

## 18. LINWOOD LIBRARY

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Corporate Plan Output: 8.2.14 Linwood library	

The purpose of this report is to provide the Hagley/Ferrymead Community Board with an overview on activities at Linwood Library for the half-year ended 31 December 1999

### 1. ACHIEVEMENTS

Significant achievements for the half year as they relate to Linwood Library targets for 1999/2000

***Use surveys, focus groups and suggestion boxes to measure customer satisfaction with service and resources.***

Three focus groups were held at Linwood Intermediate, Linwood High School and Avonside Girls High School in November to gain feedback on their use /non use of the library and satisfaction with the Young Adult area. Although group members commented favourably on the service they receive from staff, they did suggest some improvements to both the stock and layout of their area. We are revising the Young Adult shelving plan. Many students were unaware of the range of resources and technology available at Linwood Library. Further adult focus groups are scheduled for April.

***Assess and develop services to youth and the elderly***

Outreach programmes were provided by the Linwood Community Children's Librarian at Aranui, Bromley, Linwood Avenue, Linwood Intermediate, Linwood North, Philipstown, Richmond, St Annes and Woolston Schools between July and November.

2,783 children attended in house class visits and pre school storytimes.

Internet tutorial sessions given by the Linwood Reference Librarian were attended by fifty adults during the Library's International Year of Older Persons activities in October and a further 26 have gained both Internet and library catalogue searching skills from one-on-one lessons.

10 housebound borrowers have talking books delivered by relatives or volunteer couriers and the library supplies bulk loans of books to three rest homes

***Improve information service delivery by maintaining the in-house staff reference skills training programme***

All colleagues have received training to help customers use the Internet and public e-mail terminals. The programme has also covered using the council Intranet, the Tangata Whenua CD-ROM and Te Puna, the database managed by the National Library. Recommended search strategies are also covered at these training sessions which are held before the library opens to the public.

## 2. KEY PERFORMANCE INDICATORS

	<b>July – December 1999</b>	<b>July-December 1998</b>
Issues	215,367	222,673
Foot Count	94,034	96,696
Reservations	7,949	8,130
Registration	790	779

Issues for both November and December increased on last year but total issues are down –3.37% for the first six months. The opening of the New Brighton Library at the end of June had a short-term impact. Linwood continues to be the third busiest community library, after Shirley and Fendalton, in the Canterbury Public Library network.

## 3. COMMUNITY NETWORKING

The Linwood Local History Collection has received the donation of a video about the Linwood Cemetery produced by the Linwood Heritage Group and a staff member now attends their monthly meetings.

The Assistant Community Librarian also attends the Linwood Forum meetings to maintain an awareness of activities and issues facing the community

## 4. FINANCIAL

Revenue from bestsellers, tapes, CDs, CD-ROMs, videos, reserves, extended loans, photocopying and printing charges is currently running to budget.

**Recommendation:** That the information be received

### **Chairman's**

**Recommendation:** That the information be received and the Librarian thanked for her report.