

7. LINWOOD AND SUMNER COMMUNITY LIBRARIES' ANNUAL REPORT

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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 Linwood and Sumner Libraries for the same period.

SIGNIFICANT ACHIEVEMENTS AND ACTIVITIES FOR THE YEAR ENDED JUNE 2003

In August 2002, the Council adopted the revised strategic directions for libraries covering the period 2002-2007 (*The Plan*). 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

LINWOOD LIBRARY – ACHIEVEMENTS AND ACTIVITIES

The Team at Linwood Library has had another successful and productive year. Our issues increased by almost 2.5%, the total number of items being 412,486, 9,500 more than the previous year which equates to 8% of the total items issued by Christchurch City Libraries. According to our records 193,111 people visited the library, an increase of 2% over the previous year and of those visitors 5,219 are actively using their library cards to borrow.

We hold approximately 55,500 items of stock available for our residents to borrow.

COMMUNITY FOCUS

During the first term of the school year we actively sought face to face contact with the local primary schools to form links with parents through their established networks. Through this contact we developed invitations to speak to parents at pre-enrolment groups and coffee mornings as well as securing a slot in school newsletters. To address a concern that we had about encouraging young people to read more, we rearranged our Children's area to achieve more display and to highlight the wealth of wonderful reading material available. Children's fiction use has increased by nearly 8%. Another new initiative was the introduction of Babytimes sessions which, in addition to Preschool Storytimes and monthly Music and Movement sessions means that there are a range of programmes centred on early literacy offered by the library. These are all well attended and enjoyed by our customers. A writer's workshop for young people led by New Zealand writer Gavin Bishop was well attended by local schools. The homework zone, established last year, has gone from strength to strength. Statistics gathered on network wide use show that Linwood children are responding enthusiastically, recording an 180 percent increase in the take up of this reward based scheme which teaches young people to use the library resources for their homework assignments.

We offer free computer classes in Basic Catalogue Training, Introduction to the Internet and Eager for Email. All three are well supported by customers of all ages keen to learn new skills.

Two local rest homes are serviced with a total of 1,125 items per year and a third rest home exchanges items using their own designated selector.

Community groups, some of who have also enjoyed the opportunity to use the display space available, regularly use our Activities Room.

Displays were hosted from groups such as Familial Trust, Multiple Birth Society, Arthritis Association, Kids Safe, NZ Genealogy Society and Linwood Toy Library.

We have continued to offer a bi-monthly musicfest which has introduced a range of local musicians. Their performances have brought a spring to the step and a sparkle to the eye and generally generated much favourable comment.

SUMNER LIBRARY – ACHIEVEMENTS AND ACTIVITIES

STATISTICS

In the year 2002/03 102,974 people visited Sumner Library, and 135,561 items were issued. This represents an increase of 7.80%. There were 11,960 enquiries. We had a 24.5% increase in new members enrolling at Sumner and an overall 18.75% increase in transacting members using the library.

COMMUNITY FOCUS

This year we have had new signage installed in order to help our customers with finding what they want. We have also reorganised the arrangement of books in the Large Print area, and these are now grouped in genres, eg mystery, romance and adventure. This has proved very popular with our older customers, and with those who select items for elderly friends and relations.

We have lowered most of the children's non fiction shelving so that more of the collection is directly accessible by the children themselves. This has made it easier for children to use the collection for homework. We have a small "Homework Zone" which is used steadily, and children enjoy the reward based Homework Zone club.

We select and loan approximately 60 books a month to a local rest home and we are used as a base by several couriers who pick up items for housebound customers.

The Preschool Storytime is the main focus of our provision of children's services. This has enjoyed an increased attendance since we changed the session from Wednesday to Friday mornings to fit in with the use of the Plunket rooms next door. An increasing number of parents are using the Parenting collection and we are actively adding new titles to this.

A group from Van Asch Deaf Education College visited to become familiar with our resources, and several of the students visit on a regular basis. The Young Adult area is very popular with this group and we have relocated all of our captioned videos there as a result.

FRIENDS OF SUMNER LIBRARY

We would again like to acknowledge the ongoing financial and practical help and support we get from this group. Sadly, the chairperson, Marjorie Ockenden, passed away in November 2002 and we were sorry to lose her robust support and friendship. Her contribution is recorded on a plaque erected in the Library.

Staff

Recommendation: That the information be received.

Chairperson's

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