

5. What We Will Do

The following table brings together the information in Sections 2, 3 and 4 and provides a range of targets and measures which will:

- assist in achieving Council's strategic outcomes and objectives;
- assist in making policy decisions about Wellington City Libraries; and
- guide the development of operational policies.

| Outcomes | Objectives | Targets | Measures |
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| <p>2.2 Developing Potential</p> <p>People are encouraged to develop their full potential as individuals and members of the community</p> | <p>2.2a Ensure a broad range of education and learning opportunities, especially for those whose access is limited (Draft Social Strategy)</p> | <p>T1 A diverse range of education, information and recreation resources that</p> <ul style="list-style-type: none"> ▪ are relevant to communities needs ▪ are representative as well as innovative <p>T2 A system to manage and promote resources so that they remain:</p> <ul style="list-style-type: none"> ▪ appropriate to needs ▪ accessible (time and space) ▪ up to date (technology dependent) <p>T3 Specific strategies for those with limited access to enable them to use resources and services</p> | <p>M1 Customer satisfaction and feedback (eg through surveys, stakeholder/focus group meetings)</p> <p>M2 Library user profile to reflect city community profile and needs</p> <p>M3 Proportion of Wellingtonians who use library services</p> <p>M4 Library usage rates by specific service</p> <p>Note: Above measures are for population as a whole and for each identified group whose access may be limited</p> |
| <p>2.3 Cultural Diversity</p> <p>Wellington welcomes, values and celebrates a diversity of cultures</p> | <p>2.3c Cater for the needs of people from different cultures who have chosen to make Wellington their home (Draft Social Strategy)</p> | <p>T4 Specific resources and information for different cultural groups including resources in languages other than English</p> <p>T5 Libraries used and promoted as spaces for celebrating diversity through special programmes, exhibitions, events etc (can be linked to other events)</p> <p>T6 Libraries used and promoted as information and service centres</p> | <p>Modified M1, M3 and M4 to cover specific cultural groups in Wellington as identified in the city profile, including comparison with population as a whole</p> |

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| <p>2.5 Partnership Council and Mana Whenua partnerships fulfil the city's obligations under Te Tiriti o Waitangi (the Treaty of Waitangi)</p> | <p>2.5a To maintain and improve mana whenua involvement in city development (Draft Social Strategy)</p> | <p>T7 Partnerships with Tangata Whenua and Taura Here to deliver information and recreation services which satisfies their interests. T8 Bicultural values developed and implemented for services T9 Wellington City Libraries as repository and resource for mana whenua history and culture</p> | <p>M5 Partnership approach reflected in regular meetings with mana whenua and Modified M1, M3 and M4 to cover Maori including comparison with population as a whole</p> |
| <p>2.4 Participation People are encouraged to participate in community networks and the decision making and development of their city</p> | <p>2.4a To strengthen decision-making processes by providing better opportunities for consultation and debate on major issues (Draft Social Strategy)</p> | <p>T10 Community members use libraries to both access and deliver information about community networks, issues and decisions</p> | <p>Refer M1 to M4</p> |
| | <p>2.4c To ensure that adequate recreation, leisure and learning opportunities exist for all members of the community and encourage participation and 'bringing people together' in a wide range of activities. (Draft Social Strategy)</p> | <p>T11 Libraries used and promoted as focal points for community activity T12 Complementary services co-located with libraries where appropriate - including Council Customer Service Centres, community services, commercial services T13 A range of activities, programmes, and spaces provided to "bring people together" - also relates to T3</p> | <p>Refer M1 to M4</p> |
| <p>2.6 Access to Resources All residents have access to community resources and public services</p> | <p>2.6b To enable all to function as full members of the community by maintaining access to community facilities and public services (Draft Social Strategy)</p> | <p>Refer T1,T2 and T3</p> | <p>Refer M1 to M4</p> |
| | <p>2.6c To ensure that all members of the community have access to information and advocacy service (Draft Social Strategy)</p> | <p>T14 Libraries provide space for community information Refer T3, T9 and T11</p> | |

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| <p>4.7 Education Wellington recognises education as an essential contributor to a strong economy</p> | <p>Work closely with the business community of the city (Points of Difference)</p> | <p>T15 Specific resources/information for business appropriate to their needs</p> | <p>M6 Proportion of library usage for business purposes</p> |
| <p>Working to ensure that Wellington has a strong, internationally competitive economy (Points of Difference)</p> | <p>Assist and encourage economic development through the support of the city's key business clusters (Points of Difference)</p> | <p>T16 Specific industry/education information to support business clusters</p> | <p>Refer M6</p> |
| <p>7.1 Recreation Opportunities Wellington offers a diverse range and an abundance of quality recreation and leisure activities and facilities that are easily accessed and affordable</p> | <p>7.1a To ensure the availability of a diverse range of recreation opportunities that satisfy the needs of Wellington citizens (Recreation Strategy)</p> | <p>Refer T1 and include recreation</p> | <p>Refer M1 to M4</p> |
| | <p>7.1c To improve access for all citizens to recreation and leisure facilities and activities (Recreation Strategy)</p> | <p>Refer T3</p> | |
| | <p>7.1d To ensure a more equitable distribution of recreation facilities and opportunities across the city and the region (Recreation Strategy)</p> | <p>T17 Geographic distribution of facilities assessed using methodology based on the following criteria:</p> <ul style="list-style-type: none"> ▪ Population growth/change ▪ Community needs and service gaps including for specific groups ▪ Catchment areas ▪ Availability of transport and other access issues ▪ Costs ▪ Potential for multi-use and colocation of services ▪ Support for community/suburb nodes. | <p>Modified M3 by suburb</p> <p>Note: this information is not available with current information systems but should be in the future</p> |
| <p>3.5 Quality of Life The City provides</p> | <p>3.5b To increase opportunities for participation in the</p> | <p>Refer T1, T2 and T3</p> | <p>Refer M1 to M4</p> |

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| lifelong opportunities for access to the arts thereby enhancing the quality of life of residents | arts for all Wellingtonians (Arts Strategy) | | |
| 3.6 Diversity of Arts The City values and celebrates the arts of a wide diversity of cultures | 3.6a To assist the artistic expression of ethnic and cultural groups in the city (Arts Strategy) | T18 Wellington City Libraries as a resource for published material for local (Wellington and suburbs) history of people and communities Also refer T5 | Refer M1 to M4 |
| 1.4 Compact City Wellington is a compact city with mixed land uses structured around a vibrant city and suburban centres, and connected by major transport corridors | 1.4d To concentrate commerce and community services along main streets and at suburban centres (Draft City Form Strategy) | Refer T17 | |

5.1 Implementation and Monitoring

This policy will be implemented primarily through the Service Level Agreement (SLA) for Libraries. The service specifications in the Agreement will reflect the outcomes, objectives and targets listed above. The performance measures will detail the information required to satisfy the measures listed above. It is not intended that separate reporting requirements be established for this policy. These requirements will be met through the Libraries SLA. Monitoring of the policy will occur annually in conjunction with the review of the Libraries SLA.