



selwyn library

6 locations

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Report to South Island Library Managers Meeting 2007

Review of the Library Strategic Plan

In October 2006 Debbie Dawson (previously Christchurch City Library) was engaged to hold a 2 day workshop with the Library team leaders – Judith, Marilyn, 3 branch librarians and the Mobile Librarian to review our strategic plan (2004-2013) and formulate plans of action involving all of the team. A very good exercise with progress made in some areas already.

Library Management Review/Restructure

As Selwyn is the second fastest growing District in NZ at present we have seen the need to assess our structure which has been in place (with the occasional modification) for the last nine years.

Moving on from the Team Leaders workshop with Debbie, a Library Management Review was initiated, once again using Debbie as Project Manager and Judith and Marilyn as the Project Owners.

Our objective for this exercise is – To design and implement a management structure that will take Selwyn Library into the future, to achieve the efficient delivery of services and to provide an enjoyable working environment.

We are progressing through the first stage at present. Marilyn and Judith have spent 3 days with Debbie and she is presently spending ½ a day with each of the team leaders. Before Easter Debbie should have some recommendations to present to the Manager Corporate Services which may or may not be accepted for implementation.

Library/Service Centre Delivery of services

As of October when the Council moves its staff from Leeston and Darfield into its new headquarters at Rolleston, our libraries will take on the service centre service delivery in Leeston and Darfield and will take over delivery of the service already based in the libraries in Rolleston and Lincoln. The AA driver licensing will move to the headquarters freeing two of our staff up as they have been increasingly involved with this over the last six years.

New Buildings and Council Headquarters

All of our building projects for the last 3 years have been on hold – That is, that having accepted the Library Strategic Plan in February 2004, in May of that year the Council put all library improvements on hold until a decision was made about the siting of a new District Headquarters. As we speak, the headquarters is half built in Rolleston and the debate about library buildings still continues. However, Council have agreed to \$200,000 for improvements to Darfield and Leeston Libraries. At Leeston the library will be moved from its current substandard building across the road to the current service centre which was enlarged and upgraded in 2000. The Library will be sharing with the medical centre which will also be moved there.

No idea yet when the promised extensions to Rolleston and the rebuilding of Lincoln Libraries will occur. As the two major Selwyn towns involved in the UDS (Urban Design Strategy for Christchurch, Selwyn and Waimakariri) these two are well overdue for an increase in space and the situation can only get worse.

Election year and rates

With the headquarters cost being a big issue for the Council last year, an increase in library rate was essential this year in order to finance all building projects for the libraries. A rate of \$123 was estimated as being needed. As our rate is currently set at \$85 (the rate was held for 3 years when it should have been raised \$5 per year) The Council decided that the increase is too much and so compromised at \$95. It is debatable now whether all building projects will be possible in 2007/8. Very frustrating!!

Slowly diminishing issues

Another frustration is that although the District is growing rapidly and the number of Library members is also growing, our issues across the district are falling. Not a problem at Rolleston which is now our busiest library but the others are a concern. We identify the fact that the other three buildings do not meet the library standards for anything and therefore why would the public want to visit them. Unfortunately Council do not see it the way we do. We installed people counters in all branches in 2006 so it will be interesting to see the patterns once we get past the first year of reporting visits in the monthly statistics.

Extended hours on Saturday

After consultation with our customers we have started a trial of extended hours on Saturday 10am – 4pm at Rolleston for March, April and May. Council wanted a trial of Sunday opening but our users (and the staff) were not keen, preferring longer Saturday hours.

Changes to Technical Services Processes

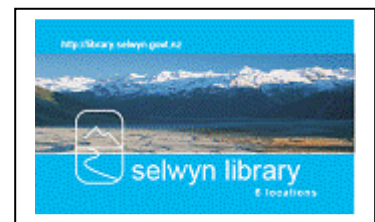
We continue to streamline our processes with more centralisation occurring.

Rebranding

Over the last six months we have been working with a consultant to review our new member information and membership forms, etc.

We have –

- Renamed ourselves Selwyn Library
- Introduced a new library card
- Adopted a new logo
- Rewritten our Welcome to Selwyn Library brochure
- Introduced new business cards for team leaders



Staff

Helen (Lincoln Librarian) left us at Christmas to be a full time Gran in the North Island and one of our longest serving staff (Sheryl) left this week for a lifestyle changing move to the West Coast with her partner.

All in all it has been a busy year.

Judith Wenborn

Library Manager – Customer Service

Marilyn Begg

Library Manager – Collection Development