

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Libraries Manager  
**REFERENCE:** L407  
**DATE:** 1 April 2009  
**SUBJECT:** Libraries Manager's Report

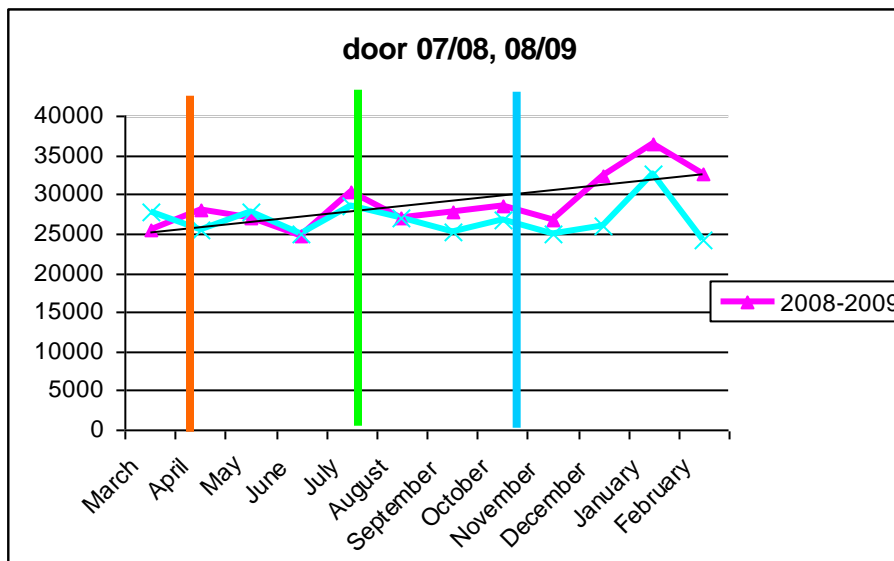
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## STAFFING

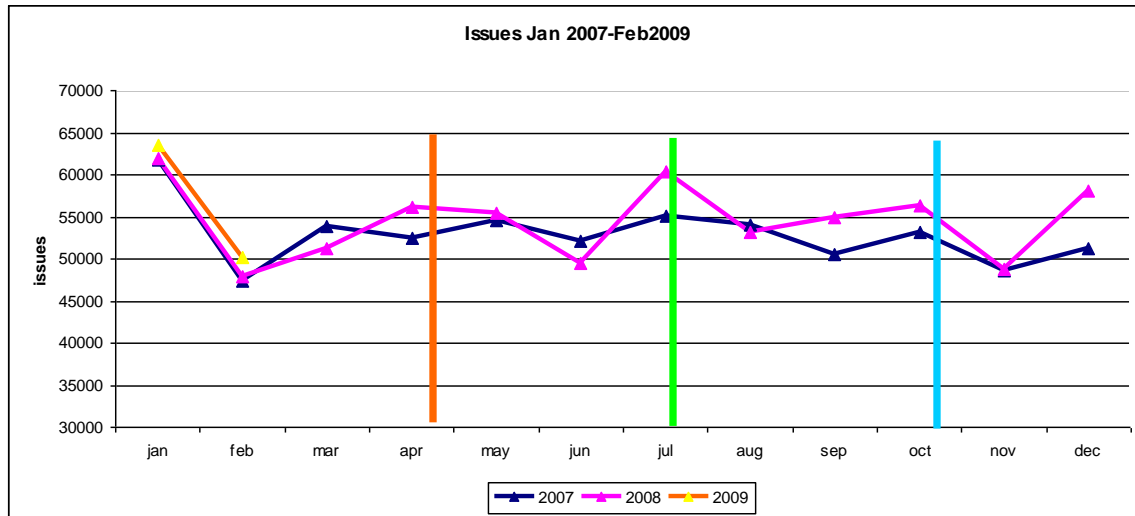
I anticipate that by the time this report is read at the Community Services Committee meeting on 9 April, an appointment will have been made into the position of Libraries Manager.

## TRENDS

Visits to the libraries as well as circulation are up year on year. There are a variety of factors which are probably causal. The new library in Takaka opened its doors in April. A long overdue weed followed by a new layout and new furniture in Motueka happened in July. The Aotearoa People's Network was installed in all libraries in late October. We have also been working to raise the libraries' profile in the community through a variety of strategies.



## Circulation



The trends we are seeing here in Tasman are reflected around the country. Whilst our issues and door counts have been going up slowly for the past 18 months, there has been a marked increase since the economic conditions have begun to worsen.

## **MEMBERSHIP**

New membership numbers are up 6% as at February 09 on the 07/08 year.

## **INTERLIBRARY LOANS**

For the six months to March 2009, Interloans are up 17% over the same period last year.

## **CHILDREN'S PROGRAMMING**

Children's programming across the district has continued to be well attended and highly supported by the community. Enrollment and completion rates of the holiday reading programme (Superheroes read) was at 98% this holiday period. We also ran a successful trial of a monopoly style reading challenge for 10-12 year olds this year. Active Movement has been incorporated into the in-house programming this year. We have continued to increase collaboration amongst the children's library staff at Tasman, Nelson and Marlborough. Tasman sent a delegation of 3 to the Children's Library Conference on the West Coast.

## **HOUSEBOUND SERVICES**

Our housebound services continue to be well received and well used by our communities in Richmond, Motueka and Takaka.

## **WEBSITE**

We have been working to freshen the current website; adding podcasts, links to Digital New Zealand etc. as relevant, to our front page as well as making small cosmetic changes to keep it more up to date and looking fresh and appealing.

## **NEW SERVICES IN THE PAST YEAR**

Nelson borrowers now join free  
Agriculture journals database added to the mix  
The Prow – collaboratively produced local history website  
Aotearoa People's Network

## **NEW SERVICES ABOUT TO LAUNCH**

Postal Delivery Service – ready to launch  
HotPicks – bestseller collection – coming soon  
Digital Downloadable Audio – within the next 18 months  
More services via the website – in the next 18 months  
New Library Management system - a wide variety of options are available to us.  
Libraries staff along with IT manager and other libraries regional will be investigating these options and implementing a new system in the next 15 months

## **BUILDINGS**

### **Takaka**

The Issues desks installed at Takaka last April have been resurfaced by the supplier due to a failure of the material used. Use of the library continues to rise, so much so that the door counter there has stopped working! However the circulation of books continues to increase dramatically indicating that the residents of Golden Bay are making good use of the facility. Issues for March 09 are 14% greater than in March 08.

### **Motueka**

The refurbishment and weed in July 2008 have clearly resulted in much greater use of the Motueka library as illustrated by both the continual increase in circulation as well as foot traffic.

### **Richmond**

Plans for redevelopment of current site, expanding to include entire envelope of building. Plans drawn, budgets approved, building to commence June 2009.  
New facilities in building will include: content creation pod, video conferencing, large meeting room, small meeting room, learning suite.  
New entrances, café, all “back room” functions are to move upstairs – allowing for much greater public area, local history/genealogy/ study room.

Nicki Moen has worked with us on both Motueka and Richmond buildings resulting in very customer focused design in these projects.

## **PROFESSIONAL REGISTRATION**

10 of the 31 staff at Tasman are either professionally registered or in the process of registering.

## **TRAINING**

The libraries staff have benefited from professional development opportunities across the range of specialties during the past year.

## **FUTURE DIRECTIONS**

Regional Collaboration is well underway and the three Top of the South Libraries have a list of successful projects and collaborative ventures already in place as well as a list of prospective possibilities for the future.

As I discussed last April at the LTCCP workshops there is great scope for working with the other two libraries to achieve economies of scale and create synergies which will allow us to achieve more with our funds. The possibilities are many and varied from the well received dropping of charges for borrowing between Nelson and Tasman through to the future joint purchase of Library Management Software. We are currently investigating the viability and cost savings to be made through a consortia approach to purchasing digital audio content. Staff in a variety of areas are sharing ideas, and in-house promotional materials. The children's staff in the three libraries are in regular communication and working together to create materials. The three Top of the South Libraries will organise the 2011 Children's librarians' conference which Marlborough will host.

In line with this spirit of collaboration amongst the three libraries I propose:

### **Recommendation**

**THAT Tasman District libraries remove the subscription charges for the residents of Marlborough District as from 1 May 2009**

## **OTHER FUTURE OPPORTUNITIES**

Other future opportunities include looking at Radio Frequency Identification technology within the next five years. This is likely to be a cost effective way to manage growth in the libraries business over time.

E-commerce to allow the web site to effectively serve as the fifth branch – to better serve our wider rural areas.

Partnerships with other agencies.

Attached please find individual reports from different departments in the library.

L Oldham  
Library's Manager

## **MOTUEKA PUBLIC LIBRARY**

### **Door Count**

We had another very busy month with a total of 10,022 people through the door in February, compared to 6,903 people through the door in February last year, so over 40% increase.

### **Summer Reading Programme**

Mary and Sue were busy in February visiting Lower Moutere, Motueka South, Riwaka and Parklands school assemblies to give out books and certificates to children at these schools who had successfully completed the Summer Reading Programme run during the school holidays.

### **Fun-time/Babytime sessions**

3 Fun-time sessions or Under Fives were held in February with a total of 17 children and 16 adults attending these. There was the one Babytime session held with 2 babies and 2 adults attending.

### **Visits to Preschools/Schools**

Visits were made to Rudolf Steiner school, Greenwood Kindergarten, Laura Ingram Kindergarten, Motu Weka Neighbourhood Centre and Motueka Playcentre.

### **Class visits to the Library**

Ngatimoti School have again arranged to visit us this year, class by class on a weekly basis. Each time a class visits Mary or Sue show them new books, read them stories and give them a craft to do which the children really enjoy. They are also encouraged to take books out each time they come to the library which most of them do.

### **APN**

We now have a system in place for wifi bookings, which does take some policing, but on the whole seems to be working okay. Everyone coming in to use the wifi has to now book in at the desk, are given a number and can only book for one hour. They have a choice of going to a wifi table that has power or to a wifi table where they can use battery and places are limited to 6 wifiers at each table, so a total of 12 wifiers only in the library at any one time plus those in the park. This has certainly reduced the problem of overcrowding in the library, which has been an often stressful issue for us over the

summer. We also now reserve two APN computers for school children from 3.30pm to 5pm every afternoon.

#### Housebound Visits

Number of customers visited: 14

Total number of visits: 15

Total number of items issued: 53

### **MURCHISON LIBRARY**

One class visit so far this term - they're a bit slow getting their act together as it's such a hassle for them to get all the paperwork sorted. All done now so from this Friday we will have fortnightly visits again. Was able to assist them with local history information for their 125th school reunion in April.

Traffic on APN has eased from the big bottlenecks of January and early February.. Great to see so many people in the library but it was sometimes a real headache managing the queues. In the end I found what worked best was making them both 1/2 hour terminals with the option to continue if there was nobody waiting. One hour was too long and 1/4 not long enough. Everyone seemed happy with that timeframe. Wireless users weren't the problem that the other branches encountered. I put a note on the couch in the YA area asking wifi users to sit at the main table where there is power and that left library users access to the back corner. Lovely to meet so many tourists from NZ & overseas.

### **TAKAKA MEMORIAL LIBRARY**

Another very busy month in the library though there has been a perceptible quietening down in the last week.

#### **Staff**

Doris and Diane have each taken two weeks well deserved annual leave. All the staff was tired after an extremely busy summer. The high usage of the APN has increased staff load as we worked through ways to minimize the necessity to police the system. We just did not anticipate the sheer numbers of people through the door which led to over crowding in the library.

#### **Statistics**

*Circulation transactions* - there is an increase of 5.9% on February 2008 but it was a quieter month than January 2009.

*Door Count* – this was a huge 38% on February 2008.

#### *Children's and Youth Librarians Report*

None this month.

## APN

We now have systems in place which are working reasonably well.

Computer 1 – is for TDC cardholders and locals and can be prebooked by phone for ½ - 1 hour or take a chance and pop in.

Computers 2 and 3 – these can only be booked in ½ hour slots by putting your name on the whiteboard. Anyone can book these computers. The ½ hour slots are booked out for children from 3.30-5.00 each afternoon.

Wifi – we have restricted the number of users and the use of laptops to the meeting room and the study carrel in the Young Adults area.

## INFORMATION SERVICES REPORT AND STATISTICS FOR FEBRUARY 2009

### Information Requests

February had 22 working days (including Saturdays)

Richmond = 650 queries, (including 114 queries taken at the Circulation desk and 37 Children's Queries). This is 9.2% increase from 2008 figure (595).

There were 117 queries at Richmond that were over 5 minutes.

There were 5 queries forwarded to Richmond from the Branch libraries.

Motueka: 402 queries

Murchison: 91 queries

Takaka: 375 queries

Total: 1518 queries District-wide. [17.7% increase from last year]

### Membership Statistics

Richmond membership: 125

Branches no longer keeping\*

This District library figure includes new memberships, re-numbering of borrower cards and all other transactions relating to library memberships.

### Homework Help

The Homework help queries break down as follows:

Leisure: 62 %

Homework: 35%

Other: 3%

### Interloan Requests\*

\*Please note these figures include manual requests made by all branches and requests processed in Richmond using Te Puna.

Interloan items requested by TDL customers: 80

Interloan items supplied to TDL customers: 75

Interloan items requested by other Libraries from TDL: 37

Interloan items supplied by TDL to other Libraries: 15

### *Electronic Information Service*

In February, there was customer 0 queries received by email through the website and 0 Information queries were responded to by email.

### *Children's report*

Programmes for groups:

Name of programme: Tiny Tots  
Date of programme: 24 February  
Place programme held: Tasman District Library  
Number attending: Adults: 12; 15 children

Visited : Paula's Preschool  
Where: Paula's  
When: 20 February  
Nos attended: 3 teachers, approx 20 children

Henley Kindergarten  
26 February  
Nos: 4 teachers, approx 45 children

Summer reading programme school presentations:

Appleby School  
Brightwater  
Henley x 2 syndicates  
Hope  
Ranzau  
Richmond  
Waimea Intermediate  
Waimea College  
Wakefield  
Westmount  
Homeschoolers

Attended a NZ Post Children's Book Festival committee meeting (19<sup>th</sup>) at Nelson library.

Visited Motueka Library informally with Viv Smith (28 February) to view library.

Professional development:

District management meeting -17th  
Storytime presenters meeting – 18th  
Chrissy attended a 2 day First Aid course (St Johns) – 26/27  
Lucy attended a ½ day sponsorship course – 27 Feb

## **REPORT FROM COLLECTIONS LIBRARIAN TO LIBRARIES MANAGER**

Items added to the adult collections across the District's libraries between November 2008 and the end of February 2009



## **Books**

Fiction	834
Non-fiction	647
Total	1481

## **Magazines**

A number of new magazines have been added to the libraries' adult collections since December 2008. These include titles such as NZ Performance Car, Urbis, ReNew (a sustainability magazine), Pacific ecologist which have been added to individual libraries reflecting the interests of the communities they serve.

## **CDs**

70 new CDs have been added to the music collection. These are predominantly in the popular music genre with a small number of classical and jazz CDs. Again this reflects the usage patterns of this popular library collection.

## **DVDs**

The DVD collection was launched in December 2008 and has proven very popular with our customers. Around 48% of the collection is out on issue at any time.

## **Mills & Boon**

A new supplier at a competitive price has finally been found for this popular genre. It is hoped that supply will be consistent from now on.

## **New Collections**

Work is progressing on the launch of a new bestsellers collection – Hot Picks. This collection will provide customers with the option to borrow a latest release book for a slightly higher cost or reserve the title and wait several weeks for it. The loan period for Hot Picks books will be shorter than the standard loan period and they will not be available for reservations. The intention is that it be a fast-moving high turnover collection so that there will always be a number of high demand titles on the shelf available for immediate loan.

## **E-Audio**

Trialling of one vendor's product was completed in December with a decision made not to purchase access. Currently another vendor's product is being assessed.

## **Streamlining Selection and Book Processing**

The information-gathering phase of this project has been completed. The next phase of consultation with Technical Services staff is underway.

## **Reader's Advisory Services**

A start has been made on collaboration on Reader's Advisory customer information between the 3 library networks – Tasman, Nelson and Marlborough. This should result in reduced workloads for all 3 librarians involved in developing these services for customers.

## **Fresh FM**

The first of a new Reviews and News from Tasman District Libraries was recorded at Fresh FM on Weds 25<sup>th</sup> March. This is to be a regular monthly 10 minute slot promoting new books and other library services.

## **Library Website**

The library website continues to be updated and developed. New additions in the past 4 months include the ability to link directly to the catalogue entry for books on the "new to the library" pages, the addition of a Powersearch option for searching multiple databases simultaneously and a website of the month feature.

Ruth Lawley  
Collections Librarian