

23. LINWOOD LIBRARY UPDATE

Officer responsible Sue Sutherland, Libraries Manager	Author Rosemary Hitt, Community Librarian - Linwood, 10 Cranley Street, Linwood, Phone 389-0703, DDI 7770
Corporate Plan Output:	

The purpose of this report is to inform the Community Board of the activities of the Linwood Library over the last six months.

LINWOOD LIBRARY IN THE COMMUNITY

The library has been involved in a number of activities which has developed and strengthened community relationships.

In April we contributed to a creative display by the Argonauts Art group which was housed in the Linwood Community Art Centre celebrating the diversity of our community. We have liaised with Linwood Intermediate and the Linwood Resource Centre to deliver computer tutorials to senior citizens and we have developed an ongoing partnership with Linwood Intermediate promoting our new website to students from personal computers in their own resource room. We have initiated contact with Linwood College and are looking forward to developing this further.

Our focus on children's services continues with sustained contact with forty schools in the Linwood catchment area. Preschool story times are well supported and Liz Weir has replaced Lizzie Cook in delivering a monthly music and movement session to the under fives, an important programme which supports parenting and aims to stimulate the growth of language. In June we hosted a young writer's workshop led by Ken Catran a New Zealand writer for young people of some renown.

Our reference librarian has been active in promoting tutorials to adults in learning to use computer technology. We have been delighted with the response and can offer beginning classes in Internet use, receiving and sending Email, using the online library catalogue and exploring selected web sites. The community use of the activities room continues with 2 groups regularly using the facility on a weekly basis. We were pleased to host the planning evening for LYFE encouraging young people to participate in their community.

THE BUSINESS

We are issuing an average of 33,500 items a month which annually equates to 7% of the total items issued from all the Christchurch City Libraries. We handled 24,000 enquiries over the last six month period which equates to 5% of the total enquiries handled by Christchurch City Libraries. We welcome on the average 13,422 visitors to the library per month and we hold approximately 63,000 items for the pleasure and information needs of the people of Linwood.

ITEMS OF INTEREST

Linwood Community Library was opened on its Cranley Street site in December 1993. It is starting to show signs of wear and tear both inside and out. An exciting development for us will be the proposed repaint of the exterior due to happen in the spring.

Christchurch City Libraries continues to be in the forefront of technological development and has over the past year developed a new website which offers the people of Christchurch an astonishing range of services. We encourage responsible and independent use by providing people with the facility for placing a PIN number on their membership card which allows access to their record. People can keep track of their borrowing and place their own reserves. We have the facility also for adding a small sum of money to the membership card which allows people to use the Internet, print, photocopy, as they wish and an element of choice in extending their borrowing time.

IMPACT OF INTERNET ACCESS ON OUR REFERENCE SERVICE

A question was asked at a recent Community Board meeting about the impact of internet access on our reference service.

As I see it there are parallels between the advent of the internet and that of television in the sixties. There was an expectation that television would adversely affect people's reading habits and that libraries would become a thing of the past. However the reverse proved to be true and television actually increased our business as people sort to follow up on favourite programmes or interesting documentaries.

The internet is very much a tool which librarians use to maximise their potential to provide quality service to their customers. We have embraced the changes wholeheartedly and see the training of our teams in developing efficiency and accuracy in this area of paramount importance. The ability is there to provide a depth of information through the internet which previously we may have been unable to achieve and we have applied our professional expertise to evaluating websites to ensure our customers receive credible information.

Some very time consuming practices have been superseded by the speed and relevance of the internet. Many libraries now keep minimal information in Information Files often simply responding to immediate customer demand via the internet rather than laboriously preparing, maintaining, and housing files of paper. This means that our teams can be gainfully employed in other areas eg teaching our customers to become computer literate and information empowered.

The impact has been beneficial rather than detrimental. It enhances our service rather than provides a threat to it. It bridges the digital divide by enabling all members of our community, regardless of wealth or status to become part of the information future rather than entrapped in the past.

Recommendation: That the report be received

**Chairman's
Recommendation:** Not seen by Chairman