

Annual Report

In the Report

Life long learning strategy unveiled.

South Christchurch Library & Learning Centre, one year on

New Upper Riccarton Community and School Library update

Customer Satisfaction: Your say

New 'think' LIBRARY campaign

Record Year for the Libraries

This year you've visited us more than ever before, borrowed more items than ever before, and used our website more than ever before. We've answered more of your questions than last year and we've offered you more events and programmes.

In summary, the Christchurch City Libraries had a:

- 5.35% increase in items borrowed
- 7.39% increase in visits to libraries
- 4.38% increase in the number of items added (mainly due to purchase of stock for South Christchurch Library)
- 3.62% increase in enquiries answered
- 25.4% increase in page views accessed on the library website and catalogue (externally)
- 11.54% decrease in voluntary library issues

New South Christchurch Library & Learning Centre

The complex was opened on the 25th of August 2003 and the Learning Centre was opened by the Prime Minister, Right Hon Helen Clarke about two weeks later. During ten and half months of business the library has become the second busiest lending community library after Fendalton, issuing 555,099 items in just over 10 months and receiving 348,904 visits (the second highest after New Brighton). Customers have been delighted with the facilities, including the red café which is an integral part of the complex.

The Learning Centre has also been very successful and is part of Ministry of Education contract for an ICT PD cluster for five of the primary schools in its area. The programmes offered by the Centre are growing including the development of community based learning programmes in the second half of the year.

Below: Recent photos of South Christchurch Library and Learning Centre



Donations and Support

During the year the Friends of Sumner Library decided to wind up. The Friends had been formed from the ranks of the former volunteers at the time the Sumner Library was fully integrated into the Christchurch City Libraries network. Over the years it had gifted items worth just over \$11,500 to the Sumner Library. We acknowledge with thanks the wonderful work done by the Friends. We also note with sadness the passing of Marjorie Ockenden during the year who had been such a stalwart of the Sumner Library over the years.

The Friends of the Christchurch City Libraries continued with their generous support of the library with the donation of a wheelchair to South Christchurch Library and a contribution to the purchase of a painting of Margaret Mahy. The Beckenham Voluntary Library donated two outdoor seats as a gift to the new South Christchurch Library from the voluntary library which had served the community for over 80 years.

Awards from 2003/2004

We received a number of awards in this financial year:

- Being placed in the Unlimited 20 Best Places to Work survey
- Best international partnership – a USA award presented for our 24/7 partnership with Somerset UK, Brisbane and Richmond USA to provide LiveOnLine services
- NZ Institute of Architects Supreme building award for South Christchurch Library, Service Centre and Learning Centre plus 4 other awards for that building



Above: Prime Minister, Rt Hon Helen Clarke opened the South Learning Centre in early 2003.

New Parklands Library

Parklands Library will open before Upper Riccarton in approximately May 2005. A project team is also working on the plans for this library which will be an extension and refurbishment of the former church building on land in Queenspark Drive. Architectural services are being provided by City Solutions (Crispin Schurr, Architect). The project is on a smaller scale than Riccarton but no less important in that we have an opportunity to realise a vision of a much more flexible space offering library, learning and leisure programmes in an integrated way.

Customer Satisfaction

Libraries are probably the single biggest point of contact for customers with the City Council. We continue to have a focus on providing excellent customer service and during the year ran an internal campaign *Hearing What they Say* which used mechanisms to capture customer feedback so that it could inform our decision making and help us look for improvements to what we do. Hundreds of customer suggestions, complaints and complements have been recorded, discussed and acted on. We have many happy customers and the following are just some of the comments received during the year:

I have just finished using 'live online' with one of your staff members. I just wanted to let you know that I think this is a marvellous service, can not fault it at all. Your employee was fast to answer and it was just so easy. So THANK YOU Christchurch library, our family always knew you were the world's best library! (LiveOnLine allows customers to "talk" to a librarian over the internet and get help with information enquiries and using the Web)

On Sunday my husband, son and I went to the library; books for the son, the internet for business purposes for my husband, and a reference book for me. We had coffee together while reading magazines. We also bumped into half the neighbourhood. What a fantastic community asset! (Satisfied customer of South Library)

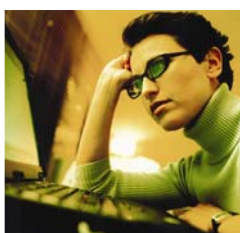
Thanks to the story times and the Library, I have a son who adores books and his preschool has told us that he has an amazing vocabulary and imagination. The library is a place we visit regularly to borrow books and we will continue to do so. (letter from a Shirley mother on the occasion of her son starting school)

Upper Riccarton Community and School Library

This library is schedule to be open in early December 2005. The project control group lead by Ian McKenzie of City Solutions has engaged consultants including architect, quantity surveyor and electrical and mechanical. Warren and Mahoney are the architects for the project which will be tendered in October 2004. Additional funds were successfully sought from Council as costs had risen dramatically as a result of the overheated building market.



Events & Marketing: “think” LIBRARY



The library has participated in a significant number of events during the year providing programmes to encourage reading, to raise awareness of services, and to celebrate learning, creative recreation and community. These events have been held in various libraries but library staff have also participated in community events such Culture Galore, to promote the services that the library offers and the benefits of membership.

We have also had a focus on taking our message to where people are with bill boards and posters at bus shelters. The message is “think LIBRARY” and the feedback has been positive, including someone from Argentina who was visiting Christchurch and requested posters for his library back home.

A full review and consolidation of brochures built on the same theme and external signage to several libraries has been improved. A good example of this can be seen at the Halswell Library.



A New Lifelong Learning Strategy Introduced

A framework which provides context and direction for all the work the library does to support people with their learning and literacy was developed and adopted by Council in February 2004. The educational role of public libraries is a significant one, arising as they did from workers' educational groups and mechanics institutes in the mid 19th century. Considerable consultation and research was undertaken in its development. A Lifelong Learning Manager has been appointed and commenced work in early August 2004.

Introducing Library Digital Library Services

The Library's Strategic Plan identifies as one of its key goal areas **Information - how, when and where**. This goal is about “delivering more ways and places...to put the world at your fingertips”. As we move into the digital age, more and more library services are delivered remotely to people at home, work or place of learning, via the internet and phone. In order to strengthen this service delivery channel the online services and phone services have been brought together to form the Digital Library Services.

A significant innovation occurred during the year. The National Library of New Zealand brokered a national site licence agreement for a suite of electronic databases on behalf of all New Zealand libraries. This enabled us to obtain better pricing on the databases we already held and to secure access to some additional databases which complemented our existing collections. This was a very significant initiative in securing access to information for all of the country's citizens.

‘think’ LIBRARY