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Libraries

What we do

Libraries are responsible for the operation of libraries and learning centres.

Libraries include:

- Access to library services
- Collection management
- Providing circulation services for borrowing
- Providing services targeted at children and youth
- Supporting research and study
- Providing resources for a wide range of the city's cultures
- Providing learning centres and support for education
- Operation and maintenance of a community archive
- Providing for libraries as a community focal point
- Management of the contracts for the operation of the city's Citizens Advice Bureaux
- Provision of council information and services at a community level through the operation of service centres (New Lynn, Glen Eden and Massey; and in the future Te Atatu Peninsula and Titirangi)

Why we do it

Mauri Ora – Access to Maori Resources	Maori events and programmes
	Digitisation project
	Oral history recordings
	Conservation and preservation
Nga Manukura – Māori Leadership	Maori events and programmes
	Digitisation project
	Oral history recordings
	Conservation and preservation
Strong Communities – He iwi kaha	Library development and remodelling
	Waitakere Citizens Advice Bureaux
Te Mana Whakahaere – Autonomy	Te Aka Kumara advisory group
	Oral history and reading programme to encourage bilingual and Māori total immersion schools to participate
	Waitakere Citizens Advice Bureaux

Toiora – Healthy Lifestyles	Te Aka Kumara advisory group
	Oral history and reading programme to encourage bilingual and Māori total immersion schools to participate
	Waitakere Citizens Advice Bureaux
Vibrant Arts and Culture – Toi me nga Tikanga Taketake	Oral history recordings
	Historical collection
	Te Aka Kumara advisory group

The Council no longer has a legal requirement to provide libraries or library services. However, there is a strong tradition stretching back centuries supporting the presence of libraries in any sizable community and there is public support for libraries with slightly more than half of the population of the city owning a membership card (95,600 in January 2005) and with more than a million visits on average to libraries each year.

The current library services are based around the 'Library Development Strategy' covering a ten year period from 1997. A major variation from this strategy in 2005 has been the Council's commitment to the role of libraries in providing national library services via the internet. The Council has commenced working in partnership with Auckland City Council to develop this new technology based system referred to as "Millennium LMS".



*A Waitakere librarian assists a young boy with his reading.*

## Managing impacts of council activities

There are no significant negative effects on the social, cultural, economic, environmental or cultural wellbeing of the local community as a result of library activities.

New Zealand is a signatory to UNESCO declarations supporting universal access to libraries and library material at local and regional levels. The Council believes that there are fairness and equity considerations that warrant allocating a much larger share of the costs to the community as a whole to ensure that those that have no alternative access or who cannot afford to use other sources have access to information. The Council provides free membership but some activities that are considered of a private or business benefit may be charged e.g. photocopying or use of the internet; or those considered to produce little public benefit e.g. late returns.

Three goals for the Libraries were adopted by the Council in 1996:

1. Library Services will provide open access to information and knowledge for all people to read, to learn, to enjoy and to discover.
2. Libraries will provide encouragement for all people to broaden their leisure and learning interests, enrich their activity and cultural life and reach their full potential.
3. Libraries will be centres for the city's communities.

## Levels of service

As a result of the development of a number of new libraries, including the Waitakere Central Library, opened in 2006, the levels of service for libraries have been increasing gradually and this is expected to continue. In addition the Council has set a new level of service of providing a learning centre in each library, with a programme to bring the libraries up to this level.

Funding has been provided in the first three years of the Plan for improvements to libraries at Ranui, Massey and Te Atatu peninsula as well as a mobile library upgrade. In 2014, funding has been provided for a new library in Hobsonville and Westgate. With these developments visitor numbers are expected to increase

Other levels of service for libraries generally relate to the core functions of collection acquisition and circulation per head of population (per capita). A review of the library strategy is planned which will set definitive levels of service. In the absence of local policy the approach to date has been keeping the book stock at a reasonable quality.

### Book stock collection

The "Standards for Public Libraries in New Zealand" published by the Library and Information Assoc of New Zealand Aotearoa (LIANZA) sets clear guidelines for re-

sponsibilities and performance indicators to evaluate the performance of libraries. Service Performance Indicators are measured against the 18 other metropolitan libraries throughout New Zealand. The measures primarily assess the core functions of the library service, which are collection acquisition and circulation. Current performance indicators as reported to national associations for libraries are:

Measure	Waitakere City	National mean
Transactions	2,175,295	2,425,414
Cost per transaction	\$3.31	\$3.28
Registered patrons as % of population	54.6%	55.1%
Holdings per capita	2.31	3.16
Issues per capita	10.52	14.23
Stock turnover	4.55	4.72
Enquiries per capita	0.30	1.17
Transactions per capita	11.72	15.93
Transactions per patron	21.47	29.89
Real visits per capita	5.67	8.52

Historically, when compared to other metropolitan libraries, both the growth and scope of the collection has been less than the national mean. Over the past six years funding has increased resulting in the size of the collection remaining more or less static but with an improvement in the condition of the collections overall.

### Computer systems

New technology introduces alternative ways of providing library circulation and lending services and will enable the Council to continue to meet or exceed current levels of service as demand for these services grows. The greatest amount of growth has been seen in the provision of Personal Computers (PCs) for both Online Public Access Catalogues (OPAC) – used by the public to view and reserve library items - and internet access in the learning centres.

### Heritage collection

All local history and heritage collection materials are acquired as donated collections which have been slow to grow; however, that has changed in the last two years with the community becoming more aware of the library as a suitable repository for documentary memorabilia. The oral history project targets historic memory of key figures within Waitakere City's community. Future provision is made for some acquisitions of historical material as the opportunity arises.

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Libraries *(continued)***Learning centres**

Libraries have a role in providing access to Information and Communications Technology (ICT) through their support for the rollout of learning centres across the city, and provide citizens with the skills to use computers and the internet to access online information, communicate, and develop new skills online, in accordance with the Digital City vision.

The provision of learning centres within libraries and the number of computers provided has increased in the past three years with 97 additional computers being installed in 2005/2006. Once all libraries have learning centres the level of service is expected to remain at this level.

Our levels of service to Waitakere residents

Function	Level of Service Statement	How we will measure this	Future Targets	
			To be achieved by 2009	To be achieved by 2016
Access to libraries	To provide access to the community, both physical and virtual, to library resources	Total number of visitors to Waitakere libraries and website (includes visits to online catalogue and e-resources)	Improvement achieved annually up to a target of 1,065,000 visits to branches and 50,000 website visits or more per annum	Improvement achieved annually up to a target of 1,500,000 visits to branches and 100,000 website visits or more by 30 June 2016

Function	Level of Service Statement	How we will measure this	Future Targets	
			To be achieved by 2009	To be achieved by 2016
Collection management	To select, acquire, catalogue and protect new library material	Number of new holdings (library items) per capita	Improvement achieved annually up to a target of 2.47 books per resident	Improvement achieved annually up to a target of 2.55 books per resident
Circulation Services	To provide circulation services to the community in terms of lending, reserving and borrowing	Total number of items issued	Improvement achieved annually up to a target of 2,100,000 issues per annum	Improvement achieved annually up to a target of 2,500,000 issues per annum
Community Archive (Special Collections)	To preserve the documentary heritage of West Auckland	Number of collection items accessioned	200 collection items per annum	200 collection items per annum
Learning centres	Operation of learning centres	Percentage of active use of the computers in the learning centres	85% average usage per annum	85% average usage per annum
Waitakere Citizens Advice Bureaux	Provide information and advice services	Total number of enquiries (including email)	44,000 per annum	44,000 per annum

## Maintenance and operations

The development of new, modern library facilities at Ranui, Massey, Glen Eden and New Lynn has led to an increasing demand for library services. In addition there have been increased expectations from the community about the services and collections that libraries could provide. These impact upon all aspects of the infrastructure and operating budgets; how the service is delivered, the collection, the quality of buildings, the technology and staff skills that are required to be maintained.

### Maintenance

Key maintenance items in the Libraries' budget are for the maintenance of the mobile library vehicle and repair services for the book collection. The maintenance of the buildings is in the budget of the Property section of the Council.

The physical maintenance of book stock is the role of the library staff although any rebinding or binding work, especially rare or valuable works is undertaken by a company specialising in this work.

### Operations

Provision of the library service for the city is primarily provided by in-house, trained library professionals through a combination of dedicated library buildings and spaces and through the mobile library service. However, there are areas where a community has sought greater access to library services than that provided by the Council and has developed its own community library. In the case of the Waitatarua and Piha Community Libraries the Council provides financial support in



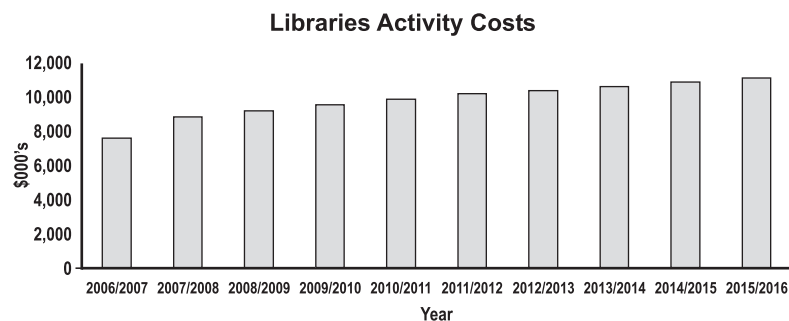
Waitakere City's libraries have been expanding the range of services offered.

the form of an annual grant for collection acquisition, as well as subsidised leases for the building (Waitatarua) or land on which the building is located (Piha).

This mode of operation is expected to continue for the next three years.

Because of the development of the new Waitakere Central Library in Henderson, the Council has closed the Te Atatu South Library - located only a short distance from the Waitakere Central Library. Staff and services provided at Te Atatu South have been relocated to the Waitakere Central Library, which is more than three times the combined size of the existing Henderson Library and the now closed Te Atatu South Library. The development of new or expanded libraries has led to additional staff and operating costs.

## Cost of operations



The operating budget for libraries has been increasing in the past six years, largely due to the development of new libraries and learning centres and the expansion of the range of services offered and the hours of opening.

The introduction of technology solutions within the libraries to assist in the searching and reservation of books and reference materials are not expected to decrease transaction costs in the medium term.

## Asset information

Libraries is responsible for the asset management of the mobile library vehicle and the libraries collection. Other council sections are responsible for:

- The repairs and maintenance of the library buildings - Property Services team
- Gardens - Parks Asset team
- Communication systems and computing equipment – Information Management team
- Development of new libraries – Project Services team

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Libraries *(continued)*

Collections	Volume of stock				
	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005
Books	300,424	320,014	337,436	347,266	342,227
Audio books	4,207	4,629	4,759	4,785	4,479
CD's	4,084	4,771	5,166	5,334	5,364
CD ROMs	154	242	292	270	341
DVD's	0	111	273	608	1,149
Kit sets	1,492	1,617	1,802	1,813	1,669
Magazines	24,501	25,910	25,087	24,752	21,254
Other	3,749	3,961	4,164	4,095	3,087

*Other includes: pamphlets, microfiche, map, cassette, game, toy*

Some collections appreciate and these include: New Zealand and Pacific, Pukapuka, local history archive and photographic collections. The determination of their value is achieved by investigating auction prices, prices given by antiquarian dealers and assessment of the prices assigned by other libraries.

Materials are discarded following the Collection Development Policy which states that material will be discarded if there is insufficient number of issues to warrant retention and the item is not either a standard work by a major author or a classical children's novel. Those damaged beyond repair are also discarded.

**Mobile library**

A new custom built mobile library vehicle was commissioned in 2001 to replace the existing vehicle which had been in operation since 1979. The useful life of the vehicle is considered to be eight to ten years although for accounting purposes it is depreciated over five years.

In new library developments, Learning Centres are integrated into the library space and form an integral component of the service. The Learning Centres provide access to computers and the internet on a casual basis. Services include:

- Homework support and study assistance for children during term time and computer based holiday programmes during school vacation breaks
- Assistance and support for those newly returning to the work force (the Job Hunter's Clubs) or to those with cottage industry business requirements for access to technology
- Small group teaching and coaching in basic computing skills
- Self-paced study of both computing skills and online study

**Funding the cost – who pays?**

The funding of the day to day operations is sourced from rates but is supplemented to a small degree by revenue from fees and charges (approximately 4% of operating cost is recovered in line with the Councils Revenue and Financing Policy).

Book Stock collections are funded from loans excluding pamphlets, microfiche and maps. Excluded also are all the local history and heritage collection materials which are donated collections.

The redevelopment of old libraries has been a combination of loans funded and a small contribution from development contributions – recognising that additional capacity is being built into the libraries to allow for growth. As the city has now substantially renewed its library facilities in most areas most new library development will have a greater component of development contributions funding, recognising that expansion of the service will cater for the city's expanding population.

Activity costs are funded from general rates and user charges. While it is possible to identify users, section 142 of the Local Government Act 2002, precludes the Council from charging membership fees to residents. New Zealand is a signatory to UNESCO declarations supporting universal access to libraries and library material. It is not considered appropriate to charge for the borrowing of mainstream materials such as books and periodicals. It is also considered that this activity has many wider benefits to community in the areas of recreation, migrant services and education.

New capital expenditure is funded from loan as this is considered to benefit both the current and future community. As some of the capital expenditure can be attributed to growth, a portion is funded from Development Contributions.

## Future demand

Future demand for Library Services will be generated as the population grows. Their expectations for better quality facilities will increase in line with the new libraries they see in other regions including the buildings, collections, availability of computers and access to electronic processing. As new libraries at Massey and Glen Eden have opened, patronage has increased significantly – for example at Massey Library it has increased 54% with the new library. It is anticipated that there will be a further increase in usage over the next five years due to the completion of other new libraries.

Libraries are impacted by the macro-economic environment. Demand is high when there is low employment and low household income; demand is low when there is high employment/high disposable income, with people opting to purchase rather than borrow books or to use alternative entertainment facilities such as cinema, video, computers games, theatre etc. This is a cyclical pattern that has been observed in the recent history of the library service (over the last 100 years).

Demographic changes are also expected to affect the demand for library services – traditionally accessed by the young and the old. With Waitakere's aging population, but continued large population of young people, it is expected that the growth in demand for the service will increase at a similar or greater rate to population growth. Increasing ethnic diversity in the community means that the types of collections held by the libraries will need to expand to provide a wider range of cultural resources.

Achieving a sustainable library service is a balance between the community expectations for the scope of the service against affordability. Introducing charges and fees for services that are considered to be primarily for the public's use is not a mechanism the Council supports to meet future demand.

The Council has yet to make a decision on standards for the library service in relation to the national and international standards for provision of facilities and collections. It is expected that the library strategy will provide a clear direction on the future standards for the library service, and the balancing of demand against the costs incurred in delivering the service.

## Borrowing services

To meet increasing demand on staff resources engaged in the processes of searching, making reservations, copying and payment, the Council is investigating the use of technology solutions that allow more self-help services which can be accessed via the internet in libraries or in the home.

## Collections

Demand will come from a wide cross section of the community with varying purposes. To maximise positive outcomes for conflicting demands and ensure that resources are invested in services and programmes which will have an enduring demand and will meet community need over the long term, the Council will continue to monitor resident's satisfaction with the range and quality of information available in the city's libraries. The Council is also investigating the use of technology solutions to increase opportunities for borrowing between libraries with the obvious benefit of making a wider variety of material accessible.

## Library space

Expectations for better quality facilities will increase in line with the new libraries they see in other regions including the buildings, availability of computers and access to electronic processing. To some extent demand for physical space may be offset in two ways in the future; by bringing internet solutions that offer secure searching, ordering and payment options to the home; and/or by increasing opportunities to share book collections between libraries reducing the need to shelve them.

The use of partnerships is also a useful way of expanding the community's access to library resources. The current development of the joint Waitakere City/Unitec library in Henderson is an example of this, as it will increase the size of the collection and range of information accessible to the community. The potential for other partnerships to be developed will continue to be explored.

## Mobile library

The mobile library is a useful tool both in accessing small communities to provide their library needs, and also to provide services in areas which will ultimately have a library facility. For example, the mobile library used to visit the Ranui area until the Ranui Library was developed. This pattern will continue in the future with the development in the NORSGA area of the city. Initially the mobile library will provide a library service for the growing Hobsonville community until such time (beyond the ten year timeframe) as a dedicated library facility is required. The mobile library will also provide service to the Te Atatu South community now that the Te Atatu South Library has been closed.

## What we are planning for the future

The challenge facing libraries at this time is to meet community expectations for traditional library services while being technologically adaptive and responsive to new opportunities to ensure that libraries remain relevant in the 21st century.

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Libraries *(continued)***Collections**

Although the trend for financial support has been growing over the last six years the historic under-funding has left the library under capacity in two key asset areas, the book and non-book collections when compared to the National mean. The significant area of improvement and investment into the service in the next three years will continue to be growing the book stock whilst maintaining the overall condition of existing stock which has now been achieved in recent years.

**Library space**

The intention is to continue to develop similar quality standard library facilities in existing main town centres which are experiencing high population growth. These developments will be fitted out with learning centre facilities. Planning for the development of additional libraries in the Hobsonville and Massey areas is unlikely to commence before 2016.

**Technology solutions**

Contracting out of technical services (selection, acquisition, cataloguing and processing) has been progressing for some time in the United States and Australia. It will be pioneered in Christchurch and New Plymouth in the near future. In the Auckland region the North Shore, Manukau and Auckland City are currently outsourcing components of their technical service functions for some collections and some branches. One option being considered is to contract out the cataloguing and processing to suppliers of books. Acquisition processes would remain in-house. The other option being considered is to create a council-controlled organisation for the Auckland region to undertake technical service functions.

Sharing the costs of setting up and running technology-based process solutions with the other libraries is expected to reduce transaction costs in the long run.

## Proposed future works programme

Key Projects	Plan 06/07 \$000's	Plan 07/08 \$000's	Plan 08/09 \$000's
Book stock collection	1,400	1,547	1,591
<b>New Development – Maintain level of service</b>			
Massey Library - learning centre fit out	19	-	-
Titirangi Library - learning centre fit out	-	-	68

Key Projects	Plan 06/07 \$000's	Plan 07/08 \$000's	Plan 08/09 \$000's
Library Management System upgrade projects	654	46	21
Radio frequency infrared devices (RFID) for stock information	-	103	637
<b>New development – Growth</b>			
Ranui Library rebuild	-	617	634
Phase 2 Massey Library extension	-	129	1,189
Te Atatu Peninsula rebuild	-	-	2,581
<b>Renewals</b>			
Te Atatu Peninsula Library refurbished	25	-	-
Mobile Library upgrade	-	-	339



*The Glen Eden Learning Centre is just one of several such centres in Waitakere City's libraries.*

## Libraries Activity Costs

Details	2006/2007	2007/2008	2008/2009	2009/2010	2010/2011	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016
	Budget \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's	Forecast \$000's
<b>Activity Costs</b>										
Maintenance and Running Costs	7,556	8,797	9,151	9,503	9,808	10,131	10,331	10,563	10,831	11,042
Depreciation	2,018	2,347	2,568	2,415	2,564	2,532	2,411	2,622	3,082	3,308
<b>Total</b>	<b>9,574</b>	<b>11,144</b>	<b>11,719</b>	<b>11,918</b>	<b>12,372</b>	<b>12,663</b>	<b>12,742</b>	<b>13,185</b>	<b>13,913</b>	<b>14,350</b>
<b>Activity Revenue</b>										
Activity Revenue	241	243	251	262	268	275	280	285	290	294
Development Contributions	350	350	350	855	855	855	855	855	855	855
General Rates	7,365	8,620	8,987	11,656	12,104	12,388	12,462	12,900	13,623	14,056
Depreciation Reserve	47	48	49	-	-	-	-	-	-	-
Accumulated Funds	14	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>8,017</b>	<b>9,261</b>	<b>9,637</b>	<b>12,773</b>	<b>13,227</b>	<b>13,518</b>	<b>13,597</b>	<b>14,040</b>	<b>14,768</b>	<b>15,205</b>
<b>Net Activity Surplus (Deficit)</b>	<b>(1,557)</b>	<b>(1,883)</b>	<b>(2,082)</b>	<b>855</b>	<b>855</b>	<b>855</b>	<b>855</b>	<b>855</b>	<b>855</b>	<b>855</b>
<b>Capital Expenditure</b>										
Capital Expenditure	3,526	9,131	11,366	5,072	5,215	4,300	4,653	11,305	9,806	4,347
<b>Total</b>	<b>3,526</b>	<b>9,131</b>	<b>11,366</b>	<b>5,072</b>	<b>5,215</b>	<b>4,300</b>	<b>4,653</b>	<b>11,305</b>	<b>9,806</b>	<b>4,347</b>
<b>Funded by:</b>										
Development Contributions	350	350	350	855	855	855	855	855	855	855
Loan	3,176	8,781	11,016	4,217	4,360	3,445	3,798	10,450	8,951	3,492
<b>Total</b>	<b>3,526</b>	<b>9,131</b>	<b>11,366</b>	<b>5,072</b>	<b>5,215</b>	<b>4,300</b>	<b>4,653</b>	<b>11,305</b>	<b>9,806</b>	<b>4,347</b>

**100% Allocated to Strong Communities**

## Conclusion

The Council will continue to be involved in the provision of library services catering for traditional services as well as developing learning centre opportunities for young people.

The Library Development Strategy will provide the medium to long term framework and direction for the Library Services section.

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