
REPORT 7
(1215/12/IM)

MERVYN KEMP LIBRARY QUARTERLY REPORT OCTOBER - DECEMBER 2008

1. Purpose of Report

To provide the Tawa Community Board with an update on business volumes and activities at Mervyn Kemp Library for the second quarter of the 2008/2009 financial year.

2. Executive Summary

Mervyn Kemp Library offers library circulation, information, outreach, class visits, preschool story times, holiday programmes, BookBusters 728 club, Tea 'n Tales and service centre work plus a small amount of Building Consents and Licensing Services (BCLS).

Tawa Historical Society held a book launch at the library in December and donated a copy to the library.

A Maori Community Hui was held in the library. We wanted to know what we can do to encourage more usage by this customer group. Several families attended the early evening session. Light refreshments were enjoyed and five new registrations resulted.

Pre-school storytime numbers have increased. This could be a result of an additional session being held on Saturdays as a trial.

Self check issues have increased by 41% over the same period last year. The library has been promoting the service over a period of time, so it is pleasing to see results at last.

3. Recommendations

Officers recommend that the Tawa Community Board:

- 1. Receives the information.*

4. Discussion

4.1 Highlights

The October school holiday programme at Mervyn Kemp was centred around recycling. A staff member showed how to recycle scraps of food with a worm farm. Adults as well as children were fascinated by the farms.



Diwali was celebrated at Mervyn Kemp Library with good numbers attending. There were dancers, singers and craft activities for the children. The team assisted with the programme by dressing in traditional costume.

A Maori Community Hui was held to find out what the library could do to encourage more usage by this customer group as part of the library-wide Hauora project. Lynette Te Paa sent out personal invitations to the Maori community as well as promoting in the library. She organised activities for the tamariki that came along with their families. In all 3 families attended – 19 people and resulted in 5 new registrations. Light snacks were available as it was an early evening function. A Maori author was a speaker and staff member, Ann Rewiti came along to show the online resources available to them.

Tawa Hub is a group consisting of the Library, Tawa Pool, Tawa Recreation centre and Tawa Community Centre. The group has been working to support each other and promote the Council and its services within the area. Sam McGuire presented a preschool storytime programme to a special event at Tawa Pool. It was successful and Sam has received compliments and thanks from the Pool team for his effort.

BookSeekers is a monthly programme for 9-12 year olds that is being piloted at Tawa and three others libraries across the city. Approximately 25 children are registered with 15 - 16 children attending regularly each month

Pre-school story-time attendance has increased by approximately 30% over the same period last year. A trial of a pre-school story time on Saturday mornings started in September and ran for three months. The trial was successful enough to be continued for a further three months. The regular times will continue to be held on Monday and Wednesday during the week.

Lynette Te Paa, one of the Mervyn Kemp Library team, has taken up a secondment for six months as the Newlands Community Centre Coordinator. We are delighted that one of our team is supporting Council business units in this way.

4.2 Maintenance

- The emergency door at Tawa has buckled in the wet weather over the years and was not closing properly. This was also causing security issues. Repairs have been made, however if the door is still problematic the door will be replaced.
- Tawa roof – A business case has been written to apply for \$7745 from CAPEX.
- Tawa security – the security controller is failing and has caused swipe card access to fail several times this quarter. WCC Security Manager has identified that there is an issue with the controller needing replacing at a cost of approximately \$4000. At the moment we are monitoring the situation but aware that it could fail at any time.
- The gardens around the front of the library were reviewed by Parks and Gardens. They have planted out these gardens with plants well suited to the dry conditions; however we have experienced a problem with vandalism.

4.3 Library Layouts

The team looked at freeing up display space for new books. The new books stand is now prominent from the library entrance and is constantly being replenished. This has freed up more display space which is currently focussed on the Pacific Islands.

4.4 Statistics

New borrowers continue to join with 191 new members since the beginning of July; this is a similar number as the previous year (195) so is a steady figure. Self check issues of 9744 are higher than for the same period last year (Oct/Nov 6881). The staff have been promoting this service so a good outcome.

The numbers of people visiting the library has also increased compared to the same period last year; 37869 compared to 36124.

Issues are down slightly on the second quarter last year with 43966 compared to 51936.

Preschool storytime numbers are up 140 on the same period last year (581 /441) and there were more class visits this quarter than for the same period last year (54 /41).

Overall the improvement in the majority of statistics illustrates the increased use of Mervyn Kemp Library by the community.

4.5 Displays / Collection

Displays in the Library included: recycling, worm farm, Diwali, Christmas, Pacific Regions collection display, English and foreign language story books, and a display of inflationary money and materials from Germany.

4.6 Library wide initiatives

Te Hauora project: this cross-council project was developed to provide a more welcoming environment to our Maori customers.. Recommendations for libraries will be presented to the Library Leadership Team in the next quarter.

At Mervyn Kemp Library the project led to a children's holiday programme focused on creating Maori designs around "Earth, Sea & Sky". These designs were used to create the doorway to the whare or "meeting room" within the library. Waitangi day displays will be focussed in this area.



4.7 Service Centre

Cashier system outsourcing

In 2008 KiwiBank was contracted to take rates payments as the Council decided in 2007 to not replace its cashier system. The intention is that the Branch Library service centres in Tawa, Johnsonville, Kilbirnie and Newtown Libraries, will close at the end of March/early April 2009. Project work will continue to ensure a smooth transition. The Branch Libraries will remain a source of Council information and provide sales of Council rubbish bags, recycling bins etc. Transactions for the Service Centre have fallen from 2479 last year to 1932 for this period. Customers are taking advantage of other options available to them through KiwiBank

4.8 Newlands

The library is working with the Newlands Community Centre to provide access to library services via computers. This is replicating services already available to our customers in libraries and at home. Customers will be able to access the internet, library catalogue, customer records and reserve items from computers available at the centre. We are also looking at promoting the library at the centre with activities for the opening week.

5. Plans for the next quarter

As a result of the Libraries' strategic direction work – *Sparkling imagination* - key emphasis will be placed in the North cluster of Branch Libraries on -

Equity of access

- To work on the signage within Mervyn Kemp library to improve customers ability to find and access to material.

Social inclusion

- Continue to work closely with the Tawa Community Centre, the pool and Tawa Recreation Centre staff to promote activities and programmes at sites.

Mass customisation

- Actively promote our online services to individuals and groups by visiting with these groups and showing them what we can offer.

More delivery channel options

- Support and promote customer's self help options particularly Deepfreeze, Zoomtext and Smartview.
- Continue to develop the Tawa Libraries webpage and the DVD promotional material.

Contact Officer: *Rose Barker, Team Leader, Northern Branch Libraries*

Supporting Information

1) Strategic Fit / Strategic Outcome

The report supports Council's overall vision of Creative Wellington – Innovation Capital. The report supports Council activities as a facilitator of recreation partnerships and provider of recreation services. Agreement to the report will contribute to Council meeting the outcome of offering a diverse range of quality recreation and leisure activities (see outcome 7.1 Recreation Opportunities).

2) LTCCP/Annual Plan reference and long term financial impact

N/A

3) Treaty of Waitangi considerations

N/A

4) Decision-Making

N/A.

5) Consultation

a) General Consultation

N/A

b) Consultation with Maori

N/A

6) Legal Implications

N/A

7) Consistency with existing policy

N/A