

Report No:	RCS11-05-06
File No:	
Date:	26 April 2011
<b>Information Only – no decision required</b>	

## REPORT SUMMARY

**Report to:** Community Services Committee  
**Meeting Date:** 5 May 2011  
**Subject:** Libraries Manager's Report  
**Report Author:** Glennis Coote, Libraries Manager

### EXECUTIVE SUMMARY

The purpose of this report is to provide information on the activities of Tasman District Libraries for March-April 2011.

Use of the libraries continues to increase. Visitor numbers, items issued and new borrower registrations are all well ahead of the comparable period last year. While a certain amount of the increase can be attributed to the higher level of use of the Richmond Library since the library refurbishment all libraries have experienced an increase in business over the last few months.

Planning for the Kotui Library Management System (LMS) consortium continues. The first libraries are now expected to implement the new system later this year. Implementation date for Tasman Libraries has yet to be confirmed. One of the advantages of the new LMS is that it will allow for the installation of self-issue points, this will help relieve some of the pressure on our circulation staff.

It is expected that the final arrangements for the South Island consortium for the purchase of downloadable digital content will be decided during May and that the Library will make a final commitment to join the consortium by the end of May.

During March volunteers made deliveries to the 33 borrowers who currently use our Housebound service. The service is available through each of the library branches.

During March and April the libraries held a range of events, promotions, displays and programmes, each intended to promote the libraries and the services and resources available.

### RECOMMENDATION/S

That the report be received.

**DRAFT RESOLUTION**

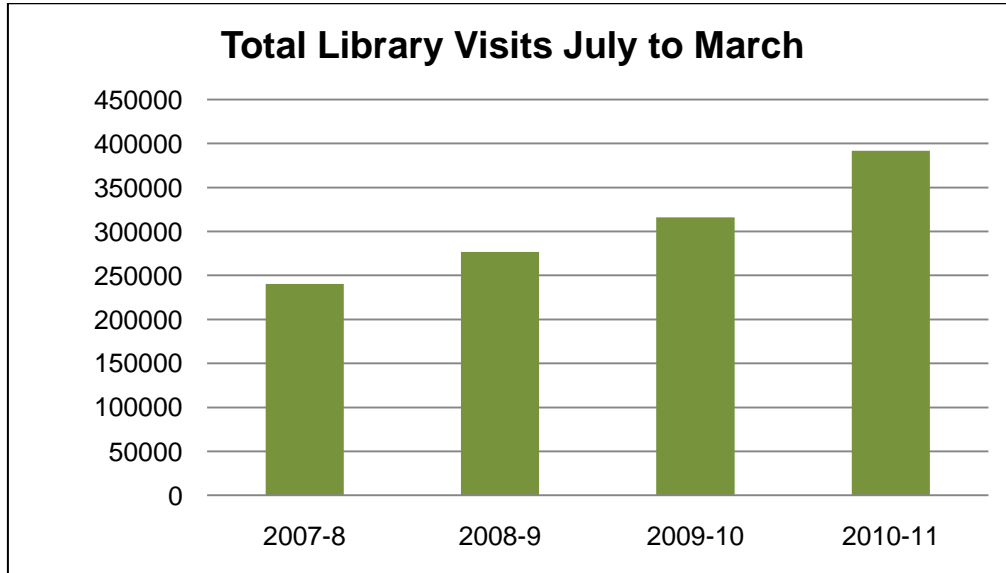
**THAT the Community Services Committee receives the Libraries Manager's Report RCS11-05-06.**

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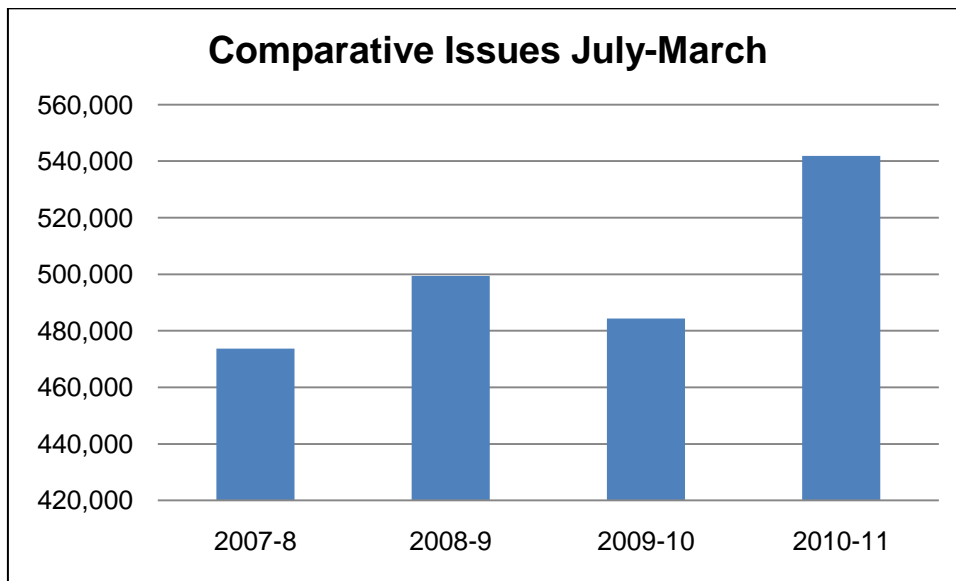
## 1. STATISTICAL TRENDS

1.1 Total visitor numbers for March 2011 were 50,241. This represents an increase of 11,000 or 28% compared with March 2010. Visitor numbers for the year to date are 24% higher compared to last year. All branches are showing an increase in visitor numbers. For the second consecutive month Motueka recorded the highest ever monthly total and visitor numbers in Richmond were 52% higher than for March 2010. For the fourth consecutive month Takaka recorded more than 10,000 visitors during the month. From May 2010 to November 2010 the number of visitors in Takaka averaged around 7,300. The only previous month that 10,000 visitors were recorded was in January 2010.

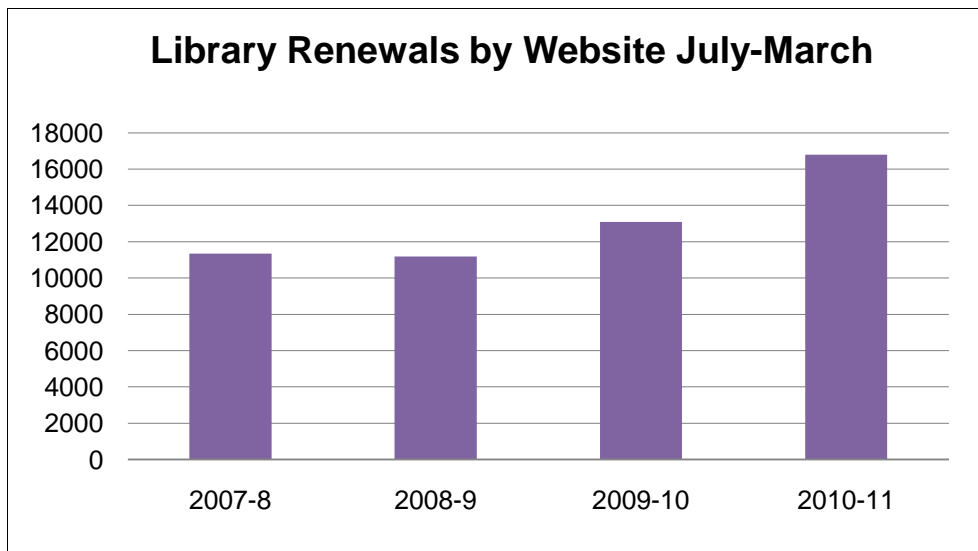


1.2 Total issues across all branches for March 2011 were 62,883. This represents a 12% increase in issues compared with March 2010. While a certain amount of this increase can be attributed to Richmond Library’s decreased levels of business during the building project in 2010, there has been a definite increase in issues in all branches compared to the same period in 2010. The influx of visitors from Christchurch following the 22 February earthquake had an impact across all of our branches and contributed to the increase in visitor

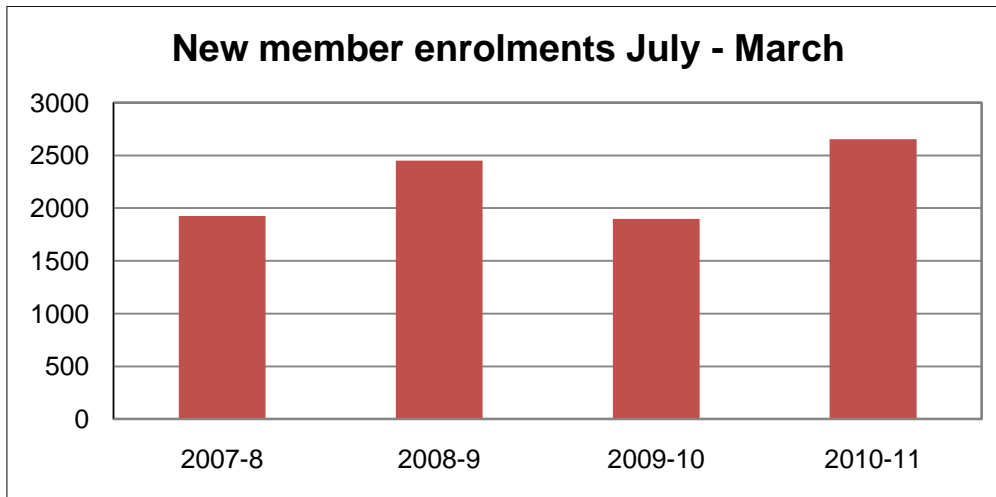
and issue numbers. Total issues for the year to date are 12% ahead of last year.



- 1.3 Library borrowers increasingly choose to take advantage of the online item renewal facility available on the library website. Renewals via the website have increased steadily over the past few years and now account for around 28% of all renewals.



- 1.4 There were 395 new member registrations in March bringing the total for the year to date to 2,652. This represents a 39% increase compared to last year. The most significant increase is in Richmond where the total number of new member registrations to the end of March was 30% ahead of the total for the whole of the previous year. The increase is across all borrower categories but there was a notable increase in temporary memberships following the 22 February earthquake in Christchurch.



- 1.5 There have been times during the last month when the increase in business has placed a strain on our staffing resources. Library staff have coped very well and are to be congratulated on the way in which they manage to maintain good customer service under sometimes trying circumstances.

## **2. LIBRARY CONSORTIA**

- 2.1 Planning for Kotui, the national Library Management System (LMS) consortium continues. The consortium has experienced some delays and the first libraries are now expected to go live with the new LMS in September or October of this year. Tasman will be one of a group of eight libraries joining the consortium in its first year. As some details are still to be worked out with the LMS vendor our migration date has yet to be decided. Library staff from Tasman will be involved in working groups to establish the standards and ground rules for the consortium. After an extensive evaluation process Symphony software from Sirsi Dynix was selected for the LMS. The new LMS will offer opportunities for improved services and increased productivity. As well it will allow us to install self-issue points which will help relieve some of the pressure on our circulation staff.
- 2.2 Discussions around the establishment of a South Island consortium for the purchase of downloadable audio books and e-books have been continuing. Purchasing downloadable digital content as part of a consortium offers a considerable cost benefit over subscribing to the products on our own. The final phase of the discussions will take place at the South Island Library Managers meeting on 11/12 May. A final commitment will need to be made by the end of May. Should we decide to proceed we anticipate that downloadable digital content will be available to our borrowers by July this year.

### **3. HOUSEBOUND BORROWERS**

3.1 Our housebound service was established in 2005 to satisfy the library needs of those people who are physically unable to visit the library on a regular basis. Borrowers receive deliveries of items every three or six weeks. Library staff select suitable items which are then delivered by volunteers. Each of our library branches offers a delivery service to eligible borrowers and there are currently 33 people across the district using the service. In March 168 items were issued and 35 home deliveries were made to our housebound borrowers.

### **4. LIBRARY EVENTS AND PROMOTIONS**

- 4.1 Each month our libraries offer a range of events, displays, programmes and outreach visits. Each is intended to raise awareness of the libraries and the resources and services available as well as to enhance our users' library experience. Highlights for March and April included:
- Motueka Library concluded their 'Blind Date with a Book" promotion with an evening event attended by 50 people. It was a social occasion where people chatted about the books they had read during the promotion. Refreshments were sponsored by local businesses.
  - Motueka Library hosted a talk by Golden Bay author Gerard Hindmarsh. Gerard spoke about his most recent book "Kahurangi Calling". The event was held in the evening and was attended by 70 people.
  - A new book group has been established at Takaka Library. Called "Silverfish" the group met for the first time in March. Participants meet to talk about favourite books and decide how they wanted the book group to work. Meetings will be held monthly at the library.
  - "Babytime" a new programme for the very young started at Takaka Library early in March. Four sessions were held during March and support is gaining momentum with 12 families joining in so far.
  - Richmond Library organised a very successful promotion around Herb Awareness Week in March. This involved an eye-catching display and two lunchtime talks on the use and growing of herbs.
  - To mark the Royal Wedding on 29 April a display was organised with the help of local businesses who supplied flowers, table settings, a wedding dress and other props. The display has been particularly popular and has received many favourable comments from our customers.

**5. RECOMMENDATION/S**

That the report be received.

**6. DRAFT RESOLUTION**

**THAT the Community Services Committee receives the Libraries Manager's Report RCS11-05-06.**

Glennis Coote  
Libraries Manager

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