Katikati Solid waste Ongare Point Community building Maketu
Wastewater Omokoroa SmartGrowth Pongakawa Social Te Kahika
Internet Stormwater Rogers Road Representation Kaimai Children
Tuapiro Point Pre-school storytime Minden Regulatory services
History Collection Transportation Books
Te Puna West Water supply Athenree

LIBRARIES AND SERVICE CENTRES

Civil defence & emergency management
Recreation & leisure Meet & Socialise
Island View Economic Te Puke Natural environment Paengaroa
Educational Little Waihi Planning for the future Plummers Point
Waihi Beach Support services Pukehina Beach Book collections
Multi media Te Kauri Village Community facilities Tanners Point

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.
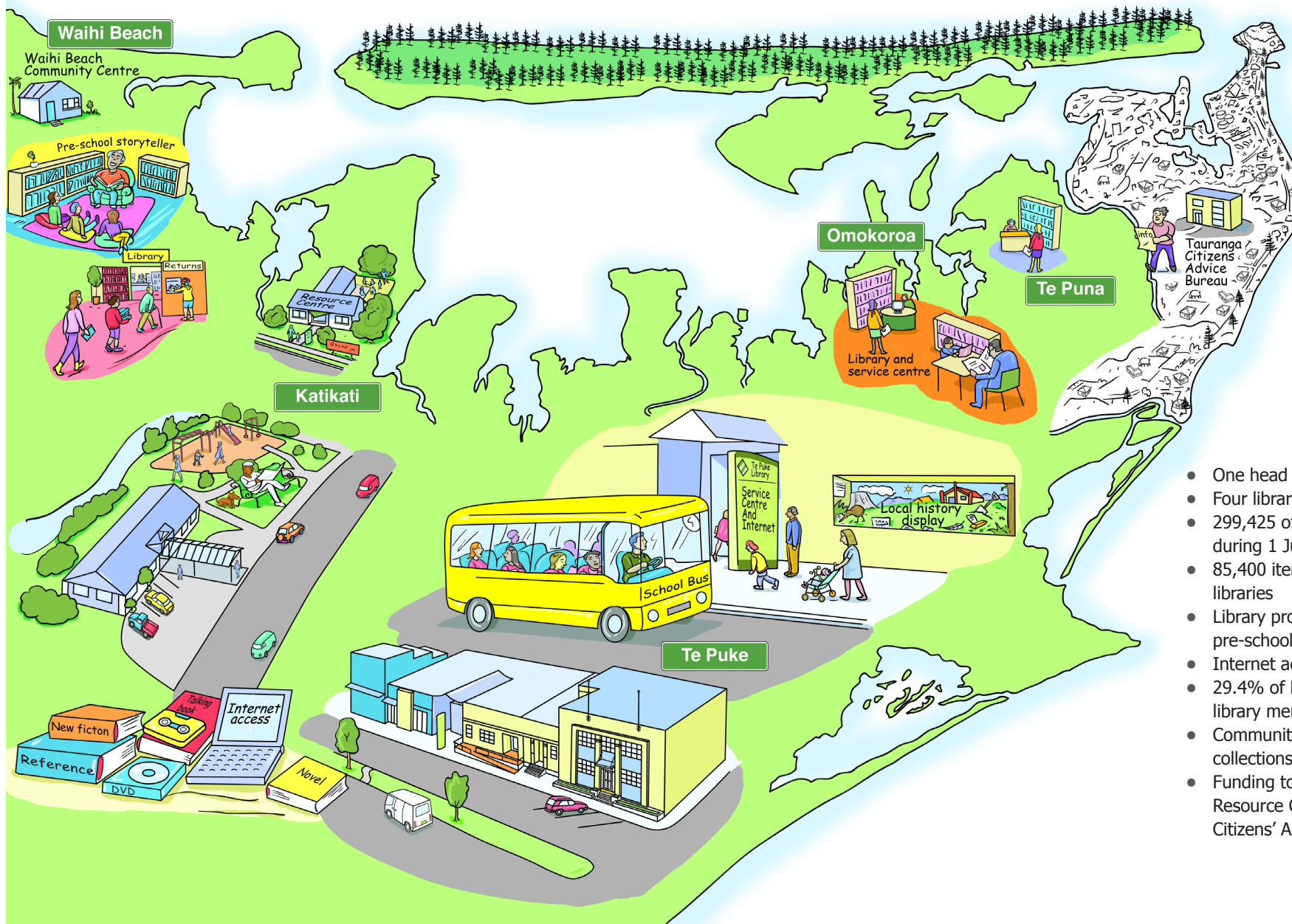
The purpose of libraries is changing as they are becoming not only a place to store a book collection but also an educational centre, social service and multi-media entertainment hub. How libraries are being used is also changing. While more information may be accessed at home on personal computers our communities are looking to libraries as a place to meet others, access community services and learn 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.

Our libraries are 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 Resource Centre. The Katikati Resource Centre offers information, services and support to the community in the areas of health, education and well-being 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. Economic realities have forced us to look at every opportunity to make savings. Apart from the refurbishment and minor extensions planned for the Te Puke library, which are scheduled to start in 2012 and the proposal to build the Katikati library in 2021, no other libraries will be built or expanded over the term of this Plan.

What we provide

Waihi Beach
Waihi Beach Community Centre
Pre-school storyteller
Library Returns

Resource Centre

Katikati

New ficton
Talking book
Reference
DVD
Internet access
Novel

School Bus

Te Puke
Te Puke Library
Service Centre And Internet
Local history display

Omokoroa
Library and service centre

Te Puna

Tauranga Citizens Advice Bureau

- One head office with service centre
- Four libraries and service centres
- 299,425 of library items issued during 1 July 2011 - 30 June 2012
- 85,400 items held in the four libraries
- Library programmes e.g. pre-school story time
- Internet access
- 29.4% of District residents with library membership
- Community displays/history collections
- Funding to support Katikati Resource Centre and Tauranga Citizens' Advice Bureau

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

❶ Communities are vibrant and diverse

How we will achieve our community outcome

Goal	Our approach	Our role
Communities are vibrant and diverse	**Libraries** ▶ We will continue to own and operate District libraries offering a wide range of books, materials, technology and services to: ➡ 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 ▶ 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 ▶ 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 2014 – 2022 includes an adjustment for inflation.

This is not a complete list of the projects/programmes we have planned for this group of activities. The full list is available on our website www.westernbay.govt.nz

Project number	Project name	$'000									
		2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
2821	Library book purchases	254	265	276	288	323	399	423	447	475	506
332302	Te Puke town centre development - library expansion	600	-	-	-	-	-	-	-	-	-
332201	New Katikati library	-	-	-	-	-	-	-	-	4,374	-
317901	Upgrade to library management systems	-	115	-	-	-	-	-	-	-	-
148901	Tauranga Citizens' Advice Bureau service delivery contract	12	12	13	13	14	14	14	15	15	16
175202	Te Puna community library	10	11	11	11	12	12	13	13	13	14
303901	Katikati Resource Centre grant	17	18	18	19	20	20	21	22	23	23
330901	Aotearoa Peoples Network Kaharoa (APNK) - free access to broadband internet services in New Zealand public libraries	17	12	13	13	14	14	15	15	16	16
318501	Radio frequency identification technology - District libraries	-	-	23	-	-	-	-	28	-	-

How our plans have changed

The timing and costs of some of our projects have been updated since we adopted our 2009 - 2019 Long Term Council Community Plan (LTCCP). The differences are shown below. This is not a complete list of the projects/programmes that have been revised.

Project number	Project name		$						
			2013	**2014**	**2015**	**2016**	**2017**	**2018**	**2019**
282105	**District-wide new library book purchases**	**Previous Plan**	77,750	85,962	129,329	70,261	71,880	95,752	98,111
	Reduction to a lower forecast growth rate in 2012-22 LTP	**This Plan**	29,062	30,057	31,019	32,264	54,070	56,862	59,613
		Difference	**-48,688**	**-55,905**	**-98,310**	**-37,997**	**-17,810**	**-38,890**	**-38,498**
317901	**Upgrade to Library Management System**	**Previous Plan**	-	-	-	-	-	-	-
	Upgrade to system due to limited software support from 2014 onwards	**This Plan**	-	114,560	-	-	-	-	-
		Difference	-	**114,560**	-	-	-	-	-

Major projects planned for 2012 - 2022

▶ Aotearoa Peoples Network (APNK) – provision of free access to broadband internet services in New Zealand public libraries, at a cost of $144,664 over the 2013-2022 period

▶ Upgrade of library management systems, $114,560 in 2014, to support the acquisition, cataloging and circulation of library materials

▶ New Katikati library in 2021 $4,374,340

▶ Te Puke library expansion in 2013 $600,000

All information from 2014 - 2022 includes an adjustment for inflation.

How we will track progress - levels of service

What we provide	We'll know we're meeting the service if	Actual	Target				
		2011	2013	2014	2015	2016 - 18	2019 - 22
Library services will be maintained at Katikati, Omokoroa, Te Puke and Waihi Beach	Number of library items available per person	1.9	1.9	1.9	1.9	1.93	2.05
	Library space (m²) available per 1,000 residents	New	27	26	26	25	36
	Number of physical visits per annum	New	>160,000	>160,000	>160,000	>160,000	>160,000
	Number of times books are issued per annum	3.4	>2.75	>2.75	>2.75	>2.75	>2.75
User-friendly information and advice will be provided and all service requests will be resolved	Percentage of service requests resolved within specified timeframe	95%	≥95%	≥95%	≥95%	≥95%	≥95%
	Percentage of customers surveyed where service requests were not actioned	4.8%	≤5%	≤5%	≤5%	≤5%	≤5%
	Percentage resident satisfaction with service provided by frontline staff based on two-yearly survey	No survey	≥85%	No survey	≥85%	≥85%	≥85%

Key assumptions

Assumption	Description	Risk
E-govt strategy and broadband take-up	Aotearoa Peoples Network (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. Currently there are 134 partner libraries through 45 councils and pilot schemes running in three marae. The current APNK partnership between public libraries and the National Library is designed to provide the connectivity and technical capability to allow public libraries to support the communities they serve Initial funding was provided through the Community Partnership of the New Zealand Government's Digital Strategy which focuses on enhancing the economic and cultural well-being of New Zealand. The programme is now 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	If the programme were to be discontinued and the offer of partnership to public libraries withdrawn 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	☺ 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		➲ Effectively utilising existing space to support the range of needs of library users
Environmental	☺ Raises awareness of environmental issues through displays ☺ Allows access to knowledge about environmental issues ☺ Library buildings can be showcases for sustainability and eco-design		➲ Planning for new libraries incorporates sustainability and eco-design features
Economic	☺ 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	☹ Allocation of rates funding to this activity leaves less funding available for other Council services	➲ Planning for new libraries will include consideration of information communications technology
Cultural	☺ 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	☹ Having insufficient resources and knowledge to effectively cater to and reflect the range of cultures in our communities	➲ Cultural diversity training for staff ➲ Seeking knowledge and expertise from those in our communities from across all cultures

Where the money comes from

Who benefits from this activity

The whole community benefits from a better informed and more literate community. Many residents value the libraries and service centres and having the option to use them even if they do not make use of them. Individuals benefit from the learning opportunities provided by libraries and information provided at the service centres, Katikati Resource Centre and the Tauranga Citizens' Advice Bureau.

Funding sources

Funding targets for library operational costs are set at 96% from the uniform annual charge and 4% from user fees and library charges. Capital costs, for example for library buildings, are funded from financial contributions, the sale of existing buildings, uniform charges and rates. The service centres are funded by rates, internal recoveries and fees and charges while the Te Puna Community Library and the Katikati Resource Centre are funded from targeted rates and the Tauranga Citizens' Advice Bureau is funded from general rates. Recreation and leisure financial contributions are used to grow our book stock.