



**Wairarapa Library Service  
Committee Meeting**

**Wednesday  
21 August 2019  
at 1.00pm**

at the

**Waihinga Centre  
Martinborough**



---

## AGENDA

---

**The Agenda of the Wairarapa Library Services Committee Meeting  
to be held at the Waihinga Centre, Martinborough on  
Wednesday 21 August 2019 at 1.00pm.**

1. Apologies
2. Conflict of Interest Declaration
3. Public Forum
4. Notification of General Business / Late Items
5. Confirmation of the Minutes *page 1 - 2*
  - 5.1 *Minutes of the Ordinary Council meeting held on Wednesday 22 May 2019.*
6. Proposal for bilingual signage in the Wairarapa Library Service libraries Page 3 - 6
7. Library Activity Update page 7 - 13
8. General Business/Late Items

Anne Jackson

**Carterton Library Services Manager**

**The minutes of the Wairarapa Library Services Committee Meeting held in the Greytown Hall,  
89 Main St, Greytown on Wednesday 22 May 2019 at 1:00pm.**

**Present:** Cr Ruth Carter and R Ramsden (Featherston Community Board Chair) (Co-Chairs)  
Cr P Colenso, Carterton Deputy Mayor R Keys

**Attendance:** Bryce Neems (Amenities Manager)  
Anne Jackson (Wairarapa Library Services Manager)  
C Spencer (Democratic Services Coordinator)

**1. Apologies**

There were no apologies received.

**2. Conflict of Interest**

There was no conflict of interest declared.

**3. Public Forum**

There were no public speakers.

**4. Notification of General Business / Late Items**

There were no general business or late items.

**5. Library Activity Update**

**Purpose**

To update the Committee on the progress and activities of the Wairarapa Library Service.

**Moved**

**That** the Committee receives the report.

R Ramsden / Cr R Carter  
CARRIED

**Recommends** that the annual membership fee for non-residents of Carterton and South Wairarapa to be \$50.00.

Cr P Colenso / R Ramsden  
CARRIED

**6. General Business / Late Items**

There were no general business or late items.

**7. Confirmation of Minutes**

**Moved**

**That** the minutes of the Wairarapa Library Services Committee meeting held on Tuesday 18 December 2018 be confirmed.

Cr P Colenso / R Ramsden  
CARRIED

**8. Matters Arising from Minutes**

There were no matters raised from the minutes.

**The meeting concluded at 1:37pm**

**Minutes confirmed.....**

**Date.....21 August 2019 .....**

21 August 2019

Wairarapa Library Service Committee

## **Proposal for bilingual signage in the Wairarapa Library Service libraries.**

### **1. PURPOSE OF THE REPORT**

For the Committee to approve installation of bilingual signage in libraries.

### **2. SIGNIFICANCE**

The matters for decision in this report are not considered to be of significance under the Councils' Significance and Engagement Policies.

### **3. BACKGROUND**

Te Reo Māori is the indigenous language of New Zealand and is recognised as an official language of our country. Inherent and enduring, the rapidly increasing use of the Māori language within the workplace, at public functions, and in day-to-day situations, reflects the importance of Te Reo Māori to New Zealanders.

Through Tiriti o Waitangi, both Carterton and South Wairarapa District Council are committed to actively supporting the national revitalisation of the Māori language through our activities. This includes ensuring Te Reo Māori is seen and heard around our districts, which in turn acknowledges our joint history and partnership with tangata whenua within our communities.

### **4. BENEFITS**

Having bilingual signage in Māori signals a message of respect for tangata whenua.

Taking language equality seriously will return positive results for the library service. It can help build pride, morale, and loyalty for staff and visitors alike. Bilingual signage also offers the opportunity for organisational development through building staff capability to speak te reo Māori, and therefore their ability to work with Māori communities, and to communicate and negotiate with a range of customers in diverse situations. *(Taken from Te Puni Kōkiri – Ministry of Māori Development)*

## 5. Proposal

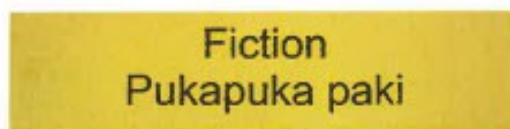
It is proposed that both the SWDC Amenities Manager and Wairarapa Library Services Manager work together across both councils and establish bilingual signage in each of the four libraries.

An agreed standardised, and consistent approach should be used throughout all Wairarapa Library Services on all permanent signage, and on all future Library signage, both permanent and temporary, within the four libraries.

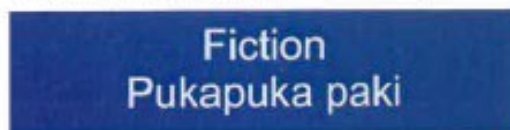
It would be cost prohibitive to replace all signage at a single time so the proposal is to roll out the signage change with an agreed prioritisation of sign replacement.

### 5.1 Cost Implications

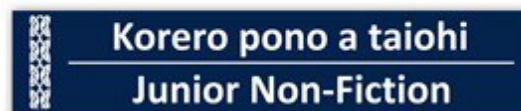
Shelf end lettering can be done with minimal cost. Moveable signage can be produced in-house at minimal cost. Bigger, more permanent signs of approximately 600 x 150mm will cost approximately \$80 - \$100 each. Examples below:



Yellow PVC foam board with black vinyl letters



Clear acrylic with deep blue cover, white letters



## 6. NEXT STEPS

If approved the SWDC Amenities Manager and Wairarapa Library Service Manager will engage with Iwi representatives to assist with the translation of the bi-lingual signage for the Featherston, Martinborough, Greytown and Carterton Libraries.

The signage will then be rolled out as the budgets allow.

## 7. RECOMMENDATIONS

That the Wairarapa Library Services Committee:

1. **Receives** the report.
2. **Approves** installation of bilingual signage in the Wairarapa Library Service libraries.
3. **Notes** that officers will work with iwi representatives on te reo used on the signage.

Anne Jackson  
**Wairarapa Library Services Manager**





12 August 2019

Wairarapa Library Service Committee

## Library Activity Update

### 1. PURPOSE OF THE REPORT

To update the Committee on the progress and activities of the Wairarapa Library Service.

### 2. SIGNIFICANCE

The matters for decision in this report are not considered to be of significance under the Councils' Significance and Engagement Policies.

### 3. STATISTICS AND ACTIVITY

The statistics in this report refer to the month of July 2019, as data is gathered at the end of each month. At each committee meeting the statistics and activities update will cover all four libraries, for all months since the last meeting.

#### 3.1 Issues and renewals

##### Physical items:

	Carterton	Featherston	Greytown	Martinborough	Wairarapa Library Service Total
<b>Number of issues and renewals for May 2019</b>	5890	2626	3245	3019	<b>14780</b>
<b>Number of issues and renewals for June 2019</b>	5904	2357	2842	2695	<b>13798</b>
<b>Number of issues and renewals for July 2019</b>	7161	2915	3666	3170	<b>16192</b>

##### E-books and Audiobooks

Below are the ebook and audiobook issues for the entire Wairarapa Library Service broken down into months. As you can see Audiobooks show an increase each month.

Wairarapa Library Service	May 2019	June 2019	July 2019
<b>Audiobooks</b>	250	469	539
<b>Ebooks</b>	557	238	309
<b>TOTAL</b>	807	707	848

### 3.2 New Library members

It is great to see our overall figures show a great increase in the people joining our libraries.

	May 2019	June 2019	July 2019
Carterton	29	35	53
Featherston	13	11	26
Greytown	17	23	29
Martinborough	25	17	25
<b>TOTAL</b>	<b>84</b>	<b>86</b>	<b>133</b>

### 3.3 Public Wi-Fi Use (number of times WiFi accessed)

Carterton was one of the first libraries to receive the new hardware from APNK. Completed statistics for all libraries will be available when all have received the new equipment.

	May 2019	June 2019	July 2019
Carterton	518	425	469
Featherston	N/A	N/A	19 (last week of July only)
Greytown	N/A	N/A	0 (upgrade not installed)
Martinborough	N/A	N/A	17 (last week of July only)

### 3.4 Carterton Events

#### Displays

Month	Adult Displays	Junior Displays
May 2019	Nordic Thrillers	May the fourth be with you
		Warning – pirate books!
June 2019	Time for a laugh	Winter Warmers reading programme
July 2019	If you like Lesley Pearse try.....	Family movie night
		Winter Warmers reading programme

#### Events May

- Alpacas with Maracas: On 22 May Carterton library participated in the International Simultaneous Storytime Session. The book read worldwide was “Alpacas with maracas”. Children were able to make their own alpaca mask in the craft activity and petted the live alpacas on display.

#### Events June

- The Winter Warmers reading programme for children has begun this June. There are 117 children registered for the programme.

### Events July

- On the 3rd the library hosted an evening storytime session with children and their teddy bears. The teddies then stayed in the library overnight as a sleepover. Their antics were captured and turned into a story available for the children to pick up with their teddy bears. You can read about their exploits at <https://bit.ly/2ZEVoCY> .
- A craft session was held during the school holidays. The crafts were all based around the Winter Warmers Reading Programme, and celebrated Matariki
- As part of the Winter Warmers Reading Programme entertainers “Kirsty and Manu” with their tales and sand art.
- The Code Club celebrated completion of the beginner course. They demonstrated their software coding skills to their parents by running their favourite creations.
- The library held 3 craft sessions for children enrolled in the Carterton District Council School Holiday Programme.

### Other initiatives - May

- Carterton library implemented a technology upgrade, led by APNK (the suppliers of our public access computing). The library now has 2 fixed Chrome stations and 8 portable Chromebooks available for use within the library. The tech upgrade also included a software management upgrade, allowing library staff to better manage computer allocation and printing services. Come in for a demonstration!

### Other initiatives - June

- The annual stocktake was completed in June 2019.

## **3.5 Featherston Events**

### Displays

<b>Month</b>	<b>Adult Displays</b>	<b>Teen Displays</b>
May 2019	'I Can't remember the title, but the colour was blue'	
June 2019	Crochet (for the month)	New Books

### Events - May

- Alpacas with Maracas: On 22 May Featherston library participated in the International Simultaneous Storytime Session. The book read worldwide was “Alpacas with maracas”.
- Booktown, the Library hosted a massive Harry Potter Quiz in the Featherston School Hall, Quiz Master, Juanita McLellan and Sam Wiblin with 10 House Elves from Kuranui College attending the tables.
- The Library hosted ‘Puffin the Architect’ author for a reading and book signing.
- Regular preschool programme attendance is up to 15 children plus parents/caregivers (including 3 Dads)

- Penny attended training on Blue Cloud Analytics to enable her to produce reports.

### Events - June

- Matariki for pre-schoolers. This event was well attended by pre-schoolers who wrapped up warm for a couple of stories. They had glow sticks and explored the Library garden, lit up with lights.
- Preschool Programme topics were: Puddles, Wet Weather, Hungry Caterpillar Birthday, Giraffes, Animals. Book Bugs was attended by average 15 children and caregivers.
- Crochet classes wound up and proved popular.
- The library hosted class visits from St Teresa's School, Takitimu, Remutaka and Wairarapa.
- Thursday nights – 8 Library users, 1 council, 5 crochet class was average for the month.
- Enrolments for Winter Warmers exceeded our total by 46. All 3 schools have registered the entire school. St Teresa's Year 8 and 9 are trialling the online platform for reviews. [iread.co.nz](http://iread.co.nz)
- Maths is Fun is enrolling slowly. The lower age groups have filled, the older ones are filling slowly.
- A mother addressed a recent Book Bugs session about food and eating during the session. She has a child with a life-threatening allergy and must leave if children's lunch boxes come out. The parents were very sympathetic and understanding. However, it poses the question of food in the Library for these sessions.

### Events – July

- Maths is Fun Programme ran in Week 1 of the school holidays. We enrolled 35 and 29 completed
- Week 2, we hosted Lego building every morning, this was very well attended.
- Preschool Programme topics Bugs started back for the new term with the Moon Landing
- Class visits from St Teresa's School, Takitimu, Remutaka on the first day of term. We also had a visit from Featherston School Seniors, the first visit for years! We are forging a great relationship with them through Winter Warmers.
- Thursday nights – 8 Library users, 1 council, 5 crochet class is average for the month.
- Winter Warmers booklets have been checked twice with one class achieving 5 reviews.
- Kirsty Wadsworth & Manu Bennett visited to tell their stories of Matariki and perform some sand art. The show was a magical experience for those who attended. Thanks to the Eastern & Central Community Trust for funding ECREAD'N.
- St Teresa's Year 8 and 9 are trialling the online platform for reviews, we have experienced a couple of issues, which was the idea of the trial, but they are enjoying the challenge. [iread.co.nz](http://iread.co.nz)

### Other initiatives

- Featherston extended its hours on a Thursday night until 7.00pm.

- Beginners crochet class with 6 attendees.
- Penny attended ECREAD'N meeting in Masterton to finalise Winter Warmers and to submit the Funding Application to the Eastern & Central Community Trust.
- Seed Bank Collaboration is progressing. A planned craft activity will be held in the next school holidays.
- Our Community Service Worker completed his hours and proved to be a great shelf tidier and had a very willing attitude.

### 3.6 Greytown Events

#### Events – May

Greytown's opening hours have been extended to include a late night on Tuesday until 7.00pm.

#### Events – June

- Late nights have been very well-received and higher numbers are anticipated once the weather improves.

**Wairarapa Library Service**

**Feedback form**

We aim to provide you with the highest standards of service and value your views. Help us to improve the Library and our services by completing this comments and suggestions form.

**Your feedback:**

Is this:

A comment?  A suggestion?

A Compliment?  A Complaint?

**Your Feedback:**

Late night at the library a great idea but can you make it till 8pm? 7 is too early to come with the kids (post-dinner etc) and many commuters don't get in till after 7pm.

### 3.7 Martinborough Events

#### Displays

Month	Adult Displays	Teen Displays	Junior Displays
June 2019	Moody Winter Reads	New books	New Books
	Today's Picks		June Author Birthdays

### Events – June

- Book Babies attendance is growing each week – our most recent session was attended by 11 children, plus their parents/caregivers.
- We exceeded our Winter Warmers enrolments by 6 over our allocated spaces.
- We provided “Lego in the Library with Liz” (Stevens). This proved so popular that we will be continuing it through the July school holidays.

### Events - July

- The Library ran two very popular school holiday competitions – a scavenger hunt which garnered 31 entries. There were 3 prize packs up for grabs (Knucklebone café and the new Martinborough Sweet Shop provided some scrummy prizes!) – one of our regular readers won first prize.
- Our second competition was the classic “Guess the lollies in the Jar”; we had an astounding 128 entries, and one person guessed the EXACT number of lollies (99). Bless his heart, he said he was taking them to school the next day to share with his friends.
- Liz the Lovely Librarian brought in her own lego for children to enjoy on the Saturdays she was working in Martinborough; it was very popular!

### Other initiatives

- Martinborough has extended its opening hours on a Saturday and is open until 2.00pm.
- Ali attended training on Blue Cloud Analytics to enable her to produce reports.
- Our children’s library beautification project is coming along in leaps and bounds – we have moved some collections around to improve the flow through the area. We were also blessed with the donation of a FABULOUS new seating/shelving unit from Plunket.
- Kathy S. has created a new area primarily for pet books – it is proving very popular!
- Our newly separate Geronimo section and our new Junior non-fiction display:
- Kathy and Victoria spent time at Carterton Library; it was great practice for them to see the Chromebooks in action and to gain experience at another library
- Feedback from our community regarding the removal of rental fees on fiction material (and reduced photocopying charges) has been overwhelmingly positive.
- Our social media presence is becoming more and more prominent in the community - our Facebook page has 589 followers at present. Considering Martinborough’s population of approximately 1,680, we consider this a great achievement.

## **3.8 Update**

South Wairarapa staff have undertaken training in Interloans, and Blue Cloud Analytics, enabling them to produce reports and examine statistics provided by the library management system. At present, staff are gaining experience using these reports and once they are comfortable and experienced in producing reports, Acquisition training will be rolled out to each of the South Wairarapa libraries. This is a part of the Library Management System, enhancing ordering, invoicing and budget tracking. Kotui has requested that libraries use this process as part of Workflows.

Carterton and South Wairarapa staff have recently had Enterprise training by Sirsi Dynix so that every library has access to and is able to upload events and information to the Wairarapa Library Service website. This was held at Carterton and was well received by all participants. There will be ongoing training opportunities for all staff.

The three South Wairarapa Libraries have extended their opening times by two hours each. These times afford customers more opportunity to access a WLS library, especially commuters. Currently, the new opening times are for a three-month trial and has been so successful that the new opening times will remain.

- Greytown library is now open on Tuesday 09.00am – 7.00pm
- Featherston library is now open on Thursday 09.00am – 7.00pm
- Martinborough library is now open on Saturday 10.00am – 2.00pm
- Carterton library is open on Saturday 10.00am – 4.00pm

Customer forms and stationery are being adopted for use in every library enhancing consistency of service e.g. all libraries have the same customer Feedback form and staff are being encouraged to get customer feedback on the new opening times. Libraries are being encouraged to share their forms and stationery to ensure best practice and continuity. This will be ongoing.

All libraries have received their new hardware from APNK. Feedback on the new Chromebooks is overwhelmingly positive. Carterton elected to have mobile devices for customers with two fixed stations and the South Wairarapa libraries have fixed stations with one mobile device for staff use. These mobile devices have not yet been delivered yet because of supply problems. They should arrive within the next month.

The library service now has a new app. Using the app, our communities no longer need to carry their library card with them as their barcode is accessible directly from the app. In addition to all the standard capabilities, such as browsing the catalogue, reserving items, renewing their books, you can also use the app to scan the ISBN barcode on the back of any book and see if we have it in the Wairarapa library system. Feedback from customers is very positive and, as it has made it possible to check the library stock quickly when undertaking a physical stock buy, feedback from the staff who have used it is also positive.

#### **4. RECOMMENDATIONS**

That the Wairarapa Library Services Committee:

- 1. Receives** the report.

Anne Jackson

**Wairarapa Library Services Manager**