

2. How Does This Policy Relate to Council's Strategic Direction?

The policy has been developed within the context of Council's strategic direction. This section provides a description of each component of Council's planning framework and the role of library services within it. A key theme that emerges is the need for a range of services which provide opportunities for education and learning; information and advocacy; and recreation and leisure. Access to these services is vital for building strong and healthy communities and economies. Council, by recognising public libraries as a core service, acknowledges that they provide access to information, collections and activities which may not otherwise be provided.

The Library Policy is the link between the broad outcomes and objectives of Council's strategic direction and the details of the operation of the libraries. This is represented in [Diagram 1](#).

In 1996/97 Wellingtonians developed their own vision for Wellington contained in *Our City Our Future: strategy for the future of Wellington*. Based on this Council developed its *Strategic Plan* with outcomes and priorities which balance two important strategic directions:

- Building and enhancing the foundations of the city
- Fostering points of difference to shape a vibrant, liveable and internationally competitive city

Details about how the outcomes will be achieved are included in subject area strategies such as the *Social, Recreation, Economic Development and Arts Strategies*.

Specific steps in the achievement of the outcomes for each financial year are set out in the *Annual Plan* and progress is reported in the *Annual Report* and *Right Here Right Now: Wellington's State of the City Report*.

Details of the operation of Wellington City Libraries are set out in the *Management, Operation and Maintenance Service Level Agreement for Libraries*, *Libraries Asset Management Plan* and the *Libraries Customer Charter* and other operational policies.

2.1 What is in Our City Our Future?

Our City Our Future sets a series of goals in eight theme areas. A number of these have recognised the importance of libraries in achieving those goals. They also demonstrate the high level of importance Wellingtonians place on library services. Relevant goals include:

- Wellingtonians develop to their fullest potential through support and encouragement
- Abundant opportunities for lifelong learning - including the target that libraries are maintained and enhanced to encourage and support lifelong learning
- The City's information resources are readily available and positively enhance a sense of community - including the target that libraries are maintained as community information access points
- Wellington's facilities and resources make it the first choice venue for a wide variety of sporting recreation leisure and entertainment pursuits - with a target of high quality multiple use facilities
- The well being of people of all ages is promoted through formal, informal, passive and/or active participation - including a target of increasing the proportion of Wellingtonians using the public library system

DIAGRAM 1: Relationship Between Library Policy and Council's Planning Framework



2.2 What is in WCC's Strategic Plan?

The Key Achievement Areas (KAAs) and outcomes from the Foundations of the City which indicate the need for education, information and recreation services are listed below. Each of these has been assessed in terms of the contribution that library services make in achieving them.

Outcomes where library services make a **major** contribution:

- **Developing Potential**
People are encouraged to develop their full potential as individuals and members of the community
- **Access to Resources**
All residents have access to community resources and public services
- **Education**
Wellington recognises education as an essential contributor to a strong economy
- **Recreation Opportunities** Wellington offers a diverse range and an abundance of quality recreation and leisure activities and facilities that are easily accessed and affordable

Outcomes where library services make a contribution:

- **Cultural Diversity**
Wellington welcomes, values and celebrates a diversity of cultures
- **Participation**
People are encouraged to participate in community networks and the decision-making and development of their city
- **Partnership**
Council and Mana Whenua partnerships fulfil the City's obligations under Te Tiriti O Waitangi (the Treaty of Waitangi)
- **Quality of Life**
The City provides lifelong opportunities for access to the arts thereby enhancing the quality of life of residents
- **Diversity of Arts**
The City values and celebrates the arts of a wide diversity of cultures
- **Participation and Health**
Increased participation in recreation and leisure activities enhances overall health and well being
- **Events and Identity**
Year-round recreation activities and events contribute to the economic prosperity and identity of Wellington
- **Compact City**
Wellington is a compact city with mixed land uses structured around a vibrant city and suburban centres, and connected by major transport corridors.

How these outcomes translate into specific targets and measures for Wellington City Libraries is included in [Section 5](#) of this policy.

The key priorities for the next three years are highlighted in Wellington's *Points of Difference*. For 2000 to 2002 the main priority where library services make a contribution is:

- Enhancing the opportunities for citizens to guide decision making in their community including the objective to strengthen decision making processes by providing better opportunities for consultation and debate on major issues

Council also has a number of **business outcomes** (*Draft Annual Plan 2000-2001*) which focus on projects and programmes that enhance Council's ability to achieve its goals. Library services make a contribution to the Council's business outcomes dealing with information and technology issues (including E-commerce and customer service).

2.3 What About Other Council Strategies?

The (*Draft*) *Social Strategy* focuses on building strong communities. Education, information and recreation services have a key role to play in supporting communities and economies.

The *Recreation Strategy* focuses on having a range of facilities and activities that contribute to people's health and well being as well as the identity and economic prosperity of the City. Library services make a key contribution to objectives built around access and opportunities.

Library services also make a contribution to supporting business and business nodes outlined in the *Economic Strategy*.

The *Arts Strategy* recognises the significant role that libraries play in the profile of arts in Wellington.

Key objectives from each of the above strategies, linked to specific outcomes and related to targets for Wellington City Libraries are included in section 5 of this policy.

2.4 What About the Annual Plan and Funding Policy?

While the Strategic Plan and Strategies cover a 3 year period, Council is also required to produce an *Annual Plan* in consultation with its community. This covers all of the work Council will undertake that year, including projects, programmes, services and facilities, to meet its strategic objectives. Budgets or costs are determined for the work and the annual rates are determined from these costs. The Annual Plan includes a *Funding Policy* which enables Council to determine how to fund each service it provides.

Through the Funding Policy, Council has determined that the benefits of library services accrue to both individuals and the community as a whole. Further, Council has decided that because libraries make a significant contribution to improving the quality of city life, it is fair that all sectors make a contribution to the cost of these services. It is important that access to the core services provided by Wellington City Libraries are not compromised by user charges. At the same time scope exists for the recovery of some costs through user charges.

2.5 What About Other Council Policies and Plans?

This Library Policy provides an overarching framework for the services of Wellington City Libraries. The Council has developed specific policies which provide details on those services and will continue to do this.

The key documents which detail the services that Wellington City Libraries will provide are the Management, Operation and Maintenance Service Level Agreement for Libraries, the Libraries Asset Management Plan and the Libraries Customer Charter.

This library policy provides the enabling link from the Strategic or "big picture" outcomes and objectives to these operational documents.

The *Service Level Agreement* (SLA) specifies the delivery of a comprehensive library service for Wellington City Council to be carried out by the Library Business Unit. It contains operational details such as specific service and access requirements which must

be supplied by the Business Unit which will result in the outcomes and objectives Council desires (as detailed in Section 2.2). It also contains targets and measures which need to be monitored and reported. The Library Policy will be implemented primarily through the Libraries SLA.

The LGA Amendment Act 1996 requires all Councils to prepare *Asset Management Plans*. These describe the current condition of assets, desired level of services and a lifecycle management plan to maintain that level of service. The Strategic Plan together with the above strategies and the Library Policy describe the objectives that Council is seeking from the asset. The asset management plan takes this strategic direction, together with legislative requirements, industry standards and customer expectations and establishes a level of service and a life-cycle maintenance plan that will deliver the desired objectives.

The *Libraries Customer Charter* provides detail on what customers can expect from Wellington City Libraries services and what is expected from customers.

Wellington City Libraries will continue to develop more specific operational policies and programmes, using the library policy as a guide, which will detail particular areas of service delivery.

2.6 The Role of Wellington City Libraries

A key theme that emerges from Council's strategic direction is the need for a range of services which provide opportunities for education, information and recreation. Libraries provide the vehicle to deliver these services through a network. Library facilities provide a central access point for information and focal points for community activity. By their role of information broker, Wellington City Libraries can provide individuals and the community as a whole with accessible, relevant and up to date information for a range of purposes including recreation and leisure and lifelong learning. Wellington City Libraries do this with appropriately skilled staff, good community networks and effective information management systems.