

19. CHRISTCHURCH CITY LIBRARIES – FENDALTON LIBRARY AND SERVICE CENTRE

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Corporate Plan Output: 8.2.0 Libraries and Information	

The purpose of this report is to inform the Community Board of the activities of the Fendalton Library and Service Centre over the last 12 months.

On Tuesday 3rd July, 2001 the Fendalton Library and Service Centre celebrated one year of operation in the new building. It is a pleasure to be able to report on what a successful year it has been.

OUR BUSINESS

- We are issuing an average of 55,000 items a month in the library increasing our overall circulation by 31.94%.
- Our customers are using the self checkout machine to issue 28% of items borrowed.
- Membership registrations have nearly doubled.
- Group visits (class visits, preschool story times and IT classes) have increased 69%.

These statistics reflect the general trend of enthusiastic use of the building by the community. Other markers which indicate successful use of the building include the purchase and use of eCards (to purchase photocopying, printing and internet/email time), interest in community and council displays in the foyer and in the local history collection.

A survey of customers after six months revealed a high degree of satisfaction with the service received and the resources available.

COMMUNITY AND COUNCIL

It has been pleasing for the library team to be able to work with colleagues from other areas of the Council leading to such initiatives as the Fendalton Road and Energy conservation displays in the foyer, the partnership with Leisure Unit to support the Walk and Talk programme and a Kids Fest event. The ability for customers to be able to access Council information, make payments and use the library in one trip has been a noticeable source of customer satisfaction.

Community groups are using the building for displays, notices and meetings and are very appreciative of the facility. For example a recent display by the Christchurch Home Tutors resulted in a number of prospective tutors of English to recent immigrants coming forward and an Arthritis Society information morning in the Boardroom was attended by a steady stream of people. These are the sort of initiatives on which we want to build.

Many local people who use the building are finding it is an informal community meeting point and we regularly see people using the chairs in the foyer to sit and chat with friends.

INFORMATION TECHNOLOGY

The new library opened with a much increased number of computer terminals. We are able to offer our customers 2 terminals for email and full internet access, 2 interactive PCs for younger children, 8 public information terminals (providing selected internet access, online encyclopedias and other information databases and catalogue access) and 5 catalogue terminals. All these services except email and full internet are free of charge. Use has grown amazingly and there is often a queue for the email terminals. All ages of the community are enthusiastic users.

Librarians are kept busy helping customers learn to use these resources and we have now formalized this by offering weekly tutorials in the learning centre which cover using the online catalogue and internet resources. The learning centre provides a quiet environment and small classes which enable us to give one to one tuition.

Christchurch City Libraries new website and associated services such as customers being able to check their borrowing record, place reserves and load money onto their library cards which can be used to pay for internet use, photocopying and printing have also been enthusiastically embraced by

our customers and we are kept busy loading PIN numbers and issuing cards. Use of technology like the self checkout machine is also keenly used by all ages of library customers.

FUTURE PLANS

In the coming year the library and service centre will focus on three areas.

1. Improving customer services by:

- supporting customer use of Information Technology.
- working with young people.
- continuing training of team members to deliver library reference service and Council information and payments.

2. Establishing a First Languages collection of books in Chinese, Korean and Japanese.

3. Encouraging community use by:

- supporting the Fendall celebrations later in the year.
- encouraging health groups and other community support groups to use the building to hold information sessions for the community

I would like to pay tribute to the library and service centre team who have worked very hard and enthusiastically to establish the new building and its services and the excellent support we have received from the other teams in the building.

Recommendation: That the information be received

Chairman's

Recommendation: That the foregoing recommendation be adopted.