

15. BISHOPDALE AND FENDALTON LIBRARIES - ANNUAL REPORT

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The purpose of this report is to inform the Board of the achievements and activities of Fendalton and Bishopdale Community Libraries during the past year.

CHRISTCHURCH CITY LIBRARIES - SIGNIFICANT ACHIEVEMENTS AND ACTIVITIES

Christchurch City Libraries has had a busy and exciting year. Activities, which have impacted on the wider Library network, include:

Review of the Strategic Directions

This year Christchurch City Libraries has completed a review of its strategic directions. The revised plan, originally set for 1997 to 2007, may be accessed on the Council's Internet site: <http://library.christchurch.org.nz/ThePlan/>. In response to the changes and challenges raised through consultation and research, the Library needs to:

- Make best use of the library buildings
- Take libraries and information to where people are
- Make the internet and its information easy to use
- Help our increasingly diverse society feel at home and able to participate
- Provide digital bridges for those who need help to participate in an electronic world
- Preserve and make available the past and present for the future

Centralised Phone, Fax, and Email Services

The library has centralised its phone, fax and email services so that customers have just one place to access their library account or to have their questions answered. Community Libraries are delighted with this new service because they are better able to focus on meeting the needs of their walk-in customers. Customer satisfaction with this service has been outstanding and the Library has won the Technology Category of the 2002 NZ Post Management Excellence Award for the project, and is short listed in the Library Association's 3M Award for Innovation. This service has extended hours of operation which means customers can contact us in the evenings and weekends.

Promotion of Electronic Resources to Local Secondary Schools

Most secondary schools in Christchurch have been visited this year by a team of librarians to promote the use of our electronic databases and other electronic resources. As these are all available free of charge to Christchurch residents, this particular campaign focused on ensuring student's library membership was current, ensuring all students have a PIN, and making them aware of the resources available.

Online Gateway for Christchurch and Canterbury

Localeye is a new gateway to online resources for Christchurch and Canterbury. Christchurch City Libraries and Alchemy have jointly created Localeye in association with Canterbury Development Corporation, Canterbury Employers Chamber of Commerce, Christchurch and Canterbury Marketing, Christchurch City Council, Council of Social Services, Environment Canterbury, Q, Christchurch Polytech and the University of Canterbury.
<http://localeye.info>

Word Processing and Excel Facilities

In addition to being able to pay to use email and have open Internet access in our libraries, customers also have free access to most New Zealand and selected overseas sites through our Internet gateway. Further to this, we have recently made PCs available in all libraries for word processing and Excel use.

BISHOPDALE COMMUNITY LIBRARY

Community Relationships

The library continues to be involved in a range of activities and programmes, which help to establish and foster community interaction. A number of local schools participate in a structured programme of library visits which encourage the children to explore the materials we have for recreation and education, both traditional library resources as well as exciting new electronic ones. Schools involved include Cotswold, Bishopdale, Isleworth and Harewood. Many of the children from these schools, and others in the vicinity, also visit the library independently to pursue their own needs and interests. This year we have also encouraged local schools to display examples of children's art work in the library and we have had some wonderfully colourful exhibits. Each Friday during term time a popular pre-school session is held in the Library. Stories, songs and poems are enthusiastically received each week by around 15-20 preschoolers and their parents. This year we have also held two "Baby and Toddler" sessions aimed at even younger children. One of these sessions was part of the Library's contribution to Parenting Week. Once again parents were very appreciative of this initiative. Students and tutors from the Alpha Educational Institute, an English language school based in Bishopdale Mall, are regular library visitors. In March, to coincide with the beginning of the school year, an evening event was held for primary school aged children and their parents. Called "The Big Tick", this evening helps to highlight the resources and services, which the library has to support the school curriculum.

We regularly select bulk loans of books and audio-visual materials for four local rest homes as well as selecting materials for a number of housebound residents. Community groups who have mounted informative displays in the Library this year include Parentline, SAFE, Alcoholics Anonymous, Tear Fund and the Family Education Trust.

Bishopdale Statistics

It has been another busy year for us. Bishopdale Library issued 350,065 items for the year July 2001 – June 2002, an increase of 2.24% on the preceding year. We answered approximately 23,000 information requests and enrolled over 1000 new members. Electronic foot counts tell us that approximately 13,000 people are visiting the Library each month.

Change in the Library

In April 2002 Bishopdale Library closed for four days to undertake the huge task of replacing all of its shelving. 25-year-old grey shelving was replaced with new cream units in the adult area and electric blue shelving in the children's library. At the same time a new layout was devised and some furnishings updated. Customer feedback has been uniformly positive. We have been able to create an illusion of light and space as well as some attractive areas for sitting and browsing. We have also managed to improve access to, and increase the visibility of, popular and revenue generating collections and computers and electronic resources. We offered the best of the discarded shelving to voluntary libraries in Christchurch and many gladly accepted. We received several messages of appreciation from the voluntary libraries, both for offering the shelving and for efficiently managing the process of sorting out each library's requirements. The successful completion of this reorganisation was the result of many weeks of meticulous planning by a small project team of Bishopdale colleagues whose commitment to the task was outstanding.

Loss of a friend and colleague

In July 2002 Bishopdale's Community Children's Librarian, Chris Collister, died unexpectedly after a sudden, very short illness. Chris' death was a great shock to the Bishopdale Library team, to her colleagues and friends throughout the Library network and to many Bishopdale customers. With tremendous support from the wider library network services at Bishopdale Library were maintained throughout what was a very difficult time for everyone.

Future issues for Bishopdale Library

The recent reorganising of the library and replacing of the shelving has enabled us to make the best possible use of the space we have at Bishopdale but we continue to struggle with the constraints of a our 25 year old building and the limitations it imposes on the resources and services we can provide. We are excited by the possibilities outlined in the recently prepared summary report and proposal for a community multi-purpose facility in the Bishopdale area. Although there is currently no provision for an extended or new library facility in the Council's Library or Property budget we would support any proposals which would provide for an extended and refurbished library within the foreseeable future.

FENDALTON COMMUNITY LIBRARY

Our Business

With the Fendalton Library and Service Centre now entering its third year of operation the past 12 months have been a time for the consolidation of services. Fendalton Community Library continues to be one of the busiest of the community libraries in the Christchurch City Libraries network.

- Our Best Seller collection is very popular and gained \$17,994 in revenue in the past year
- Issues have increased slightly to an average of 210 items per hour of opening
- 305,716 people came into the Library and Service Centre in the past year, this was an increase of 9.94% on the previous year
- Our Children's Services continue to be popular with 228,288 children's items issued in 2001/2002 and 6,617 people attending activities such as Story Times, Baby Lap Sit and Class Visits

These statistics reflect strong use of the library and its facilities by its community. There seems to be an increasing number of customers who are using the library space for reading books and magazines rather than just coming in and taking items home to read. We are planning to purchase two sofas to add to the seating options for customers.

Our First Language Collection has been steadily increasing and is proving popular with customers. The collection consists of books written in languages other than English. We currently have titles in Chinese, Japanese, Korean and Persian; this reflects the ethnicity of the migrant groups that use the Fendalton Community Library.

Community and Council

The leadership of Counter Services has been split from the Libraries Unit this year. This has meant some changes for both teams. Diane and Lyn have shown a lot of goodwill and a positive attitude to another change in their area.

During the year we linked with a number of community groups, with some using the library foyer space for displays. Eight rest homes receive resources from the Fendalton Community Library on a four weekly basis. These resources include fiction, non-fiction, talking books, music and magazines. This service is very popular with the rest homes management and residents. Numerous school classes visit the library as part of their curriculum activities.

Information Technology

As previously mentioned, Christchurch City Libraries now offers word and excel software on our pay computers. As part of the introduction of this new service the number of pay computers at Fendalton Community Library was doubled to four. These computers are proving to be very popular with customers wanting to update their curriculum vitae and complete job applications. We are supporting customers in the use of this technology through on the spot assistance and a variety of classes.

Future Plans

- Christchurch City Libraries is conducting a three-month trial of food and drink vending machines in some community libraries. Fendalton Community Library will trial a hot drink machine in the magazine area from November 2002 to February 2003.
- Following its success at New Brighton Community Library and the Central City Library, Sky television will be introduced at Fendalton in the new year. Available channels will be selected according to their fit with the current library collection and the requirements of library users.

Staff

Recommendation: That the information be received.

Chairman's

Recommendation: That the foregoing recommendation be adopted.