

STAFF REPORT

TO: Community Services Committee
FROM: Libraries Manager
DATE: 25 February 2010
SUBJECT: Libraries Manager Report - RCS10-03-02

TRENDS

The impact of the six day shut down at Richmond Library in January translated to a loss of 10,000 issues and 5,000 visits compared to last year at the same time. In February, our reduced space and seating, as well as continuing building noise, also resulted in a drop of 7% in issues and 2% in visits. Conversely, our branches dealt with heavy increased foot traffic across both January and February.

	January Total Visits		Nett Gain	February Total Visits		Nett Gain
	2010	2009	0	2010	2009	2010
Motueka	12,136	10,573	+1500 [15%]	12,238	10,022	+2300 [22%]
Takaka	10,954	8,490	+2400 [+29%]	9,870	7,329	+2500 [35%]

SUMMER BUSINESS

The summer months are often stressful and taxing for staff, particularly in the branches where staff numbers are less able to cope with the increased traffic. This year we introduced summer students for six weeks, funded by vacancies that had been unfilled at times during the year, and all branches report this significantly alleviated stress associated with overwhelming workloads. Overall cost for four students for six weeks was \$4,300.

I recommend that we continue this practice in the future.

HIGHLIGHTS

Richmond Building Project

Phase 1 of the building project is now completed with the Richmond Library operating from the old Wrightson's area as from 2 February. The entryway is now from the Petrie carpark, and signs have been erected to help customers find their way. During this interim phase, only one of the three disabled carpark spaces are operational, the entryway is limited to one security gate instead of two, and we have limited seating and space for community notices.

2 February was Richmond's busiest day ever recorded, with 1200 people coming into the library. We dealt with 3507 returns, and 2451 issues. A typical Monday at this time of the year would usually see Richmond dealing with 1300-1500 returns and 1200-1300 issues.

Feedback from customers was uniformly positive, with many people commenting favourably on the carpet, and enjoying the light feel to the place. The connection from Council to Libraries is well established, as shown by the positive comments received on the political vision that has allowed the project to proceed.

Phase 2 has now been timetabled and is due to be completed by the end of June, with the library opening in its final state on 5 July 2010.

LMS - Library Management System

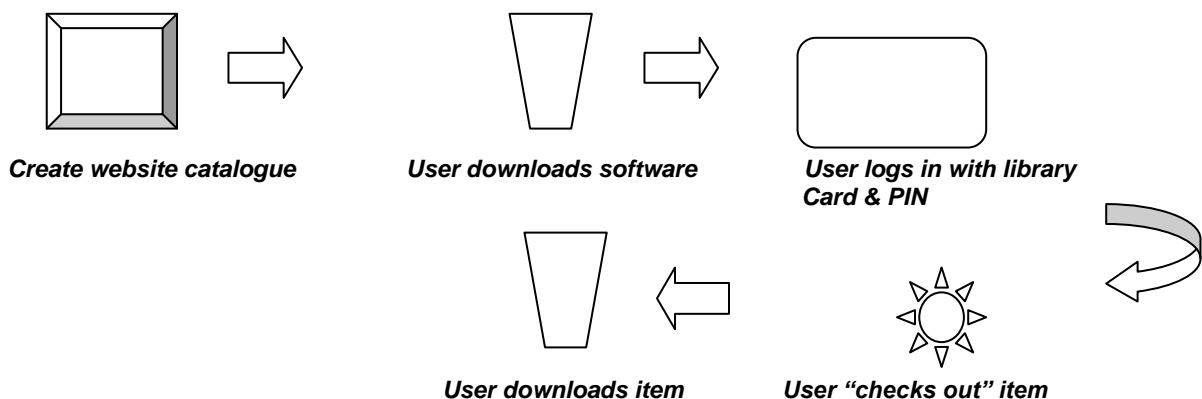
We are investigating several options regarding our LMS, and initial costings have given us several different opportunities. Assessment is being done on a best value model, and is considering:

- functionality, both core and Web 2.0 based
- how user friendly both the customer and staff systems score
- the extent of helpdesk and technical support
- implementation, data migration, and training packages
- future proofing – upgrades and whether the foundation allows easy uptake of future technologies
- shared services – whether the platform enables regional services
- architecture, Hosting and Proprietary vs Open source codes
- longevity and reputation of the company
- cost – initial and 5 year costs for sustainability
- risks

Overdrive

e-audio has been investigated several times by the library. This is the concept that books, music and video are downloaded onto an MP3 or similar device which can then be listened to while driving or in any environment.

The process works like this:



The four issues to overcome are: business; technical; range of content; and price.

Business

Licensing and access restrictions; books are divided into “parts”

Technical

Overdrive requires authentication via the library database:

- a separate digital website that is compatible with current website
- users will need to download digital book software
- device compatibility – eg Kindle is not supported
- downloading records into our catalogue
- downloading transactions into our LMS

Content range

US focus, no NZ content; limited range eg 10,000 Audio; 50,000 ebooks; (to put this into context in 2004 the US published 282,500 titles).

Price

Cost is per title plus licensing and simultaneous access fee. It's well out of our price range as an individual Level 2 library.

This is better addressed on a national level, and the EPIC consortium is currently investigating adding Overdrive into the suite of electronic databases currently available.

Catherine Bryham
Libraries Manager

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