
REPORT 4
(1215/12/IM)

**MERVYN KEMP LIBRARY AND TAWA COMMUNITY
CENTRE QUARTERLY REPORT JULY TO SEPTEMBER
2012**

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 visitor numbers fell by 6% compared to the same quarter last year, however issues fell by 8%. The fall is mostly due to AV and bestseller items that incur borrowing fees.
- Children's activities continue to be popular, with attendance rising by 34% on the previous year. There have been several special events this quarter such as the Paralympics holiday programme, Matariki class visits and Maori Language Week story-times.
- This quarter was dominated by the library-wide restructure. Some programmes were reduced from July. .

3. Recommendations

Officers recommend that the Tawa Community Board:

1. *Receive the information.*

4. Mervyn Kemp Library

4.1 Strategic Challenges for 2012-2013

The library's strategic challenges for 2012 - 2013 are as follows:-

- i. Strategic leadership of the cluster to meet the Long Term Plan, business plan and tactical objectives.
- ii. Addressing phase two of the library restructure to support the Council requirement to make operational savings in this financial year.
- iii. Determine what is required to bring the library up to earthquake standard, planning for disruption during the project, and working with the architects to ensure minimal disruption to services.

- iv. Encourage the teams to increase customer contact by working closely with customers out in the library, promoting library products and services and finding out how we can improve our services
- v. Demonstrate and promote a health and safety culture to ensure staff and customers have a safe environment to visit and work in.
- vi. Engage with other Business Units in the area to develop working relationships and common outcomes.
- vii. A reshaped cluster with Khandallah Library moving to West Cluster.

4.2 Highlights

4.2.1 Programmes and Events

The theme for the July Holiday Programme was the Paralympics and 98 children attended events in the cluster. Guests from Parafed came to talk about what it is like to have a disability and how they became successful athletes. Children were given the chance to try using a wheelchair and learned to play bocchia.



To celebrate Race Relations Day, staff worked with children from St Francis Xavier School to make their family stories into a book. In September, Subhashni Prasad presented a copy of their book to the school, accompanied by Ada Nally, the library Multicultural Community Specialist and Joris de Bres, the Human Rights Commissioner. It was a very successful project, and the children loved seeing their work made into a

book. A copy of "My Story" is in the Tawa Library collection.

Spring into Tawa was held on Saturday 8 September and the library had a very busy day with activities for people of all ages. We had a special Dr Seuss story-time led by a radio student from Whitireia Polytech, who kept the children enthralled for 45 minutes. (Paula had previously volunteered to run a very successful Margaret Mahy story-time at Tawa Library on 11 August.) Tutors from Tawa College Adult Education demonstrated wood carving, felt

making, flax weaving and ukulele playing. We were also visited by a band of merry Morris dancers.



4.2.2 Staff

- The Libraries carried out a library-wide restructure to meet LTP savings target. Staff consultation took place during July and August, with interviews beginning held in late August. The new structure will take effect from 1 October with Khandallah library transferring to the West Cluster, along with 79 staff hours. The new North cluster will be Tawa and Johnsonville libraries with a staff saving of 40 hours. In order to make these savings programmes were reviewed across the Libraries network. The last BookBusters, BookSeekers and Tea & Tales were held in August. Tea & Tales will still be held in the library but will become self-managed by attendees.

4.2.3 Maintenance

- In conjunction with Victoria University the Libraries were approached for students to use the branch libraries to undertake energy audits as part of their course. The results of the audits will be presented to Wellington City Council staff in October and recommendations from their reports will be reviewed by Wellington City Council staff. If there are savings to be made these will be followed up.

4.3 Statistics

	Issues	Visitors	New borrowers	Under fives attendance
Jul-Sept 11/12	41,336	36,727	154	1,095
Jul-Sept 12/13	38,081	34,420	151	1,471
+/-% var	-8%	-6%	-2%	34%

- Children’s programmes include Baby Rock & Rhyme (BR&R), Pre School Storytime (PSST), class visits, holiday activities, and BookBusters and BookSeekers until August.
- The numbers of visitors and issues dropped slightly from first quarter 2011-12 to 2012-13. This is largely due to falling issues of items that are not free to borrow. The statistics show that the customers who continue to use the library issue as many items as before.

- Attendance at children's programmes continues to rise compared to the same quarter last year, boosted by special events like school holiday programmes, Matariki and Maori Language week.

4.4 Challenges and Opportunities planned for the next quarter

- Forming a new team working across Tawa and Johnsonville.
- Continue with sharing resources within the cluster for programmes and to ensure our resources are being used effectively.
- Continuing to provide services whilst the Tawa library earthquake strengthening work is being carried out.
- Continue to work with the Northern 'Hub' units. The library has been asked to help with the Tawa Pool reopening after earthquake strengthening work is completed in November by judging a competition.

5. Tawa Community Centre

5.1 Events and Programmes

Throughout the quarter the Tawa Community Centre hosted a number of events and activities which included the SPCA's Pet Adoption Days and the Tawa craft market. We built on our relationship with Tumanako House and supported a sing-a-long at the centre to celebrate the Mental Health Awareness Week. This was well supported by the community.

A grants evening provided an opportunity for hands on workshop to explain the new on-line grants application process as well as an opportunity to promote the Tawa grants.

We continue to partner with Whitireia Polytechnic nursing students to provide free health checks held at the centre. We also worked with Linden school to provide an opportunity for a craft activity to make thank-you cards for CANTEEN. We continue to support Kiwi Community Assistance with pickups three times a week.

The centre provided a venue for the Tawa College's Kapa Haka practice sessions as well as ongoing Te Reo classes.

A number of new groups have started this quarter and includes a bible studies group, a brain fitness group and a regular poetry workshop group.

We are working through options to improve access to the carpark from the main entrance.

5.2 Statistics

Table one: User numbers for Tawa Community Centre

Users 2010		Users 2011		Users 2012	
Jan-March	4783	Jan-March	6805	Jan-March	9465
April-June	8469	April-June	9637	April-June	11820
July-Sept	9196	July-Sep	9985	July-Sep	13575
Oct-December	8520	Oct-December	9825		

The overall user numbers continue to show an increase from the same quarters in 2010 and 2011.

Table two: Total Hours Hired (Occupancy)

Quarter	Hours available	Hours booked	Occupancy %
Jan-March 2011	5775	756	13.1%
April-June 2011	6300	908	14.4%
July-Sept 2011	6300	850	13.5%
* Oct-Dec 2011	4200	790	18.8%
* Jan-March 2012	4620	1423	31%
April – June 2012	5460	1448	27%
July – Sept 2012	5520	2007	36%

Table two provides a snapshot of the occupancy of the centre. This is the hours available for bookings compared to the actual hours booked (used) and is expressed as the occupancy percentage.

** The percentage occupancy for the first three quarters of 2011 is calculated on 5 community spaces being available for bookings. However, as noted in the previous report, the occupancy is now calculated on 4 spaces being available for bookings. This change reflects that the Community Police area is no longer a bookable space*

5.4 For the next quarter

We will host Wellington Rocks Earthquake Briefing and explore opportunities to:

- Work with local children to host an art exhibition
- Investigate the possibility of a combined church Christmas carols afternoon
- explore options for installing computers in the centre for community use

We will:

- Host a morning tea/BBQ for Volunteers' Week in December

- Continue to host the Whitireia Polytechnic nursing students free community health initiatives
- Work with the Community Board and the wider community to invite feedback and ideas on the centre's service to the community, how to improve the drop-in space and deliver programmes and activities to meet the community's interests and needs
- Explore the possibility of introducing a joint Tawa Community Centre and Linden Social Centre facebook page

Our new coordinator Angela Rampton is keen to develop new partnerships with seniors (knitting groups, social interaction, tai-chi etc), pre-school groups (social interaction for caregivers, or people who are home during the day), and develop stronger relationships with the church groups throughout the community

As part of the Security Asset Management Plan, the site will have an alarm panel upgrade.

6. Linden Social Centre

6.1 Events and programmes

The Linden Social Centre continues to offer music, cooking and study classes. A church group uses the facility on a Sunday as well as regular meetings throughout the week by Tawa Lions and Tawa Good Neighbours

- The Doris Mills Lounge is booked regularly which includes a church group, a quilting group, and U3A
- A weekly after-school programme \ is very well attended as is the Porse Mana Music Class
- Tawa Theatre Group is rehearsing for their 2nd performance of the year and a local country music club has commenced practice sessions.
- We worked with Linden School to the Centre to teach them how to make thank-you cards for CANTEEN in support of Daffodil Day



6.2 Statistics

Table one: Total Hours Hired (Occupancy – single space)

Quarter	Hours available	Hours booked	Occupancy %
Jan – March 2011	1260	144	11.4%
April – June 2011	1274	192.5	15.1%
July – Sept 2011	1288	193	15.0%
Oct – Dec 2011	1151	200	17.0%
Jan – March 2012	1108	284	26%
April – June 2012	1456	321	22.0%
July – Sept 2012	1380	336	24%

Occupancy is continuing to improve with a 75% increase from the same period last year.

6.2 For the next quarter

- All bookings and day to day management of the centre will be through the Tawa Community Centre. The centre will be staffed (initially) for one morning per week.
- Closer relationships will be formed with the local community to ascertain programme needs within, and around the 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 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 N/A</p>
<p>3) Treaty of Waitangi considerations N/A</p>
<p>4) Decision-Making N/A</p>
<p>5) Consultation a) General Consultation N/A</p> <p>b) Consultation with Maori N/A</p>
<p>6) Legal Implications N/A</p>
<p>7) Consistency with existing policy N/A</p>