
REPORT 4
(1215/12/IM)

MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT JULY TO SEPTEMBER 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, holiday programmes, reading programmes such as BookBusters 7&8 club and BookSeekers for the 9 to 12 age group, as well as a Baby Rock & Rhyme programme for parents and under two year olds. For the adults we run monthly Tea & Tales sessions.

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 2011-2012

The library's strategic challenges for 2011 - 2012 are as follows:-

- i. Strategic leadership of the cluster to meet the Long Term Plan, business plan and tactical objectives:
 - o Staff continue to provide programmes for adults and children. Various staff are involved with network-wide objectives targeting different customer groups.

- ii. The Cluster (Khandallah, Johnsonville and Tawa) delivers on increasing the business – cluster target is to increase adult non-fiction issues by 10%:
 - Targeted displays depicting the different genres have resulted in an 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.
 - There have been no injuries or accidents reported in the last quarter
- 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 adult non-fiction collection by ensuring displays are set up every fortnight, depicting the various genres. All staff have chosen a topic and a planned approach has been agreed throughout the year.

Staff have provided an NCEA reading list for students which is proving very popular. Students are using the library for study as well.

Baby Rock & Rhyme numbers are growing and new faces are coming to the session. This is 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.

Free internet for 30 minutes has been available to customers since September and customers have given very positive feedback on the initiative. This service is offered network-wide for the duration of the RWC 2011.

Tawa library closed early on Monday 15 August to enable staff to get home safely before the snow made it dangerous to travel. The library was also closed on Tuesday 16 August as staff were unable to travel safely to work or they were snowed in.

4.2.2 Staff

A staff member accepted a temporary position in the Central library and another has returned from her secondment in the West Cluster.

A new coach, Kathleen, was appointed and is currently based in Johnsonville.

4.2.3 Programmes and Events

The Tea & Tales sessions are still proving popular and attendees have been bringing their own reading material to the meetings to share.

Spring into Tawa was extremely popular this year with approximately 918 customers visiting during the day – double the usual number. Staff members organised various activities for the customers, e.g. count the jellybeans, X marks the spot, Dewey Decimal treasure hunt, books under wraps. These activities were family orientated to ensure both adults and children took part. Prizes included free DVD vouchers and two coffee table books. Adults commented that they appreciated the chance to win prizes as this is usually for the children. Balloons and lollies were handed out throughout the day.



About 30 children and adults braved Wellington's coldest day of the year in July to attend the World Wide Weird School Holiday Activity. Staff members shared some disgusting and weird facts from The Guinness Book of World Records and the children joined in some weird challenges as can be seen in this photo.

Leadership Week – The library hosted the Youth Ambassador to Antarctica who spoke to a group of local young leaders from Tawa Intermediate School

4.2.4 Maintenance

An investigation has shown various problems with regards to the roof and, as a result, repairs will be undertaken in the next quarter.

The exterior of the building was painted as part of the renewals system in the last quarter. Problems were, however found and the painters had to return to 'touch up' parts that were not painted correctly.

4.2.5 Other

There have been a couple of incidents with children and teenagers on the roof at the library. In one instance three 12 year olds were picked up through the security system at 2.46 am and have been reported in Report Manager.

4.3 Statistics

	Issues	Visitors	New borrowers	Under fives attendance
July-Sept 2011	41 336	36 727	154	822
July-Sept 2010	45 782	37 794	163	627
+/-% var	-9.7%	-2.8%	-5.5%	31.1%

- The statistics reflect a slight fall in most areas which is consistent across the network. 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.

	Baby Rock & Rhyme	Pre-school storytimes
July-Sept 2011	353	362
July-Sept 2010	191	318
+/-% var	+84.80%	+13.80%

- The increase in the 'under fives attendance' can be attributed to the Baby Rock & Rhyme sessions on Friday mornings being popular with the community.

4.4 Plans for the next quarter

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

- Continue to look for ways to promote the adult subject areas
- Promote to parents and carers of pre-school and primary school aged children
- Support the northern "hub" of Council services and work closely with the Tawa Community Centre.

5. Tawa Community Centre

5.1 Centre Outcomes

We want Tawa to be well used and meet customer expectations

The total number of users has increased by 3.4% from the last quarter, and increased by 7.9% since this time last year.

We are planning a customer survey and community meetings to assist us in understanding customers' expectations of the Centre.

The centre supported the Tawa Arts and Crafts group with their Expo.

We want to improve environmental sustainability

We are replacing the venetian blinds in the hall with drapes. They will be thermal backed to increase insulation and heat retention in the hall.

The centre has switched to Fair Trade Coffee in accordance with Wellington City Council's policy.

We plan to install an energy monitor to assist us monitor hourly, daily or weekly usage as well as that of individual appliances.

We want to maintain and develop partnerships with community groups

We are interested in resuming an after-school programme at Tawa and are exploring options with Challenge 2000. We are also looking at the feasibility of running some youth events in conjunction with specialist sector providers.

We celebrated Mental Health Awareness week with residents of Tumanako House who painted a poster to mark the week. We plan to develop more joint projects with the House.

We hosted a Mums and Bubs potluck lunch which was well attended, plan to promote this further and aim to hold these weekly as well as attracting more participants.

Spring Into Tawa was very successful again this year and an opportunity to promote the centre through flyers.

We want to promote the centre

Expressions of Interest (EOIs) forms have been sent to all current regular and potential customers so we can plan for next year's usage and identify available times.

A weekly “What’s On” (appendix one) is sent out to the growing database and is included on the Tawa Link website.

City Life assists us in promoting the weekly “What’s On” and includes an abridged version in their publication - space permitting.

We promote Community Resilience

Council’s Emergency Preparedness Grants are being promoted within the Centre and externally. There are two application rounds: October 2011 and March 2012.

We work with other council groups to promote Tawa Community Centre

We are working across Council to develop programmes; this includes programmes with Recreation Wellington and the Tawa Library; such as offering table tennis on the afternoons the Library plans to hold homework sessions.

A project brief is being put together to ascertain the viability of local youth preparing and painting a mural in, or around, the Centre.

We will ensure Tawa and Linden Centres are safe and fit for purpose

We have undertaken repairs and maintenance to Tawa centre including:

- Repairs of leaky windows, bathroom tiles and a way to fasten the front doors, thereby getting rid of the need for the “pot-plant door stop”. This will also allow us to have the doors open and the centre more welcoming;
- Progress on implementing the recommendations of the accessibility audit continues and we are obtaining costs for wheel stops; parking lines are being repainted; accessibility car-parking signs repainted and accessibility signage sought. These works will be diaried as soon as practicable;
- A lockable half-door was installed at the office to increase security for staff, especially when there is only one staff-member rostered on;
- A replacement kitchen dishwasher kitchen will be installed next month;
- A review of all signage over the next few months, internal and external.

5.2 User Statistics for Tawa Community Centre

There has been an increase in the number of users hiring the centre – the total number of users has increased by 3.4% from the last quarter, and increased by 7.9% since this time last year (Table one) .

Table 1: Total number of users

Users 2010		Users 2011	
January-March 2010	4,783	January-March 2011	6,805
April-June 2010	8,469	April-June 2011	9,637
July-Sept 2010	9,196	July-Sept 2011	9,985
Oct -Dec 2010	8,520	Oct-Dec 2011	

Table 2: Total hours hired (2010)

Occupancy - 5 available spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
April – June 2010	6,630	922	13.9%
July – Sept 2010	6,705	972	14.5%
Oct – Dec 2010	7,245	948	13.1%

Table 3: Total Hours Hired (2011)

Occupancy - 5 available spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
Jan-March 2011	5,775	756	13.1%
April-June 2011	6,300	908	14.4%
July-Sept 2011	6,300	850	13.5%

5.3 Tenants

There is no change in tenancies.

6. Linden Social Centre

The Linden Social Centre continues to offer music, exercise, cooking and study classes. Two church groups use the facility on Sundays and the Tawa Lions, Tawa Good Neighbours and the Tawa Community Theatre Group use it throughout the week for meetings. The community Zumba class is still well attended on Saturday mornings. The Porse Children's Music Group also used the Centre for two months.

6.1 Events

- Meetings have been set up for late October with the Good Neighbours group, and the Tawa Community Theatre Group in order to build stronger relationships with these two key groups before we develop more programmes and events within the Social Centre;
- Challenge 2000 ran a Holiday Programme over two Wednesdays of the July school holidays. These were not well subscribed and following evaluation with Challenge 2000 we have decided that more marketing would be needed in future.

6.2 Maintenance

The asphalt at Linden Social Centre's carpark needed re-surfacing and we have moved this forward in the Maintenance Renewal Programme to 2011/12 (planned renewal was 2012/13). As soon as the asphaltting is completed the parking lines will be re-painted.

6.3 For the next quarter

The Co-ordinator is still in discussion with the Plunket nurse to start a Mums and Bubs group out of the Linden Social Centre. This will be aimed at younger mums and facilitated by Pania who runs the current Mums and Bubs at the Tawa community centre.

6.4 User statistics for the Linden Social Centre

Occupancy – 1 available spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
Jan – March 2011	1260	144	11.4%
April – June 2011	1274	192.5	15.1%
July – Sept 2011	1288	193	15.0%

NOTE: These figures reflect the regular users only. One-offs are not included.

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

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