
MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT APRIL TO JUNE 2011

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 9 to 12 age group, and for the adults Tea & Tales and a Baby Rock & Rhyme programme for parents and under two year olds.

The Tawa Community Centre is continuing to support community activities and programmes. The centre is well supported by 2 volunteers currently. The centre has offered new programmes in the last quarter and will continue to do so in the next quarter.

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:
 - o Staff continued to provide ongoing programmes for adults and children. Various staff are involved with network-wide objectives targeting customer groups.
- ii. The Cluster (Khandallah, Johnsonville and Tawa) delivers on increasing the business – cluster target is to increase fiction issues by 10%:
 - o Targeted displays depicting the different genres have resulted in increase.

- iii. Encourage the teams to increase customer contact by working closely with customers out in the library, promoting library products and services
 - Staff are spending more time out in the library assisting customers by showing them how to use our databases and assisting with enquiries instead of customers having to ask at the desk.
- iv. Demonstrate and promote a health and safety culture.
 - Injuries reported are minor and are managed quickly
- v. Engage with other Business Units in the area to develop working relationships and common outcomes:
 - This is an ongoing commitment which is working well in the Northern suburbs.

4.2 Highlights

4.2.1 Customer

This quarter the team concentrated on promoting the craft collection and in particular knitting. A Crafters Knitting Corner was established for customers to sit down, take a moment to relax, unwind a bit of wool and knit or crochet a few rows or a square. This proved very successful with all ages and was extended to Johnsonville and Khandallah libraries. Over 500 'peggy squares' were completed which were made into 20 blankets and will be presented to Refugee Services.



The Human Rights Commission awarded the three sites certificates for their efforts.

Staff have provided an NCEA reading list for students which is proving very popular.

Baby Rock & Rhyme numbers are growing and new faces are coming to the session. This is such a popular programme that has added social benefits to the community. Attendees are often seen in the library long after the programme has finished chatting, or groups of mums go off to coffee together after.

4.2.2 Collection

The new “Mills and Boons” romance collection has arrived and is very popular with our readers.

4.2.3 Staff

Two staff have been working in the West Cluster to help them through some staffing difficulties this quarter. One team member has had their secondment extended to November and our Coach has taken up a permanent role in West leaving us with a vacancy.

In May the team spent the morning at the Newlands Community Centre planning our goals for the next year. Staff from other parts of the library network stood in for staff and thoroughly enjoyed the experience.

Rose travelled to Denmark, Holland, Great Britain and the United States researching children’s services as part of the Edith Jessie Carnell Travelling Scholarship.

4.2.4 Programmes and Events



Approximately 100 adults and children crowded into the library in April for the Slimy Science School Holiday Programme. Susannah recited a rhyme from *The Slimy Book* by Babette Cole, and ate some “worms” in front of the children. Sharyn showed the children how to make all different kinds of slime. The enthusiastic audience and staff loved it!

Loud @ Tawa Library was a closed event for teens one evening when the library was closed. They could test their skills with gaming consoles, surf the net and enjoy having the library to themselves for a couple of hours. Very positive feedback has been received and suggestions that this become a regular event.

4.2.5 Maintenance

The automatic door controllers were replaced and the exterior of the building repainted this quarter as part of the renewals programme. The library had a leak which periodically happens between the old and the new buildings. This is sometimes caused by vandals on the roof.

4.2.6 Other

There have been a couple of disturbing incidents with customers in the library recently. Both customers were asked to leave the building due to their behaviour.

4.3 Statistics

Site	Issues	Visitors	New borrowers	Under fives attendance
April - June 2011	42346	35011	170	699
April - June 2010	43541	35468	176	757
+/-% var	-2.74%	-1.29%	-3.41%	-7.66%

The statistics reflect a slight fall in all areas however this is lower than the previous quarter. This trend is occurring throughout the branch libraries. Customers can access the library remotely now to reserve items, renew books, check the catalogue, download material and access our databases resulting in less people making physical visits. Customers use the library to access the internet, photocopy material, read magazines and newspapers, study, meetings and as a social community space.

Site	Issues	Visitors	New borrowers	Under fives attendance
July 2010 - June 2011	166991	139823	635	2392
July 2009 - June 2010	174693	145697	820	2144
+/-% var	-4.40%	-4.00%	-22.50%	11.50%

Tawa's annual figures are mirroring those of the rest of the organisation. Statistics across the organisation - issues are 6% lower, visitor numbers 4% lower, new borrowers 12% lower and attendance at 'under fives' showing an increase of 9%.

4.4 Plans for the next quarter

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

- Promote the adult non-fiction collection
- Advertise and appoint a new Coach
- Support the northern “hub” of Council services
- Sharing resources across the cluster – Khandallah, Johnsonville and Mervyn Kemp libraries.

5. Tawa Community Centre

5.1 Events

The centre continued to be busy and a number of events were held. These included

- Tawa/Linden Plunket held a successful clothing sale and have booked in to have another one in August
- A poetry workshop was held for interested members of the public. This workshop was well attended and has resulted in a monthly session as well as a poetry display in the drop in area of the centre
- The police and community police volunteers held a morning tea to welcome the new community constable which was well attended
- A community potluck dinner was held on 30th July

5.2 Users

5.2.1 New users and groups

Interest in hiring our facilities has continued to grow. A poetry group that meets once a month are the newest users to the centre. Regular users have also increased or added bookings in the last month.

There will be a regular fortnightly knitting club starting in August.

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 2010		Users 2011	
January-March 2010	4783	January-March 2011	6805
April-June 2010	8469	April-June 2011	9637
July-Sept 2010	9196	July-Sep 2011	
Oct -Dec 2010	8520	Oct-Dec 2011	

Table 2: Total hours hired (2010)

Occupancy - 5 available spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
April – June 2010	6630	922	13.9%
July – Sept 2010	6705	972	14.5%
Oct – Dec 2010	7245	948	13.1%

Table 3: Total Hours Hired (2011)

Occupancy - 5 available spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
Jan-March 2011	5775	756	13.1%
April-June 2011	6300	908	14.4%

As can be seen from Table one, there was a first quarter increase in usage for 2011. This increase is in part, due to the centre being closed for a shorter period over the Christmas break. Also, April-June 2011 showed an increase of 1168 users during the same period the previous year. 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 other social gatherings. Regular users have also increased their usage, and new users of the centre have been welcomed.

Table 2 and Table 3 can be used to compare occupancy rates between 2010 and 2011. The occupancy rate for the current quarter shows no difference when compared to the same quarter last year.

5.2.3 Tenants

There has been no change with tenants occupying the centre.

5.3 Maintenance

At the beginning of June new carpet was installed throughout the centre, including the drop-in area, hallway leading to the kitchen, the kitchen, and the area where the community police are located. This has been well received by the public and users of the centre.

The wall between the 2 offices was also removed to make the space one large office. This has made the office more inviting and functional. Area one was rearranged to provide a more open space, this has been well received.

5.5 For the next quarter

- To coincide with Spring into Tawa, the centre will be doing an art project with classes from local schools and will remain open during the festival
- We are aiming to start a regular social games/mah-jong club beginning at the end of August.
- Discussions are being held to start a Buggy Boogie class.
- The coordinator will continue to work with the community to identify gaps

6. Linden Social Centre

Some work is underway 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.

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. There is also a free community Zumba class that is well attended on Saturday mornings.

6.2 Events

- The Linden Social Centre celebrated Matariki this past June. Room 9 from Linden School were invited down to the centre to learn how to flax weave puti puti's. The session was greatly enjoyed by the children.
- Challenge 2000 held 2 days worth of holiday programmes during school holidays

6.3 New users

Challenge 2000 will be running an afternoon youth programme starting Wednesday August 3rd and running every Wednesday afternoon until next school holidays. If this programme is well attended there is potential to increase to 2 sessions per week.

6.4 Maintenance

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

6.5 For the next quarter

- The coordinator is working with the Plunket nurse to start a mum's n bub's group out of the Linden Social Centre. This will be aimed at younger mums and facilitated by Pania who runs the current mum's n bub's at the Tawa community centre.
- Aim for after school youth programme to increase to 2 afternoons per week.

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 Roz Jackson Team Leader 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 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>