

MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT

1. Purpose of Report

To provide the Tawa Community Board with an update on the activities of the Tawa Community Centre and Mervyn Kemp Library.

2. Executive Summary

Mervyn Kemp Library offers library circulation, information, outreach, class visits, preschool story times and holiday programmes. We also hold reading programmes such as BookBusters 7₂8 club and BookSeekers for the 7 to 12 age group, and for the adults Tea & Tales. The library is trialling Baby Rock & Rhyme for under two year olds and trialled Kōhunga Kōrero, a te reo storytime, every third Wednesday morning of the month.

The Tawa Community Centre is continuing to support community activities and programmes and in particular youth activities three afternoons a week. The centre is well supported by volunteers and is looking to offer new programmes in the coming year.

3. Recommendations

Officers recommend that the Tawa Community Board:

- 1. Receive the information.*

4. Mervyn Kemp Library

4.1 Strategic Challenges for 2010-2011

The library's strategic challenges for 2010-2011 are as follows:-

- i. Strategic leadership of the cluster to meet the Long Term Council Community Plan, business plan and tactical objectives:

- Staff continued to provide ongoing programmes for adults and children. Various staff are involved with network-wide objectives targeting customer groups.
- ii. Cluster delivers on increasing the business – cluster target to promote Press Display database to ten people daily from October:
 - Press Display has been promoted to customers at every opportunity.
- iii. Encourage the teams to increase customer contact by working closely with customers out in the library, promoting library products and services
 - A greater effort has been made to provide customers with access to staff in the library instead of them asking for help at the desk
- iv. Demonstrate and promote a health and safety culture:
 - This is part of a Council-wide programme to increase awareness of health and safety issues. The second part of the six month plan had the team divided into two groups looking at ways to reduce hazards in the workroom and improve work flows.
- v. Engage with other Business Units in the area to develop working relationships and common outcomes:
 - Representatives from the Tawa Recreation Centre, Tawa Pools Tawa Community Centre and Mervyn Kemp Library met in December to talk about what was planned for Christmas and ways of supporting each other in the future.

4.2 Highlights

4.2.1 Customer

Author Maggie Rainey Smith read stories and talked to children during the October school holidays as part of Authors in Libraries initiative.

Historians from the Alexander Turnbull library showcased various aspects of their collection. The curator of Ephemera which included circus memorabilia presented to the Tea & Tales group in Tawa.

4.2.2 Collection

A “Select” DVD collection which consists of the latest DVDs is being trialled at Tawa. The DVDs are issued for 3 days. The collection has been increased as it continues to issue well particularly at weekends.

The team have reviewed the layouts in the young adult, DVD, reference, activity room and the magazine and newspaper areas. The areas have been opened out so that they are more attractive and accessible to customers.

In the next quarter a new collection of Mills and Boons books will be available at the library.

4.2.3 Programmes and Events

Baby Rock & Rhyme is held at 9.30 am on Fridays during term time. The trial programme is attracting about twenty parents/carers and their babies each week. A decision on whether this will continue will be made in the next quarter.

Kohunga Korero a preschool story time in te reo Maori has been trialled for 12 months. The programme has had poor attendance over the year though it has been well promoted by the Children and Youth specialists and staff. After review it has been decided to discontinue this programme at Mervyn Kemp Library.

4.2.4 Promotion

A reading group from Tawa School attended the library to extend their knowledge of books in different genre and discuss what they had been reading. This was different from the usual class visit and excellent feedback was received from the school.

4.2.5 Other

Team members and customers participated in the national 2 minute silence that was held to mark the Pike River Mining Disaster.

The library computer system was upgraded over Labour Weekend with the library being closed on the Saturday. There was a smooth transition and the team actively assisted customers with changes.

Three staff members from Tawa went to the annual Library and Information Association of NZ (LIANZA) conference in Dunedin in November. (The conference marked LIANZA's 100 years.) The staff who attended were Brigid Brammer as 2011 conference programme committee member, Taitu Lemessa who was sponsored by LIANZA's Public Libraries Special Interest Group, and Rose Barker. Rose was presented with the 2010 Edith Jessie Carnell travelling scholarship which will enable her to study library children and youth services internationally in May/June 2011.

4.3 Statistics

Site	Issues	Visitors	New borrowers	Sessions for under fives
2009/10	90,369	76,526	421	2,492
2010/11	84,940	72,214	290	3,596
Variance	-6.6%	-5.97%	-31%	+44.1%

The statistics reflect a fall in visitor numbers, issues and new registrations. This trend is occurring throughout most branch libraries. Customers can access the

library remotely now to reserve items, renew books, look up the catalogue and access our databases resulting in less people making physical visits.

An exploration into reasons behind the fall in issues has highlighted a decrease in children's issues. This is in keeping with the policy of some schools in the last year or so to not issue during class visits. A decrease in the number of classes and students visiting the library has also been noted over the years.

Overall visitor numbers are less than last year and issues have fallen further than visitor numbers. Customers do not necessarily use the library only to borrow material and library material is being used in the library such as magazines and newspapers. The use of the internet remains high.

The new Baby Rock'n Rhyme session for under 2s has gradually increased over the last year. There has been an increase in numbers attending children's programmes for under 5 year olds.

4.4 Plans for the next quarter

The Library intends to undertake the following during the next quarter:-

- Explore what can be done to reverse the trend in falling issues.
- Undertake outreach
- Support the northern "hub" of Council services
- Share programmes across the 3 branches in the northern cluster

5. Tawa Community Centre

5.1 Highlights

5.1.1 New Coordinator for Tawa

We are really pleased to introduce Melanie Lapalme as the new community coordinator for Tawa. Melanie will begin her new role on Tuesday, January 25th 2011.

5.1.2 Use of the centre of the holiday break

The Tawa Community Centre was made available for church groups to use over the festive season and we will review our traditional closure over Christmas.

5.1.3 Events

The centre continued to be busy and a number of varied events were held at the centre these included

- Tawa Art & Craft Society Expor
- Emergency Preparedness – local schools
- 8-10 year olds after school art classes
- Tawa College Adult and Community Education Exhibition

5.2 Users

5.2.1 New users for 2011

Interest in hiring our facilities has continued to grow with five new bookings for regular sessions. These include a weight loss challenge group as well as children's art class

5.2.2 User Statistics for Tawa Community Centre

There has been an increase in the amount of users hiring the Centre.

Table 1: Total number of users

Users	
April-June 2010	8469
July-Sept 2010	9196
Oct -Dec 2010	9945

Table 2: hired hours over 5 hireable spaces

Occupancy - 5 available spaces			
Quarter	Hireable hours = 5 rooms	Booked hours	Occupancy %
April – June	6630	922	13.9%
July – Sept	6705	972	14.5%
Oct - Dec	7245	948	

Table 3: shows hired hours for Area 1, boardroom and hall

Occupancy - 3 hired spaces			
Quarter	Hireable hours = 3 rooms	Booked hours	Occupancy %
April – June	3978	922	23.2%
July – Sept	4023	972	24.2%
Oct - Dec	5550	948	24.1%

The increase potentially shows an interest in the Tawa Community Centre as a functional hireage facility. There has been an increase in the number of social bookings – children's birthday parties, ethnic celebrations and 21st birthdays. An increase in the number of courses and workshops that have occurred in the boardroom has seen the new furniture configured in a number of ways to suit.

5.2.3 Tenants

Mana Tiaki and the Tawa Community Police have now swapped offices.

We are delighted to have relocated the Tawa community police office and the many dedicated volunteers into the main hub of the Tawa Community Centre.

Its location in the open plan setting of the community centre meeting space will provide opportunity for greater interaction between the community police volunteers and the community. We see this as an opportunity to strengthen the relationship with the community and that the information and advice that the community police office offers will be readily accessible.

All other tenants in the centre remain the same, although Awhina Wahine has downsized as a result of losing some of their funding.

5.3 Maintenance

We used the short closure of the centre to complete both reactive and planned maintenance. This included annual cleaning as well as planned maintenance such as lino replacement and painting/wallpapering. The air conditioning and heating system was repaired as well as installation of a door for the police area.

5.4 Tawa Community Grants Fund

The Tawa Community Grants Fund is designed to assist voluntary projects in Tawa. Grants may be for charitable, educational, welfare, community development, cultural, recreational, sporting, activity development, equipment or training programmes. Grants may also be given to people representing New Zealand in a recognised sporting or cultural event. A number of community groups returning from the summer break contacting the grants team about the fund requested more time to develop their proposals, as the Tawa Community Board grants meeting is on March 14 we decided to extend the closing date from 31 January to 5pm on 18 February.

5.5 Youth Programme – Tawa Community Centre

Youth provision at Tawa- after reviewing activity provided for the past two terms at the community centre WCC employed two sessional youth workers who operated an after school drop in facility. Officers are now discussing a number of options for the delivery of youth activities from the community centre and anticipate starting with activities early in term 1. The model we have developed in Newlands, working with a well established youth provider has meant that we have benefitted from the expertise and capacity of an organisation rather than directly employing staff ourselves. We are also exploring the option of running a potential youth programme at shared venues – Tawa Community Centre and Linden Social Centre.

5.6 Coming Up

5.6.1 The current users have identified frustration at the lack of storage and we will work with the groups (particularly the Tawa Community Theatre group) to address this.

5.6.2 We are planning a community expo to launch new activities.

Some ‘manned’ office hours by the Tawa Community Centre coordinator to help promote the new community activities happening from Linden. Hopefully a computer network can be organised so that bookings and payments for the hireage of Linden facilities can be made at Linden also.

5.7 For the next quarter

New coordinator will start January 25th, 2011. We will launch of the new police space and office and will continue to coordinate regular bookings for 2011.

A ‘Barrier Free Audit’ will be conducted at the Tawa Community Centre to assess accessibility to the centre and within the centre.

6 Linden Social Centre

We will work with the community to undertake purposeful planning to determine what activities could be delivered from the Linden Social Centre. This would be in addition to current activities and groups currently using the centre. This is in response to those who live in the Linden area but who are not accessing the Tawa Community Centre. Melanie will be based at the centre on a regular basis (initially a few hours per week).

6.1 User Statistics for Linden Social Centre

Table 1

Users	
April-June 2010	2699
July-Sept 2010	2809
Oct - Dec 2010	2100

Table 2

Occupancy			
Quarter	Hireable hours	Booked hours	Occupancy %
April – June	1092	339	31%
July – Sept	1104	208	18.8%
Oct - Dec	1104	290	24%

- Table 1 shows the amount of users
- Table 2 figures are based on hired hours

The Linden Social Centre mostly offers small music, cooking and study classes. Two church groups use the facility on a Sunday as well as meetings throughout the week by Tawa Lions, Tawa Good Neighbours and Tawa Community Theatre Group. It will be great to have the theatre group back up and performing this

year after a quiet year last year. There is definitely a need for more community classes especially exercise and health and fitness focussed groups. We are actively seeking Zumba, Yoga, Pilates etc to run classes from that space as well as more activities for Mums' and preschoolers. Having the coordinator on site to help promote and progress those activities will be good.

6.3 Maintenance

Other than the annual cleans no new maintenance work has occurred at the Linden Social Centre.

7. Conclusion

The report provides the Tawa Community Board with a quarterly update of the Mervyn Kemp Library, Tawa Community Centre and Linden Social Centre.

Contact Officers: *Rose Barker, Team Leader Wellington City Libraries and Jenny Rains, Manager City Communities*

Supporting Information
<p>1) Strategic Fit / Strategic Outcome <i>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).</i></p>
<p>2) LTCCP/Annual Plan reference and long term financial impact <i>N/A</i></p>
<p>3) Treaty of Waitangi considerations <i>N/A</i></p>
<p>4) Decision-Making <i>N/A</i></p>
<p>5) Consultation</p> <p>a) General Consultation <i>N/A</i></p> <p>b) Consultation with Maori <i>N/A</i></p>
<p>6) Legal Implications <i>N/A</i></p>
<p>7) Consistency with existing policy <i>N/A</i></p>