

COMMUNITY LIFE

LIBRARY

Overview

The Library activity provides Upper Hutt with access to a wide range of books, electronic and other resources and has the potential to become a centre of excellence for community-oriented literature and information services.

The Library activity comprises a main library, the mobile library and a branch library at Pinehaven. The service includes a lending collection of books, magazines, video recordings and musical recordings, together with a substantial reference collection and newspapers. Internet and business services are available, and close liaison is maintained with schools throughout the city.

The Library activity contributes to the following Community Outcomes:

- 1 Upper Hutt is the city of choice for people from all walks of life
- 2 Upper Hutt has a vibrant city heart
- 3 The economy is robust innovative and growing
- 4 Upper Hutt offers a 'green' and attractive living environment
- 5 The community is safe healthy and strong
- 6 Leisure opportunities are outstanding
- 7 Upper Hutt is connected with the world.

Level of Service Statement

Council will provide an accessible and relevant library service to meet the needs of as wide a range of users as possible.

Level of Service Objectives and Performance Measures

Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
Objective:			
Council will provide an accessible and relevant library service to meet the needs of the community.			
1 ACCESS			
1a Use	Community use of the library services	Increase the rate of use on that of the previous year ¹ 67% of respondents used the library at least once.	Achieved. 67.7% of respondents used the library at least once.
1b Circulation	Issues of library resources, physical visits and website visits	Increase the number of issues and website visits on that of the previous year ^{2,3,4}	Achieved. Issues, website visits and physical visits have all increased.
		During the year ended 30 June 2007 there were:	During the year ended 30 June 2008 there were:
		575,370 items issued ³	604,223 items issued.
		82,192 visits to the website ²	85,928 visits to the website.
		271,959 visits to the Library	307,591 visits to the Library.

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Indicator	Performance Measure	Target 2007/08	Achievements at 30 June 2008
2 RELEVANCE			
2a Range of Books	Community satisfaction with the range of books available at the Library	95% of respondents are satisfied or very satisfied ¹	Not achieved. 94.4% of respondents were satisfied or very satisfied.
2b Currency of Information	Community satisfaction with the relevance and currency of print and electronic information services	95% of respondents are satisfied or very satisfied. ¹	Achieved. 96.4% of respondents rated currency of information as satisfactory or better.
Objective:	Council will undertake capital and asset management works in a cost effective manner.		
3 WORKS	Capital works completion	Works completed within budget and by 30 June 2008 (refer to Work Programme)	Refer to Work Programme Table.

¹ Annual Community Survey

² Website Server Database Survey

³ Horizon Database Survey

⁴ In-house Gate Electronic Counting Device

Work Programme 2007/08

Capital Works	Budget (\$000)	Actual (\$000)	Achievements at 30 June 2008
ASSET MANAGEMENT			
Equipment Replacements	10	10	Printer head replaced in Self Check machine, 8 scanners replaced and data projector purchased. Desensitizing brick, receipt printer and scanner purchased to enable issues to be carried out from the Children's Information desk during peak times.
CAPITAL WORKS			
Library Resources	275	275	On target.
Library Revitalisation	200	196	Redevelopment programme on track.
Total	485	481	

Activities Undertaken Supporting the Community

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p>1 Upper Hutt is the city of choice for people from all walks of life</p> <ul style="list-style-type: none"> PROVIDE access to cultural resources and information, including community archives PROVIDE a welcoming atmosphere and information for newcomers 	<ul style="list-style-type: none"> The new Archives database (accessible through the library's website) went live, enabling the viewing of almost two thousand digitised images from the Library's Archive collection. Recent library displays have included Upper Hutt City Library's Creative Crafting Programme – Cross Stitch and Floral Art, Upper Hutt City Library's School Holiday Programme – Based on the Book, Heritage Military Month, Wedding Planner, Upper Hutt City Library's Book Discussion Group – Expressions of Interest, Poetry Workshop held in the Library with Tony Chad, the New Zealand Post Book Awards, Upper Hutt Animal Rescue, Allergy Awareness Week, Coeliac Awareness Week and Transitional Towns. More than 60 information pamphlets on the services and resources the Library offers have either been created or updated. These cover the range of material available on specific subjects as well as general information on how to access the services the Library provides.
<p>2 Upper Hutt has a vibrant city heart</p> <ul style="list-style-type: none"> PROVIDE an attractive central library that will draw people into the central city 	<ul style="list-style-type: none"> The Library continued to provide the Preschool Storytime, Under 3's and Tea and Tales Programmes. More than 1300 people attended Library programmes in June 2008. The Library introduced a new Babytime Programme in May aimed at teaching new mothers how to read to their baby.
<p>3 The economy is robust, innovative and growing</p> <ul style="list-style-type: none"> PROVIDE access to current business information resources PROVIDE resources to support a skilled workforce 	<ul style="list-style-type: none"> The Library continued to provide access to current business information resources, electronic databases, journals and magazines.

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COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p>4 Upper Hutt offers a 'green' and attractive living environment</p> <ul style="list-style-type: none"> PROVIDE access to current environment information resources 	<ul style="list-style-type: none"> The Library provides access to current environmental information resources, as well as regional and local environmental topical discussion papers.
<p>5 The community is safe, healthy and strong</p> <ul style="list-style-type: none"> PROVIDE access to current social, educational and cultural information resources COLLABORATE with the community in providing a community-oriented service 	<ul style="list-style-type: none"> The Library continued to provide homework assistance and tutorials for the children using the computer suite on how to access the library catalogue and databases free of charge at the Timberlea Community Centre. The Library created a Craft Club aimed at children between the ages of 10-12 who were spending time outside the library but not coming in. The library displays its junior craft collection at the club meetings and is regularly attended by 20+ children. The Library continued with its Teen Programme 2008, and recently held a movie night dedicated to teenagers. The Library continued to provide the Creative Crafting Programme – a programme targeted towards older adults. The programme consists of a series of displays and demonstrations from local art and craft groups, and is held once a month. The Library Teen Council was formed in January 2008 and has 10 members. The role of the group is to act in an advisory capacity on all matters brought forward for discussion. In addition, members are required to provide voluntary assistance in the Children's Library on a rostered basis. The Library continued to participate in the Community Service's Love 2 C U Afta 3 Discount Card, by offering youth who visited the library after 3pm a discount on internet use and DVD and CD hire. The Community Team has implemented the first stage of a pilot programme to set up each primary school student with a library card, and provide access via the Mobile Bus and/or class visits to the Library. The first stage entailed distributing membership forms to each child at Oxford Crescent School. The Library is awaiting forms to be returned before moving onto the next stage. The outcome of this trial will determine whether the scheme is extended to other schools. The Library celebrated the New Zealand Post Book Awards by promoting and reading finalist titles at all of its regular programmes – Under 3's, Preschool Storytime and Plunket Storytime. The Library also hosted Ruth Paul, a finalist author, at the Central Library and Pinehaven Library. Two classes from Oxford Crescent School visited the Central Library and two classes from Pinehaven School visited the Pinehaven Library to see Ruth Paul. The Book Awards were also celebrated by holding a Quiz in the Library attended by local colleges and intermediates. The Mobile Bus visited local primary schools during the festival, dressed up as book characters and promoting the finalist titles. In addition, the Library also held a sleepover at the end of the festival for 20 children.

COMMUNITY OUTCOME	Significant Actions Taken at 30 June 2008
<p>6 Leisure opportunities are outstanding</p> <ul style="list-style-type: none"> PROVIDE events, programmes and resources to meet the needs of the community 	<ul style="list-style-type: none"> The Upper Hutt City Library has implemented a monthly story time session at the Upper Hutt Plunket. The Library launched its Family Storytime Programme, held at 2pm each Sunday. The programme is targeted towards single fathers and their children. To date the programme has been very successful at attracting this target audience, with an average of 20 people attending each Sunday. The Community Librarian visited the Heretaunga College Book Club to promote the Library and new books in the collection. The Library hosted a visit from the Heretaunga Keas. The Community Librarian and Children's and Teen's Coordinator visited the SPACE programme at the Te Marua/ Mangaroa Playcentre to deliver a storytime session to first time mothers and their babies. The Library continued to host class visits from St Josephs school on a twice weekly basis. The Children's and Teen's Coordinator visited the Fraser Crescent School Book Club to promote the Library's collection. The Library hosted a visit from Marlborough Street Childcare. The Children's and Teen's Resources Specialist and Mobile Coordinator visited Children First Childcare Centre as part of their Book Week, dressed in character, and held a story time. Cottle Kindergarten visited the Library for a special worm-oriented story time. They also issued books to help them with their specially-funded project to build a worm farm.
<p>7 Upper Hutt is connected with the world</p> <ul style="list-style-type: none"> PROVIDE access to current electronically transmitted information and resources 	<ul style="list-style-type: none"> Website visits have increased by 4.5% compared to the same period last year. 30.6% of all requests for material are placed online. 4.4% of renewals are performed online.

Significant Acquisitions/Replacements

- None.

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COST OF SERVICES STATEMENT	Actual 30 Jun 08 (\$000)	Actual 30 Jun 07 (\$000)	Forecast 30 Jun 08 (\$000)
Operating Expenditure			
Insurance	19	18	16
Direct Expenses	1,199	1,029	1,140
Administration Support	463	472	481
Interest Repayment	14	14	14
Depreciation	439	295	264
Total Operating Expenditure	2,134	1,828	1,915
Operating Revenue			
Subsidies and Grants	(5)	(5)	0
Fees and Charges	(180)	(183)	(158)
Total Operating Revenue	(185)	(188)	(158)
Net Operating Costs of Services	1,949	1,640	1,757
BALANCE SHEET TRANSACTIONS			
Net Operating Costs of Services	1,949	1,640	1,757
Share of Management Support Income	(40)	(33)	(32)
Non Cash Transactions (Management Support)	(17)	(12)	(9)
Add (less) non - cash items	(450)	(312)	(264)
Cost Of Services (Funding)	1,442	1,283	1,452
Capital Expenditure	490	293	485
Loans Repayments	11	11	11
Net Transfer from Funds	(196)	0	(200)
Net Transfer to Funds	19	0	19
Rates Funding Required	1,766	1,587	1,767