

LIBRARIES AND SERVICE CENTRES



LIBRARIES AND SERVICE CENTRES

OVERVIEW

Our libraries fulfil an important community function across the District by informing and encouraging people to meet and socialise. Libraries have been described as well-insulated public squares or ‘community anchors’ demonstrating their value as important community assets. Libraries can contribute to a sense of belonging by collecting and displaying the history of an area.

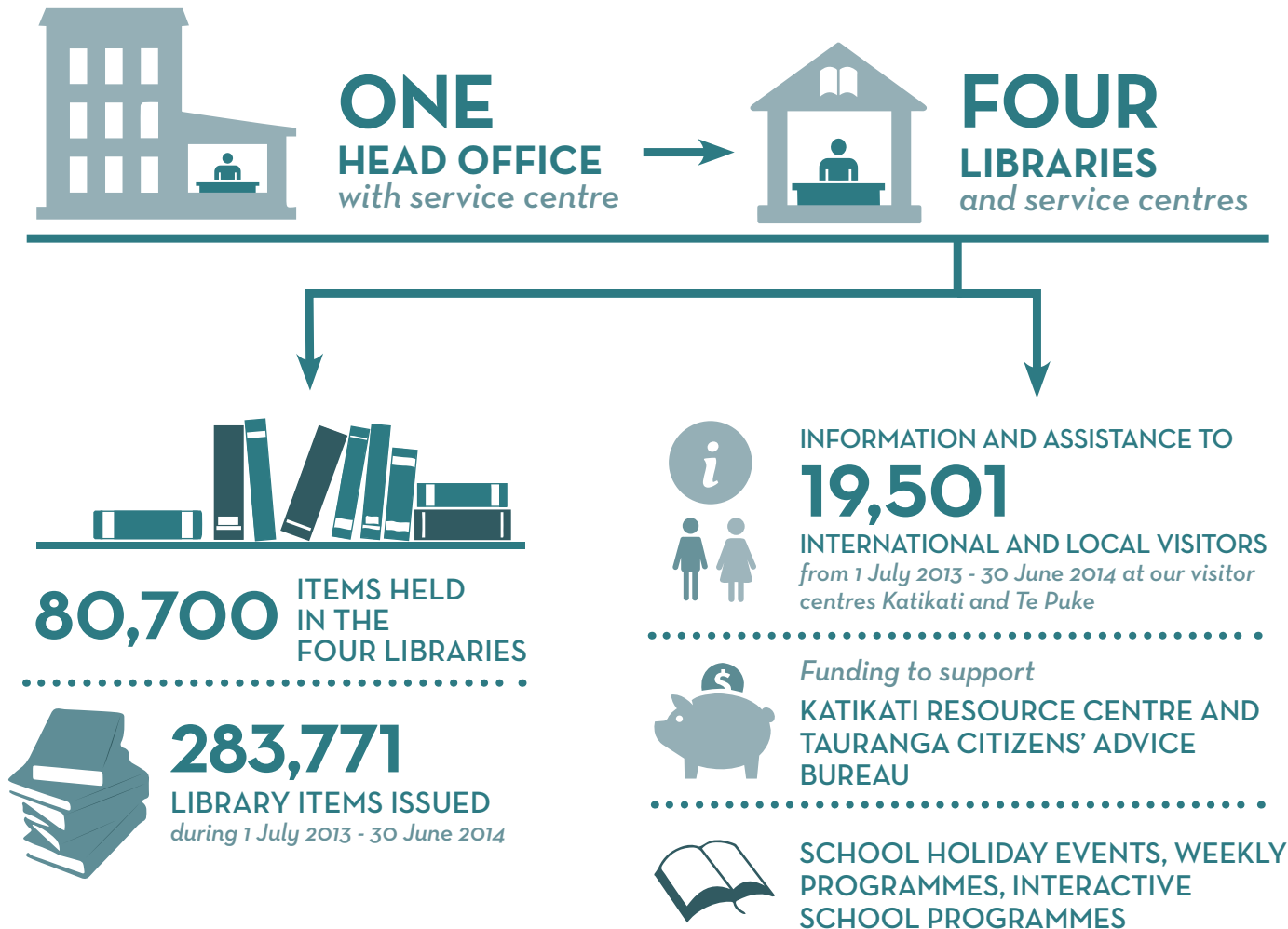
The purpose of libraries is changing as they are becoming not only a place to store a book collection but also an educational centre, social service and multi-media entertainment hub. How libraries are being used is also changing. While more information may be accessed at home on personal computers our communities are looking to libraries as a place to meet others, access community services and source organised, relevant and credible information. Libraries also provide access to information technology for those who do not have access to it at home. By responding to community needs libraries are seeing significantly increased use making them stand-alone destinations. For example, libraries have seen a significant increase in the numbers of people (particularly young people and tourists) using our services as a result of the introduction of free wifi in 2012.

We have four libraries, located in Katikati, Omokoroa, Te Puke and Waihi Beach. At the request of the community we also collect rates for the provision of a library in Te Puna.

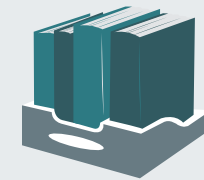
Here in the Western Bay of Plenty District our libraries include Council service centres, providing a ‘one stop shop’ for information. To ensure information about community services is accessible we also contribute funding to the Tauranga Citizens’ Advice Bureau and the Katikati Community Resource Centre. The Katikati Community Resource Centre offers information, services and support to the community in the areas of health, education and well-being through an information and advisory service, adult and community education, school holiday, after-school and youth programmes. A wide range of health professionals, social service providers and community support groups use the centre regularly. The centre also advocates for community health and wellbeing needs and services within the community, while the Tauranga Citizens’ Advice Bureau provides help and information on a wide range of issues.

Feedback from the public shows a high level of satisfaction with their library service although they would like to have more books and larger premises. Libraries in our District are substantially smaller by comparison to libraries in other, similar sized districts in New Zealand and by comparison to national standards. We face a significant challenge in determining how to provide modern library buildings and resources that reflect the changing purpose of libraries within a financially constrained environment. We had planned to build a new library for the Katikati community in 2021, but the Katikati community told us that they’d like this to happen sooner. We’ve listened to this feedback and are now planning to move the build forward to 2016. This will be built on the ‘Dunning property’ situated between Talisman Drive and Main Road. It will provide a larger space than is currently available, with the library, Council services, information centre and a multi-use community space that can be used for meetings and gatherings.

WHAT WE PROVIDE



**FREE
WIFI**



**LOCAL
HISTORY
ARCHIVES**

WHY WE PROVIDE IT

OUR COMMUNITY OUTCOME

Social infrastructure (the community facilities, services and networks that help individuals, families, groups and communities) meets the diverse needs of communities; communities are strong and can influence their futures.

OUR GOAL

- Communities are vibrant and diverse.

HOW WE WILL ACHIEVE OUR COMMUNITY OUTCOME

GOAL	OUR APPROACH	OUR ROLE
Communities are vibrant and diverse	Libraries <ul style="list-style-type: none"> • We will continue to own and operate District libraries offering a wide range of books, materials, technology and services to: <ul style="list-style-type: none"> • Provide a safe place for relaxing, learning and recreation • Provide a place for social interaction and participation in community life • Promote access to information and communication technology • Improve access to library materials by rural residents • Build community participation and support community development • Support heritage preservation that builds a sense of belonging to the area • Support lifelong learning and literacy • Contribute to the economic development of the area. 	Lead
	Service centres <ul style="list-style-type: none"> • Provide customers with a friendly environment which offers accurate, user-friendly information and responds to requests for our services in a timely and cost effective way. 	Lead
	Information about community services and events <ul style="list-style-type: none"> • Contribute funding to organisations that provide advice and information to residents about community services and events. 	Partner

WHAT WE ARE PLANNING TO DO

All information from 2017 - 2025 includes an adjustment for inflation.

PROJECT NUMBER	PROJECT NAME	\$'000									
		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
318401	Barkes Corner Reception	-	31	-	-	-	-	35	-	-	-
332101	Waihi Beach Library Building	-	-	-	-	-	915	-	-	-	-
332201	Katikati Library Building	2,300	-	-	-	-	-	-	-	-	-
248801	Audio Visual - Hastie Grant	12	12	13	13	13	14	14	15	15	16
175202	Te Puna Community Library	10	11	11	11	11	12	12	13	13	13
282103	District Library Book Purchases - Renewals	232	242	305	323	341	361	383	406	431	457
282105	District Library Book Purchases - New	29	49	51	53	54	56	59	63	67	71
307202	District Library - Self Issue Stations	25	-	-	-	-	29	-	-	-	-
317901	Upgrade to Library Management System	115	-	-	-	-	-	-	-	-	-
318501	Radio Frequency Identification Technology - District Libraries	-	-	-	-	24	-	-	-	-	33
330902	APNK (Aotearoa Peoples Network Kaharoa) Town Centre WIFI	20	21	21	22	22	23	24	24	25	26

MAJOR PROJECTS PLANNED FOR 2015 - 2025

- New Katikati library in 2016 \$2,300,000
- Aotearoa Peoples Network Kaharoa (APNK) - provision of free access to broadband internet services in New Zealand public libraries, at a cost of \$144,664 over the 2015-2025 period.

All information from 2017 - 2025 includes an adjustment for inflation.

HOW OUR PLANS HAVE CHANGED

The timing and costs of some of our projects have been updated since we adopted our 2012 - 2022 Long Term Plan (LTP).

To see how our plans have changed click here for the complete list of the projects/programmes that have been revised or alternatively visit our website www.westernbay.govt.nz.

HOW WE WILL TRACK PROGRESS - LEVELS OF SERVICE

WHAT WE PROVIDE	WE'LL KNOW WE'RE MEETING THE SERVICE IF	ACTUAL	TARGET				
		2014	2016	2017	2018	2019 - 21	2022 - 25
Library services will be maintained at Katikati, Omokoroa, Te Puke and Waihi Beach.	Number of library items available per person.	1.97	≥1.95	≥1.95	≥1.95	≥1.95	≥1.95
	Library space (m2) available per 1,000 residents.	26M ²	26M ²	26M ²	26M ²	26M ²	26M ²
	Number of physical visits per annum.	315,882	≥300,000	≥300,000	≥300,000	≥300,000	≥300,000
We will be responsive to customers requests for service.	Percentage of service requests resolved within specified timeframe.	94%	≥95%	≥95%	≥95%	≥95%	≥95%
	Percentage of customers that lodged a request for service who are satisfied with action taken.	NEW	≥95%	≥95%	≥95%	≥95%	≥95%
	Percentage customer satisfaction with service provided by frontline staff based on two-yearly survey.	NEW	≥90%	No survey	≥90%	≥90%	≥90%

KEY ASSUMPTIONS

ASSUMPTION	DESCRIPTION	RISK
E-Govt strategy and broadband take-up	<p>Aotearoa Peoples Network Kaharoa (APNK) provides free access to broadband internet services in New Zealand public libraries so that everyone can benefit from accessing, experiencing and creating digital content.</p> <p>Currently there are over 140 partner libraries through 50 councils as well as two marae. The APNK is a partnership between public libraries and the National Library, and is designed to provide the connectivity and technical capability to allow public libraries to support the communities they serve.</p> <p>The programme is funded through the National Library along with partner contributions which are necessary to ensure sustainability. An evaluation of APNK in 120 libraries has highlighted family and social benefits, improved educational opportunities for economic and financial activity and an enhanced engagement between communities and the democratic process.</p>	If the programme were to be discontinued and the offer of partnership to public libraries withdrawn, Council would have to find alternative funding. If this could not be found, Western Bay communities would not realise the benefits identified for individual citizens.
Library asset renewals	8% of books will be retired each year. This takes into account the 12 year life of printed material and 4 year life of audio visual material.	Levels of service will not be reached if books are not replaced at the assumed level.

SIGNIFICANT EFFECTS OF PROVIDING THIS ACTIVITY

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Social	<ul style="list-style-type: none"> + Libraries provide public space for social interaction and participation in community life. + Provides a range of community-based educational opportunities for people of all types and ages. + Supports education and skill development. + Contributes to people's sense of belonging to an area. + Provides information about available community services, may improve access to those services. 	- None identified.	<ul style="list-style-type: none"> • Effectively utilising existing space to support the range of needs of library users.
Environmental	<ul style="list-style-type: none"> + Raises awareness of environmental issues through displays. + Allows access to knowledge about environmental issues. + Library buildings can be showcases for sustainability and eco-design. 	- None identified.	<ul style="list-style-type: none"> • Planning for new libraries incorporates sustainability and eco-design features.

WELL-BEING	POSITIVE	NEGATIVE	HOW WE ARE ADDRESSING THESE EFFECTS
Economic	<ul style="list-style-type: none"> + Improves the standard of the workforce by enabling individuals to gain knowledge, up-skill and become computer literate. + Helps individuals who are unable to access information technology elsewhere. + Provides an anchor for downtown developments. + Increases educational outcomes. + Supports employers, e.g. referring potential employees. 	<ul style="list-style-type: none"> - Allocation of rates funding to this activity leaves less funding available for other Council services. 	<ul style="list-style-type: none"> • Planning for new libraries will include consideration of information communications technology.
Cultural	<ul style="list-style-type: none"> + Provides a mechanism to showcase, communicate and preserve cultural knowledge. + Provides a connection to our heritage and to the heritage of others. + Promotes empathy and understanding between different cultures. 	<ul style="list-style-type: none"> - Having insufficient resources and knowledge to effectively cater to and reflect the range of cultures in our communities. 	<ul style="list-style-type: none"> • Cultural diversity training for staff. • Seeking knowledge and expertise from those in our communities from across all cultures.

WHERE THE MONEY COMES FROM

LIBRARIES AND SERVICE CENTRES

COMMUNITY OUTCOME

Social infrastructure (the community facilities, services and networks that help individuals, families, groups and communities) meets the diverse needs of communities; communities are strong and can influence their futures.

GOAL

- Communities are vibrant and diverse.

DISCUSSION / RATIONALE

Libraries

The whole community benefits from a better informed and more literate community. Many residents value the existence of a library and service centre and having the option to use them even if they choose not to. Individuals benefit from the learning opportunities provided by libraries and information provided at the service centres. Having a library in a community may contribute to the public's pride in its community and act as an anchor for further development.

Developers and new residents benefit from the provision of local library services which must be increased to cater for growth. Theoretically it would be possible to exclude ratepayers from the service if they refused to pay for it but legislation provides that we cannot charge for membership of libraries.

Te Puna library contract

We fund this contract as a collecting agent in order to secure public access to the facilities for the benefit of the Te Puna community.

We cannot charge user fees for this facility as we do not own the assets.

Customer care – service centres

Many individuals seek information from us in order to comply with Council processes, regulations and procedures. Individuals also obtain other benefits from information provided either in person, via the phone, email or the internet from Council service centres, the Katikati Resource Centre and the Tauranga Citizens' Advice Bureau.

This activity also includes delivery of internal service level agreements to other departments and functions and the monitoring of customer satisfaction with these services. Internal customers can be identified and charged through internal cost recoveries and overheads.

External customers can be identified and could be charged for the service provided.

Katikati resource centre

The Katikati Community Resource Centre offers information, services and support to the community in the areas of health, education and well-being.

FUNDING APPROACH

Libraries

Operational expenditure

Funding targets are set at 96% from the Uniform Annual Charge and 4% from library user fees and charges.

Capital expenditure

Capital expenditure (including renewals) for existing ratepayers is funded by the uniform annual charge and general rates and the sale proceeds of surplus existing library buildings.

Capital costs arising from growth, including increases in the existing book stock are funded from recreation and leisure financial contributions.

Te Puna library contract

This contract is funded by a targeted rate over the defined area of benefit (Te Puna).

Customer care - service centres

Funded from fees and charges for external customers, where practical and efficient; for example for property file access and printing.

Contributions to the Tauranga Citizens' Advice Bureau is funded from general rates.

Internal recoveries and overheads where applicable for internal services provided.

The balance of both operational and capital expenditure is funded from general rates.

Katikati resource centre

Funded from targeted rates (75% from the Katikati Community Board Area of Benefit and 25% from the Waihi Beach Community Board Area of Benefit).