

6. SPREYDON, ST MARTINS AND SOUTH 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 Spreydon, St Martins and South 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

SPREYDON LIBRARY – ACHIEVEMENTS AND ACTIVITIES

In the year to the end of June 2003, Spreydon Library was involved in a number of activities reflecting the differing roles the library has in the community. These roles include leisure and lifestyle; community development; educational; information access; democracy, culture and heritage.

We continued our focus on children's services delivering class visits, pre school story and music programmes and baby lap sit action songs, rhymes and simple stories both in the library and through outreach visits to almost 2,000 children. The Homework Zone where staff are always on hand to give homework assistance and the child's "loyalty card" is stamped each time they use electronic or book resources continued to be well attended. Competitions, reading clubs and special events during school holidays were popular.

Over 8000 large print and talking book issues were made to six rest homes in the area and the couriers of 25 print-disabled customers regularly collected the talking books sent from the Library's Outreach and Special Needs section. While many of our customers have attended the computing classes available at the Central Library, thirty adults chose to attend the one on one tutorials offered by Spreydon Library. These ranged from an introduction to the internet, learning how to send and receive email through to basic and advanced catalogue use. The two PCs offering open internet and word processing use are very well used.

During the year Spreydon Library contributed almost 5% of its stock to the new South Library, leaving 46,000 items for Spreydon customers. Issues rose nearly 2% to 425,000; 1400 new borrowers were registered, 174,000 people came through the doors and 33,000 enquiries were answered. An improved display area for Council information and community happenings has been well received.

One of the year's highlights was the library's participation in the Barrington Big Fun in the Park Day where we ran two story time sessions and promoted the library with posters, brochures, booklists and giveaways. Although it was a Sunday we opened the library which proved a popular respite from the February sun. The community response was overwhelmingly positive.

ST MARTINS LIBRARY – ACHIEVEMENTS AND ACTIVITIES

The major targets for the year at St Martins Children's Library were to keep the community informed of the South Library's progress and to prepare for the transfer of the stock to the new premises.

Issues remained steady at almost 60,000, 190 new borrowers enrolled during the year and 4,600 enquiries were answered. The Homework Club was a popular place with "hot topics" material gathered together for the easy use of children and their caregivers. Pre school story times continued to have an enthusiastic patronage and the new Baby Time programme introduced once a term was a hit with both parents and babies.

Special outreach promotions during the year were to the Sydenham Community Pre School in Huxley Street and to both Opawa and Beckenham Schools with the Centre for the Child's Travelling Road Show. During the second and third terms of 2003 all the neighbouring primary schools were visited to give them information about the closing of St Martins Children's Library and the opening of South. While there was sadness at the prospect of the library closing after 29 years of specialised service to the children of the St Martins community there was also anticipation of the enhanced programmes and increased space at the new Library.

SOUTH LIBRARY – INTERIM REPORT AUGUST –SEPTEMBER 2003

Christchurch City Libraries: South opened its doors on Saturday 23rd of August 2003. The Library offers services from 9am – 7pm Monday to Friday and 10am – 4pm on Saturday and Sunday. By the end of September 37,000 people had visited the building. During the first 2 weeks of opening 1,028 people signed our Visitors Book. Our collection currently stands at 65,000 items and in September 55,000 items were borrowed. Usage was spread throughout the collection. To date we are exceeding our revenue targets and have taken \$12,213 in revenue. The overwhelming response from customers has been positive with many commenting on the 'great community facility'.

Staff

Recommendation: That the information be received.