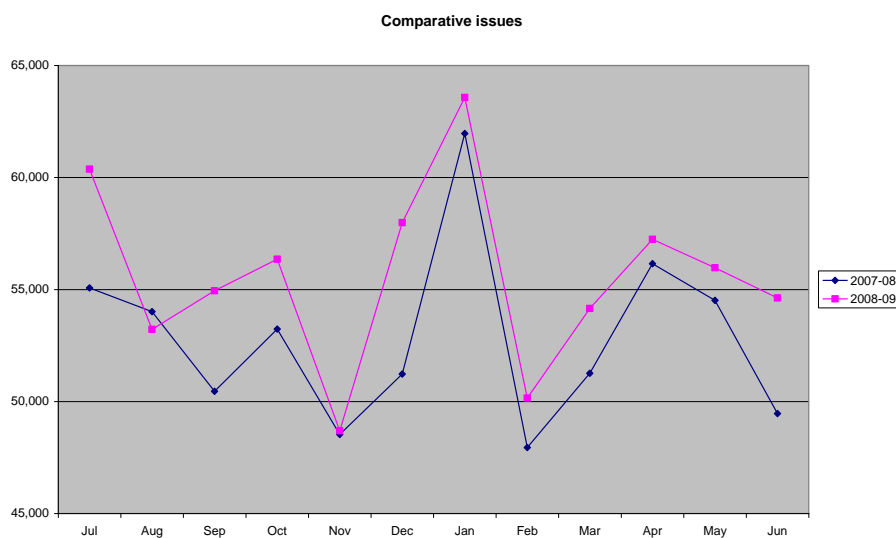


STAFF REPORT

TO: Community Services Committee
FROM: Libraries Manager
DATE: 5 August 2009
SUBJECT: Libraries Annual Report 2008/2009

GENERAL STATISTICS

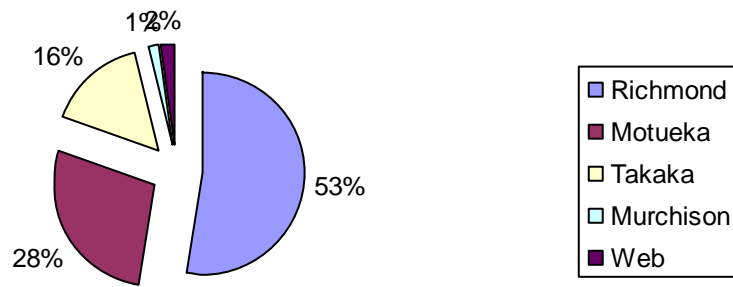
Issue Statistics



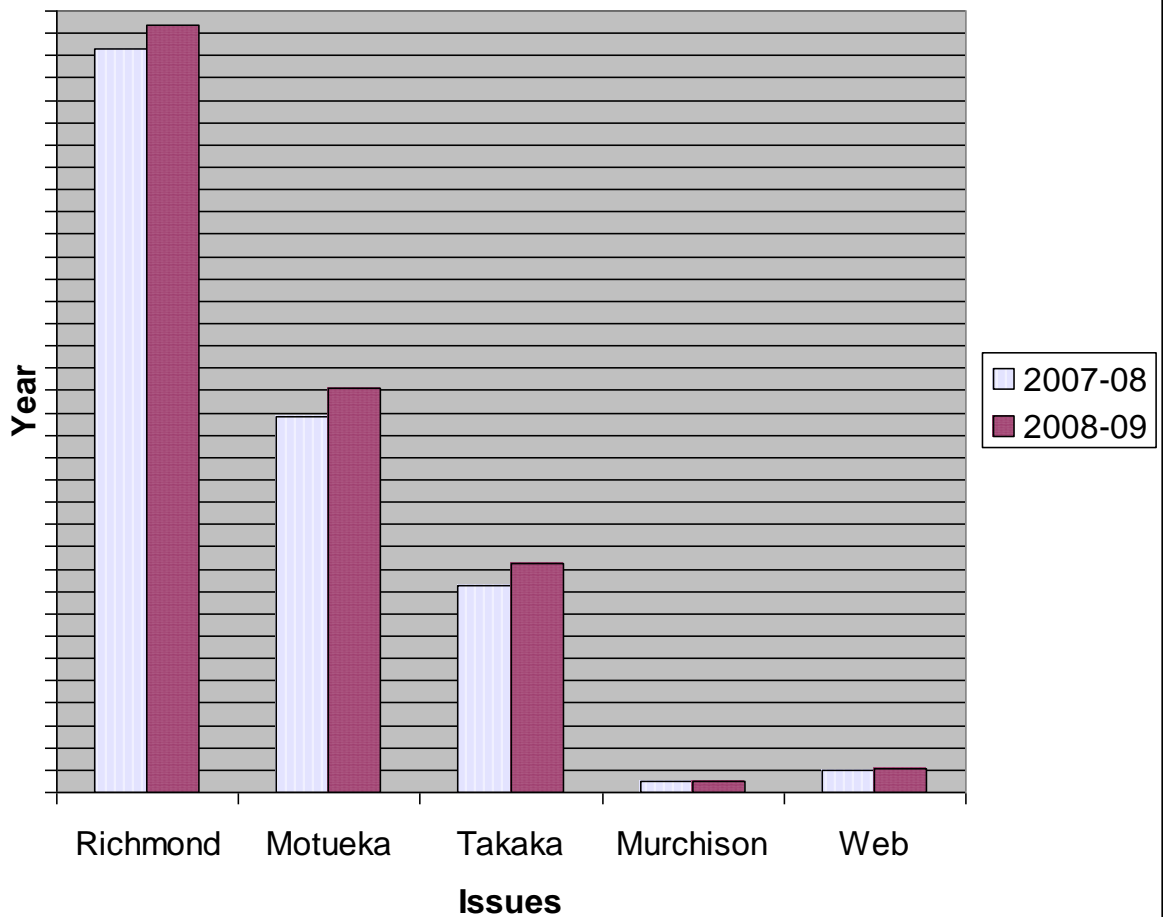
Tasman District Libraries issued 33,500 more items in 2008/09 than the previous year, equating to an increase of 5.3%. Total issues were 667,261. (This includes renewals). This highlights the need for a self-check service point in the medium term, which is dependent upon the library software upgrade.

The general increase in the cost of purchasing collection items ran at 9% across the year for books and 5% for magazines and newspapers. The libraries acquired 14,200 new items for our collections.

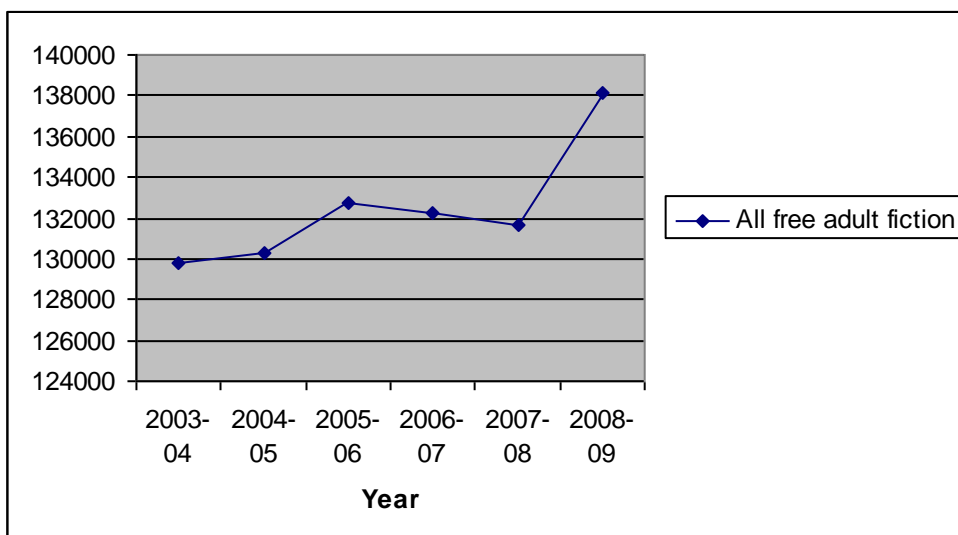
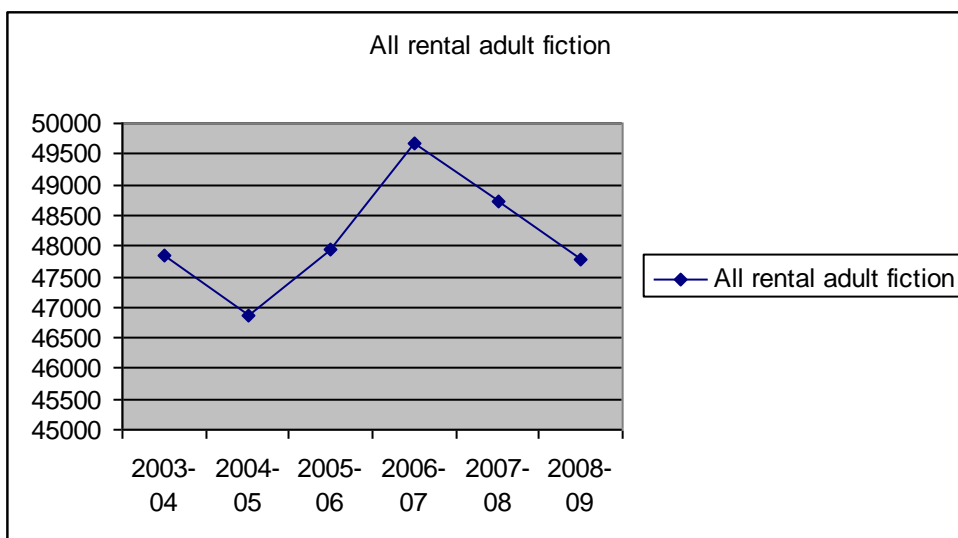
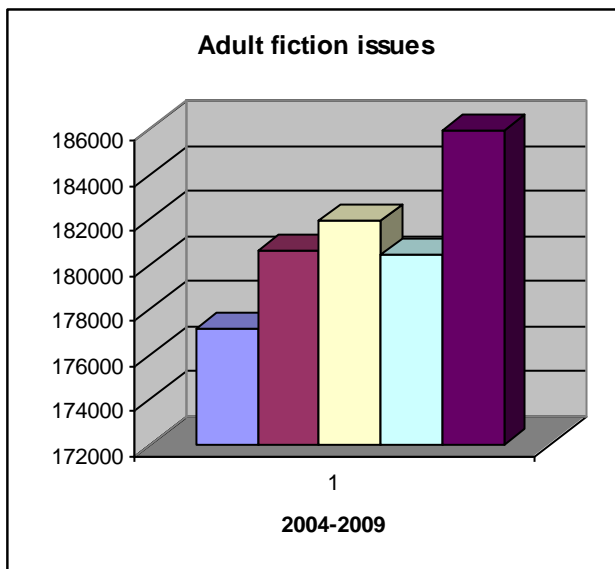
Business by branch 2008-09



Issues by branch across time



Richmond increased their issues by 3.1%, Motueka by 7.4% and Takaka by 9.8%. Murchison dropped in issues by 2.5%.



It should be noted that, although there is an overall increase in fiction issues, rental items were significantly down, indicating that the rental fee is acting as a barrier to access perhaps due to difficult economic times.

Visit Statistics

Overall there has been a 16.7% increase in visits to our Libraries against the previous year. This equates to an extra 53,500 visits in all. Motueka had an increase in business of 24%; Richmond of 13% and Takaka of 18%. [NB: Takaka's door count has been unreliable in the first half of 2009] Some of the Richmond increase will be due to the reciprocal borrowing with Nelson.

Borrower counts

Active borrowers (those who have used their card in the last 2 years) have increased since 1 July 2008 by 5%. This means 54.5% of the total population are active users of the libraries.

BUDGET

Generally, Libraries came in on budget for both operating and revenue. Drops in revenue generally came from fewer subscriptions due to our reciprocal borrowing with Nelson, no internet fees and a drop in rental hires especially in fiction and music cds. This was offset by an increase in revenue from sales of withdrawn stock, and an underspend in publicity due to the branding exercise creating a stop on spending.

HIGHLIGHTS

Aotearoa Peoples Network

Free internet, and wireless log on sites caused a sharp increase in visits across most branches particularly over the summer period when our visiting tourists are connecting both nationally and internationally. Staff instituted a manual booking system to ensure demand could be managed fairly, and in some cases, use of the wireless log on was restricted to one physical location to ensure aisle ways were clear and access to stock maintained. It is clear that, internationally, libraries have become technology hubs and social centres and that they are seen by users as a safe, comfortable and appropriate place to connect and visit online.

Motueka Library

A bequest was used to purchase a few pieces of new furniture, redesign the layout, and upgrade the interior walls of the Motueka Library. Coupled with a robust weed of the collection to highlight the newer stock, usage has increased dramatically.

Motueka currently carries a stock level of approximately 29,000. The recommended standard to ensure the stock continues to be fresh and relevant to regular users is 3.5 per capita. Based on a population of 10,900 (East, West and Outer Motueka: Census 2006) Motueka should be carrying a stock of approximately 38,300, which leaves a deficit of 9300. Based on 70m² per 1000 of population, which allows for collections, shelving, aisle widths, seating, computers and operational workflows, the total library area should be 763m². The actual area is

approximately 453m². The lack of space affects collection size, service development and work flows. Expanding the Motueka library is a priority.

Shared Services

The Prow: nga korero o te tau ihu

The Prow, or Te Tau Ihu, is the Māori name for the top of the South Island: *Te Tau Ihu o Te Waka a Maui*. Te Tau Ihu is the mythical prow of Maui's waka, or canoe, from which he fished up the North Island.

The Prow website is a collaborative venture between the Nelson City, Tasman and Marlborough District Libraries, Nelson Marlborough Institute of Technology and The Nelson Provincial Museum using a local website designer and local writers. The aim was to create a website which told the local history stories from the top of the South Island. All the stories were carefully researched with extensive bibliographies and links to more information. The website was launched on the 15th February 2009 and has proved popular with teachers, researchers, students and other users from all around the world. To date we have 70 stories with a further 14 personal history stories ("My Story") that people have submitted. This is an ongoing project in which as well as adding stories we will add audio and video clips, podcasts or other future technologies.

<http://www.theprow.org.nz>

Operational

Nelson, Tasman and Marlborough Library Managers met in May to consider any further benefits that could be obtained through collaboration or shared services. It should be stressed that the Top of the South Libraries already work together substantially with shared booklists, rotating collections and shared training opportunities. Any further initiatives will need to demonstrate benefit to each region. Currently under investigation are shared purchasing or processing to see if there is any increased discount or decreased turn around time; specialisation in resources which would depend on a swift document delivery system across districts; development of an online knowledge bank for staff to share expertise, and extending training and collaboration opportunities.

Richmond Library

The planning and design of the Richmond Library building upgrade has been completed and the project is scheduled to begin in September 2009. An initial estimate of completion date is end of April 2010. Senior library staff have spent the majority of their time in the last few months ensuring details are accurate, liaising with stakeholders including contractors, and planning how service can be maintained at a reasonable level. A marketing timeline is in place to let users know that the project is underway and to explain constraints to service during this period.

In the first phase, the stack collection has been packed down and free reserves offered where another copy is available in our region. The Waimea Room historical documents have been archived and stored in an appropriate environment to ensure no damage occurs. The children's collection has been heavily weeded and a portion packed down to enable us to relocate it into the Young Adult area.

The Children's Librarian and assistant have been relocated and that office cleared out.

A volunteer day was held at the library one weekend, and staff came in and emptied out various storage areas and organised the Wrightson's garage area.

During Phase 2, 10% of the Fiction and 35% of the non fiction will be packed away as the library relocates into the Petrie Carpark end of the building. The customer service operations will relocate temporarily into one corner and the APN computers will be reduced to six, while we retain four catalogue computers.

The Summer Reading programme in Richmond will be available with limited places off site at the Council building and registrations will be restricted to online.

Grant applications

At present, the library renovation project has insufficient funds to equip the video conferencing suite and provide for desensitizing equipment which operates as an all in one movement. It is proposed that we seek grant funding for these from the following entities:

Pub Charities
Lion Foundation
The Canterbury Community Trust
Transpower Community Care Fund

To do so effectively we would need a committee resolution to seek funding and the following wording is recommended:

That the Libraries Manager is authorised to seek funding from the following organisations to complete the complete the outfitting of the Richmond Library, following renovation:

*Pub Charities
Lion Foundation
The Canterbury Community Trust
Transpower Community Care Fund*

Reciprocal borrowing

Reciprocal borrowing with Nelson has been very successful. Around 4.5% of our total active borrowers are based in Nelson, and 81% of those are adults. Different lending policies have caused customers some confusion, and in the future, an investigation into returning items cross regionally could add some benefit to the scheme. Some districts charge the borrower card if they wish to return items from nearby districts to a local branch.

Acquisition Processes

A project to rationalise the steps involved in acquiring and readying material for the shelves was carried out, with the objective of clearing the backlog of uncatalogued new items. In two months, the 12 month backlog has been reduced to a 2 month backlog and throughput has increased substantially. A parallel project to bring in a

percentage of our acquisitions in a pre-processed state is beginning in August which will gain us further efficiencies.

CONCLUSION

The libraries are a major piece of Council's social infrastructure, and increasing in importance as a physical space. Use in the last year has reflected the investment that Council has put into them recently, and consistent funding and forward planning will maximise these community assets.

Catherine Bryham
Libraries Officer

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