



Building Communities
Libraries and
Service Centres
Wharepukapuka
me Papa Ratonga



Libraries and Service Centres Wharepukapuka me Papa Ratonga

Our libraries and service centres sit at the heart of our community. They provide welcoming and inclusive spaces where people can connect and access knowledge. Our libraries empower people through literacy, learning and free access to information and resources. Reading, digital fluency, free computer access and training are all central to our libraries. They also house our local heritage, stories and history. Our libraries and service centres belong to everyone and contribute to connected communities where lifelong learning opportunities thrive.

What we provide

- **One** Head office (key service centre)
- **Four** libraries and service centres in Waihi Beach, Katikati, Ōmokoroa and Te Puke
- **One** Community Hub
- **One** Regional Digital Hub as part of The Centre - Pātuki Manawa in Katikati
- **112,026** items held in the four libraries
- **277,056** library items issued (during 1 July 2019 – 30 June 2020)
- **12,241** people attended **1,115** events (during 1 July 2019 – 30 June 2020 at our school holiday, weekly interactive activities)
- **68,052** free Wi-Fi sessions (during 1 July 2019 - 30 June 2020)
- **215,404** people visited Western Bay Council's libraries and service centres (during 1 July 2019 - 30 June 2020)

Why we provide this activity

Our community outcome

In the Western Bay of Plenty, no matter what age you are:

- people feel safe and welcome
- people are connected and feel they belong
- people can learn and contribute.

Our goals and approach set out how the libraries and services centres contribute to achieving these outcomes.



Libraries and Service Centres

Overview

The core role of libraries has remained constant over time but the way libraries deliver services to meet community demand has changed. Our libraries still house and provide physical and unique resources but the reasons for people to visit libraries has changed. People are now seeking an 'experience', creativity, face-to-face connectivity, one-on-one guidance and expertise. Libraries with digital technology provide multi-channel access to collections and services. They are a conduit to government services and information. For people with no IT/internet services in their home, libraries provide the technology they require.

COVID-19 in 2020 highlighted the nationwide inequities of access to technology and digital services. Our libraries have played a key role in bridging this digital divide.

COVID-19 also highlighted the value of Council's libraries for online engagement. Through access to social media and the web, Council's libraries provided information, community connection, learning and creative experiences for a wide audience.

This is a key part of the service our libraries provide for our communities.



In the Western Bay our libraries include Council service centres, providing a 'one-stop shop' for information and access to Council services.

The Centre - Pātuki Manawa in Katikati

Is an example of a modern library, service centre and purpose-built community space that is used for delivery of library programmes and for community use. In line with priorities for libraries to progress digital literacy, Council has partnered with Central Government to establish a Regional Digital Hub. Over the next three years Council will work with the local community and the Provincial Growth Fund to provide digital technology and deliver programmes that make the best use of the opportunities technology provides.

Ōmokoroa

Council has opened an interim space for the library in Ōmokoroa. This space will act as a holding space until a new library and service centre is provided in the new town centre. This is outside of the 10 years of this LTP.

Waihi Beach and Te Puke

The next 10 years will see the rebuild of the Waihi Beach Library and the Te Puke library and service centre. The rebuilds will ensure the libraries and service centres sit at the heart of the community, and provide multi-use community space. Council will look for partnership opportunities to ensure these spaces respond to local community needs and aspirations.

From our surveys we know the public has a high level of satisfaction with the library service, however 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. Through our capital works and programming, we are responding to this feedback.

How we will achieve our community outcome

Goal	Our approach
Our network of libraries and service centres are safe, welcoming, inclusive, flexible spaces for community connection.	<p>Our libraries and service centres will be located within our town centres as a key community space that is easily accessible for local communities.</p> <p>We will design our libraries to provide flexible spaces that can be used for a range of different purposes, including learning, creativity, community and business development opportunities.</p>
Our libraries enable access to information and knowledge.	<p>At the core of our library service is our collection of books, magazines, e-content and other resources. We will maintain and enhance this collection to support our wider goals of improving literacy, reducing inequities in access to information and to support lifelong learning.</p> <p>We will maintain and enhance access to our local heritage collection as a key repository for local heritage and local stories, supporting a sense of belonging and connection to our place.</p> <p>We will also continue to provide access to key resources for research, such as newspapers, magazines, databases and journals. Our staff are trained to navigate a wide range of topics.</p> <p>We will continue to provide access to Council services and information through a shared service model in our libraries, to ensure access to services is available within local communities.</p>
Our libraries are places to share and enhance learning, knowledge, and creativity.	<p>We will continue to provide programmes that focus on early literacy, teens and youth, and services for older people.</p> <p>We will work to enhance our partnerships with Tangata Whenua.</p> <p>We will enhance our digital literacy programmes by providing facilities that are technology enabled and will partner with Central Government and local communities on specific programmes that aim to bridge the digital divide.</p>
Our libraries collaborate with the community. We host, connect and facilitate.	<p>We will continue to operate Western Bay Community Archive and work with volunteers to enhance our local heritage collection.</p> <p>We will enhance our community outreach through supporting local community event and through using our digital platforms to create connections.</p> <p>We will work with local organisations, including arts, culture and heritage provider and schools to deliver programmes that meet the needs of our communities and to expand our services. We will focus on connecting with youth, Māori, and migrant populations.</p> <p>For new builds, we will look for opportunities to partner with other providers and local community groups to ensure what's provided is sustainable and meets community needs.</p>

What are we planning to do

All information from 2023 - 2031 includes an adjustment for inflation.

Project number	Project name	\$'000									
		2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
175202	Libraries - Te Puna Community Library	11	11	12	12	12	13	13	13	13	14
248801	Libraries - Hastie Bequest	12	12	13	13	13	14	14	14	15	15
282103	Libraries - Book Purchases Renewals	325	342	361	379	399	419	439	450	460	470
282105	Libraries - Book Purchases New	50	53	56	59	63	66	70	71	73	75
303902	Communities - Katikati Community Centre	10	10	11	11	11	11	12	12	12	12
318401	Reconfiguring the public reception area Barks Corner	35	-	-	-	-	46	-	-	-	-
318501	Radio Frequency Identification Technology for the District Libraries	40	-	42	-	-	-	58	-	-	56
330902	Libraries - Aotearoa Peoples Network Kaharoa (Apnk) Operational Costs	23	24	25	26	28	28	29	31	32	32
332101	Waihi Beach Library Building	10	-	211	2,491	278	-	-	-	-	-
332301	Te Puke Library Building	-	-	-	-	-	1,707	8,738	-	-	-

Where the money comes from

Please refer to 'Policies, Summaries & Statements' for the Revenue and Financing Policy for the library and service centres activity.





How we will track progress

What we do	How we track progress	Result 2020	Target				
			2022	2023	2024	2025-27	2028-31
We provide a network of libraries and service centres that provide safe, welcoming, inclusive and flexible spaces for community connection.	Number of library and service centre providing multi-use community spaces. Aim is one in each of the four urban centres (Te Puke, Katikati, Waihi Beach and Ōmokoroa).	New measure)	1 centre	1 centre	1 centre	2 centres	4 centres
	Number of physical visits to libraries and service centres per annum.	215,404	≥310,000	≥310,000	≥310,000	≥315,000	≥315,000
	Resident satisfaction with library and service centres service.	New measure	≥85%	≥85%	≥85%	≥85%	≥85%
We provide access to free WiFi technology and programmes that meet community needs.	Number of free wi-fi users.	68,052	75,000	80,000	80,000	85,000	85,000
We provide access to and maintain collections, including heritage collections, that meet customer needs.	Number of library items available per person.	2.56	2	2	2	2	2
	Increasing membership. 2020 - membership 17,000.	New measure	≥17,000	≥17,000	≥17,000	≥17,500	≥17,500
We provide programmes and events that cater for community needs and aspirations.	Number of events and programmes facilitated by Council library services.	1,115	≥400	≥400	≥400	≥400	≥400
	Number of partnerships for programme delivery.	New measure	≥4	≥4	≥4	≥4	≥4
We provide customer services that are responsive to the needs of the community.	Percentage customer satisfaction with service provided by frontline staff based on two yearly survey.	No survey	≥90%	No survey	≥90%	≥90%	≥90%
	Percentage of service requests resolved within specified timeframe.	97%	≥95%	≥95%	≥95%	≥95%	≥95%
	Percentage of customers surveyed where service requests were not actioned.	1%	≤5%	≤5%	≤5%	≤5%	≤5%

Key assumptions

Assumption	Description	Risks
E-Govt strategy and broadband take-up.	<p>Aotearoa People's 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>	<p>If the programme was 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.</p>
Library asset renewals.	<p>Eight percent 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.</p>	<p>Levels of service will not be reached if books are not replaced at the assumed level.</p>

Significant effects of providing this activity

Wellbeing	Positive	Negative	How are we addressing these effects
 <p>Social</p>	<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. 	<ul style="list-style-type: none"> None identified. 	<ul style="list-style-type: none"> Effectively utilising existing space to support the range of needs of library users.
 <p>Cultural</p>	<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.
 <p>Environmental</p>	<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. 	<ul style="list-style-type: none"> None identified. 	<ul style="list-style-type: none"> Planning for new libraries incorporates sustainability and eco-design features.
 <p>Economic</p>	<ul style="list-style-type: none"> Enables 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"> User fees and charges for some services may be a barrier to access. 	<ul style="list-style-type: none"> Planning for new libraries will include consideration of information communications technology. User fees and charges are reviewed annually.