

Library Policy

This policy replaces Wellington City Council Consolidated Bylaw 1991, Part 13 (Library), which was revoked from 12 April 2000.

1. Introduction

Wellington City Libraries (WCL) are a core service of Council. They have a high appreciation by the Wellington community; a high international rating for use per head of population; and a high level of customer satisfaction for the services they provide.

Wellington City Libraries currently have a network of services which seek to meet the community's needs in different ways. This network includes branch and central libraries, website and internet services, outreach programmes as well as an extensive collection and lending service. These are managed by a diverse range of skilled staff and up to date information systems. The services are used by residents, businesses, schools, community groups and others locally, nationally and increasingly internationally.

This policy shows how the services Wellington City Libraries provide meet the strategic outcomes and objectives of Council and the Wellington community.

1.1 What Does This Policy Aim to Achieve?

The policy shows how library services contribute to the vision and outcomes for Wellington as set out in Council's Strategic Plan, particularly in the delivery of education, information and recreation services. This policy sets the direction for Council's involvement in library services and provides a framework for the operation of Wellington City Libraries. It sets out guiding principles, targets and measures so that:

- Council can make better policy decisions about the libraries; and
- the organisation can develop operational policies that are directly linked to Council's outcomes.

The policy will be implemented primarily through the Libraries Service Level Agreement. Monitoring will occur annually which will ensure that the policy remains current.

1.2 Why Have a Library Policy?

The Local Government Act gives Councils the power to establish facilities and services which "provide for the recreation, amusement and instruction of the public."

Libraries have been identified as a core service of Council and an important way to deliver Council's strategic outcomes. This policy will outline the way that library services can assist in meeting those outcomes and will also assist Council in making decisions about Wellington City Libraries.

1.3 What Does the Policy Contain?

The policy is structured as follows:

- Section 2 positions the policy within the context of Council's strategic direction. Strategic and policy documents are examined to determine what services Council needs to deliver to meet its strategic outcomes and how this links with library services.
- Section 3 reviews external factors which will have an impact on the library services and may require a policy response.
- Section 4 provides the principles by which the policy will operate, drawn from existing documents.
- Section 5 integrates the previous sections to provide a set of targets and measures for Wellington City Libraries and indicates how the policy will be implemented and monitored.

1.4 What do These Words Mean?

Outcomes: big picture ideas about how we, the citizens of Wellington, would like our city to be.

Key Priorities: areas chosen by Council for special attention over the life of the strategic plan. They help Council to decide how to allocate resources and funding.

Objectives: what Council aims to do in order to achieve outcomes.

Guiding Principles: provide us with a framework for considering alternative courses of actions.

Targets: milestones that tell us when we've reached objectives.

Measures: tell us whether changes are happening which we may need to respond to.

Customer: an individual or group who benefit or will benefit from a service being provided. This encompasses:

- the traditional terms "user" and "borrower"
- proxy use (for example parents using on behalf of children)
- people who, although not currently members or users, will require certain aspects of the service to operate today so they can access the library information tomorrow.