

## 17. LINWOOD AND SUMNER LIBRARIES ANNUAL REPORT

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The purpose of this report is to inform the Board of the achievements and activities of the Linwood and Sumner 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 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.

## **LINWOOD COMMUNITY LIBRARY**

This has been another busy and productive year for the team at Linwood.

We issued just over 400,000 items which is 7% of the total items issued by Christchurch City Libraries. We joined almost 1,400 new members and welcomed 4,000 regular customers. In all, over 189,000 people visited the library which was 4% more than the previous year.

A new coat of paint in March gave us a much stronger presence in our commercial environment and enhanced the visual impact of our building. New bilingual signage is being developed in keeping with our branding which will identify us and clarify our purpose.

### **Our Community Focus**

The learning and development of young people has continued to be a major focus at Linwood. Preschool storytimes are offered weekly and are well attended as is the music and movement session for preschoolers held monthly. Both foster early language development through story, song, rhyme and rhythm and help parents become acquainted with resources that will contribute to their children's growth. We were delighted to be part of a programme initiated by the Altrusa Club encouraging parents at Portsmouth St Kindergarten to share books with their children

Regular contact with 10 schools in the area has been maintained resulting in over 70 organised visits, either school to the library or librarian to the school sharing resources, supporting reading programmes and encouraging information literacy. Twenty-five interested students from local schools enjoyed a writers' workshop conducted by visiting author Sandy Mackay, winner of the Junior Category of the NZ Post Book Awards. The establishment of a Homework Zone has provided young people with a space to do their homework and a librarian is dedicated to help during the scheduled time. This reward based scheme teaches children to use a wide range of resources including electronic databases to access information.

One of our goals for the year was to encourage community participation and a feeling of community ownership. Providing a performance space for local musical groups on an occasional Saturday morning has been a very successful way of doing this. Subtle Undertones Too, the Cashmere High School jazz band entertained customers from our garden and guitarist Jon Hooker accompanied by Hugh Campbell held people spellbound with their skill. Our customers were delighted also with the performance of the Kapahaka group from Linwood Avenue Primary School who celebrated Maori Language Week with us. Comments have been very favourable.

We have supported various groups in the community by providing a meeting space or space for demonstration or display. The Lacemakers Guild created considerable interest when they demonstrated their craft and the speaker from the Arthritis Society was very well received. We hosted a crowd of young people and organisers for planning of the LYFE festival and two local community groups make regular use of the activities room for their meetings throughout the year.

Tutorials for adults on computer use continue to be popular and access to the internet and email facilities are well used.

We select and loan between 70 and 90 books a month to two rest homes in the area and support a third by providing access to our stock for a designated person to choose from.

## **SUMNER COMMUNITY LIBRARY**

### **The business**

In the year 1 July 2001 – 30 June 2002 91,739 people visited Sumner Library, 125,750 items were issued and 9,152 enquiries were made. Sumner Library holds approximately 45,300 items of stock.

### **Heritage Week event**

During Heritage week Topsy Rule gave a talk entitled "Museum in a suitcase". An appreciative audience of interested local residents attended this very entertaining and informative event. Topsy was introduced to the audience by Linda Rutland, the Deputy Chairperson of the Board.

### **Children's Services**

The whole of Sumner School visited in August. 13 classes attended, two at a time, equating to 334 children accompanied by 28 adults. The Children's Librarian, Rose Phillips, demonstrated how to use the Kidstuff web page, as well as the catalogue, and told the children about PINs and the new Smart Cards. The staff at Sumner feel there has been an increase in the use of the library after school.

A four-week programme of stories for pre-schoolers has been held again, once each school term during the year. This has proved to be a very popular programme and all sessions have been well-attended.

### **Friends of Sumner Library**

The Friends group has once again still provided financial and moral support to the Library. Diane Bargas and Rose Phillips attend their meetings every 2 months. The major item purchased for the Library this year from donated funds was a rimu sideboard to provide extra storage space. The sideboard is also very useful for displaying books.

#### **Staff**

**Recommendation:** That the information be received

#### **Chairman's**

**Recommendation:** That the information be received and Rosemary Hitt and Diane Bargas thanked for their report.