

### **13. SUBURBAN SERVICE DELIVERY STRATEGY**

In response to the request at the October 1997 meeting, the Community Manager reported that the integrated Shirley Service Centre and Library pilot had been successful and routine Council business had been very well handled by front line staff. This had been monitored by regular customer surveys. The Board **received** the information and asked that a visit for members be arranged to the Shirley Library and Service Centre to view its operation.