
REPORT 6
(1215/12/IM)

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 7-8 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 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:
 - o Staff are busy working through their individual objectives such as being involved in the customer segment groups planning and delivery, and presenting programmes and events to promote literacy.

- ii. Cluster delivers on increasing the business – cluster target to promote Press Display database to ten people daily from October:
 - Staff are getting on board and finding ways of introducing this 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
- 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. A six month plan is in place to encourage staff to practise exercises specifically designed to strengthen their neck and arms and improve their posture.
- 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 August to plan for the “Spring into Tawa” festival.

4.2 Highlights

4.2.1 Customer

Customer segment themes this year are family history/stories, crafters and Pacific youth/young adults. Library staff from across the network worked on each of these themes.

The staff family history group are working towards planned displays next year. Staff are trained on the new genealogy databases e.g. ancestry.com via the library website www.wcl.govt.nz ready for promoting to customers in the next quarter.

The staff crafters group are planning a display of local art and artists and library materials in the next quarter. The group are also looking at focussing on a larger network wide project later in the financial year

4.2.2 Collection

A “Select” DVD collection is being trialled at Tawa. The collection consists of the latest DVDs which are issued for three days. The collection will be extended if it continues to issue well.

Displays this quarter included men’s health, spring cleaning /revamping your budget /menu /wardrobe /room, Press Display, travel, Matariki, Maori Language Week, elections, and emergency preparedness in response to the Christchurch earthquake.

The team are in the process of reviewing the layout to make it more attractive, and have made some changes to the magazine, newspaper and sitting areas.

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 is being trialled. Tawa has a large population of Maori residents and it was hoped this would appeal to this customer group as well as non-Maori customers. Unfortunately over the twelve month trial numbers attending have been very low despite visiting the kohangas and promoting widely. At the September session there were no attendees. The future of the programme at Tawa will be reviewed in December.

A successful holiday programme was run in the July school holidays. The theme was 'Fantasy and Fairy Tales'. 'Stepping stones' were placed on the floor to lead the children to the activity area.



Sue Cowan coordinated and ran a poetry session at the library on National Poetry Day. It was attended by thirty-one adults.

4.2.4 Promotion

The library was invited to speak at the Tawa Rotary Club meeting in July. This was an opportunity to showcase what is happening in the wider library arena and locally at the Mervyn Kemp Library. It proved to be a very productive meeting for both parties.

For LIANZA's Library week, fiction books were wrapped in coloured paper and customers were allowed to choose from the 'lucky dip'. This allowed customers to read different authors and opened up a new reading world for some.

A nation-wide reading of "Mr Muggs, the library cat" by Dave Gunson was read at pre-school story time during the week.

Spring into Tawa was held at the end of September. A display was built up over the weeks preceding and then the children were invited to have a 'play date' with a book where books were wrapped in brown paper with just an age group and a barcode.



Staff visited the Tawa Intermediate School principal to discuss the Wellington Business Card and other services we can offer the school, e.g. AnyQuestions.

4.2.5 Other

A painting of Tawa Library by Alison Daly has been donated to the Library by her daughter. It will be displayed at the craft display and then a permanent home will be found for it within the library.

Civil Defence water containers have been sold on behalf of WEMO. These sold really quickly as a result of the Christchurch earthquake and ran out of stock quickly.

4.3 Statistics

| Site | Issues | Visitors | New borrowers | Sessions for under fives |
|----------|--------|----------|---------------|--------------------------|
| 2009/10 | 47,578 | 2,699 | 275 | 433 |
| 2010/11 | 45,782 | 37,794 | 163 | 627 |
| Variance | -3.8% | -11.5% | -40.7% | 44.8% |

The statistics reflect a fall in visitor numbers, issues and new registrations. This is a trend that is occurring throughout the branch libraries. Customers can access the library remotely now to reserve items, renew books, look up the catalogue and access our databases. This will result in less people visiting the library. It should also be noted that this time last year Tawa was still a Service Centre which included a dog registration and rates period.

The new Baby Rock'n Rhyme session for under 2's has gradually increased over the last year. This is shown by the increase in numbers of those attending sessions for under 5 year olds.

Internet income at Tawa library has been higher than other sites as the library is the only venue in the area.

4.4 Plans for the next quarter

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

- CARLX training for staff – upgrade of the library management system.
- On-line library tours.
- Press Display promotion.
- Northern Hub– ongoing support and information sharing.
- Sharing programmes across the cluster.

5. Tawa Community Centre

5.1 Highlights

5.1.1 Spring into Tawa Market Day

It was a successful event for the organisers this year. The Community Centre opened up on Saturday from 9.30am to 11.30am. We had face painting hosted by Tawa Pool, flax weaving, mini facials, table tennis and kids' craft. Although we were off the 'beaten track' we attracted about 100 visitors, mainly youth. More visibility and promotion next year could increase the numbers.

5.1.2 End of Term Youth BBQ

The end of term youth barbeque was again well received. We invited four of our regular Year 13 visitors to help run it. We had a turn out of approximately 80 students. Our next one will be targeted at Year 8 children promoting the youth programme for next year.

5.1.3 Tawa Community Pot Luck Dinner

We invited guest speaker Fred Mecoy from WEMO along for the September dinner. Although we didn't get the numbers, only 20 attending, we received positive feedback from Fred Mecoy and some of the attendees.

Another pot luck dinner was scheduled for Saturday 20 November. It was held in the hall and had a Pacifika theme with performances.

5.2 Users

5.2.1 New users

Interest in hiring our facilities has continued to grow with five new bookings signing up for regular sessions:

- Fight Times – self-defence classes – Fridays
- Art of Living Yoga – Saturday
- Line Dancing – Friday
- Zumba (Wellington Fiji Services) - Wednesday starting October
- Kids Art – starts November.

5.2.2 User Statistics for Tawa Community Centre

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

Table 1 shows the number of users:

| Users | |
|----------------------|------|
| Jan-March 2009/2010 | 4783 |
| April-June 2009/2010 | 8469 |
| July-Sept 2010/2011 | 9196 |

Table 2 figures are based on hired hours over five hireable spaces:

| Occupancy - 5 available spaces | | | |
|---------------------------------------|-------------------------------------|---------------------|--------------------|
| Quarter | Hireable hours = 5 rooms | Booked hours | Occupancy % |
| Jan – March | 5320 | 528 | 9.9% |
| April – June | 6630 | 922 | 13.9% |
| July – Sept | 6705 | 972 | 14.5% |

Table 3 figures are based on hired hours over 3 regularly hired spaces ie Area 1, boardroom and hall:

| Occupancy - 3 hired spaces | | | |
|-----------------------------------|-------------------------------------|---------------------|--------------------|
| Quarter | Hireable hours = 3 rooms | Booked hours | Occupancy % |
| Jan – March | 3192 | 528 | 16.5% |
| April – June | 3978 | 922 | 23.2% |
| July – Sept | 4023 | 972 | 24.2% |

The increase potentially shows an interest in the Tawa Community Centre as a functional hireage facility.

5.2.3 Tenants

There will be a shift in offices over the Christmas break period. The community police will now swap offices with Mana Tiaki. This will allow users of the board room to use the foyer as ‘break out’ space for workshops.

We have managed to broker a good compromise. The police constable’s office will be the current Mana Tiaki office. We will then reconfigure the partitions outside that office to give the volunteers space in the old drop-in area. Our aim is to then have an external door to Cambridge Street that will allow the police to have their own access and be more visible and accessible to the community. The added value of course is that the police will be more centralised and will capture some of the Centre’s ‘foot traffic’ – it is a move that we hope will strengthen the relationship between the community police and the community.

5.2.4 Church Group Users

The Centre has seen a huge increase in usage by church groups and next year the demand for space on a Sunday has become challenging. Our intention is to accommodate as many of the groups as best we can – it is going to require compromise from all parties to make it work.

Due also to the groups wanting to continue through the shut down period of 17 December 2010 to 16 January 2011, we are negotiating with contractors to make the hall space available on Christmas Eve, Christmas Day, New Year’s Eve and 2 January 2011, so that continued church services can happen. This is an acknowledgement that we recognise this season to be one of the most important times in the Christian calendar and want to do our best to accommodate that whilst not taking any risks regarding health and safety with the major works that will be happening in the centre.

5.3 Maintenance

The installation of the new air-conditioning system in the hall is almost complete. The work was carried out efficiently and meant little disruption to our users. A heat pump has also been installed in the foyer of the community police base. Holes in the hall have been repaired and the main door which has

been causing problems is now fixed. Major work over the Christmas season for Tawa Community Centre will include:

Cleaners are stripping the floor

- i. The studio is being fully repainted
- ii. The vinyl in the toilets and the kitchen attached to the studio is being replaced.
- iii. Further maintenance on the new heating unit in the roof to repair leaking issues.
- iv. A new external door is being put into the window in Area 1 out onto the street for the community police.
- v. All other major, annual cleans of windows, ceilings, blinds etc will take place.
- vi. All the heavy partitions in Area 1 are being detached from the walls and ceilings and reconfigured to accommodate the new police volunteers seating area.

5.3.1 New furniture

The boardroom table and chairs have been replaced. Approximately thirty users were asked their preferred choice of table colour. Eventually we would like to replace the public chairs with the current new ones and purchase new soft cover swivel chairs for the table. The old furniture has been used to furnish A6, the police base office, and a few pieces went out into the community.

We have purchased eight new lightweight trestle tables for the hall plus a trolley. This clears clutter from the hall kitchen and ensures safer storage procedures for users.

5.4 Coming Up

5.4.1 October

- Tawa Art & Craft Society Expo

5.4.2 November

- Emergency Preparedness – local schools
- End of Year break up Youth BBQ – target year 8s
- 8-10 year olds after school art classes
- Community Pot Luck Dinner – 20th November
- Tawa College Adult and Community Education Exhibition – 26th November

5.4.3 Coordinator Moves On

We are very sad to lose our current coordinator, Lynette Te Paa, to the National Library. Lynette came to us from Tawa Library to be the coordinator at Newlands Community Centre, moving to the Tawa Community Centre in January of this year. Lynette has done some wonderful work with the Tawa community since 2004, through her roles in the library and the Centre and we have valued her commitment to providing opportunities for community activity

to all sectors of the community, especially youngsters in our schools. We wish Lynette the very best for the future. It is our intention to have a replacement coordinator in place ready for our reopening date of 17 January 2011.

6. Linden Social Centre

6.1 User Statistics for Linden Social Centre

Table 1 shows the number of users:

| Users | |
|----------------------|------|
| Jan-March 2009/2010 | 2496 |
| April-June 2009/2010 | 2699 |
| July-Sept 2010/2011 | 2809 |

Table 2 figures are based on hired hours:

| Occupancy | | | |
|--------------|----------------|--------------|-------------|
| Quarter | Hireable hours | Booked hours | Occupancy % |
| Jan – March | 1080 | 212 | 19.6% |
| April – June | 1092 | 339 | 31% |
| July – Sept | 1104 | 208 | 18.8% |

There is a substantial decrease in use of the Hall in the July-September months because the Tawa Theatre Group has cancelled all bookings from July to the end of 2010. They have had significant leadership changes and cannot deliver their planned theatre performances.

The result is that the Hall is available for hire many nights and weekends during the rest of the year. If residents would like to book community or holiday events for 2010, they should utilise the City's website online booking form at <http://www.wellington.govt.nz/services/commcentres/halls/booking.php>.

6.2 Maintenance

The new carpet, replaced in May, had some edges coming up at doorways to storage areas; these have been repaired. Other minor maintenance items have been completed in a timely manner. There have not been any major renewals in the last quarter.

The work being carried out during the shut down period at Linden includes :

- i. All major annual cleans of windows, ceilings, blinds etc
- ii. Stripping floor.

6.3 Upcoming

Linden Social Centre has one new user on a Friday afternoon, making/bottling jam.

We are currently coordinating regular bookings for 2011.

WEMO has requested to use and expand one of the storage cupboards for Civil Defence use, and that construction will take place in the next few months. No other renewals or major maintenance are scheduled.

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.

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| Supporting Information |
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| <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> |