
REPORT 5
(1215/12/IM)

MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT OCTOBER TO DECEMBER 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 728 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:
 - Staff continue to promote the collection and library services as well as provide programmes for adults and children. Staff are involved with network-wide projects targeting reluctant technology users, parents of pre-school and school aged children and adult fiction

- (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 of 4% for this period compared to the same period in 2010.
- (iii) Encourage the teams to increase customer contact by working closely with customers out in the library, promoting library products and services
 - Staff spend more time assisting customers in the library 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.
 - No injuries or accidents were reported in this 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

- The team concentrated on promoting the adult non-fiction collection, depicting different genres, by ensuring displays are changed every fortnight,. Staff have chosen a topic and a planned approach has been agreed throughout the year. Examples of displays this quarter included Indian cooking, music, drawing/painting, Feng Shui and Christmas.
- Baby Rock & Rhyme numbers are growing and new faces are coming to the session. Attendees are often seen in the library long after the programme has finished, chatting, or groups of mums go off for coffee together afterwards.
- The library wide ‘Treat yourself Thursdays’ magazine promotion was launched in September, which allows customers to borrow magazines free of charge every Thursday until the end of December. This has proved very popular and some people have changed their usual visiting day to coincide with the offer. Magazine issues across the cluster have risen by almost 120%, with Tawa increasing by 168% (October to end December) when compared to the same period last year. Due to its popularity the offer has been extended to 26 January 2012.



4.2.2 Staff

- Our collection maintenance team member will be leaving at the end of January to further her university studies.
- The Tawa team won the Council wide ‘Christmas Pod Decoration Competition’ coming first in the Kiwiana category.
- A temporary team member has been appointed to fill the hours vacated by a staff member being seconded to the Collection Development team in the central library until April 2012



- A number of staff were able to attend sessions at the annual library conference run by LIANZA (Library & Information Association of New Zealand Aotearoa), held at the Michael Fowler Centre. Rose presented her study tour findings at the conference.

4.2.3 Programmes and Events

- Team members ran a very successful October holiday programme – *Pastimes Past Times*. Staff from the Museum of Wellington: City & Sea brought toys and household objects for the children to explore. Children and staff dressed for the occasion and individual photos were taken.



- A member from Alzheimer's Wellington Association visited Tawa and Johnsonville in December to talk about early signs of dementia and steps to help deal with the condition. Her advice was greatly appreciated by attendees.

4.2.4 Maintenance

An investigation showed various problems with the roof resulting in ongoing leaking and major repairs were undertaken during December. The contractor needed to see what damage had been done between the ceiling and the roof space and areas of the ceiling were exposed. These could not be repaired until the roof was watertight again. There have been no further leaks in the past month, despite heavy rain.

4.3 Statistics

	Issues	Visitors	New borrowers	Under fives attendance
Oct-Dec 2010	39158	34420	127	537
Oct-Dec 2011	40999	34759	139	544
+/-% var	5%	1%	9%	1.3%

I am pleased to report an increase in issues and visitor numbers partly due to free magazine issues on 'Treat Yourself Thursdays' and the free 30 minute internet sessions during the Rugby World Cup 2011 initiative (October). 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 Challenges and Opportunities

The following are planned for the next quarter:-

- Continue to promote the adult non-fiction collection at all sites.
- Support the northern hub of Council services by sharing information and ideas, and sharing resources within the cluster.
- Work with library-wide teams on the customer themed Tactical Objectives
- Trial the new Business Continuity Plan and the new North Cluster Call Tree.

5. Tawa Community Centre

5.1 Events and Programmes:

We want Tawa to be well used and meet customer expectations

The Tawa Community Centre had a busy quarter. Throughout the months the Centre hosted events including the annual Arts and Crafts Expo, an SPCA adoption day, and an Adult Education Art Exhibition.



We also ran events that were very well attended by the public, including 2 Suicide Prevention Workshops facilitated by clinicians from Otago University, a poster making activity for Mental Health Awareness Week which was attended by housemates from Tumanako House, and an end of year afternoon tea.

We want to improve environmental sustainability

We have replaced the venetian blinds in the hall with thermal backed drapes to increase insulation and heat retention in the hall.

The centre now uses Fair Trade Coffee in accordance with Wellington City Council's policy.

An Energy Monitor has been installed, and we will be able to get regular updates on our power consumption.

We want to maintain and develop partnerships with community groups

We held 2 Suicide Prevention Workshops in the Centre in December, in partnership with Otago University and both sessions were extremely well supported.



We have been planning for the next quarter and will be resuming an after-school activities programme at the Centre for 2012 on Tuesday 14th of February with specialist sector providers Challenge 2000 coordinating this. Initially for 2 afternoons per week, Tuesdays and Fridays, (3–5pm) but with an open view to adding more days should popularity and numbers increase. Meetings with Tawa College and Tawa Intermediate School have been scheduled

to gather information and ideas to enhance activities options. There will also be a sausage sizzle at the Centre on Tuesday 7th of February from 3–5pm for a “consultation and engagement session” with the pupils to find out what programmes or events they’d like to participate in - i.e. sausage for a survey (no survey...no sausage!).

We have partnered with the Tawa College Adult Education coordinator and will be introducing Pilates here in February.

The Poetry Group met to put together a Calendar of Poems for 2012.

We want to promote the centre

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

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

Posters for various events and programmes are posted in the library, and various businesses and shops around Tawa

A review of the flow of the rooms is currently being undertaken in an effort to increase the appeal of the Centre.

We promote Community Resilience

a) We have promoted the Council’s Emergency Preparedness Grants within the Centre and externally. We planned, and held, an information evening to

promote WCC's Grants, and the Tawa Community Grants, and this evening was very well attended. We received some extremely positive feedback, and WCC's Grants Advisor, Phil Railton-Jacks has followed up with all attendees.

b) We now stock and sell WEMO's emergency water bottles and will be promoting this initiative widely throughout the community.

We work with other council groups to promote Tawa Community Centre

As mentioned in our previous report, we planned to work with Tawa Library to develop programmes with school pupils. After a homework session at the library, they are now migrating to the Centre for table-tennis, cards and other social activities. We are also planning Push Play activities for our after-school programme participants with Recreation Wellington, and in conjunction with Challenge 2000.

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

a) Health and Safety audits are conducted quarterly with the next one due in January 2012.

b) There is a new dishwasher in the kitchen.

c) Parking lines have been repainted in the Linden carpark, and the accessibility car-parking signs.

5.2 User Statistics for Tawa Community Centre

2012 Expression of Interest forms were completed by our regular, and prospective, users and returned by the end of 2011. The regular user groups have been identified and confirmation letters sent out for the 2012 year.

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	9985
Oct -Dec 2010	8520	Oct-Dec 2011	9825

Although user numbers appear to be slightly down for this quarter, the Christmas close-down period should be taken into account, and when you compare this to Table 3, shows the real growth in occupancy – up from 13.5% to 18.8%.

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%
July-Sept 2011	6300	850	13.5%
* Oct–Dec 2011	* 4200	* 790	* 18.8%

*** Note: The Occupancy is now calculated over 4 available spaces, as Area 4 is leased by the Community Police, and this calculation will be used for all future reports.**

5.3 Tenants

There is no change with tenants occupying the centre.

5.4 For the next quarter (January – March 2012)

- A Grants and Funding information evening to highlight WCC and the Tawa Community Board grants – 18th January 2012;
- Monthly SPCA Adopt a Pet days – 21st January 2012, then monthly;
- Joint Holiday and After-School programmes with Tawa Library and Recreation Wellington – ongoing;
- Community Meetings – Linden’s 22 February 2012;
- A Community Quiz night is planned for 25th February;
- Race Relations’ Day activities at both Linden and Tawa Community Centre – 21 March 2012;
- A User Survey is nearly completed and will be handed out to all regular, one-off and drop-in customers to gauge their expectations of us.

Linden Social Centre

The Linden Social Centre continues to offer 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 the Tawa Community Theatre Group, and the Community Zumba class is still well attended on Saturday mornings.

5.6 Events

Planning is underway for 2012 events.

5.7 New users

Tracey Odell will begin running dance classes out of the Community Hall from early February.

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%
Oct – Dec 2011	1151	200	17.0%

NOTE: These figures reflect the regular users only. One-offs are not included, though one-off use continues to be strong.

5.8 Maintenance

The Community Hall is currently undergoing extensive re-painting, and an exterior building wash and internal window cleaning is scheduled for end of January.

5.9 For the next quarter

- a) A Community Meeting will be held on Wednesday 22nd of February from 7–8.30 to determine the community's needs for the centre, and to establish and develop relationships within the Linden community.
- b) A Race Relations' Day event will be held, with one of the local schools invited over to make clay figures, and possibly join in with some of the local user groups and identities.

6. 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</p> <p><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</p> <p>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>