

library services

Nature and Scope

Customers can access lending and information services from the Central Library, 12 community libraries and one mobile library. They can also access information by phone, fax, email or LiveOnline through our customer centre.

The main services provided are:

- Access to a wide range of information sources, both paper and electronic. Access from home and office is available via the library's website at <http://library.christchurch.org.nz>
- Library and information professionals to assist customers with enquires
- Loan of materials from a collection of more than one million items to over 250,000 members
- Inter library loan of materials from other libraries
- Programmes and events for all ages
- Collecting and preserving material about the city, its culture and heritage
- Community spaces for reading, studying, relaxing, listening and viewing

Ten neighbourhood libraries, operated by autonomous committees of volunteers, are supported to provide books for loan.

Building Skills for Lifelong Learning

The Library organises programmes and activities that contribute towards literacy and continued learning throughout our lives.

Performance Measures

Service	Performance Measure
Social	
Provide programmes in libraries and in the community, which support learning and literacy.	Residents who have used a city library service in the last year (target 70%)
	Hours used by school visits - South Learning Centre (target 1000 per annum).
	Participation in programmes (target: 40,000 people per annum).

Contribution to Outcomes

Outcome	How Building Skills for Lifelong Learning Contributes to this Outcome
A Learning City	The various programmes enable people to acquire the knowledge and skills needed to participate in society and value lifelong learning

Collections & Materials

The Council's libraries purchase, collect, manage and store their collections and resources. Heritage collections are preserved for current and future generations.

Performance Measures

Service	Performance Measure
Social	
A wide range of materials is available for borrowing.	Per capita number of items in the library system (target 3.5)
	Patrons are satisfied with the range of materials available (target 85%).
	A collection will be provided in languages other than English where there are 1000 residents or more who speak that language.
Heritage collections are preserved for the benefit of present and future citizens.	Items per year are added to the collection of 63,000 items (target 3,000).

Contribution to Outcomes

Outcome	How Collections and Materials Contributes to this Outcome
A Cultural and Fun City	The collections provide books, magazines, music, videos and DVDs - for creative leisure
A Learning City	The collections provide books, magazines, music, videos and DVDs - to provide people with information and assist with learning and education
Strong and Inclusive Communities	The libraries are a source of information about Christchurch and Canterbury's heritage



Christchurch Libraries

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Lending Services

Items are available for borrowing by registered members, either on the shelf or by placing a reserve.

Performance Measures

Service	Performance Measure
Environmental	
Collections are provided for shared use.	Turnover of the collections (target: 5 times per item).
	Issues per capita (target: 17 issues per capita)
Social	
Adequate staff and self issue machines for issuing items.	Customers satisfied with time taken to issue an item (target 95%).
	Customers satisfied with helpfulness of staff (target 95%).
Materials are made available within a reasonable time.	Borrowers who use the service are satisfied with waiting times for a reserved book or an interloan (target 75%).

Contribution to Outcomes

Outcome	How Lending Services Contributes to this Outcome
A Cultural and Fun City	The collection provides books, magazines, music, videos and DVDs - for creative leisure
A Learning City	The collection provides books, magazines, music, videos and DVDs - to provide people with information and assist with learning and education

On-line Access to Information

Electronic content, including subscription databases and web resources, is available via the internet for users wherever they are located, or on computers within the libraries.

Performance Measures

Service	Performance Measure
Social	
Public access is provided to electronic content and databases.	Increase per annum in visitor sessions via the Internet (target 10%).
	There are enough public access computers in the libraries (target: 1 per 1,625 population).
	Customers are satisfied with ease of finding information (target 90%).

Contribution to Outcomes

Outcome	How On-line Access to Information Contributes to this Outcome
A Cultural and Fun City	Computer facilities and information are available for leisure use including e-mail and interactive games
A Learning City	Our people can readily access electronic information by themselves or with assistance

Places for Reading Listening and Viewing

Community spaces are available for people to read, study, relax and have meetings.

Performance Measures

Service	Performance Measure
Social	
Libraries are open a range of hours convenient to customers.	The range of opening hours for the 14 libraries cover between 9am and 9pm on weekdays and 10am to 4pm on weekends (closed on public holidays).
Adequate space is provided for people to read, relax and study.	Visits per capita (target 10).
	Customer satisfaction with facilities provided (target 90%).

Contribution to Outcomes

Outcome	How Places for Reading, Listening and Viewing Contributes to this Outcome
A Cultural and Fun City	The libraries provide places for people to relax and meet together, and make use of the libraries' extensive collection
A Learning City	The libraries provide places for people to work and study
Strong and Inclusive Communities	Libraries are community focal points and avenues of community and local information

Services to Enquirers

Professional and experienced staff are available to help customers find information in response to their enquiries.

Performance Measures

Service	Performance Measure
Economic	
Commercial information service tailored to business clients' needs.	Customers are satisfied with quality and timeliness of information (target 95%).
Social	
Persons seeking information are able to obtain what they are looking for.	Customers are satisfied with the help available when seeking information (target 90%).

Contribution to Outcomes

Outcome	How Services to Enquirers Contributes to this Outcome
A Cultural and Fun City	Library customers can easily find materials they will use in their leisure time
A Learning City	Library customers can easily find materials and information to assist them with expanding their knowledge

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Libraries and Information

Asset Information

The purpose of the City's Libraries and Information service is to inform, educate, entertain, involve and inspire. The outcome is improved personal, social, cultural and economic well-being for the people of Christchurch. The service is in the business of connecting people with information and ideas to create knowledge and enrich lives through the power of stories.

The assets required to achieve this purpose are shown in the table below:

Asset description	Size/Quantity	Book value at 30 June 2003 (\$ 000's)
Central City Library	6500 m2	10,097
Bishopdale Library	682 m2	821
Fendalton Library	1100 m2	2,858
Halswell Library	320 m2	311
Hornby Library	497 m2	467
Linwood Library	800 m2	676
New Brighton	970 m2	2,345
Papanui Library	780 m2	1,378
Redwood Library	284 m2	489
Shirley Library	800 m2	1,197
South Library	2000 m2	5,708
Spreydon Library	332 m2	270
Sumner Library	230 m2	291

Smith Street (Outreach, Mobile, Bindery, Store)	2160 m2	1,416
Voluntary Libraries	10 buildings	602
Collections	1,085,793 items	14,272

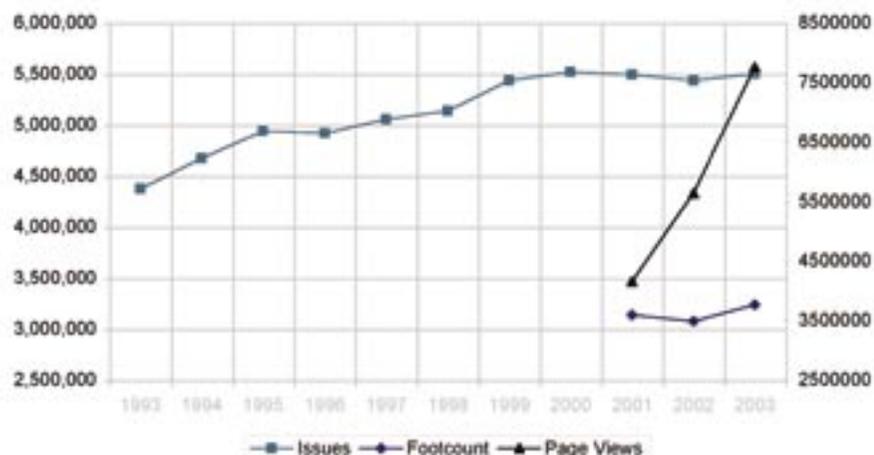
While the Voluntary Libraries are housed in properties owned and maintained by the Christchurch City Council, they are not part of Christchurch City Libraries but receive grants towards the purchase of books and internal maintenance. They may also access additional stock from a collection maintained for that purpose.

Demand Trends

Demand for library and information services comes from increased populations, or from existing populations who for whatever reason begin using libraries for learning, leisure and information. There are various indicators of demand, including items loaned, foot count and page views (electronic use of databases, the website and our catalogue).

Trends since data was captured are graphed below. These figures do not include data for voluntary libraries.

Demand Trends From Population Growth



Source:???

Demand from population growth, particularly in new housing developments drives demand for new library locations.

Levels of Service

Service levels in relation to assets consumed are as follows

Collection	Items per head of population	3.5
	Items added per annum	140,000
Buildings	Total hours of opening per week	753
	Distance from a library	<2 km

The levels of service in relation to hours of opening will be reviewed in 2004/05 as a result of customer feedback concerning weekend hours at both Central and some community libraries.

These levels of service do not apply to the Voluntary Libraries who operate their services independently of Christchurch City Libraries.

Requirements for additional assets and financial implications

Assets for growth

In 1992 the Council approved an extension, refurbishment and renewal programme for its library network. This programme will result in approximately 80% of the city being within two kilometres of a library. To complete this programme two further libraries are in planning:

Library	2004/05	2005/06
Upper Riccarton community/school library: construction, fit out and collection	\$995,000	\$3,656,000
Parklands Library construction, fit out and collection	\$1,475,000	

For the Upper Riccarton Library, 550,000 of the of the total cost is being contributed by the Ministry of Education.

Assets for level of service improvement

A refurbishment of Spreydon is also planned:

Library	2005/06	2006/07
Spreydon Library	\$405,600	\$100,000

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The Upper Riccarton and Parklands libraries are considered to be 100% due to increased demand. Spreydon Library is considered to be 50% renewals and replacement and 50% improved level of service.

All of the above costs will be met from the Councils capital works programme. The opportunity exists to raise money for new assets which arise out of growth in demand for services, from developers contributions and this will be assessed on a case by case basis.

Maintenance and Renewals

External maintenance of library buildings, and maintenance to the fabric of the building, eg lifts, escalators, HVAC is managed by the Council's Corporate Property function. Internal maintenance is the responsibility of the Libraries and Information Unit and asset maintenance plans are currently in preparation. All libraries, with the exception of Bishopdale and Spreydon, have had significant refurbishment or been constructed from new since 1993. A new round of maintenance and renewals will be required from 2004/05 on. The schedules being prepared will indicate expected life of the asset or fitting, the current condition and the expected renewal date providing a sound base on which to plan for the ongoing refurbishment of the buildings.

Maintenance is currently funded as part of the overall operational costs (from Rates), with some capital provision and can be expected to increase over time as the buildings and interiors age.

Collection maintenance and renewal is funded from the council's capital works programme. Provision in the next five years allows a percentage for growth in the size of collection following the establishment of the two new libraries at Upper Riccarton and Parklands.

2004/05	2005/06	2006/07	2007/08	2008/09
4,100,000	4,200,000	4,750,000	4,750,000	4,750,000



A scene at the Fendalton Library

Cost of Proposed Services

Budget 2003/04 \$000's		Plan 2004/05 \$000's	Forecast 2005/06 \$000's	Forecast 2006/07 \$000's	Projection 2007/08 \$000's	Projection 2008/09 \$000's	Projection 2009/10 \$000's	Projection 2010/11 \$000's	Projection 2011/12 \$000's	Projection 2012/13 \$000's	Projection 2013/14 \$000's
24,362	Expenditure (After Internal Recoveries)	25,661	26,811	27,245	27,901	28,663	29,303	29,814	30,354	30,938	31,569
(1,954)	Revenue	(2,064)	(2,102)	(2,142)	(2,168)	(2,195)	(2,223)	(2,251)	(2,280)	(2,309)	(2,338)
22,408	Net Cost of Service	23,596	24,709	25,103	25,733	26,468	27,081	27,563	28,075	28,629	29,231

The Net Cost of Service is funded from rates and other revenue. See the Funding Impact Statement in volume 3 for details.

Consisting of the following Activities

723	Building Skills for Lifelong Learning	927	950	951	979	1,016	1,052	1,084	1,117	1,152	1,190
8,979	Collections and Materials	9,138	9,399	9,565	9,788	10,045	10,267	10,430	10,619	10,825	11,039
5,561	Lending Services	5,956	6,096	6,102	6,253	6,434	6,571	6,677	6,782	6,895	7,019
996	On-line Access to Information	1,242	1,292	1,293	1,358	1,429	1,498	1,562	1,631	1,701	1,775
2,532	Places for Reading Listening and Viewing	2,691	3,270	3,488	3,568	3,661	3,735	3,794	3,853	3,918	4,000
3,616	Services to Enquirers	3,643	3,701	3,704	3,787	3,884	3,958	4,015	4,073	4,138	4,209
22,408	Net Cost of Service	23,596	24,709	25,103	25,733	26,468	27,081	27,563	28,075	28,629	29,231

Capital Expenditure

2003/04 \$000's		2004/05 \$000's	2005/06 \$000's	2006/07 \$000's	2007/08 \$000's	2008/09 \$000's	2009/10 \$000's	2010/11 \$000's	2011/12 \$000's	2012/13 \$000's	2013/14 \$000's
3,994	Renewals and Replacements	3,907	4,119	4,528	4,651	4,842	5,462	5,537	5,537	5,462	5,462
384	Improved Service Levels	741	3,454	748	156	180	-	-	300	375	650
1,033	Increased Demand	3,027	2,116	713	735	750	360	360	360	360	260
5,411	Total Capital Expenditure	7,675	9,690	5,989	5,542	5,772	5,822	5,897	6,197	6,197	6,372

Notes

Capital Expenditure is corporately funded from asset sales, rates (depreciation and surplus), capital revenues, special funds, and loans. See Capital Funding Summary in volume 1, and the Funding Impact Statement in volume 3 for details.

For details of capital projects, see the 5 year Capital Works Programme pages in volume 1.