

5. PAPANUI AND REDWOOD COMMUNITY LIBRARIES' ANNUAL REPORT

Officer responsible Sue Sutherland, Libraries Manager	Author Joan Simpson, Papanui Community Librarian, DDI 941-5420 Christine Annan, Redwood Community Librarian, DDI 941- 7725
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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 Papanui and Redwood 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.

PAPANUI LIBRARY – ACHIEVEMENTS AND ACTIVITIES

- **Business** – During the 12 months to June 2003 Papanui Library has been visited by 233,504 people, an 8.55% increase from the previous year. We issued 336,861 items an increase of 6.26% and 1774 new members have been enrolled. In addition 34,554 enquiries were dealt with by the staff.
- **Pre-school** - Our pre-school sessions continue to be popular with an average of 40 children attending regular storytimes. We are offering three Babytime sessions per term and these are also very popular.
- **School Visits** – Primary schools find the location of Papanui Library difficult to walk to however we have had visits from Waimairi and Paparoa Primary schools. Our children's Librarian has visited Paparoa, Papanui, Bishopdale and Isleworth Primary schools.
- **Electronic resources** – The staff at Papanui High School received a demonstration of the electronic resources available to them via the Libraries web site.

- **Sky TV** – The Papanui Library has decided to continue subscribing to Sky Television for at least another six months and will leave the television in the Young Adults area.
- **Vending machines** – following the trial of a vending machine it was decided not to continue with it in this library.
- **Walk and Talk** – The Papanui Walk n Talk group meets on Wednesdays at the Papanui Library and we support this Leisure Unit initiative by providing books on the topics spoken about and leading tours of the library as part of the programme.
- **Community Librarian** – Joan Simpson was appointed as the new Community Librarian following Erica Rankin's appointment to the Fendalton Library.
- **Events to look forward to:**
 - **COOL** – Computing Offered On-line – the library has two public terminals which can be used for COOL. A booking system will now be required for these machines with a maximum time limit of one hour. The number of computers available for COOL is likely to increase if there is a public demand for them. We are looking forward to offering this new service and will be joining with CPIT to promote this new service at the Northlands Mall.
 - **Children's Day and Neighbourhood Week** – We will have the mobile bus, and staff providing story telling for this event for the Children's Day and hope to bring children in to the library during Neighbourhood Week.
- In general we are all looking forward to working with the Board and the community to promote the services we have to offer.

REDWOOD LIBRARY – ACHIEVEMENTS AND ACTIVITIES

- **Business** – In the last 12 month period Redwood Library has been visited by 75,732 people, and staff have issued 166,716 items, handled 27,014 enquiries and enrolled 481 new members. This is an increase on business overall last year.
- **Our class visit programme and pre-school sessions** continue to be well supported by local Primary Schools, parents and pre-school children. Outreach visits to Learning Curves Montessori Pre-School and Northcote School and monthly visits by Belfast Kindergarten have also continued.
- **Local Schools Artwork and Crafts** – This has been showcased continually in the children's area with contributions from Northcote, Belfast, Redwood Primary and Casebrook Intermediate schools. Great feedback has been received from the community who appreciate seeing what these talented youngsters have produced.
- **Writer in the Library** – Author and illustrator Gavin Bishop took a popular young writers workshop at Redwood Library in June 2003 at which 20 children from Casebrook and St Joseph's schools were encouraged to write a modern day maori myth.
- **Get Well Bags** – The seven new Get Well Bags funded by the Shirley/Papanui Community Board have been a welcome addition, and their contents have received great comments from appreciative parents.
- **Rotary Award** - Last October, Victoria Moore, Redwood Children's Library Assistant was given a Rotary Award for excellence in customer service. She was selected as one of five individuals considered by the public of Belfast and Redwood to be most deserving of recognition for outstanding Customer Service in 2002 and also received the most votes. This was the result of a survey conducted by the Rotary Club of Belfast during October 2002 with the assistance of 17 community organisations.

Making useful contacts with Belfast Rotary at the award dinner also enabled Redwood Library to be involved in their Christmas Tree Project providing Christmas presents for needy children in the area.

Staff

Recommendation: That the information be received

Chairperson's

- Recommendations:**
1. That the staff recommendation be adopted.
 2. That a letter be sent to Victoria Moore congratulating her on her Rotary Award.
 3. That the Board allocate a grant of \$500 from 2003/04 Discretionary Funds to Belfast Rotary for the Christmas Tree Project.