

October 2016 - December 2016 Thames -Coromandel District Council Libraries Quarterly Report

TO	Tairua-Pauanui Community Board
FROM	Linda Hayfield - Library Coordinator
DATE	5 January 2017
SUBJECT	October - December 2016 Thames-Coromandel District Libraries Quarterly Report

1 Purpose of Report

To report on the activities and performance of the district libraries (Thames, Mercury Bay and Tairua) for October, November and December 2016

2 Background

Thames-Coromandel District Council fully funds and operates libraries in Thames, Tairua and Mercury Bay. Council also provides support for a number of community libraries by way of grants.

3 General

Most people are aware that the role of libraries has changed significantly with an increased emphasis on digital information. The importance of the library in providing access to the Internet is portrayed in this excerpt from the Public Libraries of New Zealand website:

'What would it mean if people were suddenly unable to use the internet when they visited the library?

In March 2016 eleven libraries across New Zealand piloted the Impact Survey administered by the University of Washington and initially funded by the Gates Foundation. New Zealand is the first country outside North America to use the survey, which gathers data about the impact having access to digital technologies through libraries has on people's lives.

The results of this survey informed us that at New Zealand libraries in the past 12 months:

- 41 percent of users found information or performed tasks for other people using their library's computers or Internet connection
- 55 percent used online search engines
- 48 percent accessed email
- 40 percent used library printers
- 34 percent logged on to social media
- 22 percent streamed video
- 55 percent received one-on-one technology help from library staff or volunteers.

Research conducted in the United States has shown that people use public Internet access and computers at libraries to accomplish a variety of social, educational, and economic tasks. Using this survey framework annually in New Zealand can help us explore how the availability of public access technology in libraries impacts the many and varied aspects of users' daily lives. The first survey has revealed some useful information and we hope to continue using it in the coming years.'

The last bullet point is particularly relevant as it reflects the changing role of library staff; an increasing amount of time is spent helping customers who have minimal digital literacy skills. This aspect of library work is not reflected in the performance measures so tends to be overlooked. It also marks an important point of difference between the Council managed libraries and the volunteer libraries, which do not offer Internet access or digital resources.

4 Highlights

Around the branches

Tairua

- Atawhai is undertaking the role of temporary Community Librarian with enthusiasm. She is eager to take advantage of every opportunity offered her and keen to be involved in library and Council events. She is visiting Tairua Kindergarten weekly to read to the children and has met with the principal of Tairua School to plan for regular school visits to the library, commencing in the New Year. Atawhai is excited about these visits as an opportunity to liaise with the teachers to inform, discuss, show, encourage, and share relevant books, resources, and information held in the libraries. She put on a Christmas morning tea for the volunteers at her own cost.
- Children's holiday events have been very well attended but author visits for adults less so.
- Circulation continues to drop substantially; a trend that had commenced prior to Emma's resignation but membership is still high and growing.
- The meeting room has been well used with a two day commercial hire generating over \$200.

Mercury Bay

- October was busy with school holiday and Halloween events. All were very well attended with around 20 children at each activity. These sessions have been great for grandparents. One lady expressed her pleasure on being able to help her grandchild achieve something that she would not have attempted at home. *'A great use of the Library space and great programme of sessions, stretching the kid's skills, mentally and physically, and making me (grandma) increase my own skills. Very good, I love it.'*
- Toddler time continues to attract good numbers but the standout event was on October 19th when Kaye from Kauri Learners hosted a Te Reo session in the park. 20 children and 15 adults attended with some travelling from Coromandel. This session received very positive feedback.
- A resolution appears to have been reached with regard to access to Kuaotunu library and an apparent conflict of interest with hall users. Lesley and Heather held a further meeting with Jeannie Morton (Kuaotunu Library) and Carrie Parker (Kuaotunu Hall Committee). Future remedial work on the side of the hall may include a side-door for the library, which would be the ideal solution, creating independent access to the library.
- A variation to the Annual Plan has been submitted to address the Mercury Bay Library air quality, caused by the lack of a fresh air intake. Andrew Scobie is managing this project but has not yet received a satisfactory quote for the work.
- Discussion with Andrew Scobie and Steve Tull (the maintenance man) about how best to secure the diffusers on the light banks indicates this is likely to be addressed with the installation of the fresh air intake. It will be managed in the meantime by opening the windows on windy days to equalise the internal pressure.
- Rust kill has been applied to spots on the roof, where one of the air-conditioners is dripping

Thames

- This quarter has been especially challenging with three smashed windows; two during opening hours by primary children which required police attendance, and one after hours. Sadly the new public toilets have also been damaged with what appears to be a deliberate cutting of the flooring in the access toilet and spraying of a pink dye in the other cubicle which has permanently damaged the floor. We have had fisticuffs in the park near the library

entrance and aggression in the library with furniture being kicked and books sent flying. Sadly we have received comments from some of our customers that they no longer feel safe in the library. I have asked the local police if they would walk through from time to time but they have little spare time to be able to do this. If the situation continues it may be that a security guard is needed short term again.

- In response to concerns about people loitering in Rotary Park after hours and the ongoing damage to the garden the WiFi is now turned off between the hours of 7pm and 7am. A meeting of Council staff, Smart Environmental and police agreed there may be a link between the unsociable behavior and the availability of WiFi 24/7 so reduced hours will be trialed over summer. Derek Thompson, Parks Contract Manager has agreed to finance the upgrade of the floodlight on the apex of the library which is not currently operational, and the library will cover the cost of upgrading the bulkhead lights at the southern end of the library in the expectation of improved lighting acting as a deterrent to the current anti-social behavior.
- Children's librarian, Shannon Loney has been working with Tania Bayer, teacher at Moanataiari School to support the Champions of Reading programme that Tania has designed to encourage reluctant readers. The programme has a strong library component to it and has been instrumental in encouraging a number of new registrations and developing positive relationships. Some of these children have gone on to enroll in the library summer reading programme. This has been a good example of the gains to be made through working together.
- We were unsure whether our Halloween Haunted House event would be well attended this year since there is now a very slick alternative on offer in Thames. However it was very successful with 43 children attending along with parents and supporters. I believe this is a spin-off from the rapport that has been established with children and parents who regularly use the library.

5 Thames Library Functionality project

Stage Two is now complete with only a few minor finishing details remaining. The new meeting room, which has been named 'The Carnegie Room', in honour of our history, is being well used. It has hosted several Council department meetings, four author visits, a library youth sleepover and is a quiet space for people to read or use their mobile devices.

6 Membership and circulation

Membership:

Thames	6,950	69% of the population in the Board area
Mercury Bay	4,733	66% of the population in the Board area
Tairua	1,610	71% of the population in the Board area
Whangamata	859	22% of the population of the Board area

Circulation July - December 2016:

Thames	66,069	-5% compared to July - Dec 2015
Mercury Bay	33,397	+1% compared to July - Dec 2015
Tairua	9,284	-14% compared to July - Dec 2015
Whangamata	14,874	-5% compared to July - Dec 2015

Additionally: 498 e-books issued and 1,258 database sessions

7 Suggested Resolution(s)

That the Tairua-Pauanui Community Board:

1. Receives the 'October - December 2016 Thames-Coromandel District Council Libraries Quarterly Report' dated 5 January 2017.