

LIBRARIES AND SERVICE CENTRES

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OVERVIEW

Our libraries fulfil an important community function by providing equitable access to technology, space and library services and enable people to meet, learn and be inspired. Libraries have been described as well-insulated public squares or ‘community anchors’ demonstrating their value as important community assets. Libraries provide digital access to heritage collections facilitating an important community connection to the history of our District.

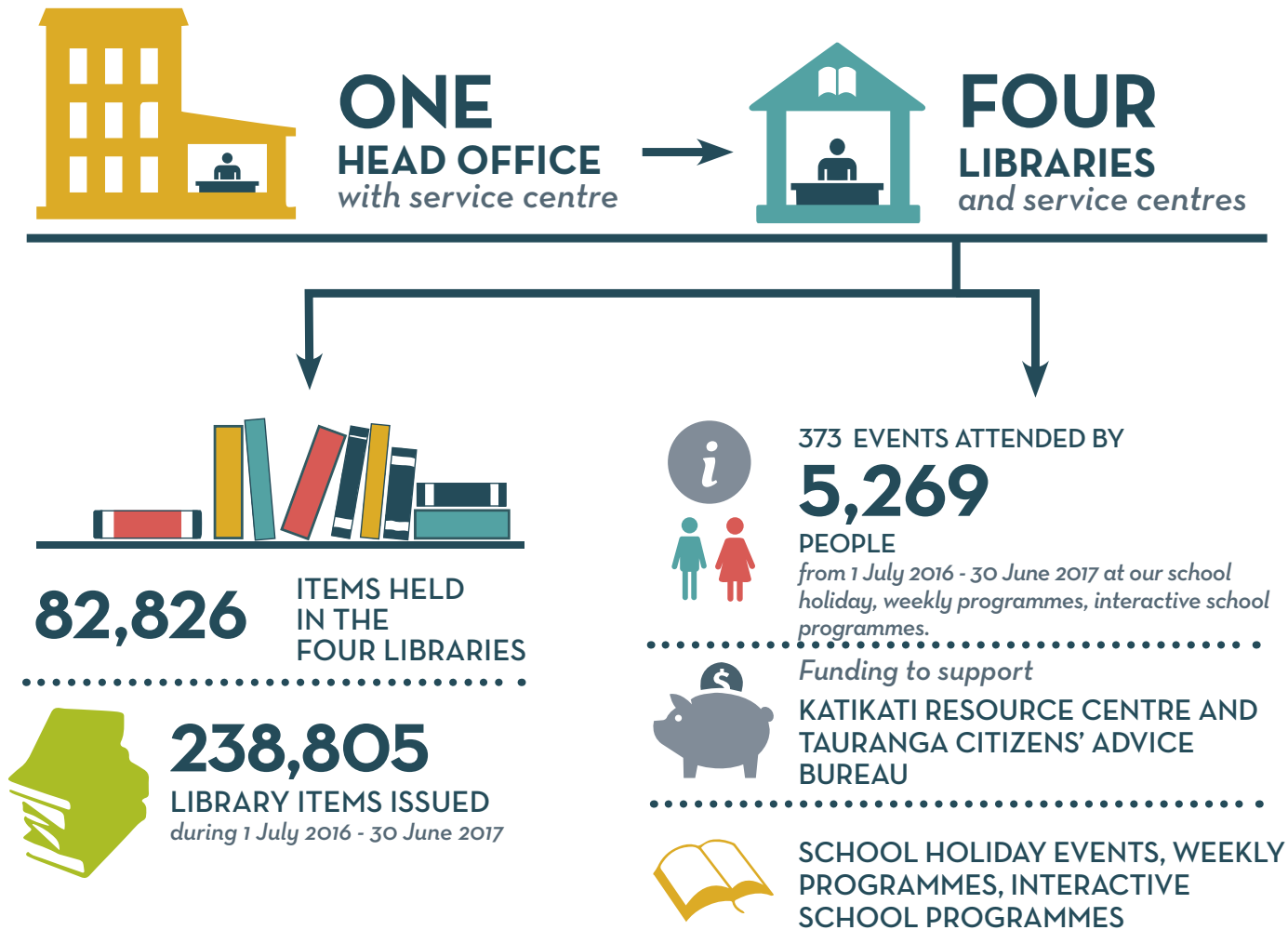
The fundamental principles and core role of libraries have remained constant over time but the way libraries deliver services in order to meet the needs of communities has changed. Our library spaces still house and provide physical and unique materials, but the main reasons for library visits are changing to seeking experience, creativity, face-to-face connectedness, guidance and expertise. How I-Libraries provide multi-channel access to collections and services and are a conduit to government services and information. For those with connectivity issues at home, technology is available in the library.

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 community library in Te Puna.

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 increased digital access and increased ‘people’ spaces for activities such as study areas, children’s events, community displays and technology enabled hubs. 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 needs of our communities and the new approach to public library service delivery, within a financially constrained environment. We are currently constructing a new library, service centre and community hub facility in Katikati which will open in mid 2018. It will provide increased space allowing for community meetings, displays and gatherings, library events and programmes, and access to technology and associated training programmes.

WHAT WE PROVIDE



71,984
FREE WIFI

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**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 2020 – 2028 includes an adjustment for inflation.

PROJECT NUMBER	PROJECT NAME	\$'000									
		2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
318401	Reconfiguring the public reception area Barkes Corner	-	-	-	37	-	-	-	-	48	-
332101	Waihi Beach Library Build	-	-	834	-	-	-	-	-	-	-
248801	Hastie Bequest Grant	12	12	13	13	13	13	14	14	14	15
332301	Te Puke Library Build	-	-	-	-	-	-	-	-	-	6,164
175202	Te Puna Community Library	11	11	11	12	12	12	13	13	13	13
282103	District Library Book Purchases - Renewals	299	313	329	345	362	379	398	418	438	461
282105	District Library Book Purchases New	49	49	51	54	56	59	62	66	69	73
318501	Radio Frequency Identification Technology for the District Libraries	30	-	-	43	-	-	45	-	-	61
330902	APNK (Aotearoa Peoples Network Kaharoa) - Operational Expenditure	21	22	23	24	25	27	27	29	30	31

HOW WE WILL TRACK PROGRESS - LEVELS OF SERVICE

GOAL	WE'LL KNOW WE'RE MEETING THE SERVICE IF	ACTUAL	TARGET				
		2017	2019	2020	2021	2022-24	2025-28
Library services will be maintained at Katikati, Omokoroa, Te Puke and Waihi Beach.	Number of library items available per person.	2.19	1.6	1.6	1.6	1.6	1.6
	Library space (m ²) available per 1,000 residents.	20m ²	32m ²	32m ²	32m ²	32m ²	32m ²
	Number of physical visits per annum.	305,035	≥310,000	≥310,000	≥310,000	≥315,000	≥315,000
	Number of free Wi-Fi users.	New	25,000	25,000	25,000	25,000	25,000
	Number of events and programmes facilitated by Council library services.	New	≥400	≥400	≥400	≥400	≥400
We will be responsive to customers requests for service.	Percentage of service requests resolved within specified timeframe.	94.8%	≥95%	≥95%	≥95%	≥95%	≥95%
	Percentage of customers surveyed where service requests were not actioned.	New	≤5%	≤5%	≤5%	≤5%	≤5%
	Percentage customer satisfaction with service provided by frontline staff based on two-yearly survey.	No survey	No survey	≥90%	No survey	≥90%	≥90%

KEY ASSUMPTIONS

	ASSUMPTION	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 more than 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 four-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. ✓ Increases digital access for communities. ✓ 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. ✓ 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. ✓ Provides digital access. ✓ Promotes empathy and understanding between different cultures. ✓ Reduces social isolation and celebrates cultural diversity. 	<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

Please refer to Chapter 5 'Policies, Summaries & Statements' for the Revenue and Financing Policy for libraries and service centres.