

**REPORT 2**  
(1215/12/IM)

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## **MERVYN KEMP LIBRARY QUARTERLY REPORT JULY- SEPTEMBER 2008**

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### **1. Purpose of Report**

To provide the Tawa Community Board with an update on business volumes and activities at Mervyn Kemp Library for the first 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).

The library is actively looking at ways to promote the library to the community. Local ethnic and migrant groups have been identified and will be contacted to discuss ways the library can help. This also includes promoting the library to local community groups outside the library and showing them the vast amount of resources available to them.

In the last quarter Tawa business units have been looking at ways we can work together. Spring into Tawa was the first event we participated in collectively.

### **3. Recommendations**

Officers recommend that the Tawa Community Board:

- 1. Receives the information.*

### **4. Discussion**

#### **4.1 Highlights**

Maori Language week in August was very busy for the library; a local Kapahaka group ran a session in the library with members of all ages performing.



Also the local Kohanga Reo visited along with several classes from Tawa School for Maori Language story time. The different events brought 230 visitors to the library.

Seeing Stars at Tawa was held on Thursday 28th August with approximately 200 people attending. Two speakers from the Astrological Society and a local student recently returned from a camp at NASA gave presentations and answered questions. Telescopes were available to examine the stars from the car park at the back of the library. This event was far more popular than expected.

Spring into Tawa was held on 13 September with 1040 people visiting during the Saturday; this is approximately 500 more people than usual. The Community Adult Learning School was invited to have displays about their next semester classes in the library and some demonstrations. Children were entertained with quizzes, balloons, face painting and free passes to the pool. Tawa Pool staff provided a bouncy castle beside the library and advertised their new services. The library promoted the Tawa Recreation Centre on the day. This was the first combined event with the Tawa Business Units working successfully together.

Tawa Hub is a group consisting of the Library, Tawa Pool, Tawa Recreation centre and Tawa Community Centre which meet regularly. The Hub is looking at ways to help promote and support each other's services. Apart from "Spring into Tawa", a librarian held a children's reading session at the Pool. We are also working on a way to advertise our services to new residents collectively.

Tawa Historical Society – ran its first "Tawa History Week" with a talk each day of the week. The library provided the venue and refreshments. The week went very well with approximately 80 people attending over the five days. A booklet was donated to the library by a visiting speaker.

BookSeekers is a new programme for 9-12 year olds is being piloted at Mervyn Kemp Library and several other sites around the city. It is attracting 11-14 children and is being well received.

The school holiday programme this quarter was a cross library project involving City Communities. The theme was the Olympics and it was coordinated by the Push Play team. Thirty children and fifteen adults attended.

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 on the 20 September and will run to 20 November as a result of feedback received from customers. 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, attended the Migrant Expo to promote Wellington City Library Services as part of a larger library team. The stand also provided enrolment forms for new members.

The library provided television coverage of the Olympics together with displays.

A SubText meeting for teenagers was run as a one-off event at Tawa. It was a successful evening with 15 teenagers attending despite the appalling weather.

The Building Consents and Licensing Services unit of Council run two weekly clinics at the library. These clinics will be discontinued at the library from Tuesday 21 October and one clinic will be held from then on at the Tawa Community Centre.

#### **4.2 Maintenance**

Children have been climbing onto the library roof and causing damage to equipment. The team are concerned as it could result in an injury as well as damage to property. It was found that the air conditioning unit had been badly damaged, the heating part of the unit barely functioning. This has been repaired. Security is quoting for an alarm system that will be set off if intruders climb onto the roof.

#### **4.3 Library Layouts**

The Maori collection is now well highlighted with fresh signage and a rearrangement of shelves. Three kits are displayed along with a weaving by a local Maori artist. Feedback from the Maori community found that they had difficulty finding this collection and that they would feel more welcome if items of interest to were more prominently displayed.

#### **4.4 Statistics**

New borrowers continue to join with 248 new members since the beginning of July; this is not as many as we had for the same period last year (341) but is a steady figure. Self check issues of 2346 are higher than for the same period last year (Aug/Sept 2096.) The numbers of people visiting the library has also increased compared to the same period last year; 39889 compared to 38531. Issues are down slightly on the first quarter last year with 48163 compared to 51248.

#### **4.5 Displays / Collection**

The Madras Indian Dance Group had a display up for two weeks of their dance programme and some of their costumes. This is a yearly event that involves a number of local residents.

The 'Around the World' display continues to be popular with the customers. The countries focused on in the quarter were Fiji and the Cook Islands. There has been a display including items from both countries shown in the glass cabinet organised and provided by the Tawa librarians.

A display called "the day that money died" of books, banknotes, postal history and memorabilia of the collapse of the Weimar Republic 1920-1923 was held for a fortnight in September.

#### **4.6 Library wide initiatives**

Te Hauora project: this is a cross-council project to provide a more welcoming environment to our Maori customers. A survey last year found that Maori are not using many Council services and find them unwelcoming. Considering the increasing numbers of Maori living in Wellington particularly in the Northern suburbs this is something the Council would like to turn around. Library team members across the system are involved in this project.

At Tawa Library this has meant developing contacts with local Maori through Iwi groups, Kapa Haka and Kura Kaupapa. Contacts have been made with Maori language and culture teachers in the local schools and colleges. Maori parents' groups have been visited at both the college and Tawa Primary school. This culminated in Maori Language week where a series of events was run in the library including Kapa Haka, Maori weaving lessons, a visit to read Maori language books and singing songs with the resources of the library. This event included 120 children, mostly from Tawa school but also from the Kura Kaupapa.

DeepFreeze project: is a change over of the internet computers to a new system that allows access to both paid and free internet and word processing services. To ensure that the network is safe, the computer wipes clean every contact once it is closed down. Paid internet closes at the end of the customers visit, free internet closes after 30 minutes.

Along with the DeepFreeze installation has come the final part of the "Resources for the blind" project. Tawa Library now has Zoomtext installed which allows customers to enlarge the screen, change screen/letter colour and to "speak the screen". There is also an enlarged lettered keyboard to facilitate use. Advertising of the resources for the blind and more in depth training on the use of Zoomtext is planned for the next quarter.

Databases: New databases are being introduced to the library collection. Internal training of staff prior to promoting these to our customers is constant and ongoing. Training is available for customers that require this service.

Customer Specialist (for seniors) This quarter the Customer Specialist spent one day a week between Mervyn Kemp and Johnsonville libraries raising awareness and promoting Library services to Seniors in the region. She visited churches, Medical Centres, Opticians, Rest Homes, U3A and Redwood Village promoting library and the Housebound Service.

#### **4.7 Service Centre**

Customers have been able to physically pay their rates at the Service Centres and Kiwi Bank since Kiwi Bank started taking payments in May 2007. The long-term plan is that Branch Library Service Centres will close once invoicing has been bar-coded and can be accepted by Kiwi Bank. The City Service Centre will still be an option to take all Council payments that are not paid by direct debit. Customers can now pay their rates anywhere in the country, this will be expanded to include all Council invoices, rents and then dog registrations. The

number of transactions processed at Mervyn Kemp Library has fallen from 3227 last year to 1215 this for the same period. Monies collected are down 45%.

#### **4.8 Newlands**

Discussions are continuing for a library presence in the Newlands Community Centre which opens early December. Customers will be able to access the internet, library catalogue, customer records and reserve items from computers available at the centre. Promotional events are being planned for the opening of the centre.

### **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**

- Create an environment that is welcoming to all people, inclusive of migrant and Maori through the use of displays, signage and artwork e.g. Hauora project, Tea and Tales, ESOL programme, Migrant displays and events.
- Continue to work towards a new Johnsonville Library with other Business Units.

#### **Social inclusion**

- Engage with other Business Units in the area to develop working relationships and common outcomes.
- Engage with customers to develop programmes and shared experiences
- Provide a smooth transition from Library and Service Centre at Johnsonville and Tawa libraries to Library only for staff and customers.

#### **Mass customisation**

- Investigate offering more customer tailored programmes at each site.
- Actively promote our online services to individuals and groups

#### **More delivery channel options**

- Support and promote customer's self help options ensuring new tools are well promoted
- Our websites will be vibrant and reflect our physical sites.

Contact Officer: *Rose Barker, Team Leader*

## **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*