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**REPORT 4**  
(1215/12/IM)

## **MERVYN KEMP LIBRARY QUARTERLY REPORT JULY- SEPTEMBER 2006.**

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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 first quarter of the 2006/2007 financial year.

### **2. Executive Summary**

Mervyn Kemp Library offers library circulation, information, outreach, class visits, preschool story times, holiday programmes, BookBusters 7<sup>2</sup>8 club and service centre work plus a small amount of Building Consents and Licensing Services (BCLS).

This quarter has seen a continuation of business as usual with dog licensing during the first two months, a Roald Dahl holiday programme, a Chinese cultural display and a visit by a team member to the local play centre for an education session.

The team have worked throughout the quarter to complete the introduction of sloping bottom shelves throughout the library for easier access and better display of materials.

General themed displays have also been undertaken and will now continue on an ongoing basis. All of these things have caused some small improvement in issues and new registrations as described more fully below.

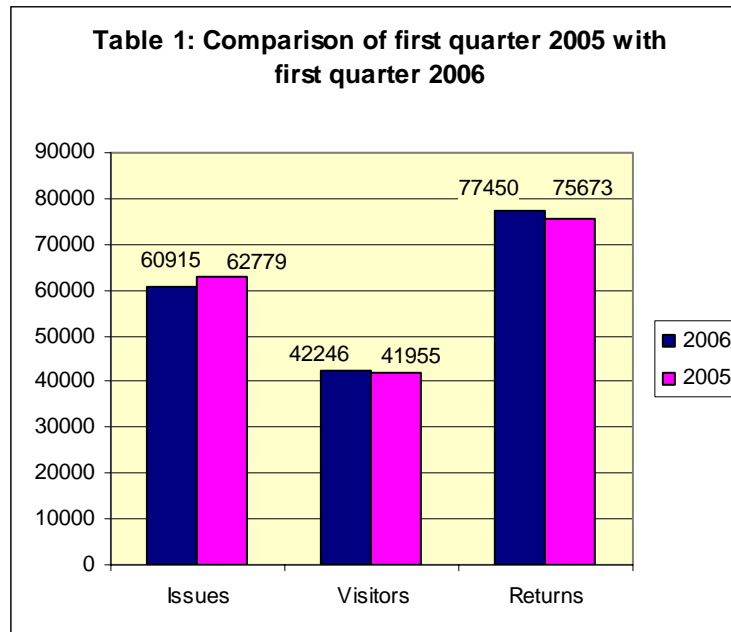
### **3. Recommendations**

It is recommended that the Community Board:

- 1. Receive the information.*

## 4. Mervyn Kemp Library

### Business Volumes



The statistics for the first quarter are interesting. As can be seen in Table 1 above Mervyn Kemp Libraries issues are 1.4% below the same period last year. The visitor statistics show a slight increase of 0.7% on the same time last year and the returns statistics have actually increased by 2%. The team are currently working on promotional events aimed to increase usage.

Other statistics; such as those for new registrations (230) show an improvement of 5.1% on last years figures, which is a positive result.

Class visits though have decreased this quarter partly due to Tawa Intermediate reducing their visits, and also because the new entrants classes have not come due to the weather.

### **Team Members at Mervyn Kemp Library**

Team Leader – Rose Barker

Coaches – Brigid Brammer

Customer Service and Service Centre – Christine Pettett, Wendy Jacobs, Jacqui Youle, Shelley Prowse, Brigid Sharp, Pru Shaw, Julie Kerr, Sam McGuire, Mary MacDonald and Thomas Wareham

Collection Maintenance – John Wareham and Thomas Wareham

## **Compliments**

A customer complimented Tawa Library on its great customer service by sending a letter into the Woman's Weekly magazine. She was particularly happy with the help provided by the team assisting her school age daughter. This was a positive event for the team and much appreciated. The end result was a small box of chocolates that were received from the magazine.

## **Promotional Events**

A Chinese display was put up for a month with the assistance of Ada Nally, the Library Migrant Customer Specialist. This offered resources for both adults and children and ran for a month. We will be doing further displays of this kind.

There has been a focus in the last three months to present more of the collection to the community. This has led to rolling book displays on crafts, games to play with your children, parenting, travel books and Asia. These have proved very popular.

Over the quarter new sloping bottom shelves have been used around the library. They allow customers to see the items on the bottom shelf without getting down and hold the books more neatly than standard shelving. Now this is completed further display shelving will be added to the non-fiction area.

The holiday programme this term was based around the works of Roald Dahl as we celebrated his 90<sup>th</sup> birthday. Two separate sessions were run with over 50 children attending.



The library holiday programme "Roald Dahl" was successful with over 50 children attending the sessions.

### **Children's Book Club**

Book Busters 7-8 club provides seven to eight year olds an opportunity to discuss interesting books they have read and to encourage this age group to read. The club will round off the year with a small celebration in at Central Library.

### **Maintenance**

The library contacted Peter Fraser from the WCC Design team to see what improvements could make to the after hours slot. This was discussed when the previous report was presented. Peter has contacted a design artist at Massey University to help with this assignment. Other maintenance of the building has been minimal.

### **Professional Development**

Brigid Brammer completed her MLIS studies.

Rose Barker, Brigid Brammer, Sam McGuire, Wendy Jacobs and Shelley Prowse attended the LIANZA Conference in Wellington this year. The library took advantage of having as many staff attend sessions at a local conference venue as possible with staff sharing delegate tickets. A review of the sessions attended has been undertaken for shared learning and development.

Contact Officer: *Rose Barker Team Leader North Cluster*