

18. CHRISTCHURCH CITY LIBRARIES - BISHOPDALE

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Corporate Plan Output: 8.2.0 Bishopdale Library	

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

BISHOPDALE LIBRARY IN THE COMMUNITY

The library continues to be involved in a range of activities and programmes which help to develop and strengthen community relationships.

A number of schools in our catchment area including Cotswold, Bishopdale, Isleworth and Harewood schools regularly visit the library to explore the recreational and informational resources which the library can provide – both traditional paper based resources and electronic ones.

The library has been involved in a number of city-wide events, contributing to exciting programmes for children and adults. Examples are Kidsfest, Books and Beyond and Race Unity Day.

Each Friday during term time a very well-supported pre-school session is held in the library. Stories, poems and songs are enthusiastically received by around 30-40 preschoolers and their parents.

In June, a successful evening was enjoyed by primary school children and their parents as part of the Library's "Big Tick" programme. The aim of this initiative is to help participants make the best possible use of the Library's resources to support the school curriculum and complete school projects.

A number of community groups have had informative displays in the Library. Recently these have included Parentline, Alzheimers Society (Canterbury Branch), Overeaters Anonymous and the Tear Fund.

BISHOPDALE STATISTICS

Bishopdale Library issued 359,685 items for the year July 2000 – June 2001 (approx. 30,000 items per month). This represents 6.23% of the total number of items issued throughout the library network. Our customers have eagerly embraced the technology offered by the patron self-check unit (PSCU) and regularly issue up to 38% of our total issues to themselves – the highest percentage for any service point in the network. We answered almost 25,000 information requests and reserved 9,000 items for our customers. Electronic foot counts show that almost 7500 people visit the library each month.

BISHOPDALE EVENTS OF INTEREST

- In October 2000, Bishopdale Library closed for one day to enable a major rearrangement to take place. The new layout has resulted in improved access to, and visibility of, high demand areas of
- the collection and revenue generating resources. We are constantly seeking to maximize the space we have available.
- A review of the hours of opening was conducted for all libraries in the North-West area. As a result of this Bishopdale Library is now open half an hour earlier each weekday (at 9.30am) but closes one hour earlier on Thursday evenings (at 7.00pm). These changes have been well received by our customers.
- In July a minor flood in the library workroom (caused by heavy rain and blocked guttering) resulted in some damage to stock, telephones and some computer equipment.

BISHOPDALE'S PARTICIPATION IN CHRISTCHURCH CITY LIBRARIES INITIATIVES

The past year has been an exciting one in terms of technological innovation and customer service developments in the library network. A lively new brand has been successfully launched and now appears on all library stationery, promotional material and publications (both paper and electronic). New streamlined membership categories and processes have been introduced and implemented.

In April, all team members attended "Customer First" service delivery training which prepared the way for the launch of the Library's "Customer Promise". This promise has become the focus for the development of consistent service delivery standards across the network and is a visible symbol of our commitment to providing outstanding customer service.

In May, the library launched a vibrant new website which offers access to an exciting range of electronic resources and library services. The Bishopdale library team continues to enjoy the opportunity to promote the web site and encourage customers to access the library from their own homes or offices by issuing the PINs needed to reserve books, search subscription databases and check their personal borrowing records.

Most recently we have made available to our customers the facility to add sums of money to their library cards which can be used to pay for internet access, photocopying and printing, extended loan charges, reserve fees or the cost of borrowing items such as Bestsellers, audio-visual material etc.

COMMUNITY BOARD FUNDING

Bishopdale Library was very fortunate to receive \$10,000 from the Board last year. This funding was used to purchase a computer for the Young Adult area and an interactive touch screen computer for the Children's Library. The remaining sum was spent upgrading other computers in the Library. These new computers have been a great success with our customers. The Children's PC is in constant use and it is a delight to see even the smallest of children interacting with the educational and fun programmes available. It is a great drawcard for children. In the Young Adult area we have managed to create a centre for study and for exploring electronic sources of career information. Thank you for making this possible.

FORTHCOMING EVENTS AT BISHOPDALE

- Library Week (20-26 August). With the theme of *Today's technology@your library* we will be actively promoting electronic resources and remote access options to our customers.
- 25th anniversary of the Bishopdale Community Centre. The library will be joining with other tenants and users of the building to appropriately mark and celebrate this milestone. Planning is currently underway. Though the building was officially opened in September we will mark the anniversary in October to coincide with the Bishopdale Shopping Centre's annual market days.

FUTURE CHALLENGES FOR BISHOPDALE LIBRARY

As mentioned above the building housing Bishopdale Library is now 25 years old. The Library has served its community well in that time but a 21st century library has some differing requirements which are difficult to accommodate in the existing building. We can provide very little in the way of seating or study space (which help cement the role of the Library as a community place.) We are unable to deliver group teaching sessions in information literacy skills and we sometimes struggle to accommodate on-going IT initiatives. The use of the library continues to grow and it is opportune that the Community Board is investigating alternatives for a new Community Centre in the vicinity of the existing building. Whilst there is no provision for an extended or new library facility in the Council's Library or Property budgets currently, we would certainly support any proposals which would provide for an extended and refurbished library within the foreseeable future.

Recommendation: That the information be received.

Chairman's

Recommendation: That the foregoing recommendations be adopted.