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**REPORT 5**  
(1215/12/IM)

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## **MERVYN KEMP LIBRARY ANNUAL REPORT 2008/2009**

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### **1. Purpose of Report**

To provide the Tawa Community Board with an update on business volumes and activities at Mervyn Kemp Library for the 2008/2009 financial year.

### **2. Executive Summary**

Mervyn Kemp Library this year offered library circulation, information, outreach, class visits, preschool story times, holiday programmes, BookBusters 728 club, Tea 'n Tales for seniors and service centre payments. Building Consents and Licensing Services (BCLS) clinics were held weekly during the year, however due to the lower numbers than expected, this was moved to the Tawa Community Centre later in the year. BookSeekers for 9 – 12 year olds was trialled during the year and has been so popular that it will be continued.

### **3. Recommendations**

Officers recommend that the Tawa Community Board:

1. *Receive the information.*

### **4. Discussion**

#### **4.1 Strategic Challenges for 2008-09**

As a result of the Libraries' strategic direction work – *Sparking imagination* - key emphasis for the last financial year was placed in the following areas. This report will reflect on how the team have worked to meet these challenges.

#### *Equity of access*

1. *Create an environment that is welcoming to all people, inclusive of migrant and Maori through the use of displays, signage and artwork e.g. Hauora project, Tea and Tales, ESOL programme, Migrant displays and events.*
- **Maori Language week** in August was a very busy time for the cluster: A local **Kapahaka group** ran a session in the library with members of all ages performing.



- The local **Kohanga Reo** visited Tawa along with several classes from Tawa School for Maori Language story time. The different events brought 230 visitors to the library.
- Mervyn Kemp Library has run a series of **displays with an around the world focus**. Examples are music, Lonely Planet, Fiji, Australia and the Cook Islands.

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- **Other displays** at Mervyn Kemp have focused on other cultures including: Chinese New Year, Diwali, Matariki, Maori Language week.

### *Social inclusion*

1. *Engage with other Business Units in the area to develop working relationships and common outcomes.*
  - **Tawa Hub** consisting of the Library, Tawa Pool, Tawa Recreation centre and Tawa Community Centre. The Hub is trying to find ways to help promote and support each other's services. The aim of the group is to look at ways we can support and promote the Council's services to new residents in the area. Apart from "Spring into Tawa", a librarian was invited to read stories at the Pool.
2. *Engage with customers to develop programmes and shared experiences*
  - **Spring into Tawa Market Day** was held on 13 September 2009 with 1040 people visiting the library during the Saturday. This is approximately 500 more people than usual and the library ran promotional activities for the day e.g. register and receive a free DVD. The Community Adult Learning School was invited to have displays about their next semester classes; Tawa Pool staff put up a bouncy castle beside the library and advertised their new services. Tawa Recreation Centre team were not able to be present, however promotional material was available and was handed out by the library staff. This was the first event of the Tawa Hub to working together.
  - **Seeing Stars at Tawa** was held in August with approximately 200 people attending. Two members of the Wellington Astronomical Society spoke and Patrick Sharp, who was one of two students from New Zealand that attended a camp at NASA, spoke about his trip. Telescopes were available to view the stars from the car park at the back of the library. This event was far more popular than expected with so many people attending.
  - **Tawa Historical Society** – ran its first "Tawa History Week" with a talk each day of the week. The library provided the venue and refreshments. The week went very well with approximately 80 people attending over the five days.

- **‘Living Legends’** was held to promote Library Week. Dave the Policeman visited during a class visit. This was a very successful programme and the children loved asking all sorts of questions.
- Three well attended **school holiday programmes** were held this past year – worm farm/recycling, Olympics and classic stories Tawa showed children and adults how to make worm farms, had a small “Olympic” games for the children and told classic stories. Attendance has been increasing at these holiday sessions.
- **Race Relations Day** was celebrated with children making clay people in the afternoons after school. The picture is of Tawa School students with the Race relations commissioner who visited while they were attending Race Relations day at the library.



3. *Provide a smooth transition from Library and Service Centre at Tawa libraries to Library only for staff and customers.*
  - Service Centre. Over the last six months there has been a transition for rates payments to be paid at KiwiBank. This will include dog and housing payments over the next few months while service centre functions are phased out of libraries. The customers have been kept informed by the staff and hand outs have been given at the most recent rates periods with current information about the changes.

#### *Mass customisation*

1. *Investigate offering more customer tailored programmes at each site.*
  - A trial of a **pre-school story time** on Saturday was run. The trial was discontinued after nine months as numbers were regularly low.
  - **BookSeekers** a new programme for 9-12 year olds was piloted. It attracted 14-20 children each month and due to this success will be continued in the new year.
  - **Tea & Tales** is well attended by the seniors. Attendance numbers have increased throughout the year. Daphne Pilaar from Push Play attended a session to demonstrate the need to keep fit and how to do this whilst sitting down.
  - **BookBuster** monthly sessions are still very popular with the 7 – 9 year olds with an average of 18 children attending regularly.
2. *Actively promote our online services to individuals and groups*
  - Mervyn Kemp Library team regularly upskill themselves on databases. This has enabled them to be confident when dealing with customers wanting information. Our website is continually being refreshed and updated.

### *More delivery channel options*

1. *Support and promote customer's self help options ensuring new tools are well promoted*
  - Customers are encouraged to use the self check machines on a regular basis and the use is increasing among our regular customers
2. *Our websites will be vibrant and reflect our physical sites.*
  - The websites have been maintained on a regular basis by a staff member at each site. Sam regularly updates the Mervyn Kemp page. Team members are also writing book reviews and updating the large screen TV.

### **4.2 Business volumes**

Mervyn Kemp Library	Issues	Visitors	New Borrowers	CYA Programmes	Preschool attendance	Class Visits
2006/07	226625	157534	820	157	1169	1837
2007/08	196206	150921	1044	171	1937	1901
2008/09	181855	152965	902	198	2026	2071
Variance On last year.	-13.4%	1.4%	-13.6%	15.8%	4.6%	8%

As can be seen above numbers of issuing items fell compared to the previous year. This is an ongoing concern for the Library and in response a small questionnaire was taken to Tawa Woolworths and Dressmart customers to ask them about their library and reading patterns. 75 people provided responses and overall the impression was that though people enjoyed reading they were too busy to always get to the library and were still happy to spend money on buying books. (A copy of the report on the questionnaire is included.)

As can be seen above the other areas of business measurement show an improvement particularly in the area of class visits and preschool attendance and these increases in numbers are a continuation of the previous year.

New borrower numbers have fallen across all sites this last year. The figure for Tawa is lower than the previous year but higher than the two years before that.

#### 4.3 Budget –

Please note this budget is for the cluster – Khandallah, Johnsonville and Tawa libraries. Overall a good result for the year.

	<b>Actual</b>	<b>Budget</b>	<b>Variance</b>	<b>%</b>
Income	215301	218759	-3458	-2
Personnel Expenses	789103	817029	27926	3
General Expenses	146214	129401	-16813	-13
Depreciation	53643	50994	-2649	-5
Recovery Costs	7832	7044	-779	11
Total Expenses	996782	1004468	7685	1
Total Allocations	323731	352792	29061	8

#### 4.4 Maintenance

- The air conditioning unit had been badly damaged by youth, the heating part of the unit barely functioning. A security system was installed on the roof to deter this and graffiti on the roof and the top of the building. Twice it has been set off by people on the roof and this has been dealt with promptly.
- The emergency door has buckled in the wet weather over the years. This was also causing security issues. Repairs have been made, however if the door is still problematic the door will be replaced.
- The security controller was replaced after failing several times.

#### 4.5 Training opportunities

Staff have been involved in a variety of training opportunities which ensure that they are up to date with library knowledge and can work effectively with the customers. This includes - 3E Display Training, PSA Delegate Training, Non-violence intervention, CYS reference and induction training, Council orientation, Sign language, Second life and social networking in libraries, Complex needs workshop, LIANZA conference, Te Pounamu, Zoomtext training, Job Evaluation training, Get Set Go, Presentation training, Health and Safety, Mental health awareness, and Bi-Cultural Awareness.

#### 4.6 Projects

Team members also participate in a number of cross library projects that ensure the smooth running of libraries services across the business unit and as part of Wellington City Council.

Social networking, Te Hauora, LIANZA Library Week Committee, Libraries of the Future, Ginger Group, Health and Safety Portfolio, Facilities maintenance portfolio, Newlands Community Centre, Health and Safety Portfolio Representative.

Contact Officer: *Rose Barker Team Leader North Cluster*

## **Supporting Information**

**1) Strategic Fit / Strategic Outcome**

*The project supports Social and Recreation outcome 6.4 Better Connected – Wellington will offer excellent access to a sound social infrastructure that supports high levels of social cohesion*

**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*