

***“But if I ran the zoo,” said young Gerald McGrew,  
“I’d make a few changes. That’s just what I’d do ....”***

**Dr Seuss**

Library skills and Managerial challenges.

Over the past year the CODC / QLDC Libraries have worked consciously within the parameters of the below linkages:

1. *The ability to collect and analyse information.*  
Throughout the year we have needed to utilize these skills in activities ranging from budget preparation, to activity management plans, to strategic planning, to writing policies for the library system.
2. *The urge to share information.*  
To successfully develop a strategic plan for Council, Staff and the Public reflecting the future directions of library operations. To promote and inform the Joint Library Committee of library operations and provide the many reports they request. To assist and encourage staff embarking on formal library training through the Open Polytechnic and Victoria University, skill specific training and provide a more extensive in-house training programme.

A training programme I would recommend to other Libraries is a life performance one that evaluates individuals personalities and shows them how to interact with those with a different personality. CODC has provided this training to all Council Staff with great success.

3. *The ability to organise knowledge.*  
To create a full and comprehensive processes and procedures manual of library functions and operations.  
Consulting with the other Libraries the creation and adoption of policies to streamline operations to make our library services consistent.

Rewriting the lending matrix for Liberty and developing a complete cataloguing training manual for Staff (this is still a work in progress)

4. *The tendency to build networks.*  
For Staff to take a more active role in professional library organisations. No staff member can “go it alone”, and librarians’ propensity to share information, stories, experiences, and acquired knowledge with each other has stood them in good stead this year. A more co-operative approach between the lower South Island librarians, Liberty user groups, Childrens Librarians network etc has been of huge benefit to them and they have been able to make a valuable contribution to this network in return.

The hosting of the South Island Childrens Librarians was a success – delegates were positive about the content and found the guest speakers valuable and inspirational.

5. *The belief in the principle of equity of access and treatment.*  
As useful when it comes to staff as when dealing with library customers.

Building projects completed include: Makarora School / Community Library, a Childrens Library for Hawea, Recarpeting of the Arrowtown Library and the complete refurbishment of the Cromwell Library.

We continue working towards having our catalogue and reference links web based increasing access to library resources and services. We have almost completed this project and have had delays due to CODC requiring the format of the website to be e-government compliant (borrowers will have a choice of which format they prefer to view – text only or graphics included). Syndetics and an opac picture interface for Children will be added to our system this year.

Library Management this year has proven to be the art of maintaining direction whilst managing chaos. We have done an extensive evaluation of library staff and their job descriptions in order to ensure that they work effectively to provide the services our borrowers need and expect. We are aware of technology and facilities in our libraries and endeavour to keep them humming along so that borrowers have a comfortable, safe, and welcoming place to work, as well as the tools to meet their information needs. We have worked towards creating a culture of customer service, realizing that the approach of staff goes a long way toward creating an atmosphere in which we can effectively serve our communities.