

REPORT 3
(1215/12/IM)

MERVYN KEMP LIBRARY QUARTERLY REPORT JANUARY – MARCH 2008

1. Purpose of Report

To provide the Tawa Community Board with an update on business volumes and activities at Mervyn Kemp Library for the third quarter of the 2007/2008 financial year.

2. Executive Summary

Mervyn Kemp Library offers library circulation, information, outreach, class visits, preschool story times, holiday programmes, BookBusters 728 club, Tea 'n Tales and service centre work plus a small amount of Building Consents and Licensing Services (BCLS).

The library is actively looking at ways to promote the library to the community. Local ethnic and migrant groups have been identified and will be contacted to discuss ways the library can help. This also includes promoting the library to local community groups outside the library and showing them the vast amount of resources available to them.

3. Recommendations

It is recommended that the Community Board:

- 1. Receive the information.*

4. Highlights

- **Tea 'n Tales** are held monthly. Attendance numbers to the monthly meetings average 10 – 12. Staff and seniors share stories, poems, etc with each other at these meetings. Three members of staff organised an outing for the seniors to visit Old St. Paul's Church to coincide with the American Embassy Marine display and a book written by the Tawa Historical Society. Positive feedback was received from all who attended – they thoroughly enjoyed the video clips and the talk given by Silke Bieda (Visitor Programme Co-ordinator at the church).



- **Pre-school story-time** attendance has increased by over 50% this year. This is partly due to staff promoting the programme and playgroups/kindergartens visiting the library during these sessions. Beanstalk Kindergartens, ABC Learning Centres and Best Beginnings Early Childhood Learning Centres are regular visitors to the library.
- **BookBusters** for 7-8 year olds continues with an average of 20-30 attendees for this monthly book club. Children enjoy the activities and have fun whilst learning to appreciate reading and visiting the library.
- The **school holiday programmes** are popular with school aged children. During the summer holidays in January, the team held a Kiwiana Beach Party. Approximately 100 people (adults and children) attended this event where they made jewellery, mobiles, cards, etc. using driftwood and seashells and were treated to an ice cream in a cone as they were leaving the library.
- The Tawa library was approached by **USA** to use the activity room for one of their classes. This was agreed to and the Ancestry Search group meet every fortnight. There were eleven in attendance at the first meeting in the library.
- Wendy Jacobs - Coach North Cluster was invited to attend the launch of a book written by the **Tawa Historical Society** – The Ammunition Bunker, Takapu Road, Tawa Flat. This was held at the American Embassy in Wellington. This book as well as the following titles can be purchased at the library:

Best of Tawa Vol. 1	Lest Tawa Forgets
The Streets of Tawa	I Remember Tawa by Barbara Adams

- Two local community groups were invited to the library to celebrate **Race Relations week**. To start the week the Tawa Cook Islands Community Group gave a rousing performance, with a drumming demonstration featuring traditional drums of the Cook Islands. The week was finished off with a fantastic performance from Tawa's Senior Kapahaka group, Te Poutokomanawa o Mana Tiaki, who recently returned from the Mana Ariki Kapahaka Nationals in Taumarunui. Both events were well attended by customers with approximately 30 adults and children attending.



- Wendy Jacobs co-ordinated a story-time event at the **Wellington Culture Kicks Festival** which was held in Berhampore. Five staff members from across the library network shared stories, songs and

poems from around the globe. Two staff from Tawa were involved in this event which was held on Saturday 29th March.

- The library provided television coverage of **Sir Edmund Hillary's** state funeral on 22nd January. A number of customers thought this a good idea and welcomed the fact that the library helped mark something that was so important to the Nation.
- **Steven Butcher - Internal Auditor from Risk Assurance** visited the library to review the banking and cash handling procedures. All procedures were correct and a good report was received from Steven.
- Tawa library took part with the rest of the Council, in **Earth Hour** on 29th March by ensuring all lights, apart from those required for security purposes, were switched off when the site closed on the Saturday.
- The **Building Consents and Licensing Services unit** of Council run two weekly clinics at the library. Customer's can make an appointment to discuss their building requirements/lodge building consents with these staff members. The number of enquiries/customers seen at each session has reduced since this service was started in 2005.

5. Maintenance

Children have been climbing onto the library roof. The team are concerned as it could result in an injury as well as damage to property. The library and the Council Security Unit are investigating Mosquito Ultrasonic teenage-crowd dispersal system as a deterrent. This is used at Porirua Library with great success.

6. Library Layouts

The team reviewed the position of the **internet computers**. Two internet computers were moved – one to the newspaper area and one to the young adult section. This leaves one paid internet PC and one free internet PC in the activity room. This move has received positive feedback from customers.

The **Bestseller magazines** have been relocated to opposite the front desk which has provided more space for the 'Around the World' display, Maori Collection and Biographies.

7. Displays / Collection



The ‘**Around the World**’ display is very popular with customers from all ethnic backgrounds. To coincide with the display on Africa, a customer set up an African display with artefacts from Africa for a fortnight. Lynette Te Paa – Team Member Customer Service sets up the displays each month with books, DVDs and magazines from the chosen country.

The **Adult learning collection** that was set up in 2007 has seen an increase in the number of issues. A total of 10 items were issued for the period July 2006 to March 2007, compared to 418 items this year.

8. Team update

There have been no changes to staffing this quarter.

9. Statistics

New borrowers, class visit attendance, pre-school story time and self check machine issues have increased when compared to the same period in the last financial year. The team are continuing to work on ways to encourage more people into the library and borrow items.

10. Library wide initiatives

Customers now have the option of hiring one of **two rooms (ex Citizens Advice Bureau) in the library** for meetings, interviews, etc. These rooms provide a quiet, private, central workspace that is equipped with technology of a high professional standard.

Each month a new **children’s story** is available to download. This is read online by staff members so that children and parents who are unable to visit the library for story time, have the opportunity of listening and viewing stories. To find these stories click on <http://www.wcl.govt.nz/kids/downloads.html>

Wellington Library and the book/literary trade in Wellington has made a strong bid to UNESCO to be made the **World Book Capital** in 2010. Jane Hill convened the committee working on this with the Mayor’s support. The decision will be known in June 2008 and has involved a huge amount of work from the library members. This title is bestowed to a city in recognition of the

quality of its programs to promote books and reading and the dedication of people in the book industry. The current World Book Capital is Amsterdam.

Naxos Music Library offers a range of music: from classical to jazz, blues to world styles. This can now be accessed from the library's website.

www.wcl.govt.nz

Downloadable audio books - Wellington City Libraries now own 531 audio books and there have been 3010 downloads since August 2007. Item turnover rates are 5.67 issues per item and 4.8 issues per patron. 618 patrons have joined since August 2007 and this number is steadily increasing.

11. Plans for the next quarter

Challenges for the next quarter to increase usage and membership include:

- Visits by staff to various retirement villages in Tawa to promote our Tea 'n Tales sessions.
- Community and migrant group visits planned include:
Liaising with the Bucket Tree Motel in Tawa regarding the increased number of migrants who choose this as their first residence whilst looking for suitable accommodation. Lynette Te Paa will visit the two motels in the area to promote our services to migrants.
- Continue to work with ethnic groups in the community to encourage them to visit the library. Ada Nally (Migrant specialist) has spent some time in Tawa and encouraged staff to use the migrant web pages when possible. This will continue.
- Investigating synergies with other local WCC units:
Continue to work closely with the Tawa Community Centre to promote activities and programmes at both sites. Our website will be linked to the community website - Tawalink.com.

Contact Officer: *Rose Barker Team Leader North Cluster*

Supporting Information
<p>1) Strategic Fit / Strategic Outcome <i>Example: The project supports Council's overall vision of Creative Wellington – Innovation Capital. 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</i></p>
<p>2) LTCCP/Annual Plan reference and long term financial impact <i>N/A.</i></p>
<p>3) Treaty of Waitangi considerations <i>N/A</i></p>
<p>4) Decision-Making <i>N/A</i></p>
<p>5) Consultation N/A</p>
<p>6) Legal Implications <i>N/A</i></p>
<p>7) Consistency with existing policy <i>N/A</i></p>