

### 3. HALSWELL AND HORNBY COMMUNITY LIBRARIES, ANNUAL REPORT

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The purpose of this report is to inform the Community Board of the achievements and activities of Halswell and Hornby Community Libraries during the past year.

#### **CHRISTCHURCH CITY LIBRARIES: SIGNIFICANT ACHIEVEMENTS AND ACTIVITIES**

Christchurch City Libraries has had a busy and exciting year. Activities, which have impacted on the wider Library network, include:

##### **Review of the Strategic Directions**

This year Christchurch City Libraries has completed a review of its strategic directions. The revised plan, originally set for 1997 to 2007, may be accessed on the Council's Internet site: <http://library.christchurch.org.nz/ThePlan/> In response to the changes and challenges raised through consultation and research, the Library needs to:

- Make best use of the library buildings
- Take libraries and information to where people are
- Make the internet and its information easy to use
- Help our increasingly diverse society feel at home and able to participate
- Provide digital bridges for those who need help to participate in an electronic world
- Preserve and make available the past and present for the future

##### **Centralised Phone, Fax, and Email Services**

The library has centralised its phone, fax and email services so that customers have just one place to access their library account or to have their questions answered. Community Libraries are delighted with this new service because they are better able to focus on meeting the needs of their walk-in customers. Customer satisfaction with this service has been outstanding and the Library has won the Technology Category of the 2002 NZ Post Management Excellence Award for the project, and is short listed in the Library Association's 3M Award for Innovation. This service has extended hours of operation which means customers can contact us in the evenings and weekends.

##### **Promotion of Electronic Resources to Local Secondary Schools**

Most secondary schools in Christchurch have been visited this year by a team of librarians to promote the use of our electronic databases and other electronic resources. As these are all available free of charge to Christchurch residents, this particular campaign focused on ensuring student's library membership was current, ensuring all students have a PIN, and making them aware of the resources available.

##### **Online Gateway for Christchurch and Canterbury**

Localeye is a new gateway to online resources for Christchurch and Canterbury. Christchurch City Libraries and Alchemy have jointly created Localeye in association with Canterbury Development Corporation, Canterbury Employers Chamber of Commerce, Christchurch and Canterbury Marketing, Christchurch City Council, Council of Social Services, Environment Canterbury, Q, Christchurch Polytech and the University of Canterbury. <http://localeye.info>

##### **Word Processing and Excel Facilities**

In addition to being able to pay to use email and have open Internet access in our libraries, customers also have free access to most New Zealand and selected overseas sites through our Internet gateway. Further to this, we have recently made PCs available in all libraries for word processing and Excel use.

##### **HALSWELL COMMUNITY LIBRARY**

Halswell Library continued to provide business as usual to our customers. This included reader advisory work, reference enquiries, class visits from local schools, visits by members of the Halswell Library to local schools, displays of children's art work, regular bedtime stories and displays from various groups promoting their services.

**Halswell Development** - The development in the Halswell area has begun to impact on the Halswell Library. Our footcount statistics for the 2001-2002 year showed a significant increase of just over 23% on the previous year. Our resource delivery figures showed a small increase with issues being just under 190,000 for the year ending June 2002. It will be interesting to see how much these figures change as more houses are completed, particularly in the nearby areas of Halswell on the Park and the development along Sparks Road.

**Walk and Talk** - The initiative of the Leisure Unit with their Walk and Talk programme has resulted in a wonderful liaison with the library. The library is the starting and finishing point for these walks and every second week a talk is held in the library. To date there has been a talk on the services of Christchurch City Libraries and an embroidery demonstration. A Tai-chi talk is planned before the end of the year. This programme has proved to be very popular in a very short time and appears to be very timely for Halswell.

**The Big Tick** - Halswell Library hosted a very successful Big Tick event in mid September. This is a programme devised for parents and their children to show them how they can use the library resources more effectively for the children's homework assignments. Following the feedback we received and the success of this, we are keen to offer the programme again next year.

**Halswell Liaison Group** - The library has maintained a presence in the Halswell Liaison Group which meets locally every two months. This is a representative group from local businesses and organisations who update each other on what is happening in the local community as well as hosting special speakers who talk on relevant issues.

#### **HORNBY COMMUNITY LIBRARY**

**Business** – In the past year Hornby Library has :

- issued 277,803 items
- answered 30,290 enquiries
- enrolled 1,095 customers
- been visited by 133,109 people,
- delivered books and audio visual materials to six Rest Homes
- provided a Class Visit programme for local Primary schools, with three classes visiting the Library per week

**Preschool Story Sessions** –A programme of stories and rhymes has also been presented to young children and their caregivers. From next year, we will be increasing the frequency from six sessions per term to once a week during term time.

**Kidsfest** - Hornby Library participated in Kidsfest with an extremely successful Bed Time Stories session. Huge numbers of children, cuddly toys and caregivers arrived from all over the City to enjoy this event

**New shelving** – Early next year new shelving is being installed to replace the remaining old shelving, which will greatly enhance the look of the Library. This upgrade will also allow a more flexible shelving system for current and future use, and enable a great improvement in our display options. In preparation for this, we are currently reassessing our existing layout so we can maximise our space and ensure ease of use for our Customers and Staff.

**New Children's Librarian** – Rona Fatuleai has recently joined the Hornby Team from Linwood Library. She is currently exploring building closer links with the local Hornby Pacific Island Community and is working towards this in conjunction with the Ministry of Education.

#### **Staff**

**Recommendation:** That the information be received.

#### **Chairman's**

**Recommendation:** That the information be received.