

4. Guiding Principles

These principles underpin the policy and will be used in making decision regarding Wellington City Libraries. They have been drawn from three major sources: the current management principles of Council; those in the Strategic Plan and subject strategies; and those in current library documentation and practice. They relate to both the services Wellington City Libraries provide and the management of those services.

4.1 Focusing on Needs

'Wellington City Council believes that the needs of the community must be accurately assessed and responded to appropriately.' By following a principle focused on needs and help where it is needed, the best results possible with the available resources can be achieved. Wellington City Libraries are increasingly focused on the needs of customers, who have consistently been identified primarily as all residents and ratepayers of Wellington. While Wellington City Libraries are also increasingly serving national and international customers, local customers take precedence.

To ensure that as many local residents and ratepayers as possible use the libraries, Wellington City Libraries is committed to keeping the core services of membership for locals, book borrowing and basic information requests free of charge.

Wellington City Libraries will be proactive in seeking to meet customer needs, particularly those whose access may be limited by such issues as income, cultural background, location, and age. Wellington City Libraries will do this by:

- Researching, identifying and responding to current issues and long term trends which may have an impact on the needs and expectations of customers
- Consulting with customers about needs, expectations and satisfaction with services
- Responding effectively to customer requests.

4.2 Being Creative, Innovative and "Cutting Edge"

The areas of education, information and recreation are constantly changing particularly as new technologies become more widely available. As a primary source of information, Wellington City Libraries will seek to have up to date resources which are:

- representative of a wide diversity of views and demands, including those which may be unorthodox or unpopular
- stimulate creativity and imagination
- develop skills and knowledge.

Wellington City Libraries will continually look at new and better ways to deliver services. Wellington City Libraries will seek to forecast the impacts of new technologies, assess possible uses and instigate timely implementation where appropriate.

4.3 Working in Partnership

Many other agencies deliver education, information and recreation services, many with a focus on healthy communities and economies. Wellington City Libraries will seek to avoid duplicating services but rather work in partnership with sectors to deliver better services. Some key relationships include:

- education providers such as schools and universities
- businesses
- other public libraries in the region, the country and overseas

4.4 Organisational Values

Wellington City Libraries will also work under Wellington City Council's organisational values, which are:

- **Reliability** - We must make sure the city operates according to quality standards - 24 hours a day, seven days a week. Our customers depend on us to do this.
- **Approachability** - We must treat our customers and each other in the same way we would expect to be treated - in a fair and friendly manner and with respect.
- **Involvement** - It is important for every citizen to feel involved and to know what is going on. That is why we need to keep everyone in the loop.
- **Focus** - Though we all enjoy different roles, we can and should take every opportunity to work together to achieve common goals.
- **Proactivity** - By thinking and looking ahead, finding solutions and investigating opportunities, we can develop our city's potential.
- **Vibrant** - Many of the positive things that happen in this great city happen because of the passion, commitment and foresight of Council staff. The way we do our work affects our city - let's make it absolutely positive.