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The purpose of this report is to brief the Spreydon/Heathcote Community Board on the services provided from Spreydon Library and highlights of the 1998/99 year.

Spreydon Library provides resources and services to meet the needs of the local community for knowledge, recreation and information. This is done from an attractive building, which was more than adequate for the level of business until approximately five years ago. Since then our business has outgrown this building to a state where we are doing double the amount of business per square metre than any other library in the Canterbury Public Library system. However, providing the best possible service to our customers remains our most important goal. The library is open for 48 hours per week – Monday and Thursday from 10.00am – 8.30pm; Tuesday, Wednesday and Friday from 10.00am – 6.00pm; and Saturday from 10.00am – 1.00pm.

Each year over 410,000 items are issued. The predicted issue this year is 416,000. This is a slight drop over last year but now the Mall development is almost complete it is expected that these figures will start to rise again.

Two Public Information Terminals are available which allow Internet access for our customers. There are also three OPACs providing access to the library catalogue and enabling people to place reserves and check their borrowing records. These are all very well used which often leads to congestion, particularly after school when children descend on the library in search of information for assignments.

SERVICES

Children

Children (0 – 12 years of age) make up approximately one third of our customer base. Spreydon Library and our focus in this area is on providing programmes which support literacy in children in this age bracket.

Four classes visit Spreydon Library each week to take part in a programme structured round storytelling, introducing new books and authors and instruction on using the library and its technology. Each term there is a four-week programme of storytelling and music and movement for pre-schoolers and their parents. Our Children's Librarian, Vanessa Andrews, also visits three local pre-schools once a month. The Children's Librarian also visits schools that find it difficult to bring their pupils in, or who have been unable to be included in the class visit programme run at the library. Other pre-schools in the area are visited by the Pre-School Outreach Project Librarians based at the Outreach and Special Needs Unit in Smith Street. Approximately twice a year there is a special storytelling event at the library to celebrate a special event like Kidsfest or Books and Beyond.

Children's resources include picture books, story and information books, reference books, magazines, videos, cassettes, CDs, CD-ROMs and posters. There are two MAC computers funded by the Canterbury Community trust especially for the use of children.

Young Adults

YAs (13 – 18 years of age) make up 2-3% of our customers at Spreydon. Resources popular with this group are CDs and music tapes, magazines, books for recreational reading and informational material to support their studies. Access to the Internet is also available.

Adults

This collection includes novels and non-fiction books, reference books, cassettes, CDs, videos, talking books, CD-ROMs, magazines, motor manuals, adult reading assistance material to develop reading and writing skills and to assist people for whom English is a second language, large print books, the Nga Taonga Maori Collection, newspapers from the four main New Zealand cities, Christchurch electoral rolls, New Zealand telephone directories and Council information, agendas and minutes.

Computer access is available to CINCH, a database of clubs, organisations and services in the greater Christchurch area and DICE, a database of classes and courses. Customers can pick up any of Canterbury Public Library's in-house publications on subjects ranging from lists of authors by genre, readings and music suitable for weddings, guides on how to grow family trees and Bookmark, the monthly magazine which lists new titles and other library news, or use the photocopier. Brochures on music and theatre events, walks, classes and activity programmes are also available.

Spreydon Library has eight housebound borrowers who have talking books delivered by relatives or volunteer couriers and the library supplies bulk loans of books to five rest homes.

HIGHLIGHTS OF THE PAST YEAR

- Managing to deliver a high standard of service to our customers in overcrowded, less than ideal conditions
- Internet access for our customers
- EFT POS installation
- Continued success of the pre-school and class visit programme
- Visits to schools for story-telling sessions and to promote the use of the library
- A very successful “Stories by Candlelight” session as part of the Books and beyond festival
- The opportunity to meet and welcome our three Service Centre colleagues Grant Adams, Iris Watt and Sara Kelland
- Purchasing two art prints as part of the Harold Lester Wilson bequest

Recommendation: That the information be received.