

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 2000/01 | 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 | 75% average for Adults and Children | 65% 80% |
| | 1.2 Borrowers satisfied with service provided (average of six factors), at least | 78% | 81% |
| | 1.3 Information customers satisfied with service provided (average of five factors), at least | 84.4% | 85.1% |
| | 1.4 Average cost per transaction | Not measured* | \$2.10 |
| 2. Implement a Customer Contact Centre to provide information services to remote customers by phone, fax, e-mail and desktop. | 2.1 Contact Centre operational by | 8 June 2001 | 30 June 2001 |
| 3. Implement year two of the programme for upgrading library information technology to enable implementation of the TAOS software. | 3.1 Implementation by | 31 May 2001 | 30 June 2001 |
| 4. Secure a solution for service delivery improvements in the south Christchurch area. | 4.1 Council decision by | 23 November 2000 | 30 July 2000 |
| | Building commenced by | Delayed due to continuing community consultation. Completion now expected by 31 December 2002 | 30 June 2001 |
| 5. Implement year two of the development plan for the Central City Library to provide improvements to the ground floor and to the provision of services to customers, particularly in the area of services to ethnic groups. | 5.1 Changes implemented with minimum of disruption to service by | 31 July 2001 | 30 June 2001 |
| | 5.2 Ethnic services strategy in place by | 30 April 2001 and reported to Council 7 May 2001 | 30 April 2001 |

* Outputs were revised after the budget was adopted meaning that this calculation could not be performed. However, the Libraries and Information Unit operated within its expenditure budget while enquiries handled increased by 2.77% offset by a 0.4% decrease in issues.

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Statement Of Cost Of Services For The Year Ended 30 June 2001

| | 2001 Costs (After Internal Recoveries) \$000's | 2001 Income \$000's | 2001 Net Cost \$000's | 2001 Estimate Net Cost \$000's | 2000 Actual Net Cost \$000's |
|--|---|---------------------------|--------------------------------|---|---------------------------------------|
| Operational Outputs | | | | | |
| Advice | 409 | 6 | 403 | 422 | 130 |
| Information Technology/WWW Web Project | 306 | 3 | 303 | 296 | 180 |
| Council Information - Insite | 116 | 12 | 104 | 106 | 158 |
| Central Library Lending Services | 3,957 | 354 | 3,603 | 3,644 | 3,411 |
| Central Library Information Services | 3,934 | 234 | 3,700 | 3,709 | 3,832 |
| Community Libraries Lending & Information Services | | | | | |
| Pre-School Outreach | 120 | 1 | 119 | 103 | 85 |
| Outreach | 373 | 7 | 366 | 396 | 272 |
| Mobile Libraries | 410 | 5 | 405 | 468 | 575 |
| Linwood Community Library | 847 | 77 | 770 | 812 | 823 |
| Sumner Library | 278 | 29 | 249 | 222 | 187 |
| Bishopdale Community Library | 638 | 57 | 581 | 595 | 568 |
| Fendalton Community Library | 1,443 | 114 | 1,329 | 1,269 | 1,067 |
| Halswell Community Library | 360 | 33 | 327 | 343 | 345 |
| Hornby Community Library | 577 | 53 | 524 | 535 | 529 |
| New Brighton Community Library | 1,575 | 100 | 1,475 | 1,615 | 1,248 |
| Shirley Community Library | 1,045 | 98 | 947 | 889 | 867 |
| Papanui Community Library | 857 | 68 | 789 | 765 | 803 |
| Redwood Community Library | 373 | 26 | 347 | 347 | 350 |
| Spreydon Community Library | 779 | 66 | 713 | 779 | 752 |
| St Martins Library | 88 | 4 | 84 | 127 | 102 |
| Neighbourhood Libraries | 234 | 3 | 231 | 245 | 181 |
| Cost of Service | \$18,719 | \$1,350 | \$17,369 | \$17,687 | \$16,465 |

Notes (\$000's)

External Revenue included in Income is: Actual 2001 \$1,350, Estimate 2001 \$1,345, Actual 2000 \$1,124.

Depreciation included is: Actual 2001 \$3,250, Estimate 2001 \$3,195, Actual 2000 \$2,798.

Refer Note 22.

Librarian, Christine Turner, takes her work aboard a tram for the NZ Post Children's Book Festival

