

Library Service Strategy



monmouthshire
sir fynwy

2019/2022



The Library Service in Monmouthshire

*Helping the people of Monmouthshire
live happier and healthier lives*

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Introduction:

Books are just the beginning

“Abergavenny Library is essential for access to information, learning and community matters. It has proved a lifeline in many ways over the years”

Abergavenny Library customer

“Much needed in the community. All age groups need the facilities. Not only for books but to meet people and feel part of the community”

Caldicot Community Hub customer

“What an excellent way to keep children motivated to read during the summer holidays. My daughter loved the Challenge”

Chepstow Community Hub customer

“Thank you for all your help in trying to keep a blind 97 year old supplied with her only source of entertainment”

Home Delivery customer

“The public library has a key role in social inclusion. It may be the only place in the community where users can spend time in a safe and neutral environment. Supporting job seekers in their search for work contributes to the local – and national – economy. By providing specialist facilities and services for those in the community who might have special needs, libraries contribute to health and well-being ...

Libraries play a key role in providing information, promoting knowledge and developing skills for people of all ages and all walks of life. From children's first steps in listening to stories and learning to read, to providing quiet spaces for study, and supporting older people in using new technologies, libraries contribute to the delivery of literacy targets, information literacy and digital inclusion”.

Connected and Ambitious Libraries: the sixth quality framework of Welsh Public Library Standards 2017 -2020

Public Libraries encourage literacy, support life-long learning, help digital inclusion, connect people and in doing so help to build communities, provide health information and are the gateway to the world of information.

The public library service is just as important and relevant today as it was in 1850 and the introduction of the first Public Library Act. However, in recent years, as local authorities have faced funding cuts, public library services throughout the UK have become increasingly under threat.

Faced with cutting the library service or finding innovative ways of providing services, Monmouthshire County Council developed four libraries into Community Hubs. The first merger encompassed the library service and the county council enquiry service.

During 2017/2018 the Strategic Library Service, the Community Hub Service and Community Learning merged and the combined service now brings together Council, Library and Adult Learning Services to create a single point of access for our communities.

There are now Community Hubs in Caldicot, Chepstow, Monmouth and Usk.

We also have a Home Delivery Service, which delivers pre-selected books to residents throughout Monmouthshire unable to visit their local Community Hub/Library.

The Community Hub model in Monmouthshire is evolving to encourage more community use, to offer more shared facilities and to reduce costs.

On 1st May 2019, the Post Office in Usk re-opened in Usk Community Hub, following the closure of the Post Office in town. This innovative development was a result of effective partnership working between the Post Office, Usk Town Council and Monmouthshire County Council. The project reflects Monmouthshire County Council's commitment to providing local services, and is thought to be the first time a County Council has taken this step.

Post Office products and services are now available during the normal opening hours of the Community hub. The Library Service has seen the benefit of more people visiting the Community Hub and becoming aware of the facilities and services offered.

In autumn 2019, following agreement with Llanelly Community Council, enhancements are planned to the offer at Gilwern Library. A micro hub service will include a facility for council payments, service reports and pop up community events.

In February 2020 the library service in Abergavenny will move from its present premises in an old and cramped Carnegie building to a refurbished Town Market building in the centre of town. The Community Hub merged library and council enquiries services will share the new facility with the theatre and police service, marking a new era for the library customers in the area.

Community Hubs/Libraries are inclusive and free spaces for all, offering both physical and digital services, welcoming and open to everyone in Monmouthshire.

Community Hubs provide a unique "cradle to grave" service. Through our local service points and online digital services, we have significant reach into communities and offer a cost-effective way of ensuring that local people are connected to the services they need.



“Reading is the key to unlocking every child’s full potential and opens up a world of possibilities. A good education is of course about much more than just reading. But being able to read well is the foundation on which so much else depends: children first ‘learn to read’ and then they ‘read to learn’.”

Save the Children [“Read On Get On”](#)

Strategic Background

Statutory Duties of Libraries in the UK

Local authorities have a statutory duty under the [Public Libraries and Museums Act 1964](#) 'to provide a comprehensive and efficient library service for all persons'.

The local authority is responsible for delivering a modern and efficient library service that meets the needs of their communities.

In providing this service, local authorities must, among other things:

- have regard to encouraging both adults and children to make full use of the library service
- lend books and other printed material free of charge to those who live, work or study in the area

Welsh Government Strategy

The Welsh Programme for Government, [Taking Wales Forward](#), outlines the commitments made by the Welsh government to drive forward improvement: to make a difference to the lives of everyone in Wales.

The [Well-being of Future Generations \(Wales\) Act 2015](#) supported the development of the national strategy and identified the Welsh government's objectives.

The national strategy, [Prosperity for All](#), places those commitments in a long-term context, and sets out how they will be delivered by bringing together the efforts of all those working in the Welsh public sector.

The long-term aim of the Welsh Government is to build a Wales that is prosperous and secure, healthy and active, ambitious and learning, and united and connected.

The Well-being Goals from the Well-being of Future Generations Act (Wales) Act 2015 are:

- A prosperous Wales
- A resilient Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language

- A globally responsible Wales

Monmouthshire County Council

The overarching aim of [Monmouthshire County Council](#) is to build sustainable and resilient communities that support the well-being of current and future generations.

The well-being objectives of Monmouthshire County Council can be categorised as giving residents:

The Best Possible Start in Life

Lifelong Well-Being

A Thriving and Well-Connected County

A Future Focused Council

The Potential Of The Natural And Built Environment

Monmouthshire County Council Community Hubs, Libraries and Contact Centre

The overarching objectives of the services are:

- To maintain the delivery of locally accessible council and community services and in doing so ensure communities have access to a range of services that support health, well-being and learning for current and future generations.
- To provide a front line, professional and efficient single point access Council service
- To support delivery of local services via Community Hubs (face to face contact) and Contact Centre (telephone, e-mail, bot contact)
- To provide connected services that are at the heart of our local communities and that enable citizens to thrive
- To engage with communities and in doing so understand the customer journey and make suitable provision to meet a wide range of needs
- To foster prosperous, resilient, healthy and cohesive communities

Universal Library Offers

Libraries Connected and the Society of Chief Librarians in Wales have adopted a number of [Universal Offers](#) that demonstrate the power of libraries to enrich the lives of individuals and their communities.

These are now evolving to identify four areas that are essential to ensure library users have access to a quality library service.

The Universal Library Offers will be:

- Reading
- Information and Digital
- Culture and Creativity
- Health and Wellbeing

Welsh Libraries

Connected and Ambitious Libraries (2017-2020) is the sixth quality framework of the Welsh Public Library Standards. It provides a mechanism to enable County Councils to plan their library provision and lets the public know what they can expect from their local library service.

The framework recognizes the benefits that come from library use – learning, health and wellbeing, cohesive communities and prosperity - and sets out 12 core entitlements and 16 quality indicators to monitor how well library services in Wales realise these benefits for their communities.

The core entitlements are that libraries in Wales will:

- Be free to join, and open to all
- Ensure friendly, knowledgeable and qualified staff are on hand to help
- Provide access to a range of services, activities and high quality resources in a range of formats to support lifelong learning, personal well-being and development, community participation, and culture and recreation
- Provide appropriate services, facilities and information resources for individuals and groups with special requirements
- Provide appropriate safe, attractive and accessible physical spaces with suitable staffed opening hours

- Lend books for free, and deliver free access to information, including online information resources available 24 hours a day
- Provide free use of the Internet and computers, including Wi-Fi
- Provide access to services, cultural activities and high quality resources in the Welsh language
- Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries
- Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from those services
- Regularly consult users to gather their views on the service and information about their changing needs
- Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate



The Strategic Objectives of Monmouthshire Library Service

The strategic objectives of the library service reflect the national and local strategies in Wales and Monmouthshire.

The emphasis is on opening up opportunities through literacy, digital literacy and lifelong learning, helping people live happier and healthier lives through access to health information, and offering enrichment through culture and creative activities.

The strategic aims of the library service in Monmouthshire are:

- The Best Possible Start in Life: Literacy
- Lifelong Well-being: Health and Well-being
- Future Focused Library Service
- Opening Up Opportunities: Learning
- Encouraging Enrichment: Culture and Creativity

Best Possible Start in Life

Improving literacy in Monmouthshire

“Children who love reading will read more and, over time, choose literature which is more demanding and suitably stretching.....All reading makes a difference, but evidence suggests that reading for pleasure makes the most”
([Reading: The Next Steps](#), DfE 2015)

“There was a strong relationship between reading attainment and public library use with young people who read below the expected level for their age being almost twice as likely to say that they are not a public library user” ([Public Libraries and Literacy](#), National Literacy Trust, 2011)

Community Hubs and Libraries offer children the opportunity to reach their full potential, offering support and advice to parents from birth.

Our aims echo those of the vision in a [“Children’s Promise”](#) from the Association of Senior Children’s and Education Librarians:

- Every child and young person visiting a public library is inspired by an exciting accessible environment, which makes reading for pleasure irresistible.

- They have the opportunity to engage with imaginative digital opportunities through public libraries, building their skills, knowledge and creativity.
- They will find a range of inclusive and diverse fiction and non-fiction books and other information resources to support growing confidence in literacy and formal and informal learning.
- They are able to take part in a wide range of literacy and cultural experiences including reading and book-based activities.
- They are actively involved in decisions about service developments and are offered opportunities to volunteer.
- They are supported through library services and activities to improve their health and well-being.

Bookstart

Bookstart is a BookTrust Cymru programme, funded by the Welsh Government Education Directorate. It is a partnership between the library service and the health visiting service and integrated into the Health Child Wales Health Visiting programme.

Through Bookstart, we aim to provide every family in Monmouthshire with free books, resources and guidance when their children are in their first year of life and again when they are toddlers.

Families in Monmouthshire receive two Bookstart packs, usually at 6 months and 27 months. The programme is co-ordinated by the library service and packs are gifted by Health Visitors.

Reading and sharing books, stories and rhymes from an early age supports a range of outcomes, including positive early language, oracy and communication skills development, parent-child bonding and early literacy.

In Monmouthshire each Hub/Library holds Baby Rhyme Times and we have extended the range of activities we offer (Baby Yoga, Baby Massage, Rhyme and Sign) by working with partners Cymraeg i Blant. Parents are encouraged to borrow books for their babies and toddlers through our Bookstart Book Crawl initiative.



Every Child a Library Member

Each year we work with schools to sign up as many Year 4 pupils as possible through class visits to our Hubs and Libraries. Every child that visits is given their own library card and encouraged to borrow two books.

The visit emphasises the joy of reading for pleasure and the many free services we offer:

- Free computer use and internet access
- Free fiction, non-fiction, graphic novels and talking books
- Free homework help – online and in the library
- Free e-books, e-magazines and e-audio books
- Friendly, helpful library staff
- Somewhere safe to meet friends

Summer Reading Challenge

Each year libraries in Monmouthshire take part in the annual Summer Reading Challenge, produced by The Reading Agency and delivered by libraries across the UK.

The Summer Reading Challenge encourages children aged 4 to 11 to read six books during the long summer holiday.

There is a different theme each year. Children can read whatever they like - fact books, joke books, picture books, audio books - just as long as they are borrowed from the library. Children receive special stickers each time they finish a book and there is a certificate, medal and other prizes for everyone who completes the Challenge.

The key benefits of the Summer Reading Challenges are:

- Enhances and supports our mission for all children to read widely and for pleasure
- Encourages parental engagement and family involvement in reading
- Contributes to the achievement of all pupils including Special Educational Needs, disadvantaged pupils and the most able
- Can be the start of a child's reading journey
- Children's reading can 'dip' during the long summer holidays if they do not have regular access to books and encouragement to read for pleasure. This can be a problem for schools in the autumn term, and the Summer Reading Challenge helps by getting children into libraries over the summer

Lifelong Well-being

“We want Monmouthshire to be a place where individuals and communities are more connected and everyone has the opportunity to develop meaningful relationships regardless of age, status, circumstances or identity” (Monmouthshire County Council vision)

“Reading enables us to expand our horizons and grow our ambitions. It builds creativity and imagination, knowledge and skills, empathy and understanding. It connects people and strengthens communities. It improves our prospects, shapes our life chances and helps us manage our health and wellbeing. Reading enables us to be the best we can be, whoever we are, whatever stage of life we are at, whatever challenges we face” (Sue Wilkinson, Chief Executive, The Reading Agency A [Society of Readers](#), DEMOS 2018)

Community Hubs/Libraries can play an important role in some of the major challenges to lifelong well-being: loneliness, mental health and dementia.

Positive relationships and kindness are at the heart of our well-being. Kindness reduces social isolation and provides the building blocks for community empowerment through positive relationships and values.

The Carnegie UK Trust has been looking at ideas to embed kindness in workplaces, services and communities, and exploring the role of kindness in public policy. [“Quantifying kindness, public engagement and place”](#) by Jennifer Wallace and Ben Thurman reveals that 92% of people in Wales agree that they are treated with kindness at the public library.

Community Hubs also offer meeting places for a diverse range of partners: MIND, Victim Support, Family Mediation, Cyfannol Women’s Aid etc.



Reducing Loneliness

A [Society of Readers](#), a report from leading think tank Demos, predicts that by 2030, loneliness in the UK will reach epic proportions with 7 million people experiencing loneliness in the over-60 age group alone. With the [Red Cross](#) estimating that 9 million people in the UK currently feel lonely ‘often’ or ‘always’, this research shines a light on the benefits of using reading as a form of social connection.

Reading can be a solitary activity but research shows that it can reduce loneliness in several ways. The lonely can see reading as a worthwhile pastime; readers can become engrossed in a story, helping them to forget their lack of social contact.

The Home Delivery Service delivers books in all formats to customers who cannot visit their local library because of frailty, mobility problems or ill health. Some of these customers can be very vulnerable. For some of our customers we can be the only person they see all day. Our Outreach Officer has noticed how often our Home Delivery customers use the term “life line” to describe how they feel about the service.

Libraries can also use reading as a social activity through Reading Groups and Shared Reading.

As well as hosting Reading Groups, we encourage and support groups meeting in the community by providing advice and a collection of Reading Group titles. Introduced by the Reader Organisation, Shared Reading brings together small groups of people to read aloud a book, short story or poem. Group members can choose to read along, share personal reflections or simply to listen – in this way, individuals form real connections with the literature and with each other. Five of our service points hold weekly Shared Reading sessions, and we are developing our Shared Reading offer by using Shared Reading volunteers in Care Homes.

Community Hubs/Libraries can help with loneliness because of the wide range of activities and events we host. We have found that strong friendships can be made from joining these groups, with groups planning social activities outside of their usual meetings.

Improving Access to Health Information

Community Hub/Library staff are trained information workers, able to access and evaluate the vast amount of health information that is available. Libraries have always been trusted places, providing impartial access to information and advice, and are accessible to vulnerable people.

Each Community Hub/Library has a designated health and well-being area. We also have Macmillan Cancer collections providing information to all those affected by cancer.

Supporting People Living with Dementia

Reading Well for Dementia has been developed by The Reading Agency in partnership with the Society of Chief Librarians. It is funded by Arts Council England, Wellcome and the Welsh Government. The scheme launched throughout Wales in July 2018.

Reading Well for Dementia recommends books that could be helpful for people with dementia, those caring for someone with dementia, or customers who want to find

out more about the condition. The books include information and advice, help after diagnosis, practical support for carers and personal stories.

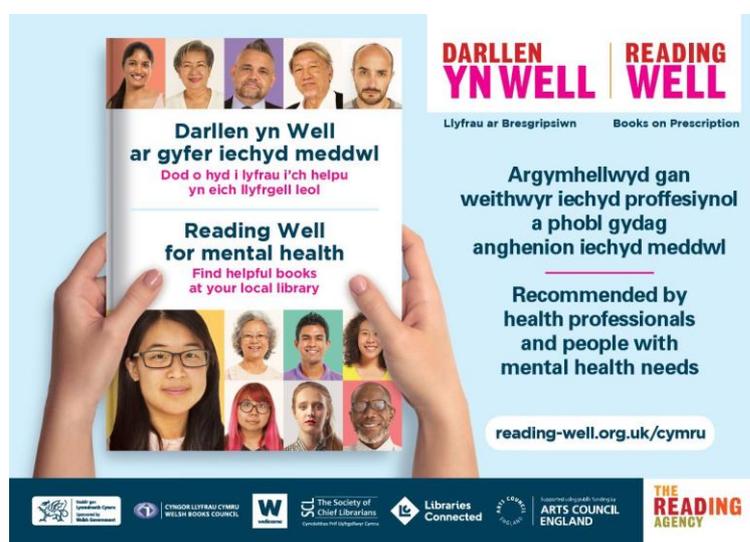
The books are available for anyone to borrow from any of our service points. GPs and other health professionals are able to recommend one of the titles. The books have all been recommended by health professionals and have been tried and tested by people with experience of dementia. They have been selected using guidelines and quality standards for dementia care from NICE (National Institute for Health and Care Excellence) and other professional organisations.

Each service point has a Memory Collection made up of illustrated books specially designed for people with memory loss, their relatives and carers to share together.

Improving Mental Health and Supporting People with Mental Health Issues

Reading helps to beat stress: even six minutes can be enough to reduce stress. Mood Boosting Collections, a national promotion of uplifting titles, including novels, poetry and non-fiction are available from your local library.

The Reading Well for Mental Health scheme has been developed by The Reading Agency in partnership with Libraries Connected. The programme is funded by Arts Council England, Wellcome and the Welsh Government.



Reading Well for Mental Health helps people to understand and manage their mental health and well-being using helpful reading available from public libraries. The scheme is endorsed by health professionals and people with mental health needs.

The booklist of 37 titles provides adults with mental health needs with advice, information and support including self-help, psycho-education and memoir.

The books are available for anyone to borrow from any of our service points. GPs and other health professionals are able to recommend one of the titles.

We are developing our volunteer offer to encompass a wide range of roles including storytelling, craft, gardening and outreach. This can help people living with mental health issues by giving them the opportunity to give back to their community, to share their skills and give them a sense of belonging and useful purpose.

Each service point has a Better with Books collection, with books to help with emotional issues experienced by children and young people.

Future Focused Library Service

The Community Hub Model

The Community Hub model embraces different local services in one shared facility. This means that the library service remains at the heart of local communities, with the added benefit of other services in the building to improve partnership working and to encourage more visits.

The primary focus of the Community Hubs is to work with the community and to offer community services. This has also developed partnership working with a number of third sector and voluntary services including credit union, CAB, benefits surgeries and housing agencies. This has provided the library service with the opportunity to engage with members of the community who might not previously have seen the library as relevant to their lives.

Hub services are provided by multi skilled teams who work across council, library and community learning services, developing the skills and knowledge of frontline staff.

All-Wales Library Service co-operation

The All-Wales purchasing consortium has delivered significant savings for our book budget, enabling us to buy more widely and to purchase more copies of in-demand titles.

This co-operation has also enabled us to provide our eBook, eAudioBook, eMagazines and eComics services to our customers at a much-reduced rate for the county council.

The Books4U inter-library loan scheme allows our library members to borrow titles from other authorities and universities in the consortium free of charge.

We use the all-Wales Library Management System supported by the Welsh Government and this has already returned significant savings for the library service. Potential developments will be much more affordable on a consortium procurement basis.

Digital Services

All of our service points offer free internet access to all library members, and free Wi-Fi.

All staff must have the skills to help users, especially those with limited digital knowledge, to navigate the increasingly digital world.

The library service no longer offers introductory IT courses, but as the local Community Learning Service is now based in four of our Community Hubs we take

advantage of their expertise to offer a range of IT courses, including free Tea & Tech sessions.

24/7 Online Information

We have a range of online resources to show our commitment to 24/7 online information:

- 19th Century Newspapers

A collaboration between the British Library and Gale to make available digitized versions of key 19th century British newspapers. By taking the British Library's collection of 19th Century newspapers and turning it into a high-resolution digital format with searchable images, this database presents online access to a key set of primary sources for the study of 19th century history.

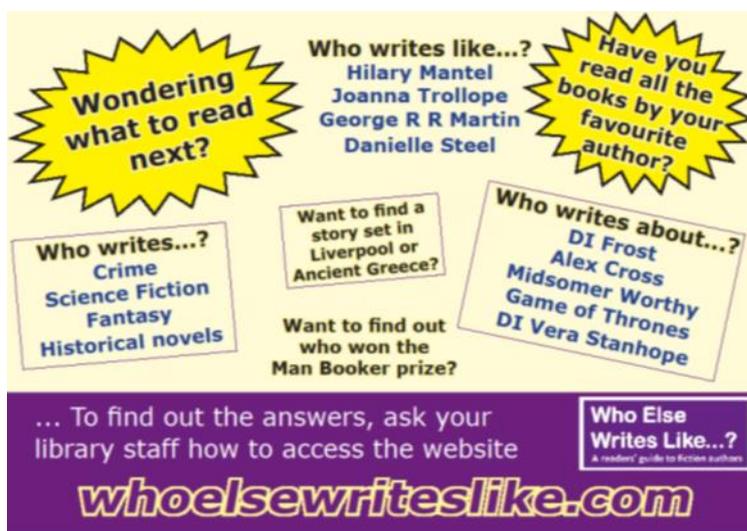
- Who Else Writes Like?

An established reference web resource and reading promotion tool. Designed to help anyone who enjoys reading fiction to expand the number of writers they read.

- Who Next?

When children ask: "Who can I read next?" or "Who writes like my favourite author?" the answers are in Who

Next...? Writers of children's fiction are listed with suggestions of other authors who write in a similar way, together with key book and series titles.



- Theory Test Pro

Theory Test Pro is an online simulation of the UK's driving theory tests for all vehicle categories. It contains all the official test questions licensed from the DVSA, the people who set the tests.

Online Databases Accessible at Our Service Points

We also offer free access to the following online resources from our library computers in all libraries:

- Access to Research

Access to Research gives free, walk-in access to over 15 million academic articles in participating public libraries across the UK. Students and independent researchers

can now access many of the world's best academic papers from leading publishers who have made their journal content available.

- Which?

This database gives access to more than 8,000 impartial, in-depth, and expert product reviews, so that users can find the Best Buys and avoid the Don't Buys.

- Ancestry

Ancestry® Library Edition is one of the most important genealogical collections available today. It covers the United Kingdom and the United States, including census, vital, church, court, and immigration records, as well as record collections from Canada, Europe, Australia and other areas of the world.

- Find My Past

Find My Past Community Edition has been designed to give customers access to the overwhelming majority of Find My Past's family history records

Ebooks, eAudio, eMagazines and eComics

As members of the all-Wales Purchasing Consortium we are able to offer a free, fantastic, value for money digital download service.

Borrowbox gives access to thousands of eBooks and eAudiobooks for adults, children and young people, all from one website.

The Borrowbox app can be installed on smartphones or tablet, which lets library members search for and download eAudiobooks and eBooks easily through the same app. Alternatively, customers can also download eBooks to a computer and transfer them to a compatible eReader; and download eAudiobooks to a computer to transfer to an MP3 player.

RB Digital gives access to current and back issues of over 250 popular magazines titles including Cosmopolitan, BBC Good Food, Economist. From the same web site library members can also download Comics and graphic novels, including Spiderman, Thor, GI Joe, X-Men, Star Trek. These can also be downloaded to smartphones, tablets and PCs.



Opening Up Opportunities

Libraries have always been places that have offered free access to information, in the past they were referred to as the “universities of the poor”. Users can access our

resources to further their education, whatever their age. As said earlier in the strategy, they are also crucial in introducing literacy through the enjoyment of books and reading. The library service is truly a “cradle to grave” lifelong learning offer.

Providing Access to Information

Libraries are at the centre of their communities. They are accessible, free and trusted places to access information. As more and more information becomes widely available, the skills of our trained staff are becoming even more vital as they help customers to access and assess life-critical information in areas such as job seeking, benefits, personal finance and health.

The knowledge base of frontline Community Hub has now been extended to enable our service points to act as a gateway to all Monmouthshire County Council services.

We have over 32,000 adult fiction and over 24,000 adult non-fiction books in stock. For children we have over 26,000 fiction and over 6,000 non-fiction titles.

Requests for books in stock are free to our customers. The Books4U inter-library loan scheme that operates across South Wales allows our library members to borrow titles from other authorities and universities free of charge. We do not charge for items requested within Wales.

Learning Opportunities Available through Community Learning

Four of the five Monmouthshire Community Learning centres are now hold their classes in Community Hubs.

A wide range of courses are held including Computers, Languages, English & Maths, Art & Craft, Floristry, English for Speakers of Other Languages and many others.

Encouraging Enrichment

Culture and Creativity

Culture empowers; it helps develop confidence and skills. It can improve our sense of well-being and increase our feeling of belonging to our local and wider communities.

Libraries are important custodians of local collections and special collections, which are key resources in creating the cultural identity of communities.

One of our core aims is to promote books and the love of reading.

Through displays and social media we promote the best new fiction. Our unique offer is our ability to give access to older, possibly out of print items, through our own stock and our membership of the interlending agreement throughout Wales.

We promote great literature, old and new, through our Shared Reading and Reading Groups.

For many children their first cultural experience will be attending a Baby Rhyme Time or Story Time at their local library. We are the place where they can first access the wide range of wonderful books now available for children.

There is an intrinsic relationship between the culture of Wales and the Welsh language and we are committed to promoting both.

The number of Welsh speakers in Monmouthshire is not large so we focus our resources on Welsh learners. Welsh classes are held within some of our service points and we have two Welsh learner circulating collections.

We have taken advantage of the all Wales purchasing arrangements to purchase Welsh large print for adults, and Welsh junior and adult audio. We have also purchased the Showcase Wales collection of Welsh in English books from the Welsh Books Council. We have worked with Cymraeg i Blant Mynwy to offer popular Yoga, Story, Rhyme & Sign, and Baby Massage and Clwb Cwtsh sessions for young families. We offer weekly Welsh Baby Rhyme Times at Abergavenny Library.

Creativity in all its forms is an essential part of being human and vital for wellbeing.

All of our service points hold Baby Rhyme Times and Story Times for children, followed by craft sessions during school holidays.

The range of free activities held for adults includes Knit and Natter, Writing Groups, Shared Reading, Reading Groups.

Our customers can also access the range of courses – including languages, arts and classes – through our Community Learning colleagues based in the Community Hubs.

Action plan

Strategic Objective	Plan	Performance measure	2019/2020	2020/2021	2021/2022
The Best Possible Start in Life: Literacy					
Bookstart	Monmouthshire County Council Service Improvement Plan	Number of Bookstart and Early Years packs distributed to Health Visitors			
Every Child A Library Member	Monmouthshire County Council Service Improvement Plan	Total number of class visits			
Summer Reading Challenge		Total number of children taking part			
Up-to-date and appropriate reading material	Welsh Public Library Standards	Total number of items acquired			
Issues of books to children	Welsh Public Library Standards	Total number of books, eBooks and audiobooks issued to children			
Customer satisfaction: children	Welsh Public Library Standards	Average overall rating out of ten awarded by users aged 7-16 for the library they use			
Lifelong Wellbeing: Health and Wellbeing					
Reading Well Schemes		Number of issues of Reading Well with Dementia and Reading Well for Mental Health titles			
Customer satisfaction: Information for Health and Well-being	Welsh Public Library Standards	Percentage of adults who have found helpful information for Health and Well-being at the library			
Customer satisfaction: Making a difference to people's lives	Welsh Public Library Standards	Percentage of adults who think that the library has made a difference to their lives			

Opening Up Opportunities: Lifelong Learning	Plan	Performance measure	2019/2020	2020/2021	2021/2022
Learning new skills	Welsh Public Library Standards	Percentage of adults who think that using the library has helped them develop new skills			
Informal training	Welsh Public Library Standards	Number of customers helped by means of informal training during the year			
Encouraging Enrichment: Culture and Creativity					
Attendance at events	Welsh Public Library Standards	Total number of attendances at events and activities organised by the library service			
Acquisition of Welsh material	Welsh Public Library Standards	Spend per 1,000 Welsh speaking resident population			
Library membership	Welsh Public Library Standards	Total number of active borrowers during the year			

Library Statistics

Monmouthshire Libraries Performance April - March 2018/19

	Abergavenny	Caldicot	Chepstow	Gilwern	Monmouth	Usk	Home Delivery	Total
BOOK ISSUES								
ADULT FICTION	27,704	25,258	30,300	4,910	30,282	8,037	8,344	134,835
ADULT NON-FICTION	8,790	5,603	13,185	880	9,216	1,993	1,391	41,058
CHILDREN'S FICTION	18,967	16,652	29,088	3,290	16,239	4,636	39	88,911
CHILDREN'S NON-FICTION	3,084	2,123	3,654	570	2,220	468	13	12,132
SUB TOTAL BOOKS	58,545	49,636	76,227	9,650	57,957	15,134	9,787	276,936
ADULTS BOOKS ON CD	509	1,176	682	83	781	229	1,140	4,600
ADULT DVD	656	95	593	96	581	76	147	2,244
SUB TOTAL ADULT AUDIO VISUAL	1,165	1,271	1,275	179	1,362	305	1,287	6,844
CHILDREN'S BOOKS ON CD	388	237	383	43	412	35	12	1,510
CHILDREN'S DVD	492	379	798	177	555	49	0	2,450
SUB TOTAL CHILDREN'S AUDIO VISUAL	880	616	1,181	220	967	84	12	3,960
TOTAL ADULT ISSUES	37,659	32,132	44,760	5,969	40,860	10,335	11,022	182,737
TOTAL CHILD ISSUES	22,931	19,391	33,923	4,080	19,426	5,188	64	105,003
TOTAL ISSUES	60,590	51,523	78,683	10,049	60,286	15,523	11,086	287,740
VISITOR COUNT	76,106	81,711	157,631	6,905	65,315	45,281	1,753	434,702
BOOK REQUESTS	369	241	416	99	421	127	26	1,699
CUSTOMERS REGISTERED	897	670	877	120	715	247	12	3,538
ENQUIRIES	9,687	14,290	17,648	2,160	8,457	10,063	976	63,281