

6. PAPANUI LIBRARY AND SERVICE CENTRE – INTERNAL BUILDING ALTERATIONS

RR 9826

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Corporate Plan Output: Commercial Property (Papanui Library and Service Centre)	

The purpose of this report is to seek the approval of the Council to include provision of \$150,000 in the 1999/00 Draft Annual Plan for internal alterations at the Papanui Library and Service Centre as a consequence of the integration of the library and service centre customer service outputs as outlined in the Suburban Service Delivery Review and the CLAS Review.

BACKGROUND

The Property Unit on behalf of the Papanui Library and Service Centre tabled a report at the Annual Plan Working Party meeting on 9 April 1999 seeking funds to make internal alterations for the integration of the library and service centre customer service outputs.

The Working Party declined to formally consider the Project Team's request. It was resolved:

1. *“That no provision be made at this stage for this work.*
2. *That a report be brought on further options before the end of the current annual plan process ie by 25 June 1999.*
3. *That the matter also be considered by the Projects and Property Committee.”*

NEED FOR INTEGRATION

The Suburban Service Delivery Review, adopted by the Council in October 1997, recommended that the suburban libraries network should be utilised to enhance the Council's customer service delivery. In March 1998 the CLAS Review (Review of Organisational Arrangements for Community, Leisure and Associated Services) confirmed the suburban services strategy in that libraries and the customer service outputs of service centres would be integrated and brought together under library management.

From April 1999 the Papanui Community Library is responsible for the management of the new integrated library and service centre customer service team.

EXISTING SITUATION

At present a wall divides the team and the services being delivered to walk-in customers. With this wall in place the three existing service centre staff are isolated from the rest of the customer services team. The degree to which library and service centre services can currently be integrated is minimal, as there is little opportunity to develop and enhance existing services or identify any operational savings or make full use of resources through cross skilling and sharing resources.

OPTIONS

The Project Team comprising officers from the library and service centre worked alongside staff from Ian Krause Architects Limited to produce several options ranging in price from \$300,000 through to \$1.2m.

At the time the Annual Plan Working Party were looking at projects for inclusion in or exclusion from the Annual Plan, the Project Team along with the Property Unit held a meeting with Councillors Close and Wright. It was suggested by the Councillors that this project be withdrawn enabling officers to come back to the Working Party with defined options and prices.

As a consequence of the Councillors' request for the original report to be withdrawn, a further report which defined two options and prices was tabled at the Annual Plan Working Party meeting of 9 April 1999.

MEETING WITH THE CHAIRMAN OF THE PROJECTS AND PROPERTY COMMITTEE

The Project Team has held a meeting (26 April 1999) with the Chairman of the Projects and Property Committee at which the two final options the officers wished to present to the Working Party in June 1999 were discussed.

After reviewing the two options the Chairman suggested that one option be submitted incorporating a refinement of the two options presented. This would adequately cover the integration of the library and service centre at a minimal cost to the Council.

The Chairman intimated that the report to the Annual Plan Working Party should contain a request for funding of \$150,000 plus GST (the lowest cost option \$135,000 plus \$15,000 contingency to provide for minor design alterations). (See Appendix 1 Existing Plan and Appendix 2 Proposed Plan, attached).

Recommendation: That the Projects and Property Committee recommend to the Annual Plan Working Party that provision of \$150,000 be included in the 1999/2000 Annual Plan for the internal alterations to the Papanui Library and Service Centre.

Chairman's

Recommendation: For discussion.