

4. CHRISTCHURCH CITY LIBRARIES: HALSWELL AND HORNBY

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Corporate Plan Output: 8.2.0 Libraries and Information	

The purpose of this report is to inform the Riccarton Wigram Community Board of the activities and business of the Hornby and Halswell Libraries over the past 12 months. We will begin the report with the shared network developments and follow with the individual library's business.

LIBRARY WEBSITE

In the past year probably one of the most exciting developments in our library service has been the introduction of our new updated website in May of this year and the increased resources this made available. As you will be aware many people have internet access from home and through promotion of our website <http://library.christchurch.org.nz> many customers have been encouraged to manage their reserve needs and their own accounts by acquiring a PIN. They are able to see what they have out, when things are due back and whether they owe any money for items they have chosen to have out for longer. With 227,033 external hits to our Web Catalogue during July, this confirms that our customers see such access as a valuable part of our service. There has also been the launch of some premium databases through our homepage, e.g. Ebscohost, Facts on File, Grove Art and Grolier which has added huge value to the amount and quality of information we are able to give our customers with various reference enquiries and our customers are also able to access many of these from home.

CHARGED CARDS

Christchurch City Libraries has introduced the facility of being able to load membership cards with money. The card can then be used for photocopying, Internet access, printing and for paying reserve and extended loan charges.

CHILDREN'S INTERACTIVE COMPUTERS

These have been upgraded to include many interactive CD ROMs and still prove immensely popular with children. Many of the CD ROMs are duplicated in our borrowable stock and are in constant demand with customers who often have to reserve to get the title they want.

OPEN INTERNET/EMAIL

The introduction of this very popular service has proved invaluable to many of our customers and has encouraged new customers into our libraries. In the past two months 4170 minutes were paid for at Halswell, which is the only local provider in their area and 8475 minutes at Hornby.

FINGERTIP LIBRARY

Christchurch City Libraries initiated a new telephone service earlier this year. This is situated on the 3rd floor of the Central City Library and consists of a team of 12 people who have come from many parts of the Christchurch City Libraries network. These people are able to answer all those questions about "What time do you close?", "What do you have on...?", "Can I put my name down for...?" and "When are my books due back?" This has made a significant difference to our business, allowing us to concentrate a lot more on our walk-in customers. The benefits are particularly evident during our busier times and when staffing is short for whatever reason.

HALSWELL LIBRARY

- **Business** – During the past 12 months Halswell Library issued 185,690 items, answered 12,549 enquiries, supplied 6,237 reserved titles, accommodated 1,390 people in group visits, enrolled 592 people and greeted 52,400 people as they came through our doors.
- **Halswell development** – Christchurch City Libraries is very aware of the residential development taking place in the area and work is currently being undertaken to consider the long term needs for library and information needs in this growing community. A report will be presented to the new Board and Council.

- **Internet/Catalogue tutorials** – These have been offered on a regular basis as we have identified the need. Customers may book in for a one-hour session with a staff member and learn more about the Internet or how to use the catalogue. The sessions have proven very popular and are well appreciated.
- **Bedtime stories and preschool story times** – Bedtime stories are offered once a month from 6 to 6.30pm on a Friday evening. These have various themes and always achieve a high attendance. During this year we have offered two three-week preschool story time sessions on a Friday morning during March and August and these have been steadily attended.
- **Writer workshop** – Halswell Library hosted Ken Catran as part of the Nestle Write Around New Zealand festival and he led several sessions in the local hall for various school classes around the area. He talked about his books, where he gets his ideas from, how he conducts his research and the publishing process for his work

HORNBY LIBRARY

- **Business** - In the past year Hornby Library has issued 288,892 items, answered 18,657 enquiries, supplied 7,418 reserved titles and enrolled 1,356 customers. We have been visited by 128,944 people with 3,408 coming as part of a group visit and provided books and audio visual materials for 79 Rest home deliveries.
- **Preschool Sessions** – 4 sessions per term are provided at 2pm on Friday afternoons and introduce an enjoyable programme of stories and rhymes to young children and their caregivers. These have proved to be so successful that we are extending them to 6 sessions per term next year.
- **Class visits** – this programme is well supported by our local Primary Schools with 3 to 4 classes visiting per week. They are designed to encourage an understanding of how their Library works, what resources are available and how these can best be accessed.
- **Self issue machine** – the installation of this now enables our customers the choice of issuing their books and magazines themselves, and is particularly useful during our busier times.
- **Housing developments** – like Halswell, but in the longer term, consideration will need to be taken of the possible impact future developments may have on our services.

Recommendation: That the information be received.

Chairperson's

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