

REPORT 4
(12/15/12/IM)

MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT OCTOBER TO DECEMBER 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

- On 1 October the new clusters were in place resulting in the North Cluster reducing as Khandallah Library is now being managed by the West Cluster
- Visitor numbers and issues at Tawa fell by 10.89% compared to the same quarter last year. However, attendance at children's events was up by 35%
- The October holiday programme was based around Gruesome and Gory Fairy Tales. Special early evening Christmas storytimes also attracted many children to both sites.
- Tawa library hosted the launch of the final volume of Tawa Historical Society's publication "Best of Tawa".
- Additional earthquake strengthening assessments for Tawa Library showed that less work is required than initially planned.

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.

4.2 Highlights

- The library-wide restructure was implemented on 1 October with some staff changes.
- All Wellington City Libraries are now able to offer free Wi-Fi to customers. This has been successful with our customers due to there not being many other businesses that offer this free service.

4.2.1 Programmes and Events

- The theme for the October school holiday programme was Gruesome and Gory Fairy Tales, commemorating the 200th anniversary of the Brothers Grimm. Staff members dressed in witches' costumes, and the scary stories were accompanied by spooky sound effects played on a double bass by a team member's husband.



A special Christmas story time, for children aged 3-8, was held. Children were encouraged to come dressed in Christmas costumes, or in their pyjamas, as the session was held at 6.30pm

- Tawa Library hosted a successful launch of the third and final volume in the series "Best of Tawa", published by the Tawa Historical Society. The library provided the venue and tea/coffee, and opened late to welcome members of the Society. We also displayed our Local History items, which interested the group.

- The building's earthquake risk has been reassessed with new information given to the engineers. As a result, less remedial work is needed. The ceiling area over the children's section will be strengthened, the ceiling at the east end of the workroom and over the internal public toilet and some of the internal pillars. The work will be carried out in the next quarter.
- Tawa Library worked with staff at the Community Centre to co-host Christmas Pre School storytimes (PSST) & Baby Rock & Rhyme (BR&R) sessions. After the usual sessions were held at the library, the families were invited to the Centre for morning tea and craft activities. These joint sessions were enjoyed by all and received excellent feedback from parents. This is an initiative we will repeat in 2013.
- To help promote the libraries' collections, displays at Tawa have included study and careers advice, Christmas on a Budget, audio books and summer holiday fun. In the lead-up to the Christmas holidays, the site had a prominent promotion of Books on CD, aided by the loan of mannequins from the Central Library Displays team. This resulted in a 2% rise in issues compared to the first quarter.



- Tawa, as with all branches, received items in the newly-created category of discounted adult DVDs that can be borrowed for only \$2. The collection was heavily promoted and issued well in the quarter.
- Tawa Community Board arranged for the installation of hanging baskets along the shop verandas down Main Road, including outside the library.

4.2.2 Staff

The library-wide restructure took effect on 1 October. Some staff were appointed to another cluster and some have changed their hours.

Following Jane Hill's promotion to Manager, City Communities Group, Rose Barker is Acting Libraries Manager, a role shared with John Stears.

One new part timer was appointed this quarter and one seconded to the Selection team in the central library until October 2013.

4.3 Statistics

	Issues	Visitors	New borrowers	Under fives attendance
Oct-Dec 11-12	40,999	34,759	139	28
Oct-Dec 12-13	36,025	30,973	134	38
+/-% var	-12.13%	-10.89%	-3.60%	35.71%

- Children’s programmes include BR&R, PSST, class visits and holiday activities. Despite BookBusters and BookSeekers ceasing this year, attendance at children’s programmes rose despite holding less programmes. These programmes were replaced by an online book club which is proving to be very successful. Children have completed the first step in the rewards programme by writing two book reviews. There have been many new parents attending BR&R sessions, which starts a new habit of library use for young families.
- The numbers of visitors and issues has dropped continuing the library-wide trend. Issues of adult fiction and audio books rose compared to the previous quarter due to staff promoting the collection, but children’s issues fell.
- Tawa Library continued with regular weekly visits from Hampton Hill and St Francis Xavier schools. We had excellent feedback about the presenters and the increasingly interactive and technology-based sessions.

4.4 Challenges and Opportunities planned for the next quarter

- Tawa library earthquake strengthening work is planned for early 2013. This may result in some disruption to staff and customers due to changes in shelving layout and possible noise from the builders. It will provide a good opportunity to re-think how services and collections are located and presented to customers.
- Continue to work with other WCC units. There was successful collaboration with Tawa Pool to promote its re-opening, and with the Tawa Community Centre to co-host children’s events. It is hoped this co-operation can be continued in the future.
- Work with library-wide teams on the customer themed Tactical Objectives – increasing card usage by Children & Young Adults customers, and reaching out to 18-29 year olds.

5. Tawa Community Centre

The Tawa Community Centre and Linden Social Centre continue to support community activities and programmes, with a concentrated focus on increasing

Linden's community profile. It's heartening to see the increased use of both spaces, as reflected in the usage and occupancy figures elsewhere in this report. We're also pleased to report that at Tawa Community Centre we now offer free WIFI plus the use of 2 PC's to anyone in Tawa who lacks access to these essentials

5.1 Events and Programmes

The Tawa Community Centre staff are working hard to increase the Centre's presence within the community, and daily drop-in numbers have increased substantially. We continue to develop working relationships with other Council Business Units, local organisations and businesses to help achieve common outcomes within the centre and community. We have organised joint activities with Tawa Library staff, City Arts, Tumanako House (Pathways), the Tawa Poets Society, and the Tawa Community Board this quarter.

New relationships include those we are building with Longview Rest Home, Tawa-Linden Plunket Society, Presbyterian Support, Arohata Prison chaplains and volunteers, Kiwi Community Assistance (KCA), Tawa Primary School, Dress for Success and Greater Wellington District Council. .

Activities and focuses for the quarter to December 2012 included:

- Working with City Arts and Challenge 2000 to help facilitate and complete the Tawa Skatepark mural, which was completed in November;
- Celebrating Mental Health Awareness Week with Tumanako House. We had a pot-luck morning tea, and a sing-a-long with around 25 people attending;
- Assisting the SPCA to hold another Pet Adopt-a-Thon at the Centre;
- Continuing to receive donations for Kiwi Community Assistance, as well as offering them extra space a couple of days a week to sort the ever increasing donations;
- Combining with Tawa Library to host 2 of their Baby Rock n Rhyme programmes, with the mums and bubs coming back to the centre for Xmas craft activities and morning tea;
- Organising a combined Volunteers' Day and Christmas Carols pot-luck lunch with around 50 people attending, including Arohata Prison chaplains and volunteers who were really grateful to be invited. Everyone sang carols and had a fabulous day. Thanks to Tumanako House for decorating our Centre for us;



- Organising an Art Exhibition at the Centre for Tawa Primary School's budding artists;
- Starting up a Friday Coffee & Quiz morning; and
- Hosting a number of local events including: the Wellington Rocks Earthquake Briefing and funding corflute posters in and around Tawa advertising the event (thanks to Malcolm for his assistance with these); Assisting with the Tawa Primary School Awards and setup; Helping organise Kiwi Community Assistance's first birthday party.

5.2 Statistics

Table one: User numbers for Tawa Community Centre

Table 1: Total number of users (2011 and 2012)

Users 2011		Users 2012	
January-March 2011	6805	January-March 2012	9465
April-June 2011	9637	April-June 2012	11820
July-Sept 2011	9985	July-Sep 2012	13575
Oct -Dec 2011	9825	Oct-Dec 2012	12709

Table 2: Total hours hired (2011 and 2012 Occupancy)

Occupancy – 4 available spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
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%
Oct–Dec 2012	3600	1429	39.7%

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.

5.4 For the next quarter

- We will work to further promote the services of the Centre to the wider Tawa and Linden communities;
- U3A will make use of our free WIFI by introducing a weekly Computer Chatter Group;
- Weekly Drama Classes with Helen O'Grady start in February, and will run every Monday afternoon;
- A craft activity has been organised with the residents of Longview Home in February for Recycling Month;
- We will have an Easter craft activity, jointly organised with Tawa Library;

- A weekly baby sing-a-long has been organised with Staff and local mums;
- A weekly Mums and Bubs Pilates class will begin at the end of January and run every Thursday;
- Activities will be planned for a number of important events, including Race-Relations Day, Neighbour's Day (in conjunction with the Tawa Community Board, and Street BBQ's) and a static display in the Centre by WREMO, and an Arthritis NZ Seminar; and
- We will be focusing on health and safety awareness of our staff and customers to increase the safety of our environments.

6. Linden Social Centre

6.1 Events and programmes

Linden now has an office PC and printer, allowing for a functional office environment, and the ability to take bookings, book out keys, and manage the facility more efficiently. Angela and Hinetai are continuing to develop relationships to increase awareness and bookings of the Centre, including Linden School, Tawa-Linden Plunket, users of the Doris Mills Lounge and Enliven.

Regular users of the Centre include Tawa Lions, Feldenkrais, Porse Mana Music, New Apostolic Church, Brenda Stickley Movement Classes, Sri Lankan Dance Academy, Helen Aitken Greatest Cakes, Christian Mission Fellowship and Avon Cosmetics.

Activities and focuses for the October–December quarter included:

- We helped organise the Dress for Success workshop for teenage girls in December, with 22 girls aged between 13 and 15 yrs attending. We were delighted with the response and will look to organise another mid-year. KCA also contributed with clothing for the young ladies;
- Enliven continued to provide Tai Chi sessions every Wednesday morning. These will continue in 2013, but held every Thursday morning instead. The Doris Mill Lounge ladies are very excited to be able to attend;
- Tawa Theatre Group continues to utilise the facility on a regular basis, with 3 shows planned for 2013

6.2 Statistics

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

Table 1: Total hours hired (Occupancy – single space)

Occupancy – 1 available space			
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%
Jan – March 2012	1108	284	26%
April – June 2012	1456	321	22.0%
July – Sept. 2012	1380	336	24%
Oct–Dec. 2012	900	361	40.1%

6.2 For the next quarter

Activities and programmes planned for the next quarter at Linden include:

- A funding evening facilitated by Wellington City Council;
- Arthritis NZ free seminar;
- Race Relations Day activity with the local school;
- Neighbours' Day street BBQ, and a static display in the Centre by WREMO;
- A Teddy Bear's picnic for the local kindergartens at Duncan Park for Parks Week (in March);
- A new Tai Chi class beginning in February;
- A mums and bubs walking/social group; and
- We will be programming events and activities focused on seniors, adults who are home during the day, caregivers and pre-schoolers over the coming quarter.

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>