

5. SPREYDON COMMUNITY LIBRARY AND ST MARTINS CHILDREN'S LIBRARY ANNUAL REPORT

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The purpose of this report is to inform the Board of the achievements and activities of Spreydon Community Library and the St Martins Children's Library 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.

On-line gateway for Christchurch and Canterbury

Localeye is a new gateway to on-line 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.

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The Libraries in the community

Both libraries have been involved in a number of activities which have developed and strengthened community relationships. We have continued our focus on children's services delivering programmes both in the libraries to over 3,000 children and through outreach visits to schools too distant or unable to transport children to the library. We find these outreach visits to be a very effective way of taking the "Kids who read succeed" message outside the library walls. This year we took part in a special programme involving both parents and pupils at Rowley School and over 300 children enjoyed puppetry and stories at Opawa School.

Two new initiatives at both libraries this year have included the introduction of Homework Zones and the Homework Club. Children are issued with a "loyalty card" which is stamped each time they use either electronic or book homework resources in the library. After four stamps they are rewarded with a pen or library bag and their completed card goes into a monthly draw for a book voucher. Staff are always on hand to give homework assistance. Regular pre-school story and music programmes at both libraries continue to be well received and both libraries also began baby lap sit programmes this year when parents and babies share action songs, rhymes and simple stories.

Competitions, reading clubs and special events during school holidays were well supported. Helping both parents and children to choose a "good read" continues to be one of the most rewarding aspects of children's library work.

Each month Spreydon Library sends bulk loans of around 600 large print and talking books to six rest homes in our area and the couriers of 25 print-disabled customers collect their talking books from the libraries. The over '60s continue to be a large customer grouping at Spreydon, confirmed by the predominance of their age group response in a recent hours of opening survey.

Spreydon Library has continued to provide free tutorials to adults on using the Internet, receiving and sending emails, using the on-line library catalogue and exploring selected web sites to match a customer's interest areas. Most adults choose to learn these skills on a one-to-one basis. At Spreydon we now have two PCs offering open internet and word processing use and two PCs which give access to selected sites only.

Key Performance Indicators

Spreydon Library is open 48 hours a week, Monday to Saturday and is staffed by 8.01 FTEs. We issued 417,010 items during the 2001/2002 year, making Spreydon the third busiest community library in the Christchurch City Libraries network. This volume of business in a building only a third the size of Fendalton and Shirley Libraries limits our ability to host in-house programmes for adults, the way we display our resources and the study space we can provide downstairs. An expected reduction in business following the opening of the South Library next June will alleviate some of these problems.

Children's issues account for 30% of Spreydon's total and customers used the self-issue machine to issue 30% of their items. 24,000 enquiries were answered during the year. We enrolled 1,400 new members and 186,162 people came to the library. A stock-take during the year confirmed that Spreydon has a stock of slightly fewer than 50,000 items.

St Martins Children's Library is open 24.25 hours per week and is staffed by 1.05 FTEs. At St Martins 57,809 items were issued, 148 new members enrolled and 4,600 enquiries answered. St Martin's Children's Library stock of 10,000 items will be transferred to South Library next June.

Staff

Recommendation: That the information be received.

Chairman's

Recommendation: That the officer's recommendation be adopted.