

## 19. SUMNER LIBRARY

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Corporate Plan Output: 8.2.15	

The purpose of this report is to update the Hagley/Ferrymead Community Board on activities at Sumner Library for the half year ended 31 December 1999

### 1. ACHIEVEMENTS

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

#### **Increase use of technology by both customers and staff**

- 3 – 4 quick informal customer training sessions are held a week
- 27 formal half hour customer training sessions have been held, including 21 in October during the Library's International Year of Older Persons promotion
- the Council Intranet; Ebscohost, a magazine database that includes full text articles; and the Tangata Whenua CD Rom were covered in monthly staff training sessions organised by the Library's Information Technology Services Unit
- a timetabled weekly hour of IT familiarisation enhanced staff skills to help with customer queries and improved communication with the library network through more confident use of email.

#### **Increase customer awareness of the benefits of belonging to the Canterbury Public Library network**

- Readers' advisory work – many favourable comments received
- Booklists and Bookmark promotion – more customer awareness of these resources and people now enquire when the next Bookmark magazine is due. A library article was written for "Shoreline" each month
- 3-4 customers a week were helped by staff to use the Public Information Terminal
- Promoting reserves system – numbers are steadily increasing
- Increased customer awareness of policies and systems
- Stock rotation to keep the collection fresh – large print and some fiction books, talking books, CDs, tapes and videos are rotated with other community libraries

## **Enhance relationship with schools and pre-schools**

- 40 children from local schools visited the library for scheduled book exchanges
- 9 storytelling sessions delighted 376 children and adults. 96 children and 35 adults attended the “Thrilling Tales” session in the July school holidays and 24 children and 12 caregivers met Abraham the Cat in November.

## **Review opening hours, staffing levels and resources**

- Opening hours survey – a 12% sample of Sumner borrowers were surveyed about their satisfaction with the current opening hours. A significant number wanted the library to open at 10am Monday to Friday and the Saturday closing time extended to 4pm. This issue is being explored further as there is no funding available in either the current or projected financial years.
- Provide a housebound service in conjunction with the Friends of Sumner Library – this service will be more vigorously promoted in the next six months

### **1. KEY PERFORMANCE INDICATORS**

	<b>July – December 1999</b>	<b>July - December 1998</b>
Issues	62,368	57,832
Reserves	3,264	3,043
New enrolments	205	296

Issues were almost 8% up on the corresponding period the previous year.

### **2. STAFFING CHANGES**

Diane Bargas replaced Elaine Sides as the Sumner Community Librarian in October when Elaine moved to Linwood to become Assistant Community Librarian. Diane previously worked in the Central, Fendalton and Linwood Libraries in both reference and customer service roles. Her recent outreach and music selection experience brought new strengths to the Sumner team.

### **3. FRIENDS OF SUMNER LIBRARY**

This group continued to support library activities. In the six month period the members used funds remaining from the Voluntary Library to purchase a light weight chair for use in the Large Print Area and a dozen colourful canvas bags. These bags are used for issuing “Get Well” collections of stories, tapes and videos to sick children and for delivering books and talking books to housebound borrowers.

**4. FINANCIAL**

Revenue from bestsellers, tapes, CDs, CD-ROMs, videos, reserves, extended loans, photocopying and printing charges is currently 30% above budget.

**Recommendation:** That the information be received

**Chairman's**

**Recommendation:** That the information be received and the Librarians be thanked for their report.