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Corporate Plan Output: Linwood Library Corporate Plan	

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

Linwood Library provides resources and services to meet community needs for knowledge, recreation and information in a colourful, comfortable and welcoming environment. The library is open for 45 hours a week – Monday to Wednesday and Friday 10.00am to 6.00pm; Thursday 10.00am to 8.00pm; and Saturday 10.00am to 1.00pm. The library has a staffing equivalent of 8.76 FTE.

Over 2,500,000 items have been issued in the five and a half years since Linwood Library opened. The busiest year was 1997/98 when Linwood was heavily impacted by Shirley Library's eight months closure from fire. Since Shirley reopened and Sumner Library integrated into the Canterbury Public Library network, issues at Linwood have dropped by a current 2% a month. This 1998/99 year Linwood expects to issue about 450,000 items and is the fourth busiest library in the network after Central, Shirley and Fendalton.

Remote electronic access to the library's network catalogue is now available through the Internet. Increasingly customers are placing their reserves electronically either in the library using the online public access catalogues or from their home computers. Two Public Information Terminals and five OPACs are well used in the library.

## SERVICES

### • Children

Linwood Library focuses on providing programmes which support literacy in pre-school and school age children. A weekly pre-school stories and activities session has an average attendance of about thirty children and a monthly music and movement session is well attended. One of the Pre-School Outreach Project librarians based at the Outreach and Special Needs Unit in Smith Street visits twenty pre-school groups in the area each month telling stories and exchanging resources. Another visits parent groups to stress the importance of early literacy and library use.

Each week two class visits are timetabled from schools within walking distance of Linwood Library. Linwood Avenue, Linwood Intermediate and Linwood North classes regularly visit. As well, Rona Fatuleai, the Linwood Community Children's Librarian presents a weekly travelling roadshow of stories, quizzes and games to classes at St Anne's, Woolston, Bromley, Richmond or Aranui.

Children's borrowing makes up 30% of Linwood's annual total. Children's resources include picture, story and information books, magazines, videos, cassettes, CDs, CD-ROMs, posters and get well bags. These colourful bags contain a mixture of books, tapes, a video and games chosen to amuse a sick child. Children also have their own technology to use – two MAC computers funded by the Canterbury Community Trust.

- **Young Adults**

Music cassettes and CDs, access to the internet, magazines, recreational reading and information to support their studies are some of Linwood's resources for this group.

- **Adults**

This collection includes novels and non fiction books; cassettes; CDs; videos; talking books; CD-ROMs; magazines; a best seller collection of new titles; large print books; motor manuals; adult reading assistance books to develop reading and writing skills; the Nga Taonga Maori collection; newspapers from the four main New Zealand cities; New Zealand telephone directories, Christchurch electoral rolls 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. Linwood Library also displays Canterbury Public Library's in-house publications on subjects as varied as listings of readings and music suitable for weddings, guides on how to grow a family tree, lists of authors by genre, and Bookmark, the monthly magazine which lists new titles plus other library news. Community groups can use the Activities Room for their meetings at a very reasonable charge or promote their activities using the display area. Customers can also pick up brochures about music or theatre events, walks, classes and activity programmes or use the library photocopier.

Linwood Library has 17 housebound borrowers who have talking books delivered by relatives or volunteer couriers and the library supplies bulk loans of books to three rest homes.

#### **HIGHLIGHTS OF THE PAST YEAR**

- Continued success of the pre-school and class visit programmes – over 3000 children involved
- Creation and hanging of the tuku tuku panel in the entrance foyer by a small group of Linwood Intermediate pupils. This was made possible by funding from the Harold Lester Wilson bequest
- Involvement of the library in the Linwood Neighbourhood Awareness Week
- Two Public Information Terminals installed providing access to the internet and other electronic resources.
- EFT-POS installed
- Customised on line public access catalogue lessons offered to adults wanting to improve their computer searching skills
- Preparatory work on a potential re-design of the library to accommodate both the advocacy and customer service teams
- Informal customer satisfaction surveys of our resources and services are planned for June

**Recommendation:** That the information be received

#### **Chairman's**

**Recommendation:** That the writer of this report be thanked and advised that the Board will welcome further update reports on a regular basis.