

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 2001/02	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	70%	65%
	1.2 Borrowers satisfied with service provided (average of six factors), at least	75%	81%
	1.3 Information customers satisfied with service provided (average of five factors), at least	85%	85%
2. Introduce an ethnic language collection in Fendalton Library to meet customer demand.	2.1 Collection introduced by	31 March 2002	31 March 2002
3. Extend the range of electronic databases available to remote users.	3.1 Remote users have access to, at least	10	6 electronic databases
4. Implement the third year of the development plan for the Central City Library to provide improvements to services to customers.	4.1 Alterations to second floor completed by	30 June 2002	31 December 2001
5. Complete the first full year of operation of the Fingertip Library (the Library's Call Centre).	5.1 Calls answered without hand on, at least	64%	80%
6. Plan, and commence building the new Library and Learning Centre in the South of Christchurch.	6.1 Building to commence by	Construction contract out to tender	30 June 2002
7. Implement year three of the programme to upgrade library information technology to enable implementation of the TAOS software.	7.1 Terminal replacement completed & software installed by	Terminal replacement completed by June 2002. TAOS software not implemented as it will no longer be developed	30 June 2002
8. Implement programmed electronic service developments to be delivered via the Council's Website.	8.1 Programmed electronic service developments implemented within budget by	Programme office established. First year projects substantially progressed	30 June 2002

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Objectives for 2001/02	Performance Indicators	Actual	Target
9. Prepare the annual "State of the (City's) Environment" monitoring report.	9.1 Monitoring report completed & published by	30 June 2002	30 June 2002
10. Extend CINCH (Community Information Database) as the core electronic access to community information, as part of Christchurch on-line	10.1 Work commenced by	30 April 2002	30 April 2002

Statement of Cost of Services for the Year Ended 30 June 2002

	2002 Costs (After Internal Recoveries) \$000's	2002 Income \$000's	2002 Net Cost \$000's	2002 Estimate Net Cost \$000's	2001 Actual Net Cost \$000's
Operational Outputs					
Collections	8,134	140	7,994	8,229	7,018
Resource Delivery	5,536	975	4,561	4,687	4,499
Library Website	191	25	166	167	101
Voluntary Libraries	251	0	251	254	170
Enquiries	3,212	333	2,879	3,091	2,499
Creating Content	608	237	371	368	457
Public Programmes	463	0	463	470	392
Information Skills	581	0	581	596	538
NZ Heritage	664	4	660	658	589
Advice	380	4	376	431	461
CCC Website	98	0	98	99	218
City Monitoring & Research	346	0	346	399	427
Information Development	302	0	302	493	0
Cost of Service	\$20,766	\$1,718	\$19,048	\$19,942	\$17,369

Notes (\$000's)

External Revenue included in Income is: Actual 2002 \$1,718, Estimate 2002 \$1,641, Actual 2001 \$1,350.

Included within the External Revenue was a grant of \$235,000 from the Community Trust for the development of Christchurch Online - the gateway to Christchurch and Canterbury information.

Depreciation included is: Actual 2002 \$3,534, Estimate 2002 \$3,766, Actual 2001 \$3,250.

Refer Note 22.



These Tūtūkū panels in the Nga Pounamu Maori Centre at the Central City Library. From left "Waharu", "Kaokao", "Poutama" and "Double Poutama"