

## 5. HORNBY AND HALSWELL 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 Hornby and Halswell 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

### HALSWELL LIBRARY – ACHIEVEMENTS AND ACTIVITIES

#### Halswell Development

The Halswell area continues to grow and develop rapidly with many new homes being occupied within close proximity to the library. The ability to provide a high standard of service from the current service point and to be able to meet the needs of a rapidly growing community is a high priority to us.

#### Business

Business at Halswell Library continued to grow steadily during the year.

- **Issues** - 197,693 items were issued during the year indicating a 4.59% increase from the previous year.
- **Footcount** - There was a marked increase in our foot traffic for the year rising from 52,400 to nearly 76,000. This is an increase of 44.53% which is extremely significant when considering any planning for the future.

- **Registrations** - 546 new registrations were processed. This compared to the figures for last year. The team at Halswell did notice significant numbers of changes of address of people who were already library customers but who had moved into the Halswell area.
- **Enquiries** – Based on statistics gathered quarterly, it was estimated that Halswell handled 25,857 enquiries for the year
- **Reserves** – 2,240 items were reserved from other libraries in the Christchurch City Library network.

### Services to Children

- **Nestle Writer's Workshop** - Halswell Library hosted a Nestle Writer's Workshop in the Halswell Hall in April. The Nestle Write Around New Zealand is a national event in which Christchurch City Libraries participates each year. Local schools are asked to select a number of pupils who they believe will benefit from this. Renowned author/illustrator Gavin Bishop lead an enthusiastic group of pupils from Halswell, Rolleston and Manning Intermediate Schools through a writing session.
- **The Big Tick** - Following the success of The Big Tick programme at some community libraries, Halswell Library ran a very successful session for parents and children in September 2002. The Big Tick is a programme promoting various resources available in the library which will help and support children with their homework. Spot prizes and promotion bags help make the evening memorable and lots of fun.
- **Class visits** - Ladbrooks School visits the Halswell Library each term and Greenpark School also visited on a one-off visit.
- **Preschool Outreach Visits and Bedtime Stories** - Veronica Brownlee visits the Halswell Kindergarten each fortnight during term time to share stories. Bedtime Stories held on the last Friday of each month are still a very popular event which is always well attended with children coming from as far as Motukarara in their pyjamas.

### Walk and Talk

Halswell Library is continuing to be the meeting place for the Walk and Talk programme managed by the Leisure Unit. Kay Gilray leads an enthusiastic group of residents for a 30 minute walk around the Halswell area and every second week they host a guest speaker. A wide variety of topics are covered ranging from Birdlife on the Port Hills to handcrafts.

### HORNBY LIBRARY – ACHIEVEMENTS AND ACTIVITIES

**Business** – In the past year Hornby Library has :

- Issued 255,101 items
- Answered an estimated 32.853 enquiries
- Enrolled 1,093 customers
- Been visited by 114,297 people
- Supplied books and audio visual materials to five Rest Homes
- Provided an in-house programme showing older students from local Primary Schools how to use Library resources

**Pre-school Story sessions** – these were increased to once a week during term time and the programme has proved very popular with both children and caregivers. Numbers have grown steadily with a local Preschool also attending regularly

**Refurbishment Project** - As part of the Library's Asset Management and Maintenance programme, Hornby Library had major renovations completed. This involved closing for one month so the Library could acquire a bright new colour scheme, new flooring, updated shelving, greatly enhanced layout and display options, a dedicated computer area, as well as extra study spaces and casual seating. Access was also greatly improved with the installation of two sets of automatic doors. Customers have been very positive about all the changes and are really appreciating the improvements.

**Pasifika Project** – The Ministry of Education has implemented several initiatives to raise the literacy and achievement levels of Pasifika students and have developed programmes to assist care-givers and students through home/school partnerships. Rona Fatuleai, Hornby Children's Librarian, was approached by Tufulasi Taleni, the College of Education's Pacific Nation's Advisor about the possibility of extending the local Hornby programme to include the Library, and the decision was made to have a one year trial.

This collaboration aimed to support Pasifika caregivers and students by –

- Introducing Pasifika families to the Library
- encouraging caregivers to support their children's education by accessing Library resources
- promoting reading and the usage of the Library for their information and recreation needs
- supporting their school and homework assignments

Rona and Tufulasi met with the Principals from six local schools to introduce the project. An enthusiastic response from them resulted in meetings being organised at the schools for both caregivers and students to outline the benefits of using the Library. These were subsequently followed by very successful "Introduction the Library" sessions in the Library

**Staff**

**Recommendation:** That the information be received.

**Chairman's**

**Recommendation:** That the information be received.