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## **MERVYN KEMP LIBRARY AND TAWA COMMUNITY CENTRE QUARTERLY REPORT SECOND QUARTER 2013/2014**

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### **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 services include reference and loan, Library website and internet access, outreach, class visits, preschool story times, holiday programmes and Baby Rock & Rhyme sessions. Both the Library and Centres are continuing to support a variety of community activities and programmes.

Major earthquake strengthening building works were completed during this quarter. The library has been re-arranged with new spaces created. Staff are working to increase customer usage and customer satisfaction, and refine the new arrangements. The Library moved a temporary collection into the Tawa Community Centre and all staff ensured that services were continued for library and community centre customers.

### **3. Recommendations**

Officers recommend that the Tawa Community Board:

1. *Receive the information.*

### **4. Strategic Challenges for 2013-14**

- Determining what was required to bring the library up to earthquake standard, planning for disruption during the project, and working with the architects to ensure minimal disruption to services. Taking the opportunity to make design and layout improvements to the newly-strengthened library and in the longer term attract more visitors to a more desirable space.
- Encouraging the team to increase customer contact by working closely with customers, promoting products and services and finding out how we can improve our services.
- Demonstrating and promoting a health and safety culture to ensure staff and customers have a safe environment to visit and work in.
- Engaging with other Business Units in the area to develop working relationships and achieve common outcomes.

## 5. Mervyn Kemp Library

### 5.1 Highlights

- Tawa Library underwent earthquake strengthening building works during this quarter. The library closed for a day and a half on 1-2 October to allow the movers to transfer stock, equipment and furniture to the Boardroom and entrance foyer of the Tawa Community Centre. Thanks to careful preparation and hard work, the temporary library ran very smoothly, and many customers said they liked the more cosy feel of the Boardroom. Opening hours remained the same and children's events carried on as usual, but class visits ceased during Term 4. Only a portion of the collection could be housed in the temporary space, but staff made sure that newer items and those in popular collection areas were transferred. As a compensation for the reduced collections, the \$2 fee for placing a reserve was waived for Tawa customers during this time. As expected, the change of site meant that visitor numbers and issues fell during this time, but this was to be expected.
- Tracer Construction completed the strengthening work which included removing two brick columns and inserting steel girders into the roof over the former children's section, and in the ceiling over the staff entrance part of the workroom. Staff had access to the building for an hour a day to clear after-hours returns and to look for reserved items. The project took seven weeks, and the library was moved back into its own building on 26-27 November. Staff worked very hard, volunteers came from other teams and some people put in long hours to get shelving rebuilt and items put back in new and attractive ways.



- We took the opportunity to move the children's area to a sunnier corner of the building, and used new circle and zig-zag shapes for the shelving. The Teens area was moved to a larger and more enclosed space. The former Activities Room has been transformed by replacing the wooden side walls with frosted glass. The new Reading Room is light, bright and also provides a quiet space. The glass has opened up the lines of sight from the entrance across the building. There are still a few minor improvements to be made in the next quarter. We sought customer comments on the new layout, and most were very positive, especially regarding the children's area. Some typical comments:

- “More spacious than before, it feels really open but not real tight.”
- “I love the new kids area – it’s lovely to lie down on the cushions.”
- “Good set out. I like it. Good job well done.”



## 5.2 Programmes and Events

- Preschool Story Times and Baby Rock and Rhymes continued to be offered while the Library was based in the Community Centre. However, class visits could not be held during this time. Once the library had re-opened, Hampton Hill, St Francis Xavier and Tawa schools were invited for special visits to see the new children’s area and other improvements.
- Tawa Library held a special evening Christmas Story Time on 19 December. 23 enjoyed “The Twelve Stories of Christmas”.

## 5.3 Statistics

	Issues	Visitors	New borrowers	Children’s attendance
<b>Quarterly figures:</b>				
Oct-Dec 2012/13	36,025	30,973	134	1,098
Oct-Dec 2013/14	26,720	25,492	63	739
+/-% var	-26%	-18%	-53%	-33%

- Once the library re-opened staff hosted one-off class visits to promote the ‘new’ library to schools. The team is working on other ideas to further promote the library during the next quarter to re-establish normal usage levels, and with the aim of increasing usage over time.
- The decrease in the number of children’s attendance is mostly due to the lack of class visits while the Library was at the Community Centre.

## 6. Tawa Community Centre and Linden Social Centre

### 6.1 Highlights

- Staff have continued to raise the profile of the Centres, and of the groups who use the Centres. These spaces have seen a variety of events happen over the last three months. Relationships with external organisations such as Plunket and Kiwi Community Assistance have continued to grow. While the overall occupancy rate has seen a decrease compared to the same period the previous year, this is mainly due to having the library

based in the Tawa Boardroom for most of the period, reducing casual bookings. The calculation was maintained so that the impact of this could be recorded.

## 6.2 Events and Programmes

- This quarter was dominated by sharing the Tawa Centre building with the staff, collections and customers of Mervyn Kemp Library. The Library occupied the Boardroom from 1 October to 27 November. Regular users agreed to moving their bookings to other rooms in the venue during this time. The library held Baby Rock and Rhyme sessions in the Drop-In Lounge. Library users were able to use the Centre's internet PCs during Centre staffed opening hours. It was appreciated by all involved that the office and other spaces could be shared with library staff and customers. A positive consequence was that more Tawa residents visited the Centre during this time.
- Special events this quarter included another Plunket clothing and toy sale, the SPCA's kittens day, the Tawa Arts & Crafts Society Annual Expo, Tawa Craft market. During December, Tawa Community Centre joined a Christmas present initiative with Kiwi Community Assistance. Many local people came to the Centre to donate wrapped children's presents to be given to families in need.

## 6.3 Statistics

<b>Occupancy – 4 rentable spaces across 2 sites</b>			
<b>Quarter</b>	<b>Hireable hours</b>	<b>Booked hours</b>	<b>Occupancy %</b>
Oct-Dec 2012/2013	3792	1,247	33%
Oct-Dec 2013/2014	3792	1104	29%

## 7. 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.
- Reviewing the status of the Tawa Community Centre's Accessibility Requirements with members of the Board.
- Discussing with the Board possible options to improve services at the Tawa Community centre, and increase usage.

## 8. 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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<b>Supporting Information</b>
<p><b>1) Strategic Fit / Strategic Outcome</b>  <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><b>2) LTP/Annual Plan reference and long term financial impact</b>  N/A</p>
<p><b>3) Treaty of Waitangi considerations</b>  N/A</p>
<p><b>4) Decision-Making</b>  N/A</p>
<p><b>5) Consultation</b>  <b>a) General Consultation</b>  N/A</p> <p><b>b) Consultation with Maori</b>  N/A</p>
<p><b>6) Legal Implications</b>  N/A</p>
<p><b>7) Consistency with existing policy</b>  N/A</p>