith.

Ni chafodd y targed ar gyfer offer TGCh ei gyflawni, ac mae'r awdurdod yn dweud bod cael lle iddo yn broblem, a nifer isel yn defnyddio'r ddarpariaeth bresennol. Mae cynlluniau i'r dyfodol yn canolbwyntio ar ddarparu gwell cyfleusterau i'w defnyddio ynddynt yn hytrach na chael mwy o offer. Rhoddwyd Wi-Fi mewn dwy lyfrgell oedd hebddo y llynedd, a dim ond un llyfrgell, sydd ar hyn o bryd mewn lleoliad dros dro, sydd ddim yn darparu Wi-Fi bellach. Bydd hyn yn cael ei ddarparu pan fydd yr adeilad newydd yn agor yn ystod haf 2017. Oherwydd newid y cyflenwr Wi-Fi, nid yw data ynghylch y defnydd ar gael eleni.

Bu gostyngiad pellach yng nghyflymder cyflenwi ceisiadau o'i gymharu â'r llynedd, ac mae'r rhain unwaith eto ymhlith y lefelau gwaethaf yng Nghymru. Mae ymchwiliad pellach wedi canfod nad yw'r system wedi ei rhaglennu yn gywir, gan gofnodi'r amser rhwng gwneud y cais a'i gasglu, yn hytrach na rhwng gwneud cais a'r hysbysiad ei fod ar gael. Mae hyn yn cael ei gywiro ar hyn o bryd.

d) Arweinyddiaeth a datblygu

Mae lefelau staffio yn methu â chyrraedd y targedau a osodwyd, ac mae'r awdurdod yn nodi anawsterau wrth gefnogi staff i ennill cymwysterau, ynghyd â pholisi adleoli ar draws yr awdurdod sy'n effeithio ar recriwtio staff sydd â chymwysterau llyfrgell. Mae'r awdurdod yn cyflawni'r targed ar gyfer hyfforddiant staff, ac mae gan bennaeth y gwasanaeth y

cymwysterau perthnasol. Defnyddiodd Rhondda Cynon Taf wirfoddolwyr am y tro cyntaf yn 2015-16, gyda 12 ohonynt rhwng 12 a 20 mlwydd oed yn cynorthwyo gyda her ddarllen yr haf. Ar hyn o bryd maent yn gweithio gyda Chymunedau Digidol Cymru i ddatblygu cyfleoedd gwirfoddoli pellach.

Bu gostyngiad yng nghyfanswm y gwariant refeniw o bron i 10%, yn dilyn cwymp o 22% y llynedd. Y gost net gyfartalog fesul ymweliad oedd £2.30, sy'n agos at y canolrif ar gyfer Cymru, ac yn cymharu â £2.23 yn 2014-15. Er gwaethaf cau 13 o fannau gwasanaeth yn ystod y flwyddyn, mae Rhondda Cynon Taf yn parhau i gyflawni'r targed ar gyfer cyfanswm yr oriau agor blynyddol, ac mae'r ffurflen flynyddol yn canmol ymrwymiad a hyblygrwydd staff wrth gadw mannau gwasanaeth sefydlog ar agor am yr holl oriau a hysbysebir.

4) Cyd-destun strategol

Cyflwynodd Rhondda Cynon Taf naratif clir ynghylch cyfraniad y gwasanaeth llyfrgell i gefnogi strategaethau llythrennedd, cynhwysiant digidol, trechu tlodi, a hyrwyddo hanes, diwylliant ac iaith Cymru.

5) Cyfeiriad i'r dyfodol

Mae Rhondda Cynon Taf yn dweud mai'r brif her i'r dyfodol yw darparu gwasanaeth llyfrgell sy'n diwallu anghenion pobl mewn hinsawdd pan fo cyfyngu ar gyllidebau. Caiff pum blaenoriaeth eu rhestru – ymgorffori newid, gwella TGCh, datblygu ymgysylltu, archwilio cydweithredu a chydleoli, ac ymchwilio i'r defnydd o wirfoddolwyr. Ar hyn o bryd mae ganddynt ddwy lyfrgell dan reolaeth y gymuned sydd ddim yn cael cefnogaeth y cyngor ac nid ydynt yn gweld y nifer hwn yn cynyddu.

6) Casgliad

Nid yw Rhondda Cynon Taf ar hyn o bryd yn berfformiwr cryf mewn sawl agwedd, a pharhau y mae'r pryderon a godwyd y llynedd ynghylch TGCh, stoc a staffio, gyda'r toriadau diweddar i'r gyllideb wedi effeithio'n negyddol ar berfformiad. Fodd bynnag, bu gwelliannau yn ddiweddar ac mae angen amser i atgyfnerthu'r rhain yn dilyn newidiadau mawr diweddar i'r gwasanaeth llyfrgell. Mae angen cyfnod o sefydlogrwydd ariannol gan yr awdurdod lleol er mwyn galluogi'r gwasanaeth i ddatblygu yn unol ag anghenion y gymuned.

Welsh Public Library Standards 2014-17

Rhondda Cynon Taf

Annual Assessment Report 2015-16

This report has been prepared based on information provided in Rhondda Cynon Taf's annual return, case studies and narrative report submitted to Museums, Archives and Libraries Division of the Welsh Government.

1) Executive summary

> Rhondda Cynon Taf continues to meet all of the 18 core entitlements in full.
>
> Of the 7 quality indicators which have targets, Rhondda Cynon Taf achieved 3 in full and 4 in part, representing an improvement over last year's performance.
>
> Rhondda Cynon Taf is not currently a strong performer in many aspects, and concerns raised last year over ICT, stock and staffing remain, with recent budget cuts negatively affecting performance. However, there have been recent improvements and time is needed to consolidate these following substantial recent changes to the library service. A period of financial stability from the local authority is required to allow the service to develop in line with community needs.

- 98% of attendees at training sessions said that they had been helped to achieve their goals. Three case studies provide clear evidence of the impact of core services as well as activities for groups.

- Rhondda Cynon Taf has yet to report on customer surveys under the current framework. Attendance at training events is above the median for Wales.

- There has been a drop in usage in terms of visits, virtual visits and active borrowers, but a welcome increase in issues. The decrease is likely to be a result of the closure of half the authority's libraries in 2014-15. Usage figures are generally below the median for Wales, and performance in this area gives some cause for concern. Attendance at events has increased owing to the inclusion of events organised in partnership with other agencies.

- Rhondda Cynon Taf has begun to meet some of the targets set in the area of *Learning for life*, and this is welcomed. There has been a disappointing fall in the speed of supply of requests compared to 2014-15, and issues concerning the calculation of these figures are being investigated. ICT provision remains relatively poor.

- Targets for staff numbers are not met, and this is further cause for concern, although staff training is at appropriate levels. Expenditure has fallen by almost 10%. Average cost per visit was £2.30, close to the median for Wales. Rhondda Cynon Taf has begun to use volunteers, particularly in support of the Summer Reading Challenge.

Considering the four areas in the framework (*Customers and communities; Access for all; Learning for life;* and *Leadership and development*) in comparison to the rest of Wales, Rhondda Cynon Taf performs poorly on indicators in the areas of *Access for all*, *Learning for life*, and *Leadership and development*.

Compared to the previous year, there have been some welcome improvements in performance against the targets, and the increase in issues is commended in what has been a period for consolidating considerable structural changes.

2) Performance against the standards

The standards framework comprises of core entitlements, quality indicators with targets, quality indicators with benchmarks and impact measures. Section 2 summarises achievements against the core entitlements, the quality indicators which have targets, the quality indicators showing performance against others, and impact measures. A narrative assessment of the authority's performance is made in Section 3.

a) Core entitlements

Rhondda Cynon Taf is continuing to meet all of the 18 core entitlements in full.

b) Quality indicators with targets

There are 16 quality indicators (QI) within the framework. Of the 7 which have targets, Rhondda Cynon Taf is achieving 3 in full and 4 in part:

Quality Indicator	Met?	
QI 3 Individual development:		Met in full
a) ICT support	✔	
b) Skills training	✔	
c) Information literacy	✔	
d) E-government support	✔	
e) Reader development	✔	
QI 5 Location of service points	✔	Met in full
QI 8 Up-to-date reading material:		Partially met
a) Acquisitions per capita	✖	
or Materials spend per capita	✖	
b) Replenishment rate	✔	
QI 9 Appropriate reading material:		Partially met
a) % of material budget on children	✔	
b) % of material budget spent on Welsh	✖	
or Spend on Welsh per capita	✖	
QI 10 Online access:		Partially met
a) All service points	✔	
Computers per capita	✖	
b) Wi-Fi provision	✖	
QI 13 Staffing levels and qualifications:		Partially met
a) Staff per capita	✖	
b) Professional staff per capita	✖	
c) Head of service qualification/training	✔	
d) CPD percentage	✔	
QI 16 Opening hours per capita	✔	Met in full

This is an improvement over last year's performance. The targets for replenishment rate and the percentage of the budget spent on children's materials have now been met.

c) Impact measures

The framework contains three indicators which seek to gather evidence of the impact that using the library service has on people's lives. Through these and other indicators it is possible to see how the library service is contributing towards educational, social, economic

and health and wellbeing local and national agendas. These indicators do not have targets. Not all authorities collected data for the impact indicators, and ranks are included out of the numbers of respondents stated, where 1 is the highest scoring authority.

An impact survey for adults was carried out in May 2016, and will be reported next year. A children's survey will be carried out in October 2016.

Performance indicator		*Rank*	Lowest	Median	Highest
QI 1 Making a difference					
b) % of children who think that the library helps them learn and find things out:	n/a		86%	93%	99%
e) % of adults who think that the library has made a difference to their lives:	n/a		36%	87%	97%
% of children who think that the library has made a difference to their lives:	n/a		57%	73%	93%
QI 4 b) % of attendees of training sessions who said that the training had helped them achieve their goals:	98%	*4/17*	85%	97%	100%

Rhondda Cynon Taf provided 3 good impact case studies which showed the real difference the library service makes:

- An adult with learning difficulties offered work experience who now volunteers at the library

- A user who has been helped to overcome mental illness through participation in an art group

- A library support group whose members feel empowered within their community as a consequence of having kept their local library open

d) Quality performance indicators and benchmarks

The remaining indicators do not have targets, but allow performance to be compared between authorities. The following table summarises Rhondda Cynon Taf's position for 2015-16. Ranks are included out of 22, where 1 is the highest, and 22 the lowest scoring authority, unless stated otherwise. Indicators where fewer than 22 authorities supplied data are obtained from customer surveys which only need to be carried out once during the three year framework period, or those where relevant data elements were not available to some authorities. Figures reported in respect of last year for QI 4 to QI 16 are repeated for convenience of comparison. Note that indicators 'per capita' are calculated per 1,000 population.

Performance indicator		*Rank*	Lowest	Median	Highest	*2014/15*	*Rank*
QI 1 Making a difference							
a) new skills	n/a		23%	72%	92%		
c) health and well-being	n/a		26%	58%	93%		
d) enjoyable, safe and inclusive	n/a		84%	97%	100%		
QI 2 Customer satisfaction							
a) 'very good' or 'good' choice of books	n/a		74%	89%	97%		
b) 'very good' or 'good' customer care	n/a		90%	97%	99%		
c) 'very good' or 'good' overall;	n/a		92%	97%	99%		
d) child rating out of ten	n/a		8.0	9.2	9.5		
QI 4 User training							
a) attendances per capita	35	*9*	5	30	390	*39*	*6*

Performance indicator		*Rank*	Lowest	Median	Highest	*2014/15*	*Rank*
c) informal training per capita	124	*13/19*	3	195	1017	*124*	*12 / 21*
QI 6 Library use							
a) visits per capita	3,441	*16*	2,467	3,967	6,185	*3,790*	*15*
b) virtual visits per capita	737	*17*	340	976	2,475	*937*	*11*
c) active borrowers per capita	84	*21*	45	157	273	*97*	*20*
QI 7 Attendances at events per capita	225	*11*	60	223	666	*21*	*22*
QI 11 Use of ICT - % of available time used by the public							
a) equipment	30%	*13*	20%	31%	68%	*36%*	*11*
b) Wi-Fi services	n/a		20%	60%	90%	*40%*	*3 / 8*
QI 12 Supply of requests							
a) % available within 7 days	57%	*22*	57%	71%	86%	*62%*	*22*
b) % available within 15 days	71%	*22*	71%	86%	96%	*74%*	*22*
QI 13 Staffing levels and qualifications							
(v) a) total volunteers	12	*14*	0	18	103	*0*	*17*
b) total volunteer hours	130	*19*	0	582	3,699	*0*	*17*
QI 14 Operational expenditure							
a) total expenditure per capita	£9,870	*18/21*	£7,516	£12,749	£18,760	*£10,921*	*21*
b) % on staff	69%	*6/21*	40%	58%	79%	*68%*	*4*
% on information resources	16%	*8/21*	7%	13%	23%	*14%*	*8*
% on equipment and buildings	1%	*20/21*	1%	3%	20%	*12%*	*5*
% on other operational costs	15%	*15/21*	0%	20%	39%	*6%*	*21*
c) capital expenditure per capita	£417	*10/21*	£0	£272	£4,677	*£35*	*15*
QI 15 Net cost per visit	£2.30	*14/21*	£1.83	£2.43	£3.53	*£2.23*	*10/11*
QI 16 Opening hours *(see note)*							
(ii) a) % hours unplanned closure of static service points	0.06%	*17*	0.00%	0.00%	0.16%	*0%*	*1*
b) % mobile stops / home deliveries missed	0.48%	*9/19*	0.00%	0.71%	23.44%	*0.4%*	*10 / 19*

Note: Rankings here have been reversed, so that 1 is the lowest scoring (best performing) authority.

3) Analysis of performance

The core entitlements and quality indicators are divided into four key areas. This section of the report outlines performance against the quality indicators within these four areas, and compares results with those from the first year of the framework.

a) Customers and communities

Rhondda Cynon Taf has not yet reported on a user survey in in the current framework but plans to do so in 2016-17. All service points, including one which is currently in a temporary location pending a new building, provide the full range of support for individual development. Attendance at formal training per capita is above the median for Wales, and 98% of attendees were helped to achieve their goals. The authority notes that fewer sessions have been offered this year, and plans are in place to use volunteers to replace some lost sessions.

b) Access for all

Rhondda Cynon Taf meets the standard for easy access to services. There have been falls in the numbers of visits to library premises, virtual visits and active borrowers, but a welcome increase in both book issues and audio-visual and electronic issues. These figures are below

the median for Wales, however, and the number of library members per capita is the lowest in Wales. Less than 10% of the population are active borrowers, one of the lowest levels in Wales. This may reflect socio-demographic circumstances. The increase in attendance at library events is recorded because events organised in partnership with third parties have been included for the first time this year.

c) Learning for life

Having failed to meet any of the targets set in this area last year, (WPLSQI 8, 9 and 10), progress has been made towards all of them. There have been increases in the number of acquisitions and the replenishment rate, despite a cut to the book fund implemented part way through the year. Spending on material in the Welsh language has increased, and now stands at 3.5% of the book fund compared to a target of 4%. The authority notes that it continues to purchase at least one copy of every new Welsh language title, but owing to budget cuts has become more selective in the purchase of multiple copies, whatever their format or language.

The target for ICT equipment is not met, and the authority cites available space as an issue, and low take-up of its current provision. Future plans are focussed on providing better facilities for their use rather than more equipment. Wi-Fi has been brought into 2 libraries which did not have this last year, and only one, currently in a temporary location, does not now provide Wi-Fi. This will be provided when the new building opens during the summer of 2017. Owing to a change in Wi-Fi provider, no data on usage are available this year.

There has been a further fall in the speed of supply of requests compared to last year, and these are again at the poorest levels in Wales. Further investigation has discovered that the system has not been correctly programmed, recording the time elapsed from request to issue, rather than from request to notification of availability. This is currently being rectified.

d) Leadership and development

Staffing levels fail to meet the targets set, and the authority notes difficulties in supporting staff to achieve qualifications, and an authority-wide re-deployment policy which affects recruitment of qualified library staff. The authority meets the target for staff training, and the head of service holds relevant qualifications. Rhondda Cynon Taf used volunteers for the first time in 2015-16, with 12 aged between 12 and 20 assisting with the summer reading challenge. They are currently working with digital Communities Wales to develop further volunteering opportunities.

Total revenue expenditure fell by almost 10%, following a fall of 22% last year. Average net cost per visit was £2.30, close to the median for Wales, and compares to £2.23 in 2014-15. Despite the closure of 13 service points during the year, Rhondda Cynon Taf continues to meet the target for aggregate annual opening hours, and the return commends the commitment and flexibility of staff in keeping static service points open for all the advertised hours.

4) Strategic context

Rhondda Cynon Taf provided a clear narrative concerning the contribution the library service makes to supporting literacy strategies, digital inclusion, tackling poverty, and promoting the history, culture and language of Wales.

5) Future direction

Rhondda Cynon Taf describes the key challenge for the future as providing a library service

which meets people's needs in a climate of constrained budgets. Five priorities are listed – embedding change, improving ICT, developing engagement, investigating cooperation and colocation, and investigating the use of volunteers. They currently have 2 community managed libraries which are not supported by the council and do not see this number increasing.

6) Conclusion

Rhondda Cynon Taf is not currently a strong performer, and concerns raised last year over ICT, stock and staffing remain, with recent budget cuts negatively affecting performance. However, there have been recent improvements and time is needed to consolidate these following substantial recent changes to the library service. A period of financial stability from the local authority is required to allow the service to develop in line with community needs.

Authority	Core entitlements met in full	Core entitlements met in part	Core entitlements failed	PIs met in full	PIs met in part	PIs failed
Blaenau Gwent	18			4	1	2
Bridgend	17	1		6	1	
Caerphilly	17	1		4	3	
Cardiff	18			3	2	2
Carmarthenshire	17	1		7		
Ceredigion	15	2	1	3	4	
Conwy	18			7		
Denbighshire	17	1		3	3	1
Flintshire	17	1		2	4	1
Gwynedd	16	2		4	3	
Isle of Anglesey	17	1		4	3	
Merthyr Tydfil	18			6	1	
Monmouthshire	18			3	3	1
Neath Port Talbot	17	1		2	3	2
Newport	17		1	3	3	1
Pembrokeshire	18			5	2	
Powys	17	1		4	2	1
Rhondda Cynon Taf	18			3	2	2
Swansea	18			3	4	
Torfaen	17	1		2	4	1
Vale of Glamorgan	17	1		5	1	1
Wrexham	15	1	2	3	3	1

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