

SOUTH WAIRARAPA DISTRICT COUNCIL

14 DECEMBER 2011

AGENDA ITEM C2

REVIEW OF LIBRARY OPENING HOURS

Purpose of Report

To inform Councillors of the Review of Wairarapa Library Service (WLS) Libraries opening hours to be undertaken.

Recommendations

Officers recommend that the Council:

1. *Receive the information.*

1. Executive Summary

Library hours are being reviewed and customers surveyed with a view to any changes being incorporated into the Long Term Plan.

2. Background

It has been some time since customer opinion was sought regarding opening hours. This review is being undertaken later than planned in the Strategic Plan dated August 2009 which intended a review in 2010. An analysis of libraries in the regional area showed a wide range of opening hours (see Appendix 2) compared with the WLS.

Currently the WLS libraries are open:

- 9.30-5 weekdays
- 10-12 Saturdays

3. Discussion

3.1 Customer opinions

Two actions will be taken to ascertain customer opinion. Firstly a survey will be undertaken during the months of December 2011 and January 2012. Secondly all libraries will trial full day opening on each Saturday in January 2012.

3.2 Analysis of customer opinion

At the end of January survey results will be collated and an analysis of issue, door count statistics and ACS undertaken. The results will be presented to the Joint Library Committee in February who will recommend a course of action to Council. To facilitate this, the door counter, currently out of action at Greytown Library, has been repositioned so that a more accurate count may be obtained.

3.3 Action resulting from the survey and trial opening

It is intended that any change in opening hours recommended by the Joint Library Committee in February 2012 be presented to Council and are incorporated into the Long Term Plan for implementation within the recommended timescale.

3.4 Financial Considerations

To extend the three libraries from 2 hours on a Saturday to 7 hours for the trial period of 4 weeks will cost \$2,278.

4. Supporting Information

4.1 Survey

The survey in Appendix 1 will be placed in the local papers and Times-Age, available in all the libraries, Information Centres and Websites from the beginning of December 2011 through to the end of January 2012.

4.2 Analysis of Regional Libraries Opening Hours

See Appendix 2.

5. Appendices

Appendix 1 – Library Survey Form

Appendix 2 – Analysis of Regional Libraries Opening Hours

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Reviewed By: Mark Allingham, Group Manager Infrastructure and Services

Appendix 1 – Library Survey Form

The Wairarapa Library Service is reviewing its hours and we would like your views. Please take the time to fill out the survey and return to any one of our libraries or the South Wairarapa District Council offices. During January 2012 trial Saturday hours will be 10 to 5pm at Greytown, Martinborough and Featherston Libraries.



SURVEY

Name:Library Card Number (if known)

Address:

Please tick when you would use the library	<input type="checkbox"/> Saturday	<input type="checkbox"/> Sunday	<input type="checkbox"/> None
Which hours would you use on a weekend?	<input type="checkbox"/> 10-2	<input type="checkbox"/> 9-1	<input type="checkbox"/> 11-3
Please tick which library hours During the week you would prefer	<input type="checkbox"/> 8.30-4	<input type="checkbox"/> 9.30-5	<input type="checkbox"/> 10.30-6
Would you use a late night in the week?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
To enable longer weekend hours would you be prepared to accept any of these options?	<input type="checkbox"/> Close 1 weekday	<input type="checkbox"/> None	<input type="checkbox"/> Close 2 half weekdays
Any other comments.			

This survey is also available on the Council website www.swdc.govt.nz/ and the library service website www.wls.org.nz/.

Appendix 2 – Analysis of Regional Libraries Opening Hours

Regional Public Libraries : extended hours open

<i>Library</i>	<i>Eve</i>	<i>Sat</i>	<i>Sun</i>	
UPPER HUTT LIBRARIES				
Upper Hutt Central	10-7 ea day	10-4	10-4	
Pinehaven	5-7 one eve	10.30-12.30	No	12.30-4.30 3 weekdays, closed 2 days
Mobile library				Varied hours 3 week schedule
SMART libraries				
KAPITI LIBRARIES				
Paraparaumu	9-8 one eve	9-4	10-2	9-5 weekdays
Waikanae	No	9-4	No	9-5 weekdays
Otaki	No	9-4	No	9-5 weekdays
Paekakariki	No	9-4	No	Open Mon & Wed 1.30-4.30
MASTERTON				
Masterton	9-8 one eve	9.30-1	No	9-5.30 weekdays
HUTT CITY LIBRARIES				
Eastbourne	No	10-2	No	10-5.30 weekdays
Wainuiomata	No	10-5	1-5	10-5.30 weekdays
Moera	No	No	No	10-5 weekdays
Petone	No	10-5	10-5	10-5.30 weekdays
War Memorial	10-8.30 ea day	10-5	1-5	
Naenae	No	10-5	No	10-5.30 weekdays
Taita	No	No	No	10-5.30 weekdays
Stokes Valley	No	10-2	No	10-5.30 weekdays
PORIRUA LIBRARIES				
Porirua	10-8 one eve	10-5	12-4	10-5.30 weekdays
Cannons Creek	No	No	No	9-5 (closed for lunch) 2 mornings closed
Plimmerton	No	10.30-12.30	No	Open 1-4 Wed closed all other days
Pukerua Bay	5-8 one eve	10-1	No	Open 2-5 Tue closed all other days
Titahi Bay	No	No	No	Open 3 afternoons & 1 full day with break
Whitby	NO	10.30-2	No	Open 4 afternoons & 1 full day with break