



MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT: JANUARY - MARCH 2014

1. Purpose of Report

To provide the Tawa Community Board with an update on the activities of the Mervyn Kemp Library, Tawa Community Centre and Linden Social Centre.

2. Executive Summary

Mervyn Kemp Library offers circulation, information, outreach, class visits, preschool story times, holiday programmes and Baby Rock & Rhyme sessions. Customers have given mostly positive comments about the new layout of the library, but there is ongoing work required to attract new customers after disruption from this earthquake strengthening and roof repainting works. A new self-service option is now on offer via the upgraded self-issue machine. The library hosted art exhibition by Tawa Intermediate pupils, which we publicised widely, and which received many compliments for both the school and the library.

Tawa Community Centre and Linden Social Centre continue to perform very well. New groups have come to use the venues, and numbers attending sessions have risen. There were special events for the public to celebrate Chinese New Year and Neighbours Day Aotearoa. Both Centres hosted important community meetings this quarter, which raised awareness within the community and helped create links among local groups.

3. Recommendations

Officers recommend that the Tawa Community Board:

1. *Receive the information.*

4. Discussion

Challenges for 2013-14

- Refinement of layout improvements to the newly-strengthened library and attracting more visitors.

- Taking advantage of the staff and customer time saving created by the self service facility by encouraging staff to increase direct customer contact in the broader library space and promoting and supporting library products and services.
- Engage with other Business Units in the area to develop working relationships and common outcomes.

Mervyn Kemp Library

4.1 Highlights

- The self-issue machine was upgraded and now also allows Eftpos payments. Team members been very active in helping customers to use the self-service kiosks, and therefore reduce time pressures on staff, and reducing customer waiting times. The general response has been positive, with many customers keen to use the machines if it will be quicker for them and staff have been providing guidance and support where needed.
- The Library hosted an exhibition of artwork by Year 7 students from Tawa Intermediate School. They made black and white masks inspired by the sculptor A J Fosc, and colourful puppets based on the works of artist Paul Klee. The exhibition was advertised to parents via the school newsletter as well as through the library and community centre online media. There were many positive comments about the bright and skilful artworks.



- Both North Cluster Libraries have participated in initiatives to partner with external organisations for one-off displays and events. For example, staff used a variety of library materials to support screening of the film “Warhorse”. Other display topics have included Doctor Who, Gardening & DIY, and Summer Reading E-books.
- The Library was scheduled to have the roof re-painted during March, which required orange scaffolding to be built around the building. However, the work has taken much longer than the predicted three weeks, with added Health & Safety concerns causing delays. It is of concern that the building has looked less accessible and welcoming, and

it appears visitor numbers are lower compared to last year as a result. Management are working to resolve this as quickly as possible.

4.2 Programmes and Events

- Preschool Story Times were offered throughout the holiday period, and Baby Rock and Rhyme re-started when schools went back in late January. Baby Rock and Rhyme presenters have worked hard to build rapport with parents and caregivers at these sessions. They have been rewarded by seeing attendance rise from an average of 30 to 50 during this quarter, with a peak of 62. St Francis Xavier School resumed their schedule of weekly class visits.

4.3 Statistics

	Issues	Visitors	New borrowers	Children's attendance
Quarterly figures:				
Jan-Mar 2013	36,244	31,151	163	795
Jan-Mar 2014	32,114	25,031	93	739
+/-% var	-11%	-20%	-43%	-7%

- Staff are working hard to attract users back to the library after the disruption during earthquake strengthening works last quarter. This has been hampered by the scaffolding erected around the building to allow the roof to be painted. As a result, visitor numbers and issue levels are well below the same period last year. However, as noted above, attendance at children's programmes have been well-attended throughout.

Tawa Community Centre

5.1 Highlights

- The Centre re-opened on Tuesday 21 January, although some church groups continued to use the Centre throughout the holiday break. There was a slow start to the new year, with many regular users not returning until the beginning of February. However, business picked up quickly and there have been many successful events and an increase in community participation during this period.
- The Tawa Community Board continues to use the Boardroom for meetings. There have also been several important community meetings to discuss local events. During February-March, there was widespread concern about the proposed Grenada-Tawa link road. A series of meetings was held at the Centre, including councillors, the NZTA, Tawa Community Board and members of the public. This is a very controversial topic and the Centre has provided the community with a venue to listen to the NZTA, ask questions and get a better understanding of the plans.

- Following a recent Accessibility Audit and meetings with members of the Tawa Community Board, recommendations have been made to WCC Property services about increased and improved signage at entrances. New signage designs are being finalised now and should be in place by the end of June 2014.

5.2 Events and Programmes

- Tawa Community Centre continues to host its regular groups, with an increase in the number and diversity of cultural/spiritual groups using the centre for their performances, practices or services. The SPCA continues to hold adoption days here, as well as groups like Wellington Free Kindergarten, Red Cross, Ideal Services and Skills update who use facilities for training days.
- The Community Centre Advocate worked with Tawa Plunket to initiate a buggy walk starting from the Centre every Friday morning. An average of about 8 mums with their children meet at the Centre ready to pound the pavement, mostly enjoying the new Tawa shared pathway, then return to the Centre afterwards for a well deserved morning tea. They have enjoyed good weather on every Friday they have been out.
- Tawa Community Centre celebrated Chinese New Year with a special event for the public on Monday 3 February. There were performances from the Chinese Senior Choir and the Tai Chi group. It was a great event, thanks to the co-ordination of staff member Fei Gao who organised all the performers and the advertising. We had a great turn out from the community. Other successful one-off events have included a group of men who had a games day/battle, and a Minecraft session for the children and families of the Cloud 9 (Autism Association). Both of these were very successful and the organisers hope to repeat the occasions.
- At the end of February, the Centre hosted a meeting led by Malcolm Sparrow and the Tawa Ratepayers Association to increase the awareness of Neighbours Day Aotearoa, which is traditionally held on the last weekend in March. (Here in Tawa however we recognise any weekend in March, as the focus is just being able to get together with your local neighbours.) The Centre helped co-ordinate the many street events held in the suburb.

5.3 Statistics

Occupancy – 3 rentable spaces			
Quarter	Hireable hours	Booked hours	Occupancy %
Jan-Mar 2013	2,304	964	42%
Jan-Mar 2014	2,664	720	27%

The drop in occupancy rate is partly due to the dates of school holidays in different years, which affects the scheduling of many regular bookings.

Linden Social Centre

6.1 Highlights

- The Linden Social Centre was closed from 20 December until 21 January. Regular users returned after the re-opening. Although there are several active regular groups, there is definitely room for this Centre to grow – especially during weekdays when there are big gaps of unused time.

6.2 Events and Programmes

- Groups such as Tai Chi, Get Moving and the Tawa Lions provide regular bookings during the week, with block bookings from the Tawa Theatre during the year. Saturdays are becoming more popular for social events like birthday parties, weddings and dance practices. Sundays are now regularly filled with bookings from two churches and the Theatre group.
- As at Tawa Community Centre, Linden was the venue for community meetings and information days about the proposed Grenada-Tawa link road. The information day held on 26 February by Opus International had a huge local turnout.

6.3 Statistics

Occupancy – 1 rentable space			
Quarter	Hireable hours	Booked hours	Occupancy %
Jan-Mar 2013	768	220	29%
Jan-Mar 2014	864	269	31%

Challenges and Opportunities planned for the next quarter

- Working together with other Tawa Council units to promote programmes at all sites, and add value to opportunities to promote products and services.
- Continuing efforts to re-establish visitor numbers and issue levels at the re-opened Mervyn Kemp Library.
- Deliver on the proposals made to WCC for Accessibility signage at Tawa Community Centre.
- Discussing with the Board possible options to improve services at the Tawa Community Centre, and increase usage.
- Investigate ways to increase community usage and bookings during the week at Linden Social Centre.

5. Conclusion

The report provides the Tawa Community Board with a quarterly update of the Mervyn Kemp Library, Tawa Community Centre and the Linden Social Centre.

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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>