

Children's and Young Adults' Services

Annual Report



for the year ending

2002

Prepared by Bill Nagelkerke
Children's and Young Adults' Services Co-ordinator

Introduction

I am pleased to present the Children's and Young Adults' Services **Annual report** for the year ending 2002. In it you will once again find a quantitative and qualitative assessment of the past calendar year's outputs.

Customer feedback comes in response to our wide variety of services and resources. Librarians from other centres sometimes visit us for an introduction to these. One such visitor wrote:

Recently I spent a day in Christchurch City Libraries with the children's services team. I would like to let you know how valuable my day was . . . the team gave me a lot of useful information and ideas . . . I really appreciate the time and effort they put into my visit.

Teachers give us feedback about our programmes. One teacher wrote:

Just a note to say how much our pupils and staff enjoyed the storytelling sessions given by your presenters when they visited our school recently . . . the feedback from the children was again very positive and enthusiastic. We have a strong culture of library use and book reading in our school and your visits certainly help us to promote this.

Children also let us know what they think about their visits to the library. The following comments come from children who attended the 'Big Tick' programme:

Thank you for teaching me how to use the internet.

Thank you for putting on the Big Tick. It was amazing.

One of the most popular publications produced by the library is **Writing and illustrating for children: New Zealand publishers' requirements and addresses**. This year one educational institution ordered 100 copies at the start of the year and a further 100 in the second half. A personal customer ordered a copy, writing in her letter that:

I have borrowed a copy from our local library and find it invaluable.

My thanks to colleagues who helped devise, deliver and support the various children's and young adults' programmes during the year. I want to make special acknowledgement to the late Chris Collister, Community Children's Librarian at Bishopdale Library. Chris was passionate about her profession, and her untimely death in July was a sad loss for her family and library friends.

Bill Nagelkerke
Children's and Young Adults' Services Coordinator

CONTENTS

SERVICES

- **Pre-school**
 - *Books for Babies*
 - *Baby Times*
 - *Pre-school Storytimes*
 - *Headstart*
 - *Pre-school Outreach Project*
- **School-age**
 - *Class visits*
 - *Homework Zones & Homework Zone Club*
 - *Travelling Roadshow*
 - *'Schoolz out'*
 - *Bookgig*
 - *The Big Tick*
 - *WAM*
- **Adult**
 - *Booktalkers*
 - *Parent meetings*
 - *Teacher meetings*

RESOURCES

- **Electronic developments**
- **Get well bags**
- **Print publications**
- **Centre for the Child**

EVENTS

- **Adventure Festival**
- **Best (and worst) children's books of the year**
- **Books and Beyond Festival**
- **Channel Two Kidsfest**
- **Halloween**
- **Holiday programmes**
- **New Zealand Post Children's Book Festival**
- **Parenting Week**
- **Te Wiki o Te Reo Maori**
- **Visitors**
- **Writers' visits**
- **Writing**

DEVELOPMENTS

- **MagicBook**
- **Network Youth Team**
- **Reading Crusade**
- **Training**
- **Young Adult web site**

APPENDIX

- **Service delivery statistics January 2002 – December 2002**

SERVICES

As one of our aims is to encourage life-long library use our core services include programmes and activities designed to engender and maintain our customers' enthusiasm for on-going, frequent library visits.

Pre-school

Books For Babies

The Books for Babies package comprises a book and information package about libraries and the importance of reading. It continues to be received enthusiastically by the recipients. Over time there has been a marked increase in enrolments within the 0-1 age category. Of 0-5 year olds enrolled in 1987, only 3.3% were aged 1 and under; in 2000, this had risen to just over 30%.

- From January-December 2002 **697** library cards were sent out to parents who enrolled their new babies using the enrolment form contained in the Books for Babies pack, 44 more cards than in 2001. So far a total of **5,050** babies have been enrolled as library members as a *direct and identifiable* result of receiving the package.
- Since 1990 approximately **60,000** packages have been delivered.
- Christchurch City Libraries and Sheffield Library in England continued to exchange information about their respective Books for Babies and Bookstart programmes. Information about Sheffield's Bookstart programme is included on the library's Books for Babies web pages at <http://library.christchurch.org.nz/Services/BooksForBabies/sheffield.asp>

Baby Times

These are sessions specially designed as learning experiences for babies and their caregivers and to fill a gap between the Books for Babies Project and Pre-school Storytimes. Baby Times specialise in sharing action songs, rhymes and simple stories with babies and toddlers and in teaching caregivers these skills.

- During 2002 **7** Baby Times were held at the Centre for the Child and attracted a total of **274** parents and babies, an average of **39** at each session.
- Very successful Baby Times were also held at Linwood, Papanui, Shirley and Spreydon Libraries.

Pre-school Storytimes

Pre-school Storytimes were offered at all libraries (except the Mobile) throughout the year. The Centre for the Child incorporated its **Headstart** programme into these sessions, while Halswell Library continued to offer its popular early evening series of **Bedtime Stories**.

Headstart

This is a thematic programme for caregivers and pre-schoolers offered by the Centre for the Child. During 2002 Headstart was offered monthly from January to December and was attended by over **1,300** people in total. Library colleagues and visiting speakers contributed to the sessions all of which were supported by resources held in the library. Topics included:

- Clowns
- Easter
- Pets
- Music
- Teddy Bears' picnic
- Growing things
- Christmas party

Pre-School Outreach Project, “Kids who read, succeed”

This project continued during 2002 with around **65** pre-school groups city-wide receiving visits on a monthly basis. In addition, Pre-school Outreach Project colleagues presented two workshops at a national pre-school teachers’ conference, *In fantastic*, held over four days at Living Springs. The workshops focused on bringing stories, songs, rhymes and language alive, to capture the attention and imagination of the very young. Both workshops were quickly filled. The Pre-School Outreach Librarian also visited numerous parent groups, including at-risk, to talk about the importance of early literacy and library use, including presenting workshops for pre-school teachers on the topic of creative ways to share stories and language.

- *19,800 children and adults participated in the programme during the year*
- *12,830 items were issued to pre-school groups*
- *889 new customers were enrolled.*

School-age

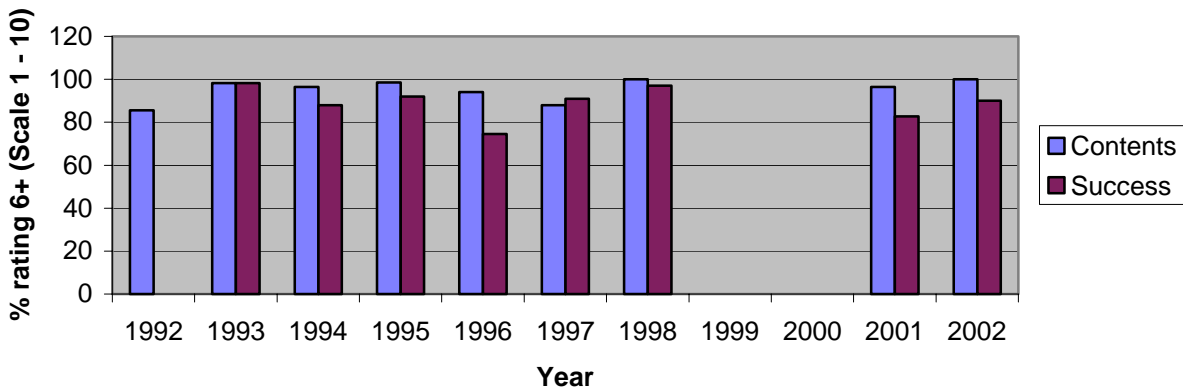
Class visits

Nearly all libraries in the network receive regular and casual visits by pre-school, primary, intermediate or secondary school classes and most libraries are able to offer classes that visit regularly a four-term programme to promote recreational reading, develop children's understanding of how their library works, what resources are to be found there and how they can best be accessed. Use of data-show technology enables classes as a whole to gain an understanding of the web-based catalogue and selected internet sites. Some class visits are linked to curriculum activities, and are designed in collaboration with teachers. Comments from teachers received on the annual evaluation forms included:

- *The staff and programme are awesome*
- *Room 3 love coming and get annoyed when we can't!*
- *Christchurch East School feels most privileged to be given such wonderful opportunities for our children to lean and enjoy Christchurch City Libraries*
- *Coming to see you at the library is one of the highlights for the children*

Satisfaction ratings based on perceptions of *programme contents* and *success of programme at helping children become confident library users* were provided on the evaluation forms, given to teachers at the end of the year. (No ratings are available for 1999 and 2000). Results, based on the percentage of responses giving a rating of **6 or above**, are given below and show a consistently high level of positive feedback over the past decade.

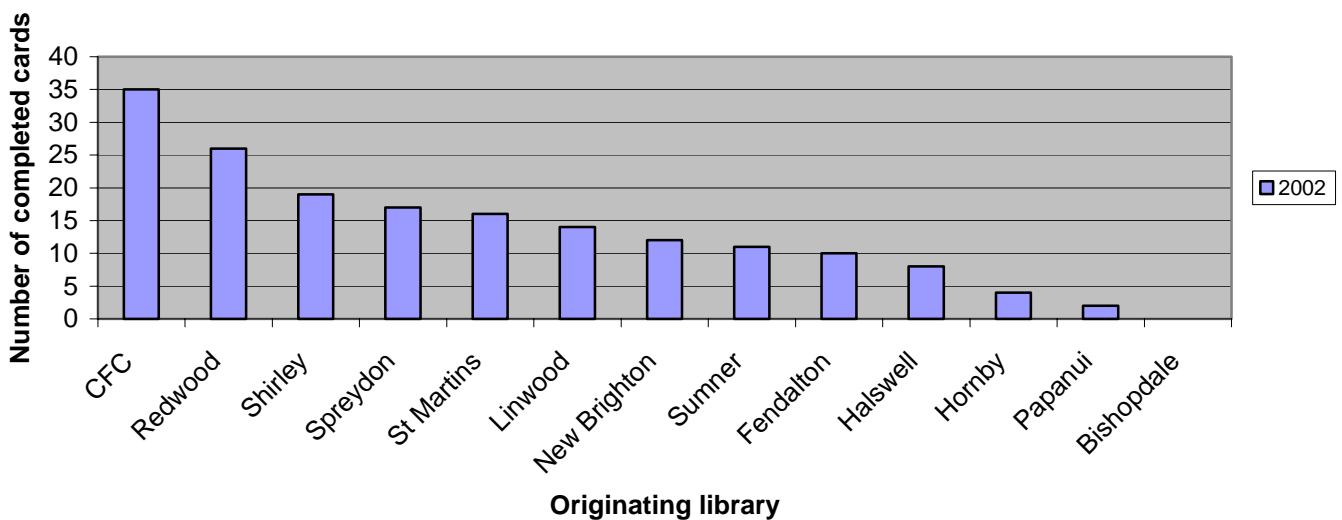
Satisfaction ratings



Homework zones & Homework Zone Club

During 2002 we decided to refocus children’s attention on the library’s reference and other homework resources. Each library highlighted these resources through more clearly defining the spaces where the resources are kept, hanging a ‘Homework Zone’ sign above the area and ensuring that the spaces were dedicated to children’s use only, for a set time after school. In addition we developed an incentive/reward scheme to encourage children to use the Homework Zones. Children can enrol in the Homework Zone Club, get a Club Card which is stamped whenever they use the library for homework and, after four stamps are obtained, earn a simple reward ranging from some free photocopying or printing to entering the draw for a book voucher. A total of **175** cards were completed between August and December, representing **700** separate uses of the Homework Zones across the library network. This was a very encouraging beginning, given that the Homework Zone Club had been running for just five months. The graph below summarizes completed cards based on the originating library.

Homework Zone Club Cards



Travelling Roadshow

The Travelling Roadshow is a presentation of stories, quizzes and games targeted at schools that find it difficult to take classes to a library. Colleagues from the Centre for the Child offered the Travelling Roadshow to a school one morning each week from March to October. During 2002 approximately **4,500** children from **30** schools city-wide, saw a Travelling Roadshow performance, 50% more than in 2001.

'Schoolz Out'

Working with the Pacific Island Executive Council, the Centre for the Child hosted Pacific Nation children every second week as part of the Executive Council's after-school study programme, funded by Central Government. The project was a continuation of last year's programme.

Bookgig

A bookgig offer audiences a dramatisation of a writer's book, or books, as well as an opportunity to ask the author and actors questions and hear their responses. Bookgig actors are students from the Christchurch Drama Centre, directed by Rosie Belton. This year's bookgig was supported, as in past years, by the Community Trust and was held during the **New Zealand Post Children's Book Festival**. It featured one of the shortlisted titles, **Owl**, written by Christchurch author Joanna Orwin. **170** children attended the Bookgig.

The Big Tick

This after school programme for small groups of parents and children from years 8 - 12 provided a practical overview of homework resources, both print and electronic. Sessions were held at Redwood, Shirley, Bishopdale and New Brighton Libraries.

WAM

The Central City Library's Young Adult area provided the venue for the initial public performance by **WAM: The New Zealand Youth Theatre Performance Troupe**. Two performances were given, one on a Friday night and again the following Saturday afternoon. **WAM** also gave two performances of a special Christmas play for younger children in the Centre for the Child theatre on Saturday December 14. Both sessions attracted 'full houses'.

Adult

Booktalkers

As part of the library's goal of reaching parents a series of **Booktalkers** was held during the year. These sessions focused on aspects of the library's children's literature resources. Attendances were disappointingly small but those who came were enthusiastic.

Parent meetings

As part of an outreach to schools programme initiated by the United Book Company, we had the opportunity to talk to parents about library resources and services, particularly electronic resources. Parents expressed great interest in these and several visited a library the following day to obtain PINs to access the premium databases. We hope to continue with this programme in 2003.

Teachers

The Children's and Young Adults' Services Coordinator spoke at three meetings of support teachers of literacy, about library services and resources.

RESOURCES

Electronic developments

- Interviews with, and stories by, New Zealand children's writers (<http://library.christchurch.org.nz/Childrens/ChildrensAuthors/>) continued to grow, with many more author entries and original stories, poems and plays being received. The web pages were officially launched on Monday 18 March with several local authors attending and sharing with children from a local school their experiences of participating in the project.



Authors (l to r) Anthony Holcroft, Margaret Mahy, Joanna Orwin and Gavin Bishop at the launch of the web pages.

- A number of interactive reading lists went online during the year. These included *Castle Quest* (<http://library.christchurch.org.nz/Childrens/CastleQuest/>) and *Reader Survivor* (<http://library.christchurch.org.nz/Childrens/ReaderSurvivor/>)
- Annette Williams presented a workshop about the library's electronic resources for children at the Reading Association's National Conference, held in Christchurch.

Get Well Bags

Pre-packaged bags for children sick at home are available from several libraries. The Shirley/Papanui Community Board funded a further seven Get Well Bags for Redwood Library.

Print publications

Children's and Young Adults' Services produced and/or contributed to booklists and other publications to meet the needs of customers and to enhance our ability to provide them with relevant and accessible information.

Booklists

- *Holiday reading: a selection of Children's and Young Adult Books*
- *Booktalkers*
- *New books about parenting* (for Parenting Week)
- *Print versions of several web original booklists*

Guides

- Outline of programmes offered to school.
- *Writing and illustrating for children: publishers' addresses and requirements* (new edition).
- *Children's and Young Adults' Services*
- *A teachers' guide to library services in Christchurch* (A joint publication with College of Education and School Services, National Library)
- *Children's literature resources in Christchurch* (A joint publication with College of Education and University of Canterbury Library)
- *What's new on KidsStuff?* (A guide to electronic resources for children)

Programmes

- *Holiday programmes*
- *Pre-school storytimes*
- Posters and fliers for specific events

Professional journals

- The Children's and Young Adult's Services Coordinator contributed reviews to the Australian and New Zealand reviewing magazine **Magpies**.

Centre for the Child

In addition to its core business the Centre for the Child supported the development of children's services throughout the library network by undertaking the following activities:

- Presenting the **Travelling Roadshow** to Christchurch schools.
- Packaging and distributing the **Books for Babies** package.
- Responding to inquiries for the **Writing and Illustrating for children** booklet.
- Supporting colleagues' training.

EVENTS

Adventure festival

The Centre for the Child presented Adventure Stories as part of the Festival programme.

Best (and worst) children's books of the year

This annual Christmas meeting for parents, teachers and librarians is aimed at enhancing the knowledge of children's literature amongst those working with children. The meeting featured speakers from the College of Education, National Library Schools Services, Waimakariri District Libraries and Christchurch City Libraries and was held in the Papanui Library and Service Centre Board Room. It attracted a record **90+** people.

Channel Two Kidsfest

Activities this year included:

- Bedtime stories
- Storytelling
- *Rumble in the jungle* a special programme at the Centre for the Child featuring stories, songs and rhymes with a jungle theme. **492** children and caregivers attended over the two sessions.
- Visiting entertainers

Halloween

The Centre for the Child held a special 'Halloween Thrills' event in October with guest storyteller Liz Weir. **70** attended.

Holiday programmes

Holiday activities form a regular part of Children's and Young Adults' Services annual programme of events and are well patronised throughout the library network. The emphasis is on story-related activities, as these fit in best with our overall purpose. Story reading and telling, puppets, crafts, competitions, displays and visitors all contribute to this particular focus. Activities in 2002 included:

- Participation in the Art Gallery's 'Virtual Portrait Gallery' project in January.
- A Summertime Reading Programme encouraging children to read during the holidays began in December.
- Holiday Fun Packs, 'mystery' collections of books and other resources, were available from several libraries.

New Zealand Post Children's Book Festival

Library events included:

- The Story Tram (storytelling and reading on board a Christchurch Tramways tram) ran again this year and featured storyteller Liz Weir. The two sessions were both fully booked within a few days of 100 tickets becoming available.
- a Bookgig featuring shortlisted author (and eventual winner of the Senior Fiction category) Joanna Orwin
- Launch of the New Zealand Children's Authors website.
- Visit by English writer Garry Kilworth, who spoke to a small group on a Saturday morning in the Centre for the Child.

Parenting Week

Numerous events were organised for Parenting Week in September and were promoted by the Children's and Young Adults' Services Coordinator on CTV. Events and topics included:

- Baby and Toddler Time sessions
- Exploring the library's web pages
- First steps to reading
- The Big Tick homework programme
- Talking about books for babies
- Bedtime stories

Te Wiki o te reo Maori : Maori language week

Events for children included:

- Storytimes
- Art displays

Visitors

Students and teachers from the Pacific Lutheran University in Washington State, studying New Zealand children's and young adults' literature, visited the library early in the year for an introductory talk about the literature, followed by visits to use the Margaret Mahy Collection and other primary and secondary resources.

Writers' visits

These visits promote reading and libraries and, best of all, create a tangible link between the book and the reader. Visitors this year included

- **Ken Catran** (promotion of new novel leading up to ANZAC Day)
- **Eoin Colfer** (to promote the second title in the bestselling **Artemis Fowl** series)
- **Garry Kilworth** (New Zealand Post Children's Book Festival)
- **Sandy Mackay** (Nestle Write Around New Zealand)
- **Bill O'Brien** (Nestle Write Around New Zealand)
- **Joanna Orwin** (Bookgig)
- **Jacqueline Wilson**

Writing

- The Library continued to support the activities of the **Christchurch School for Young Writers** through displays of children's work and liaison over events.
- The **Nestle Write-Around-New Zealand** is a nationwide writing competition sponsored by Nestle and based on a successful Australian model. Timaru Public Library was the coordinating library this year but we hosted two writers, **Bill O'Brien** and **Sandy Mackay**, for writing workshops at three library venues.
- The Library's annual publication **Writing and illustrating for children: New Zealand publishers' address and requirements** continued to be a 'best seller' with requests for the publication continuing to be received from all over the country as well as overseas.

Programmes

39,246 children and young adults visited libraries, or were visited, for an organised activity during the year. In addition the Pre-School Outreach programme reached **19,800** children, bringing the total to **59,046**. Overall this represents a 12 % reduction over 2001. Numbers are likely to decline further in 2003 as the focus of some libraries moves from traditional class visits to programming for parent and other community groups, in line with the objectives of the Children's Services Development Plan

DEVELOPMENTS

MagicBook

Initial meetings were held with the Human Interface Technology Lab New Zealand (based at the University of Canterbury) and with local illustrator Gavin Bishop to explore the opportunity of developing a virtual reality children's book.

Network Youth Team

Following on from the adoption by the library's Strategic Leadership Team of the Young Adults' Services Development Plan, a network youth team made up of central and community library colleagues was formed.

Reading Crusade

Following on from an idea of Annette Williams, Senior Reference Librarian at the Centre for the Child, we developed a unique and exciting reading promotion for students in years one to eight. The programme is in partnership with the Crusaders and The Caxton Press, and has also been enthusiastically endorsed by the Canterbury Primary Principals' Association and the Canterbury Reading Association. Early in 2003 all Christchurch primary and intermediate schools will receive an

invitation to join the Reading Crusade. Children will be asked to read their choice of 12 super titles, and complete an entry form with details of their reading. The Crusaders will be encouraging children by endorsing the reading message, allowing us to use their name, logo, photos and signatures on publicity and prize materials and having a presence at the launch and prize-giving ceremonies. Children will be in to win rugby and reading related prizes (the former being donated by the Crusaders) presented by squad members. All children who enter the Reading Crusade will receive a certificate printed with signatures of the Crusaders Super 12 Team. The printing and final design of certificates and entry forms was organised and sponsored by The Caxton Press.

Training

- **Coaching**
- A **Children's Services Overview** was held to inform colleagues about the range and depth of services offered to children and their parents and caregivers. Videos of various programmes were made to support the overview.
- **Children's and Young Adults' Services orientation** sessions for a number of community library and Central City Library teams.
- **Special needs children**
- **Child development 0 - 3**
- **South Island Children's Librarians' Seminar, Invercargill.** Annette Williams presented two sessions on our electronic resources. Two other library colleagues also attended the seminar.
- **Boys and reading** – presented by Australian author James Moloney
- **Refugee Education Workshop** at which library colleagues presented a brief overview of library resources and services which support refugees.
- **Preparing reports and proposals**
- **Music workshop**
- **Children's Book Council of Australia, 6th National Conference** Stephanie Gibbons, Community Children's Librarian at Fendalton Library, attended this conference and subsequently presented a *Booktalkers* session on Australian children's literature. She also initiated a programme to introduce the library to new migrants in the Fendalton area, based on discussion with Conference speakers who presented papers on the reading needs of indigenous and migrant people.
- **Pre-school programming**
- **Strategic Review Conference**
- **New Zealand Reading Association National Conference**

Young Adult Web Site

Planning for a young adult web site aligned with the library's web pages began in earnest in 2002. Young people were surveyed about their preferred name for the site and, after analysing survey results, a design was prepared and approved. We aim to launch the web pages in April /May 2003.

Appendix One

Service delivery statistics January 2002 – December 2002

Circulation

The tables and graphs below give a comparative summary of issues of children's and young adults' materials. They are calculated on a calendar year basis, rather than financial, to reflect their relationship to the school year.

Issue of children's materials	Centre for the Child		Community Libraries		Pre-school outreach		Total
	Number of items	%	Number of items	%	Number of items	%	
2002	186,614	12.45	1,301,428	86.7	12,830	0.85	1,500,872
2001	183,140	12.1	1,316,081	87.1	12,275	0.8	1,511,496
2000	204,619	13.1	1,341,601	85.9	15,103	1	1,561,323
1999	204,790	13	1,353,691	87			1,558,481
1998	193,685	13	1,288,673	87			1,482,358

Summary

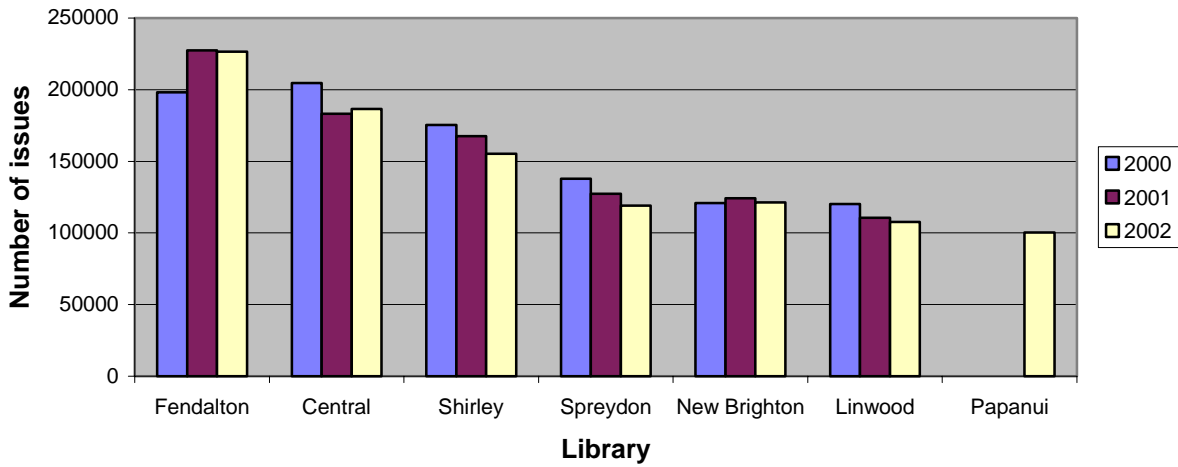
- Issues at the Centre for the Child increased slightly during the current year, after a fall-off in 2001, while community libraries experienced a small overall decrease.

Issue of young adults' materials	Central City Library		Community Libraries		Total
	Number of items	%	Number of items	%	
2002	29,461	18.8	127,297	81.2	156,758
2001	30,619	19.1	129,819	80.9	160,438
2000	37,085	20.3	145,364	79.7	182,449
1999	42,662	23	141,835	77	184,497
1998	39,524	23	133,556	77	173,080

Summary

- Issues of young adults' materials were down slightly overall (2.3%), although community libraries continued to increase their percentage of issues compared with the Central City Library.

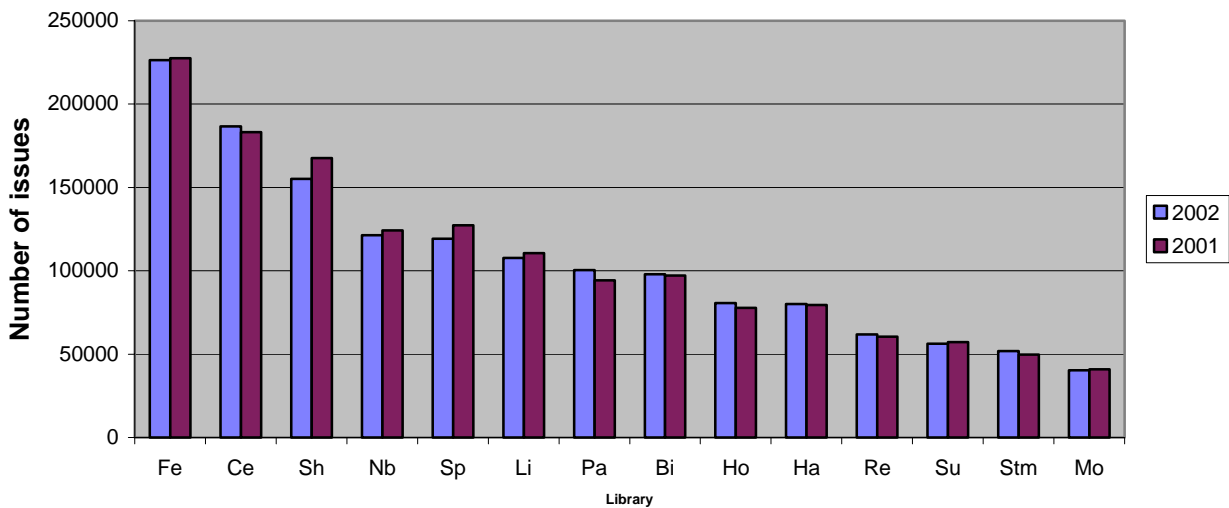
Libraries issuing 100,000+ children's materials



Summary

- Fendalton Library continued to issue the most children's materials while Papanui Library issued 100,000+ issues for the first time.
- Centre for the Child issues increased while all other libraries in this category decreased slightly compared with 2001.

Issues of children's materials by library 2002/2001



Summary

- Comparative issues remained much the same in 2002, with only slight variations in total issues per library and minor shifts in library rankings, viz. New Brighton and Shirley Libraries; Papanui and Bishopdale Libraries; Hornby and Halwell.

Inquiries

Inquiries come from adults as well as children: adults doing personal research or work on behalf of their children. Many inquiries call on specialised knowledge, particularly of children's literature and children's reading development, as well of reference materials found only in a children's area of a library.

Inquiries: Centre for the Child only *

	Circulation/ Directional	Reference	Research	Totals
2002	14,755	8,463	247	23,465
2001				31,760**
2000	22,826	9,089	886	32,801***
1999	14,515	11,205	2,335	28,055
1998	13,316	16,887	1,632	31,835

* Statistics for inquiries by children at Community Libraries are not recorded separately from inquiries by adults.

** No separate statistics available for specific inquiries

*** Figures are for the June 2000 count only.

Summary

- Overall there were 26% fewer inquiries in 2002 compared with 2001, particularly noticeable in the Circulation/Directional category. This was due partly to an improvement in inquiry statistics gathering, and partly to a more proactive approach to assisting customers as they come through the front doors – previously many customers approached the children's desk to ask for directions.