

*Work with us to create
great library services for you*



To Banks Peninsula Residents

Three years after
the local government
amalgamation that brought
Christchurch City Libraries to
Banks Peninsula, we
want to plan for further service
improvements.

Please take a few minutes
to tell us what would make
Christchurch City Libraries
work really well for you, and
send us your thoughts by
Wednesday 15 July.

For more information about
Christchurch Libraries
please go to
<http://christchurchcitylibraries.com>
or phone 03 9417923

Current Services

Banks Peninsula residents have access to the complete resources and services of Christchurch City Libraries (CCL) through:

- A network of 19 libraries and a mobile library
- A phone service 03 941 7923 (weekdays 8am to 9pm and weekends 9am to 4pm)
- <http://christchurchcitylibraries.com>

Current features of the four libraries in the Banks Peninsula area:

	Lyttelton	Diamond Harbour	Akaroa	Little River
Type of facility	Library	Library adjoining community centre	School / community library co-located with café and cinema	Council Service Centre provides outlet for library services
Open hours per week	40	13	35.5	37
Fully trained Library staff	✓	8 hours per week	✓	✗ (Weekday library service provided by Service Centre staff)
Support from Libraries staff located elsewhere	✓	✓	✓	✓
Role of volunteers	✗	Customer service and other tasks	Shelving books and other tasks	Provide a limited service on Saturdays
Access to digital library resources and services	Computers for public use and on-site staff support	Computers for public use and limited on-site staff support	Computers for public use and on-site staff support	Computers for public use and limited on-site staff support
Approximate number of items located in library at any one time	14,306	5,770	15,547	3,647
% of collection issued monthly (compared to 53% in average urban library)	44%	26%	24%	16%
Average number of items issued monthly (and compared to the previous year)	4,659 (17.40% increase)	1,171 (37.47% increase)	2,801 (3.08% increase)	444 (-1.55% decrease)

Library stock is moved between libraries (including the four Banks Peninsula libraries), keeping each collection refreshed and reflecting local customer preferences.

Membership, borrowing and requesting practices are standard across all CCL libraries apart from manual processing at Little River by volunteer staff at weekends.

The Lyttelton library is able to offer some services in line with other urban libraries, whereas these services are not yet fully developed at other Banks Peninsula library locations. These include:

- Library learning programmes, events and outreach activities
- Services supporting customers with special access needs (e.g. impaired sight and housebound customers)

Key messages from the community during the Libraries 2025 Facilities Plan consultation:

Libraries need to be:

- community focal points, welcoming for all ages
- well positioned for public and private transport, and located near other services (health, education, other Council services and shops)
- designed to accommodate different needs (cafes, quiet, children, work and relaxation), and accessible for all

and service expectations, now and in the future, include:

- continued availability of books, in addition to other formats
- safekeeping of local history
- a one-stop source of information for the local community and visitors
- helpful, positive and knowledgeable staff
- a free learning environment for all ages
- a dynamic library website and electronic resources
- resources in Te Reo and materials of interest to Maori

- access to the latest technology (e.g. free internet access and wireless network)
- technologies that enable people with disabilities
- service options that include: free home delivery for those who are housebound (and others as a user-pays service); and mobile service delivery or book 'vending' machines in areas where no physical library exists
- taking library services into the community e.g. links with pre-schools, schools, older adults' groups

Please highlight any of the features above that are of particular importance to you.

1. What other factors might affect your decision to make greater use of Libraries?

2. What opportunities do you see for library services to work closely with other services in your community?

3. Are you a permanent Banks Peninsula resident?

yes / no (please circle)

About you:

Please complete the following section so that we can update you on Library plans for Banks Peninsula.

Contact name:

Organisation name: (if applicable)

Contact address:

Contact phone number:

Contact email:



Above is a list of the most common needs and expectations of libraries identified through consultation for the Libraries 2025 Facilities Plan adopted by Council in 2008 <http://christchurchcitylibraries.com/2025>

This list may provide a useful starting point for your feedback, however we anticipate that as Banks Peninsula residents, you may have some particular needs, and we would like you to tell us about them.

Please share your thoughts on library services by completing and cutting off the panels above, and returning them to us by mail (no stamp required) to:

**Freepost 178
Christchurch City Libraries
PO Box 1466
Christchurch Mail Centre
Christchurch 8140**

**Attention:
Community Libraries Manager**

Feel free to continue your comments on additional pages if required or go to <http://www.ccc.govt.nz/HaveYourSay/>

We need to receive your feedback by Wednesday 15 July 2009.

Thank you for your time.

Your feedback will help us improve our services.

While some smaller changes can easily be made, significant and longer term developments require Council sign-off, as part of the six yearly review of the Libraries 2025 Facilities Plan or the Long Term Council Community Plan cycle, and would involve appropriate consultation.

- The Libraries 2025 Facilities Plan is a framework to guide the future development of the Christchurch City Libraries network through to 2025.
- The Long Term Council Community Plan sets out everything the Council will do over the next 10 years, why these services and projects are needed, how much it will cost and where the money will come from.

