

9. FENDALTON AND BISHOPDALE COMMUNITY LIBRARIES' ANNUAL REPORT

Officer responsible Sue Sutherland, Libraries Manager	Author Erica Rankin, Fendalton Community Librarian, DDI 941-6713 Margaret Clune, Bishopdale Community Librarian, DDI 941-7730
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The purpose of this report is to outline the significant achievements of Christchurch City Libraries for the year ended June 2003. The report also highlights the achievements and activities of the Fendalton and Bishopdale Libraries for the same period.

SIGNIFICANT ACHIEVEMENTS AND ACTIVITIES FOR THE YEAR ENDED JUNE 2003

In August 2002, the Council adopted *The Plan*, the revised strategic directions for libraries covering the period 2002-2007. This document sets the framework within which new developments and improvements to services will be actioned in the coming years. One of the first initiatives arising from *The Plan* was the completion and adoption in May 2003 of *Nga Tapuwae Hou: new footsteps*, the library's plan for services to Maori.

Other significant achievements, in addition to the work of loaning items, providing information and delivering programmes, include:

- New bilingual signage hung throughout all libraries. Visibility and readability have been significantly improved
- The Mobile Library and Hornby Library both had their refurbishments. The Mobile has a new external look which uses a mixture of library characters and photographs
- LiveOnline was launched in February 2003. This service enables customers to receive help with information and searching via the Web. Using "chat" style technology customers "talk" with a librarian in the Fingertip Library who can show them how to find information on the internet or in the library's own databases. To date 65% of the use has been by youth (up to 18 years)
- Reading Crusade was a collaboration with the Crusaders rugby team to create a unique and exciting reading promotion for Year One to Eight students. Christchurch children were asked to read their choice of 12 super titles to win rugby and reading related prizes. All children who entered the Reading Crusade received a certificate printed with the signatures of the Crusaders Super 12 Team
- Localeye – your online gateway to Christchurch and Canterbury was launched in October 2002. The aim of localeye is to seek out the websites of organisations and businesses in or about Christchurch and Canterbury and arrange them for convenient access
- South Christchurch Library, Learning Centre and Service Centre was initially projected to open in May 2003 but a revised programme extended that to August 2003
- Planning of the new library in Upper Riccarton commenced in October 2002. This new library, which is a partnership between Christchurch City Council, Riccarton High School and the Ministry of Education, is projected to open in December 2005
- Pulse, a website for teenagers, was launched on 16 June. The Pulse website, <http://pulse.christchurch.org.nz/about/>, has been created by the library in consultation with teens from Christchurch and includes links to websites, reviews and feedback. It has been hugely popular since its launch

FENDALTON LIBRARY – ACHIEVEMENTS AND ACTIVITIES

Business

Fendalton Library continues to be the busiest community library in the Christchurch City Libraries network. In the last 12 months business at Fendalton has increased significantly. The library was visited by 333,241 people, an increase of 16.66% from the previous year. 2,582 new members were enrolled and 708,471 items were issued, an increase of 6.08% or 40,596 items. We also handled 49,153 enquiries.

Preschool

78 Pre-school sessions were held in the library, attended by 1,827 children and their caregivers. Baby Time sessions were also held in this period with a focus on babies 0-18mths.

School Visits

Our class visit programme continues to be well supported with 146 class visits held in the library, attended by 2,932 children from local schools, including Aorangi, Ilam, St Patricks, St Teresa's, Fendalton, Medbury and Kirkwood Intermediate schools

Tutorials

Tutorials in the use of the catalogue, email, internet etc are offered on demand and continue to be popular.

Rest Homes

Bulk loans of books, magazines, CDs and videos are provided monthly to 8 local rest homes.

New Community Librarian

Erica Rankin was appointed as Community Librarian in June following Justine Lester's appointment to the new South Library.

Other Highlights

In October a group of women from the local Afghani community visited and toured the library with a Farsi translator. Books in Farsi were available for them to borrow and we demonstrated the availability of newspapers in their native language which they could read on our public computers via the internet. This was the first time that some of the women had used a computer and the first opportunity since leaving their homes to read the Afghanistan news written in Farsi. This initiative was organised by Stephanie Gibbons, our Community Children's Librarian and was a huge success.

The library had a presence at the Culture Galore day held at Ray Blank park in Feb. Children's author and illustrator Gavin Bishop held a creative writing course at Fendalton as part of Nestle Write Around New Zealand. Family Bedtime Stories were held on 3 occasions. A group of home schoolers and their families visited for a demonstration in the use of our online resources.

BISHOPDALE LIBRARY – ACHIEVEMENTS AND ACTIVITIES

Community Interaction

The Bishopdale Library has once again had a busy year of activities and events designed to foster strong community relationships. John Cummins, the children's librarian at Bishopdale, has visited Bishopdale, Harewood, Isleworth and Cotswold schools either to promote participation in the Reading crusade or to support the schools' Book Week activities. The Library also hosted a writing workshop for local school children, lead by well-known children's author Gavin Bishop. Classes from some of the schools have visited the library to borrow material to support curriculum units or to learn research skills. We also continue to welcome significant numbers of children from local schools seeking to independently fulfil informational or recreational needs. Approximately 15-20 pre-school children attend weekly storytime sessions in the Library and this year 2 special sessions entitled "Musical Parenting" were enthusiastically received by toddlers and their caregivers. Members of the Bishopdale Library team participated in the Culture Galore day held in Ray Blank Park in February and a presentation to the Bishopdale Probus Club in May was very well supported. The Library has held displays and activities to promote Maori Language Week, Parenting Week, Heritage Week, Library Week and Neighbourhood Week as well as New Zealand Music Month. Community groups which have mounted informative displays in the Library this year include Girl Guides, Canterbury Arthritis Society, Multiple Birth Society and Parentline. The Burnside Embroidery Group also held a novel "Stitch-in." We continued to provide bulk loans to 4 local rest homes as well as selecting materials for a number of housebound residents.

Bishopdale Statistics

For the year July 2002 – June 2002 Bishopdale Library issued almost 350,000 items. We answered 27,950 enquiries (almost 5,000 more than last year) and enrolled 1035 new members. In an average month 8500 people visit the library. Bishopdale library customers eagerly embrace technology and we have the highest proportion (for the Christchurch City Libraries network) of total issue transactions pass through the self-issue facility (at 36.99%). Surprising perhaps when so many of our customers are of advancing years!

Library Building

We were very fortunate this year to have received capital funding to upgrade the staffroom facilities at the library. New kitchen joinery was installed and the small room was carpeted and repainted. This has made a great difference for the team. The building housing the library is now 26 years old and the resources and services we can provide are rather limited by space constraints. We are watching with interest the proposal which is currently under consideration for a new multi-purpose community facility at Bishopdale. Although there is currently no provision for an extended or new library in the Council's Library or Property budget we would support any proposal which would provide for an enlarged or refurbished library in the foreseeable future.

Staff

Recommendation: That the information be received

Chairman's

Recommendation: That the above recommendation be adopted.