



<http://www.library.christchurch.org.nz/>

Our purpose is to inform, educate, entertain, involve and inspire. The outcome is improved personal, social, cultural and economic well-being for the people of Christchurch. We are in the business of connecting people with information and ideas, to create knowledge and enrich lives through the power of stories.

Our key customers are the ratepayers of Christchurch city and we are part of the Christchurch City Council's community services group.

**Our current strategic plan identifies five changes in our community that our services must meet.**

- Growth of electronic publishing and use of the internet and electronic media as key tools for communication, information and delivering services.
- Increasing diversity and ageing of the population
- Greater focus in learning throughout life, including community education, the growth of private providers and changes in the educational framework
- Increasing demands and choices for people's time
- Increasing customer expectations

In the last decade the library has worked hard to meet customer needs brought about by these changes. The library has received professional library and architectural accolades for its innovations in new library buildings at New Brighton, South Christchurch, Parklands and Upper Riccarton. Its initiatives in designing a joint use library, learning and community spaces, have been particularly successful.

Other major strategies include lifelong learning and bicultural development, plus the implementation of the Unicorn library system.

Strong organisational development is an essential component of the library's strategic responses. For example, the recent adoption of extended hours of opening has been a major project, requiring network-wide commitment and planning. Ensuring library colleagues are healthy, change-adaptive and equipped to meet changing customer expectations are ongoing challenges.

Effective business development, branding and marketing are all integral to the library's continued growth.

Christchurch City Libraries' vision is that the people of Christchurch enjoy a lifelong relationship with the library.

**The following values represent our commitment to providing the best services:**

- **Equity** - Accessibility, diversity and fairness in the treatment of all individuals
- **Intellectual freedom** - Free exchange of information and ideas in a democratic society
- **Manaakitanga** - Respect and care, support and hospitality
- **Empowerment** -- Enabling people to learn and make decisions for themselves
- **Reliability** - Consistent, dependable and timely delivery of information and services
- **Working together** - Seeking opportunities to work with others in our community
- **Accountability** - Using resources responsibly

For a full outline of our strategic directions please see -

<http://library.christchurch.org.nz/ThePlan/>

**Christchurch City Libraries Statistics for the year ending 30 June 2006**

**Staff** — equivalent of 280 full-time employees.

**Membership** – 290,165

**Enquiries** –the network answered 905,892 enquiries.

**Stock** – 1,,079,475 items (Central Library 328,992).

**Issues** — 5.8 million

**Website use stats** – 14,346,036 page views

**Teams/Sections: Central Library**

<b>Centre for the Child</b>	Children’s services, programmes and resources <a href="http://www.library.christchurch.org.nz/Kids/">http://www.library.christchurch.org.nz/Kids/</a>
<b>Customer Welcome</b>	Issuing/membership/meet and greet services, reserves,
<b>Collection and Distribution</b>	Returns, Shelving, Network distribution
<b>Popular Team</b>	Maintain the fiction collection, Young Adults, large print, circulating magazines, book reviews, literature collection
<b>Info Centre</b>	Main Reference team, maintenance of non-fiction collection, music collection, ESOL, reference magazines, Interloans, newspapers <a href="http://www.library.christchurch.org.nz/Reference/">http://www.library.christchurch.org.nz/Reference/</a>
<b>Business &amp; Computing Centre/</b>	Offers specialized Business information, administers business

<b>Insite</b>	collection, computing collection and pay internet. Insite is an information service provided by the library to the Christchurch City Council. <a href="http://www.library.christchurch.org.nz/Business/">http://www.library.christchurch.org.nz/Business/</a>
<b>Aotearoa New Zealand Centre</b>	Maintains research/heritage collection. Archives, legislation. Genealogy research. Specializing in NZ information – especially Canterbury region. <a href="http://library.christchurch.org.nz/Heritage/">http://library.christchurch.org.nz/Heritage/</a>
<b>Nga Pounamu Maori Centre</b>	Maintains Maori collection, specializing in Maori information resources. <a href="http://library.christchurch.org.nz/Maori/">http://library.christchurch.org.nz/Maori/</a>
<b>Fingertip Library</b>	Virtual library/customer contact centre.. <a href="http://www.library.christchurch.org.nz/ContactUs/Telephone/">http://www.library.christchurch.org.nz/ContactUs/Telephone/</a> <a href="http://library.christchurch.org.nz/LiveOnline/">http://library.christchurch.org.nz/LiveOnline/</a>
<b>Administration Team</b>	Administrative support, debt recovery
<b>Digital Library Services</b>	Maintains Web-page, database administration, all computer hardware and software throughout the network. Provide help-desk support to the network. Maintains CINCH database & Local-eye website.
<b>Places &amp; Spaces</b>	Manage all of the libraries buildings, equipment and plant. Will develop and implement the library's 2025 facilities management plan. Oversee implementation of any capital works in the network – new buildings, refurbishments etc

#### Teams/libraries in the Network

<b>Community Libraries</b>	Currently 19 Community Libraries including 4 Banks Peninsula libraries. Some libraries are co-located with service centres, some include cafes, some learning centres and two are joint use school/community libraries. <a href="http://library.christchurch.org.nz/community/libraries/">http://library.christchurch.org.nz/community/libraries/</a>
<b>Content Team/Library Resource Services</b>	Responsible for all acquisitions, selection, budgeting. serials maintenance, cataloguing. Some functions outsourced. <a href="http://www.library.christchurch.org.nz/Collections/">http://www.library.christchurch.org.nz/Collections/</a>
<b>Bindery</b>	Binding serials, book repair, courier services for the network, book sales.
<b>Programmes, Events and Learning Team</b>	Deliver learning programmes throughout the year via our 3 learning centres for preschool,

	<p>children, youth, adults, family and community groups.          After school and holiday programmes are also provided.  <a href="http://learningcentre.christchurch.org.nz/">http://learningcentre.christchurch.org.nz/</a>          This team also oversees library events with a learning outcome and is responsible for staff training and professional development.</p>
<b>Preschool Outreach</b>	<p>Provides Outreach services to 65 preschool centres in Christchurch, offering resources, modelling, advice and support for early literacy development.</p>
<b>Outreach and Special Needs</b>	<p>Provides library and information services to customers who, because of limited physical ability, mobility or accessibility, do not have the option of using one of our community libraries. Provides services to rest homes, housebound, prisons etc. Includes Mobile library services.</p>