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## **MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT FOR 3<sup>RD</sup> QUARTER**

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### **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:
  - o 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 7% for this period compared to the same period in 2011.
- 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 continued their focus of promoting the adult non-fiction collection. The schedule for this quarter has included weddings, alternative medicine and mental health. As a result of these promotions, non-fiction issues rose by 4% compared to the same quarter last year.
- Tawa Library has also supported the library wide goal of promoting the adult fiction collection. Staff have created a new display space to highlight items from the fiction collection. Topics have included romance, books for blokes and supernatural stories. Tawa was the first library in the Northern suburbs to trial these displays. As a result, issues in this branch remained steady while the other locations saw a slight drop in usage.
- This quarter saw the re-start of children's activities after the Christmas break. Our book clubs for children – BookBusters and BookSeekers – are proving very popular and continue to attract new members. Compared to the same period last year, attendance at BookBusters is up 65% and at BookSeekers is up 33%. In February, Tawa BookSeekers held a themed event to tie in with the release of the film "The Adventures of Tintin".



### 4.2.2 Staff

- Our collection maintenance team member left at the end of January to attend Teachers Training College.
- A staff member is continuing her secondment to the Collection Development team in the central library. She has been able to share her new collection management knowledge and skills with the team.

- One team member attended the South Island Children's and Young Adult's Librarians' Conference held in Ashburton on 8-9 March – "F words in the library: fact, fiction and fun". She reported back to the team, sharing inspirational messages about how to provide creative children's programmes at times of financial difficulties.
- Two students are volunteering at Johnsonville and Tawa libraries to fulfil the service component of their Duke of Edinburgh's Award programme. These secondary school students work one hour at each site each week, and team members have been asked to assign tasks and supervise their work. The arrangement is running very smoothly.

#### **4.2.3 Programmes and Events**

- During early February, the Canadian High Commission staged a display of photographs about "The Accessible Arctic" at the library. The beautiful images were very popular with customers.
- To celebrate Race Relations Day on 21 March, the library staff collaborated with St Francis Xavier School to ask children to write or draw a story from their family's history. Over two hundred stories were collected. The Human Rights Commissioner has read a sample of the children's work and agreed to write a foreword. The finished book will be presented back to St Francis Xavier School, with a copy to be added to the Tawa local history collection.
- Bruce Murray visited the library to talk to pupils from Redwood School about local Tawa history. He spoke to over fifty children, who were very interested in what life in Tawa was like when he was young.
- Guy Burns came to inform Tawa library users about the upcoming switch to digital television. He set up a stand in the library and talked to many people about the changes.



#### **4.2.4 Maintenance**

- The vinyl at Tawa was stripped back and polished. This required the staff to remove all the furniture in the work areas at end of business on Saturday and return it on Monday before opening. The result is a beautiful clean and shining floor in the work areas and the entrance area.
- A security audit has been completed. Recommendation to upgrade some equipment and install new equipment has been received. This has been reviewed by managers and an application for funding for essential

equipment lodged. In March, there were two incidents of the roof sensor being activated late at night.

- A preliminary earthquake assessment of the library building was carried out. The initial report indicates that Tawa is high risk. A detailed report has been requested and will be available in May.

### 4.3 Statistics

	Issues	Visitors	New borrowers	Under fives attendance
Jan-Mar 10/11	39,705	32,598	175	529
Jan-Mar 11/12	39,245	31,983	145	611
+/-% var	-2%	-2%	-17%	6.46%

There has been a small decrease in issues and visitors this quarter. The number of people attending Baby Rock & Rhyme and Pre School Storytime sessions has increased.

### 4.4 Challenges and Opportunities

The following are planned for the next quarter:-

- Continue to promote the adult non-fiction and fiction collections
- Investigate ways of attracting new members
- Work with library-wide teams on the customer themed Tactical Objectives – Parenting Information, Fiction and Reluctant Technology Users.
- Continue with sharing resources within the cluster for programmes and investigating ways of making the staff timetabling process as efficient as possible.
- Support the northern hub of Council services by sharing information and ideas, and sharing resources within the cluster. Pools are going to help out with the school holiday programme in April. Tawa Library has been asked to help with the Tawa Pool Reopening after earthquake strengthening work is completed. This is likely to be judging a competition.
- Tawa library earthquake strengthening outcomes.

## 5. Tawa Community Centre

### 5.1 Events and Programmes:

Throughout the third quarter the Tawa Community Centre hosted a number of events and activities which included:

- A grants information seminar highlighting funding options available through the Council's grants including the Tawa Community Grants.
- Regular SPCA Adoption Days prove popular with the locals, and adoptions continue to be steady.

We are also looking at developing new programmes /activities and Challenge 2000 assisted the centre to survey children and parents on what they would like to see at the centre. A “sausage for a survey” afternoon helped to gather information as well as celebrating the start of a trial after school programme. We are now evaluating the programme, and may look at more project-based programmes for the future.

Neighbours’ Day was a great success with 13 immediate neighbours attending a BBQ at the Centre. A community quilt was made by 20 quilters on the day and 20 people enrolled in the CPR training sessions facilitated by Wellington Free Ambulance.

New programmes include U3A’s Friday Scrapbooking Club, a regular Pilates class, a Seniors’ Club and Te Reo Maori classes. We are supporting local emergency preparedness by selling emergency water bottles (WEMO’s).

We actively promote the centre through various channels which include local newspapers (such as City Life), Tawa Link and a weekly “What’s On” flyer/ email (appendix one) We are also working with Recreation Wellington to provide push play programmes and mums and bubs activities.

## 5.2 Statistics

**Table one: User numbers for Tawa Community Centre**

<b>Users 2010</b>		<b>Users 2011</b>		<b>Users 2012</b>	
Jan-March	4783	Jan-March	6805	Jan-March	9465
April-June	8469	April-June	9637		
July-Sept	9196	July-Sep	9985		
Oct-December	8520	Oct-December	9825		

The overall user numbers continue to rise as shown by an almost 100% increase from the first quarter in 2010 to 2012 and a 39% increase from the same period last year. One off drop in figures are not included but these total 325 for the quarter.

**Table two: Total Hours Hired (Occupancy)**

<b>Quarter</b>	<b>Hours available</b>	<b>Hours booked</b>	<b>Occupancy %</b>
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%
* Jan-March 2012	4620	1423	31%

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.

\* The percentage occupancy for the first three quarters of 2011 is calculated on 5 community spaces being available for bookings. However, as noted in the previous report, the occupancy is now calculated on 4 spaces being available for bookings. This change reflects that the Community Police area is no longer a bookable space.

### ***5.3 For the next quarter***

We are planning a number of activities which include:

- An Easter egg hunt in conjunction with Tawa Library and Challenge 2000
- We are supporting Deaf Aotearoa to celebrate New Zealand Sign language week with Sign Language Taster Classes
- We planning ahead for Matariki with various activities at both Tawa and Linden, such as flax weaving and a joint activity with Mana Tiaki.
- Work in partnership with Whitireia College's student nurses and provide free health checks
- A youth disco at Linden and community meeting at Tawa

## **6. Linden Social Centre**

Linden Social Centre continues to be well utilised, and the Tawa Theatre Group is back using the centre again, after an absence of 2 years. Repainting of the interior is complete, and we now look forward to further developing programmes to respond to local needs.

### ***6.1 Events and programmes***

- As part of the celebration for Race Relations day 25 children from Linden School joined in the activities to make clay figures
- We held a community meeting which provided us an opportunity to find out what the local community would like to see delivered through programmes. It was also an opportunity to find out about the Tawa Pool upgrade and talk to the regional Council about the proposed bus changes. Dance classes are now a regular activity provided at the Hall

## 6.2 Statistics

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

<b>Quarter</b>	<b>Hours available</b>	<b>Hours booked</b>	<b>Occupancy %</b>
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%

The hall is well used with an increase over the last 5 quarters; these figures reflect the regular users only, however, the one off bookings also continue to be strong. The quarterly visitors number 2889.

### **6.2 For the next quarter**

Pride X will be starting an after school activities programme for the local youth.

## **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**

**1) Strategic Fit / Strategic Outcome**

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).

**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