

Report No:	RCS11-07-04
File No:	
Date:	14 July 2011
Information Only – no decision required	

REPORT SUMMARY

Report to: Community Services Committee
Meeting Date: 28 July 2011
Subject: Libraries Report
Report Author: Glennis Coote, Libraries Manager

EXECUTIVE SUMMARY

The purpose of this report is to provide an annual summary of library activities for the year ending 30 June 2011.

The past year has been one of sustained growth for the libraries. The use of the Richmond library has increased dramatically since the completion of the rebuilding project. Issues, visitor numbers and membership numbers for the Richmond library all showed significant increases over the year. The other library branches also experienced growth against each of these key measures.

The increased resources funding over the last two years has resulted in the growth of the libraries collections, and progress is being made towards meeting the target of 85% of the standard for items held per capita.

A contract has been signed with the Kōtui consortium for the supply of a new Library Management System (LMS). There have been delays in establishing the consortium and our migration to the new system is now set to take place in November 2011.

RECOMMENDATION/S

That the report be received.

DRAFT RESOLUTION

THAT the Community Services Committee receives the Libraries Report RCS11-07-04, and

THAT the Community Services Committee approves the request to transfer unspent Library Management System funds totalling \$35,000 from the 2010/11 year to the 2011/12 year, to allow these funds to be expended during 2011/12 as noted in the report and that this request goes before the Corporate Services Committee for approval.

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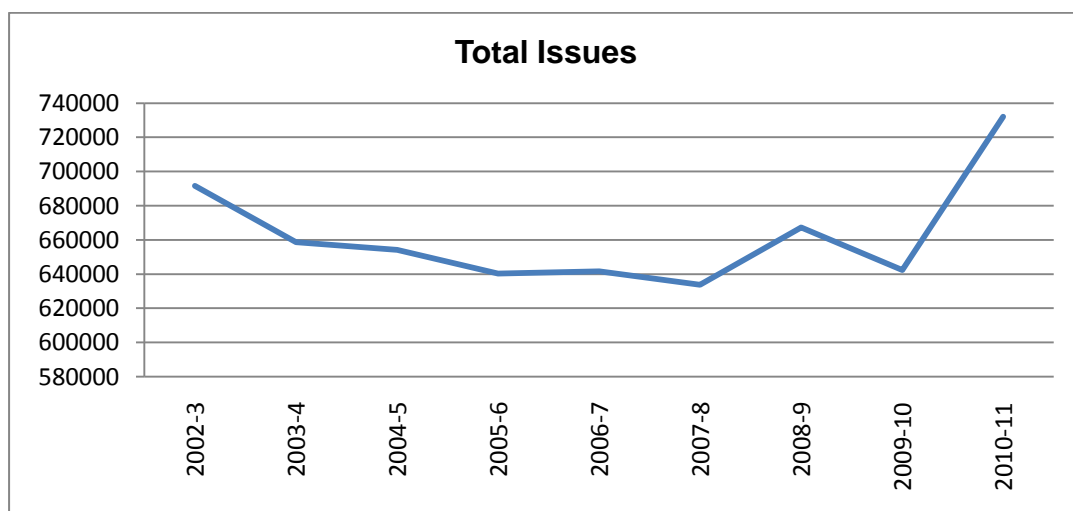
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1. KEY PERFORMANCE MEASURES

1.1 Issues

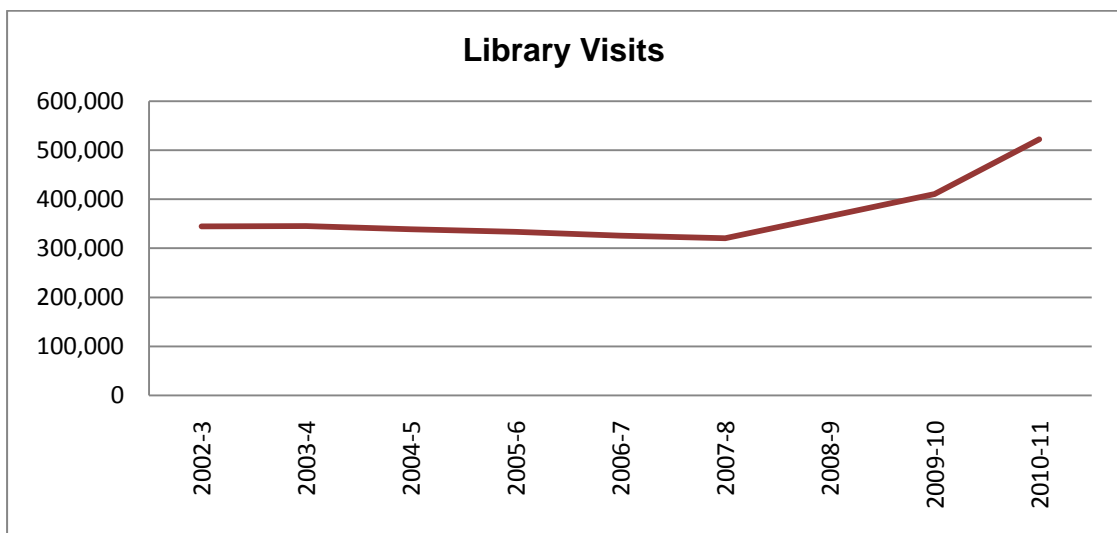
During the 2010/11 year the district's libraries issued 732,044 items. This was an increase of 89,732 or 13.97% over total issues in 2009/10. The Richmond library recorded an increase of 71,006 issues or 22.4% when compared to 2009/10. It should be noted however that issue figures for 2009/10 for the Richmond library were lower than would normally be expected due to the closures necessitated by the building redevelopment. A more useful comparison may be made with the figures for 2008/09 which show an overall increase for Richmond of 11.4%. Issues in Motueka increased by 4.7%, in Takaka by 4.5% and in Murchison by 1.5% compared to 2009/10 and renewals via the Libraries' website increased by 28%.

As can be seen in the graph below, issues figures had been steadily declining for some years before the trend was reversed in the 2008/09 year. The introduction of APNK computers into our libraries in 2008 helped to regenerate interest in the libraries, resulting in higher visitor numbers which had a direct impact on the number of items issued.



1.2 Visitors

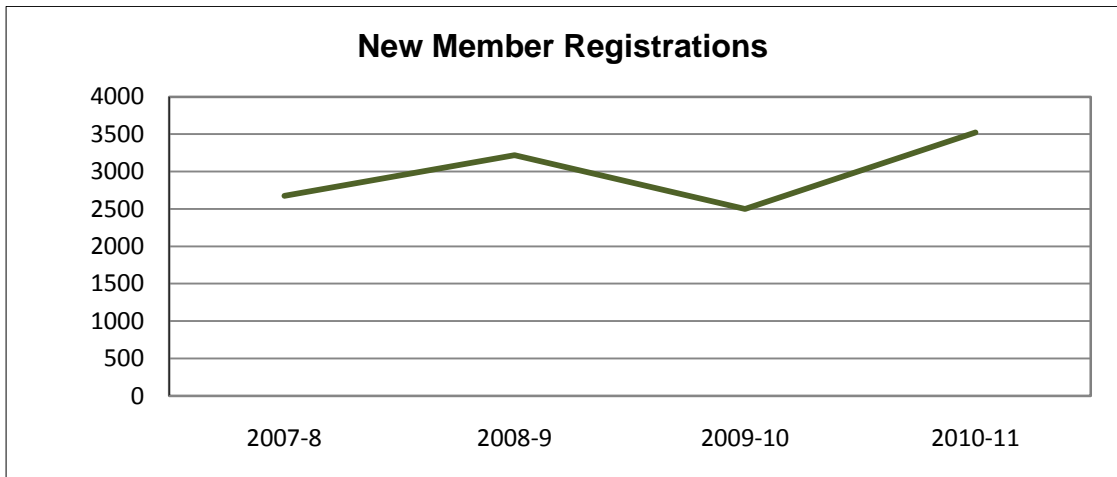
Visitor numbers totalled 522,201 for the 2010/11 year. This was an increase of 111,552 or 27.2% compared to the previous year. As noted above visitor numbers have been steadily increasing since the introduction of APNK in late 2008. The success of the library refurbishment resulted in an increase of 96,560 or 53.6% in the number of visitors to the Richmond library. Richmond's visitor numbers for 2009/10 were lower than would normally be expected due to the three weeks of closure during the building project. But a comparison with the Richmond visitor numbers for 2008/9 still shows a dramatic increase of 90,940 or 48.8%. During 2010/11 visitor numbers in Motueka increased by 9680 or 7.4%, and in Takaka by 5312 or 5.3%. Comparative visitor numbers are not available for the Murchison library.



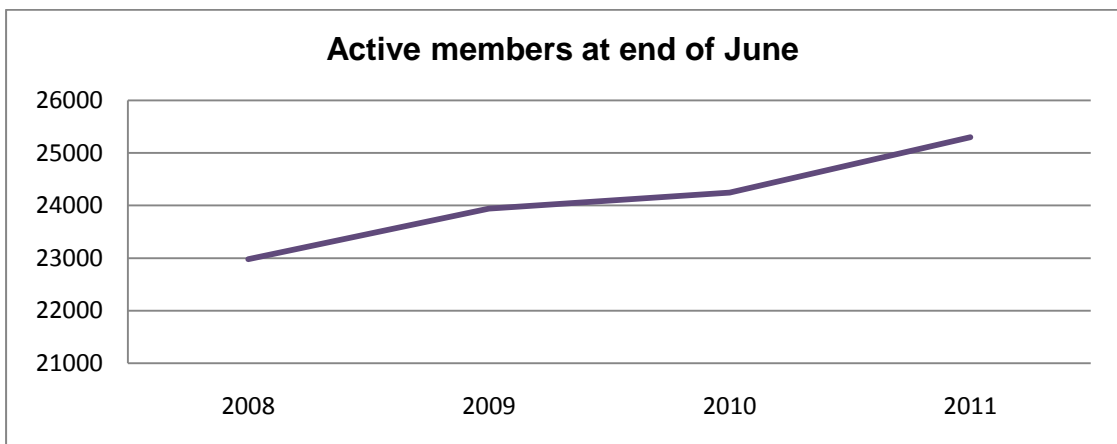
1.3 Memberships

New membership registrations for 2010/11 totalled 3521, an increase of 1022 or 40.9% compared to last year. The largest contribution to this substantial increase was the number of new membership registrations processed at the Richmond library. New registrations in Richmond totalled 2177 which was an increase of 880 or 67.8%.

Following the February earthquake in Christchurch we offered free temporary memberships to those who had been displaced by the earthquake. A total of 273 temporary members were registered during the year with 199 or 73% of these being registered between February and June 2011. Temporary memberships for 2009/10 totalled 146.



The number of active members has been increasing steadily over the last few years. Active membership numbers at the end of June 2011 were 25,268 compared to 24,117 at the end of June 2010. Membership currently stands at 52.7% of the population, based on an estimated population of 47,974. The active membership figure reflects members who have used their library card during the previous 24 months.



1.4 Reservations

Members place reservations in order to be able to borrow books or other items, which are out on loan, in heavy demand or located at another branch in the District. During the 2010/11 38,278 reservations were placed, an increase of 8,800 or 28.7% over the previous year.

1.5 Collections

17, 211 items were added to the Libraries collections during 2010/11. The ongoing weeding programme in the libraries resulted in the deletion of 10,620 items from the catalogue. Weeding of any library collection is essential in order to ensure that the collection remains current and that broken, dirty,

out-dated and unused material is regularly removed. The total number of items held now stands at 132,955, an increase of 6,591 over the year. Based on the 2011 population estimate of 47,974, the total of items held equates to 2.77 items per head of population or 79% of the recommended standard of 3.5 items per head of population. The number of new items added per annum per 1000 population was 359, compared to the standard of 350 items.

The Waimea South Historical Collection contains a range of documents, photos and books. The collection is currently unable to be accessed through the library catalogue. During the year photographs from the collection were scanned, digitised and stored on the Libraries' digital repository which is accessible via the internet. The rest of the collection will be catalogued during the coming year.

Tasman District Libraries entered into an agreement with other South Island Libraries to form a consortium for the purchase of downloadable e-audio and e-books. Downloadable content will supplement our physical stock and offer a wider range of options to our users. Work is progressing in establishing the consortium and agreeing on collection development policies.

2. INFORMATION SERVICES

- 2.1 An important measure of the value-added services offered by the Libraries is the number of requests for assistance in finding information. In addition to face-to-face requests, staff receive requests for assistance by email, telephone or via our website. Time spent dealing with an individual request can vary from just a few minutes for a simple request to over an hour for a request which requires extensive research. During the past year 15,042 queries were recorded, an increase of 6.2% or 874 over the previous year.
- 2.2 The New Zealand Interlibrary Loan Scheme allows Tasman District Libraries to borrow books, journals, music and other items for our members from other libraries in New Zealand. We borrowed 864 items in 2010/11 compared to 1038 the previous year. We supplied 282 items to other libraries in the scheme compared to 228 in the previous year.
- 2.3 During the past year the Libraries Information Services team has established a series of computer training courses for library users. The courses cover a range of topics including family history research, how to use a computer mouse and a beginner's guide to word processing. The majority of the courses have been delivered using the Learning Pod computer suite at the

Richmond library. During the past year we ran 28 classes, these were attended by 141 participants.

3. DONATIONS TO THE LIBRARY

- 3.1 The Friends of Tasman District Library donated \$990 for the purchase of talking books and books for our “Books for Babies” scheme.

The Richmond library also received a private donation of \$750 for the purchase of large print books. This donation was offered by a library member in memory of their parent who had been an avid user of our large print collection.

The Libraries regularly receive books, magazines and newspapers donated by individuals. These are either taken into stock or sold in our book sales. Donated items taken into stock during the year were valued at \$10,718.

4. COMMUNITY LIBRARIES

- 4.1 Community libraries located in Collingwood, Mapua, Tapawera and Wakefield continue to provide a valuable additional service to the people of the Tasman District. The Dovedale Community Library is currently in recess. The community libraries are staffed by volunteers and are supported by Tasman District Libraries through bulk loans of books. During the past year the community libraries borrowed 1,459 items from the District Library in Richmond.

5. HOUSEBOUND SERVICE

- 5.1 Each of our library branches offers a housebound delivery service to eligible borrowers. The housebound service was established in 2005 to satisfy the library needs of those people who are physically unable to visit the library on a regular basis. Borrowers receive deliveries of items every three or six weeks. Library staff select suitable items which are then delivered by volunteers. During the past year 318 deliveries were made to housebound borrowers with a total of 2,187 items issued.

6. MARKETING, PROMOTIONS AND PROGRAMMING

6.1 Each month our libraries offer a range of events, displays, programmes and outreach visits. Each is intended to raise awareness of the libraries and the resources and services available as well as to enhance our users' library experience. During the past year the libraries delivered a total of 512 events or programmes, these included: 146 class visits; 173 storytime sessions; 128 outreach visits and 65 other promotional events. Attendance at our programmes, events and class visits totalled approximately 10,200.

6.2 Major highlights for the year included:

- In July Takaka library ran a six week programme of talks and events. The "Winter Series" was designed to attract people to the library in what is traditionally a quiet time for the library. The talks covered a variety of topics, including: "A tourist trip to Antarctica"; "Digressions on food"; "From the stone age until today – man's relationship with bees" and "Stick with your lifelong dream - it can happen."
- This year's Summer Reading Programme had 430 places available to children ages 5-12. The programme is always popular and there is usually competition for places in the programme. With each child reporting-in between four to five times during the holidays it is very demanding on staff time, especially as the children's staff provide personalised reading recommendations for each child based on the reading log they discuss at each "report-in".
- Motueka and Murchison Libraries ran a "Blind Date" with a book promotion which was met with great enthusiasm from the public. 154 people in Motueka and 62 people in Murchison registered to take part and feedback from them has been very enthusiastic. Local businesses generously provided sponsorship and prizes.
- On 25 May Motueka, Richmond and Takaka libraries each held a Book Quiz for year 5 and 6 pupils from local primary schools. In all 22 schools (a total of 132 children) across the District took part. The quiz centred around a number of short-listed titles from the NZ Post Book Awards. Prizes were sponsored by book publishers and local businesses. The quiz was a great mix of intense concentration and fun.
- May was New Zealand Music Month and we celebrated with musical events in the Richmond, Motueka and Takaka Libraries. Music styles ranged from traditional Celtic folk music to a local Lyre group playing

beautifully relaxing music. A particular highlight was Golden Bay High School's girl band "The Black Spots" who entertained a crowd of 60 people at Takaka Library. The group then went on to compete in the Smokefreerockquest regional finals in Nelson.

7. LIBRARY MANAGEMENT SYSTEM

- 7.1 In May 2011 we signed a contract with the Kōtui consortium for the supply of a new Library Management System (LMS). Planning for the consortium, selection of the system and negotiation with the system supplier has all taken longer than was originally anticipated. We had expected that we would migrate to the new LMS before June 2011 but our migration will now take place in November 2011.

According to the terms of our contract with Kōtui a portion of the contracted price is due just prior to migration with the remainder to be paid after a three month guarantee period following migration to the new system. Funding for the upgrade of the LMS has been allowed for in the 2010/11 and 2011/12 computer services budgets. We had anticipated that the initial payment to Kōtui would need to be made in the 2010/11 financial year but the scheduling delays have meant that these funds have not yet been required and all payments will need to be made in the 2011/12 financial year.

I am requesting that approval is given for the unspent funds of \$35,000 to be transferred to the 2011/12 budget as there are insufficient funds in the existing 2011/12 to cover the full costs of the project.

8. RECOMMENDATION/S

That the report be received.

9. DRAFT RESOLUTIONS

- 9.1 **THAT the Community Services Committee receives the Libraries Report RCS11-07-04.**
- 9.2 **THAT the Community Services Committee approves the request to transfer unspent Library Management System funds totalling \$35,000 from the 2010/11 year to the 2011/12 year, to allow these funds to be expended during 2011/12 as noted in the report and that this request goes before the Corporate Services Committee for approval.**

Glennis Coote
Libraries Manager