

LIBRARY AND INFORMATION SERVICES

Developing the knowledge, literacy and information skills of the city's residents and to contribute to the city's cultural, economic and social wellbeing and cultural understanding by providing and promoting accessible, non-exclusive, high quality and cost effective library and information services. Library Services manages a book stock of 999,228 volumes and provides services to 244,652 enrolled members and other users.

STATEMENT OF OBJECTIVES AND SERVICE PERFORMANCE

Objectives for 1999/00	Performance Indicators	Actual	Target
1. Continue to deliver effective library and information services to customers.	1.1 Residents visiting a Council Library during the year, at least Adults Under 18 years	70% average for Adults and Children	65% 80%
	1.2 Borrowers satisfied with service provided (average of six factors), at least	80%	81%
	1.3 Information customers satisfied with service provided (average of five factors), at least	73.5%	85.5%
	1.4 Average cost per lending service transaction	\$2.00	\$2.07
2. Launch a Business Information Service in association with Insite (the Council's Information Service).	2.1 Business Information Service established by	5 April 2000	30 March 2000
3. Consolidate WWW site management to ensure efficient and effective delivery of Council information.	3.1 Customers have access to up-to-date, core Council information via the Web.	Not applicable	No target set in Annual Plan
	3.2 Process and frameworks established for sharing information between local organisations	These have yet to be fully developed	30 June 2000
4. Provide prompt, courteous and efficient cash receipting and general Council information at six locations and integrate the service delivery at the Papanui Library and Service Centre location.	4.1 Customer expectations, in terms of overall service provided, being met or exceeded not less than	Not measured	90% of the time
	4.2 Integration completed by	31 December 1999	30 April 2000
5. Complete the building of the new Fendalton Library and Service Centre and the extension of the Spreydon Library.	5.1 Fendalton Library and Service Centre completed by Spreydon Library by	3 July 2000 New strategy being developed	29 February 2000 31 January 2000
6. Review provisions for the remaining two libraries at Parklands and Upper Riccarton/Avonhead.	6.1 Consultations, research and report completed by	Deferred while new strategy developed	29 February 2000
7. Provide resources, advice and story telling to selected pre-schools throughout the city to acquaint parents and caregivers with the value of libraries and literacy.	7.1 Pre-school groups city-wide receiving resources, no fewer than	63	60
	7.2 Story telling workshops delivered to staff of Kindergartens and Pre-schools, at least	4	4
8. Provide and promote services to housebound customers in association with the Red Cross.	8.1 Housebound service provided to at least	252	60 Customers
9. Commence year one of a three year programme to upgrade computer terminals for public use.	9.1 Replacement completed with minimal interruption to service by	30 April 2000	30 April 2000

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STATEMENT OF COST OF SERVICES FOR THE YEAR ENDED 30 JUNE 2000

	2000 COSTS (After Internal Recoveries) \$000's	2000 INCOME \$000's	2000 NET COST \$000's	2000 ESTIMATE NET COST \$000's	1999 ACTUAL NET COST \$000's
OPERATIONAL OUTPUTS					
Advice	137	7	130	173	138
Information Technology/WWW Web Project	180	0	180	165	101
Council Information - Insite	159	1	158	129	0
Central Library Lending Services	3,896	485	3,411	3,167	3,004
Central Library Information Services	3,941	109	3,832	3,752	3,664
Community Libraries Lending & Information Services					
Pre-School Outreach	85	0	85	89	91
Outreach	272	0	272	276	219
Mobile Libraries	579	4	575	595	600
Linwood Community Library	887	64	823	704	742
Sumner Library	206	19	187	173	159
Bishopdale Community Library	611	43	568	554	530
Fendalton Community Library	1,127	60	1,067	920	847
Halswell Community Library	370	25	345	336	292
Hornby Community Library	569	40	529	457	479
New Brighton Community Library	1,319	71	1,248	1,232	523
Shirley Community Library	946	79	867	792	767
Papanui Community Library	848	45	803	635	670
Redwood Community Library	368	18	350	352	316
Spreydon Community Library	804	52	752	707	643
St Martins Library	104	2	102	107	103
Neighbourhood Libraries	181	0	181	141	258
COST OF SERVICE	<u>\$17,589</u>	<u>\$1,124</u>	<u>\$16,465</u>	<u>\$15,456</u>	<u>\$14,146</u>

Notes (\$000's)

External Revenue included in Income is: Actual 2000 \$1,124, Estimate 2000 \$1,643, Actual 1999 \$1,464.

Depreciation included is: Actual 2000 \$2,798, Estimate 2000 \$2,975, Actual 1999 \$2,555.

Refer Note 22.



The New Brighton Library, which had its first full year of operation.