



AGENDA

Wairarapa Library Service Joint Councils Committee Meeting

Date: Wednesday, 16 February 2022

Time: 2 pm

Location: Via Videoconference

Cr P Colenso

Cr S Cretney

Cr L Hay

Cr D Williams

**Notice is hereby given that a Wairarapa Library Service Joint Councils Committee Meeting of the Carterton District Council will be held in the Carterton Events Centre, 50 Holloway Street, Carterton on:
Wednesday, 16 February 2022 at 2 pm**

Order Of Business

1	Karakia Timatanga	5
2	Apologies	5
3	Conflicts of Interests Declaration	5
4	Public Forum	5
5	Confirmation of the Minutes	6
5.1	Minutes of the Wairarapa Library Service Joint Councils Committee Meeting held on 24 November 2021	6
6	Reports	9
6.1	Wairarapa Library Service Activity Report.....	9
6.2	Wairarapa Library Service Policy Report - Funds Donation.....	18
6.3	Saturday Opening Hours.....	22
7	Karakia Whakamutunga	24

1 KARAKIA TIMATANGA

Mai i te pae maunga, raro ki te tai

Mai i te awa tonga, raro ki te awa raki

Tēnei te hapori awahi ai e Taratahi.

Whano whano, haramai te toki

Haumi ē, hui ē, tāiki ē!

2 APOLOGIES

3 CONFLICTS OF INTERESTS DECLARATION

4 PUBLIC FORUM

5 CONFIRMATION OF THE MINUTES



5.1 MINUTES OF THE WAIRARAPA LIBRARY SERVICE JOINT COUNCILS COMMITTEE MEETING HELD ON 24 NOVEMBER 2021

1. RECOMMENDATION

1. That the Minutes of the Wairarapa Library Service Joint Councils Committee Meeting held on 24 November 2021 are true and correct.

File Number: 138194

Author: Robyn Blue, Democratic Services Officer

Attachments: 1. Minutes of the Wairarapa Library Service Joint Councils Committee Meeting held on 24 November 2021



**MINUTES OF WAIRARAPA LIBRARY SERVICE JOINT COUNCILS COMMITTEE
MEETING HELD VIA VIDEOLINK
ON WEDNESDAY, 24 NOVEMBER 2021 AT 1 PM**

PRESENT: Cr Pam Colenso (Chair), Cr Steve Cretney, Cr Leigh Hay, Cr Dale Williams

IN ATTENDANCE: Annette Beattie (Library Services Manager), Glenda Seville (Community Services and Facilities Manager), Stefan Corbett (Group Manager, Partnerships & Operations), Suzanne Clark (Committee Advisor)

1 KARAKIA TIMATANGA

The meeting was opened with a karakia led by Cr S Cretney.

2 APOLOGIES

There were no apologies received.

3 CONFLICTS OF INTERESTS DECLARATION

There were no conflicts of interest declared.

4 PUBLIC FORUM

There was no public forum.

5 CONFIRMATION OF THE MINUTES

MOVED

Confirms the minutes of the Wairarapa Library Services Committee meeting held 18 August 2021 are a true and correct record.

Cr Leigh Hay/Cr Steve Cretney

CARRIED

6 INFORMATION REPORTS

6.1 Wairarapa Library Service Joint Committee Activity Report

Members discussed the added responsibility and potential risk of staff working in service centre locations and that as time progressed more people would be utilising online transactions thereby minimising foot traffic and mitigating risk. In addition, staff undertook conflict resolution training.

Ms Beattie answered members' questions on the anecdotal evidence of removing users fines, utilisation of SMART library collections from other libraries alongside the requirement to provide a full library collection for users within the district, and working and providing services under COVID-19 conditions.

MOVED

That the Committee:

1. **Receives** the Wairarapa Library Services Joint Committee Activity Report.

Cr Leigh Hay/Cr Dale Williams

CARRIED

7 DECISION REPORTS

7.1 Wairarapa Library Services Policy Report

Ms Beattie advised that in the past fifteen months only one cash donation had been received and that the library did not actively fundraise or seek grants.

Members requested a grammatical amendment to section 7 of the Policy and that section 9 be updated to reflect that fundraising events should also have the approval of the Wairarapa Library Services Manager.

MOVED

That the Committee:

1. **Receives** the Wairarapa Library Service Funds Donation, Sponsorship and Fundraising Policy.

Cr Pam Colenso/Cr Leigh Hay

CARRIED

MOVED

That the Committee:

1. **Notes** that the process and procedures of the Wairarapa Library Service will be updated to reflect the Policy.
2. **Adopts** the proposed Funds Donation, Sponsorship, and Fundraising Policy with the amendments as requested by the Joint Committee.

Cr Dale Williams/Cr Leigh Hay

CARRIED

The Meeting closed at 1.30 pm.

Minutes confirmed:

Date:

6 REPORTS



6.1 WAIRARAPA LIBRARY SERVICE ACTIVITY REPORT

1. PURPOSE

To update the Committee on the progress and activities of the Wairarapa Library Service (WLS) for the quarter October 2021- Dec 2021 inclusive.

2. OVERVIEW

The highlights of the quarter are:

- The go-live of the new library management system and joining with SMART libraries around the greater Wellington region in a collaboration. Registering people onto the new system and raising their awareness of an extended library service.
- The high use of libraries by people in getting a Covid-19 vaccine certificate.
- The delivery of a wide range of programmes across reading, STEM and digital, including the in-house development of a new summer reading programme.
- The new Click & Collect service offering (20th December).
- Uptake of the improved smartphone app to access the library service.

October to December 2021 was particularly intense for all WLS staff. October included the changeover of library management system, website, social media, and smartphone app. All required learning and realising new skills, communication with public and a re-registration of all library members as they came into the libraries.

The incorporation of COVID vaccine passports and then their scanning became a major focus for all NZ public libraries throughout November and December. WLS was no exception. Over 300 people required assistance to get passports and then significant time went into councils' planning of how scanning of passports would function in library spaces, including checking of passes until additional door staff were employed at each site. Library staff also attended to a small but persistent number of people unhappy about Councils' policy positions.

The addition of Covid-related work in December was especially unwelcome. Staff had to incorporate business as usual workloads with added Covid-related aspects, project work got delayed and by Christmas break the entire team was very worn out. In January it is noticeable that many staff were still tired from 2021.

WLS is now planning for the anticipated Omicron outbreak. In the event of libraries closing because of an outbreak, staff illness or isolation, we will be offering "distance services". These will include the online offering (eBooks, eMagazines, online programme delivery), Click & Collect – you choose, and Homelink Extended. Extensive communications to public are in planning.

In 2022 one of the key foci for WLS and both Councils will be the delivery and continuation of the library service when NZLPP contracts finish, and several staff leave on 30th June 2022.

3. STATISTICS AND ACTIVITY

The statistics in this report cover the months of 1 October 2021- 31 December 2021 inclusive. Data is reported as:

- Wairarapa Library Service
- By Territorial Local Authority

3.1 COLLECTIONS

3.2 Objectives: Develop and promote wellbeing and other tangible benefits of reading to our communities and be the practical and motivating champion for reading; online tools that help people find their next great read, and get talking about books, authors, and literature. Measured by WLS collection usage turnover meets or exceeds national standards (>80% 2021, 100% 2022 onwards – LTP measure).

WLS's NZLPP Reading Champion delivered an extensive series of workshops in the quarter. We are especially fortunate to have someone of Dan's calibre on staff and public feedback from all events he has run has been consistently positive. Two pieces of feedback illustrate workshop attendee sentiments:

I would say it exceeded my expectations. We are incredibly fortunate to have someone of Dan's experience in our region. He was passionate, thoughtful, knowledgeable, and respectful of different opinions. The readings were well-chosen and effectively illustrated the concepts under discussion. I also enjoyed interacting with the other students in the class.

Dan, through his excellent book choices and teaching, was able in a very limited time, to show the hugely different ways that memory can be used in writing. He provided down-to-earth tools for analysis that I'd not been aware of and look forward to using. His workshop was well structured, and I appreciated the following notes provided. Zoom teaching is not easy and Dan managed that well with groups of people who mainly did not know each other. His teaching style is engaging and not threatening, encouraging for the timid!

They included:

- College student visits via Zoom covering an introduction to creative writing and a behind the scenes tour of one library and primary school sessions on creative writing and judging a Book character costume contest.
- Four classes for adults were held on how to write a memory and how to write dialogue.
- A new evening bookclub targeted especially at those who work or commute, got underway in November and December with a small turnout at each (nine and eight respectively).
- An author event was held with Abbas Nazari.
- A series of Facebook poetry posts and three school holiday activities were delivered.
- Regular regional newsletter columns

A new summer holiday reading programme was developed in-house for 2021/22 and got underway mid-December. The new programme was somewhat hampered by Covid's impact, so we are treating this as a pilot and will review it in the New Year. Called Summer Challenges: Oceans of Possibilities, the programme encouraged reading while bringing in elements of applying it (environmental awareness, social connectedness) and navigating other literacies (STEM and digital). The packs were specifically designed to allow children/families to use them irrespective of what was happening with Covid-19. Jo Tremlett led the development of this new programme and early feedback has included:

Thank you so much. What a valuable experience this has been! Especially introducing them so young is so important. Thank you.

We loved this year how you didn't have to report into the library, that meant we could go away etc. and continue easily with the programme.

Thank you for pulling together a programme that could proceed in a covid world! From my perspective my daughter was very self-directed with the activities but did miss the regular check ins of the normal programme

Collection management work continues as WLS refines its purchasing selections and looks to refresh and extend the Māori collection and evaluate the Stack collection.

3.3 Objectives: WLS develops content as appropriate, and customers are engaged and upskilled in the use of the library management system search and service functions. Measured by Staff surveys and/or performance review feedback indicating an increased competence and confidence in using the LMS and public usage trends upwards from 2020 data.

Since going live with the new library management system in mid-October, staff have been walking customers through some of the basic functions. A tech talk series is planned for the first half of 2022, with each month featuring a different aspect of the how to get the most out of the library. Sessions will include online instruction and help material, videos and where possible in-person sessions.

3.4 Objective: People who are homebound or incapacitated receive WLS services if they wish. Measured by at least 75% of people who are incapacitated and cannot visit a WLS are enabled through Homelink and/or digital access.

WLS went live with a new service Click & Collect, on 20th December 2021.

Plans are underway to extend Homelink and refine Click & Collect to ensure the delivery of library services through the anticipated Covid-19 variant (Omicron) outbreak in 2022. We are basing models on a 2.5-5% of people in the districts requiring Homelink services through that time.

3.5 Objective: Redevelopment of the WLS social media channels, and the WLS website to be a modern and intuitive standalone channel emphasising up to date content and narratives about collections, programme options and impacts, local heritage content and connections, and WLS services. Measured by increased usage trends from 2020.

The performance of the Facebook site is too erratic to judge its success at this stage. Globally, Instagram and Tok-tok are becoming the new preferred social media. WLS will re-evaluate social media channels and purpose as 2022 evolves. There was a decline in posts in November and December due to all staff resource being required for Covid certificate support work at all sites.

- 28 posts to the new consolidated Facebook site in October yielded 273 likes and reactions and 43 shares.
- November was far quieter with only 10 posts, a total of 17 likes/reactions and 6 shares.
- December's 12 posts resulted in 212 likes/reactions and 31 shares.

Facebook posts included text, photo and video content spanning local heritage stories, poetry readings, online programme sessions, and notices.

3.6 Objective: Be the practical and motivating champion for developing online content to promote and extend people's knowledge of the Wairarapa local heritage resources. Measured by growing connections and support of local heritage groups in the two districts.

In November an afternoon tea was held with heritage groups from across the Wairarapa. The groups included museums, genealogists, historical societies, oral historians, the Wairarapa Archive, and heritage organisations. It was the first time most had met. There were many areas of common interest and challenge, and several opportunities presented themselves as areas WLS is able to support. The consensus from the 20 attendees, was the meeting was useful and something WLS will now facilitate quarterly.

With NZLPP funding, work is underway to contract a Wairarapa Archive archivist for a short project assessing the Carterton Historical Society collections prior to the group being supported to catalogue their collection online via WLS. The project will get underway in January 2022, with a new local heritage staff member beginning mid-February.

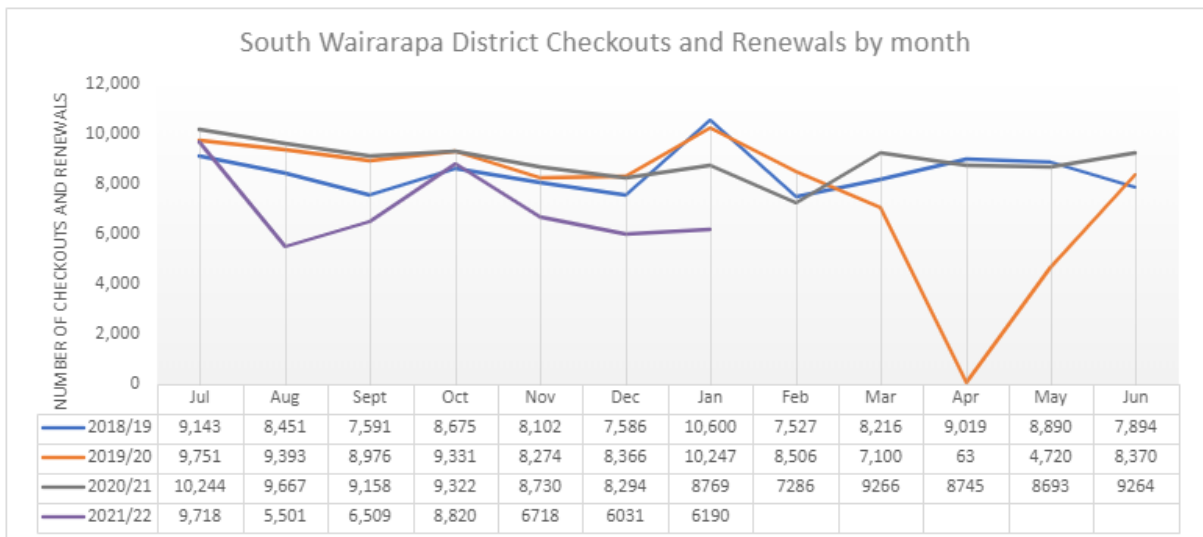
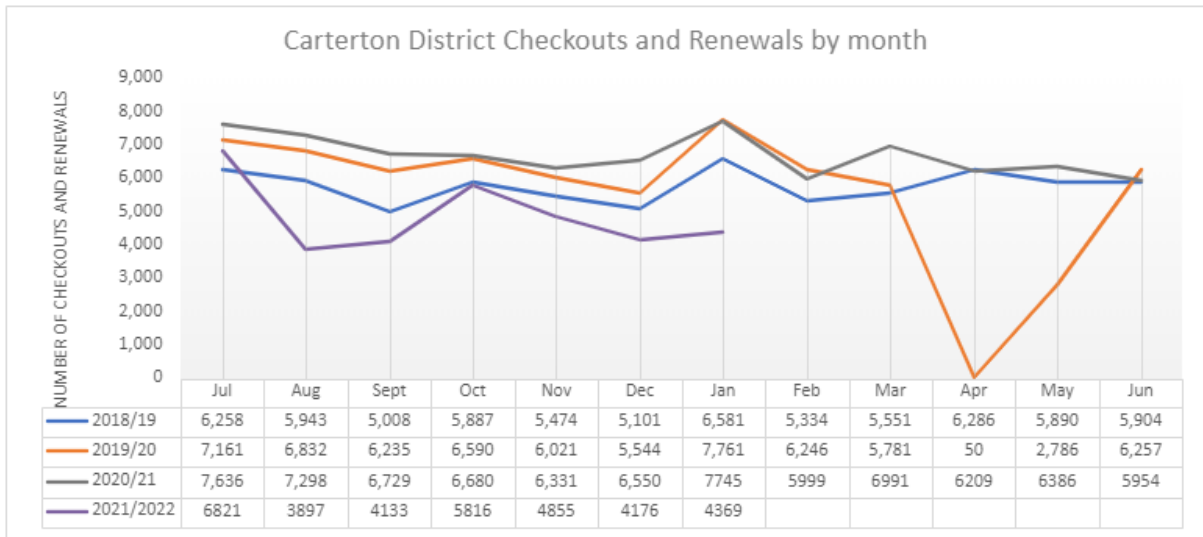
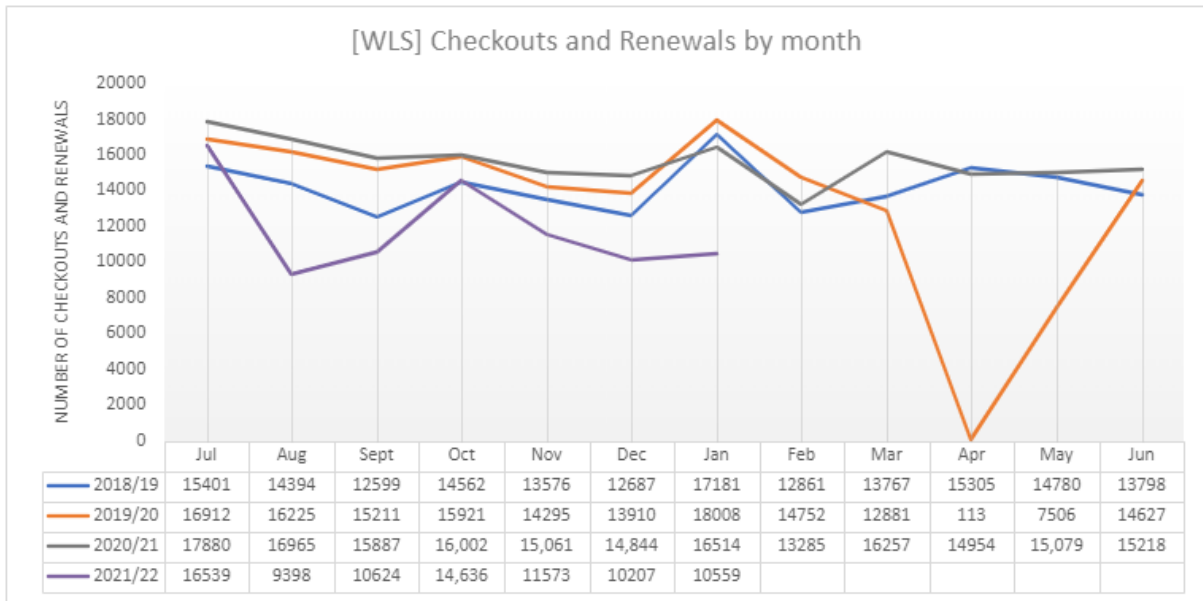
3.7 Issues and Renewals (Monographs, Serials, Audio-visual)

Issues and renewals of print materials increased in October to almost pre Covid lockdown 2021 figures, before declining in November and December. As of 2022, issues and renewals are climbing again. The rate of issues and renewals across the three branches of SWDC is two thirds of Carterton's single branch.

Joining the SMART collaboration has seen a noticeable increase in reserves of WLS collection items, and also items coming from other SMART libraries into WLS. We anticipate this trend will continue. Some of the long unused items of the WLS collection have been popular elsewhere in the region, and Kapiti customers in particular make good use of the reservation functionality of the library management system. Anecdotally, there have been many positive comments about WLS joining SMART and at Martinborough in particular, some people have said they have re-joined the library specifically because we are now in SMART.

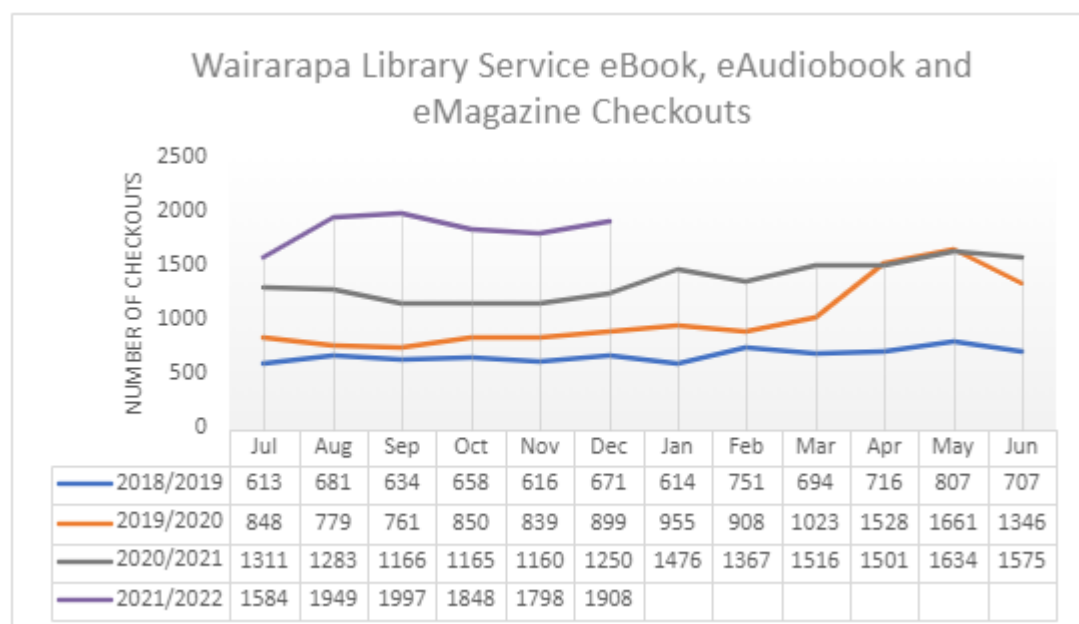
Over the report period the following number of items were issued to SMART customers:

- October – 1,126
- November – 2,850
- December – 2,913



3.8 eBooks and eAudiobooks

eBook and audio book usage continues to increase. This is anticipated to be the trend, particularly with the expected Covid-19 variant wave expected in March-May 2022.



3.9 Programmes

Wairarapa Library Service programmes focus on linking together literacy, collections, and people, with the objective of building competency and confidence, inspiring and delivering positive social and economic impacts.

3.10 Objective: Be the champion for raising people's awareness and proficiency in using Science, technology, Engineering and Mathematics (STEM) technologies. Measured by at least 75% of programme participants report a positive impact or application as a result of attendance (LTP measure)

Covid's lockdown and subsequent policy decisions have had an ongoing impact. We have seen a noticeable reduction in foot traffic and are still operating many programmes online or have had to postponed programmes which are better suited to face-to-face delivery. Scott Ogilvie and Quintin Pope have worked hard to ensure the community has had opportunities available regardless of the context.

Ironically, STEM does not always suit online delivery:

- 9 x weekly online Brick Club videos run online due to level 2
- 5 Skinny Jump customers assisted with receiving a modem.
- 3 Skinny Jump customers assisted with technical queries.
- Pre-Christmas 3D print workshops at each branch were popular, with many glad to be able to do something in person and with others. 63 registered enrolled participants. A handful of parents also tried their hand so total 'active participants' was approx. 70.
- A memorandum of understanding has been signed with RAD (Recycle a Device) and we will be underway with them in the New Year, and work in partnership with the only college in the two districts to provide opportunities to secondary students wanting to learn more about computers.
- Cataloguing of STEM equipment and readiness for adding to the lending collections is underway, but has been delayed by the all-staff-on-deck requirements of covid passes

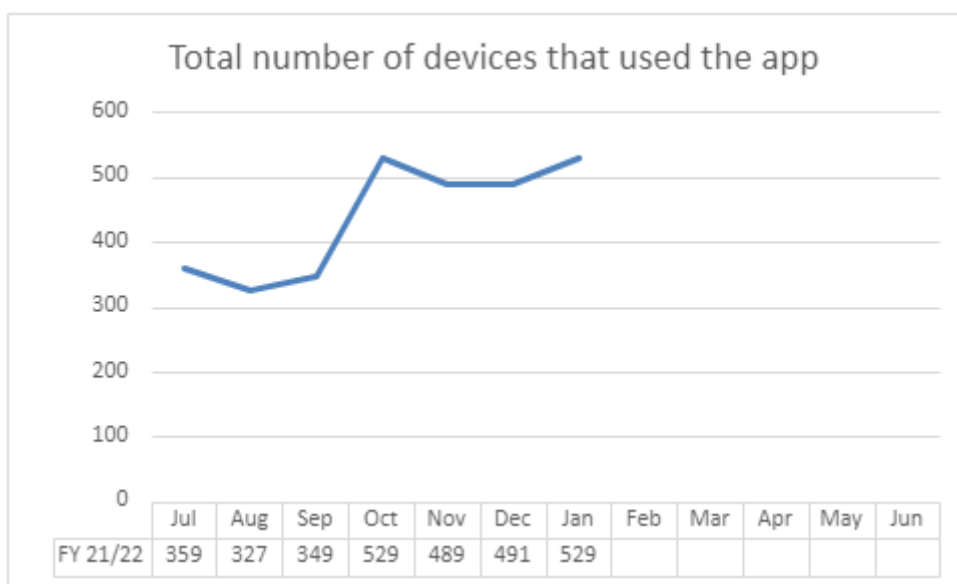
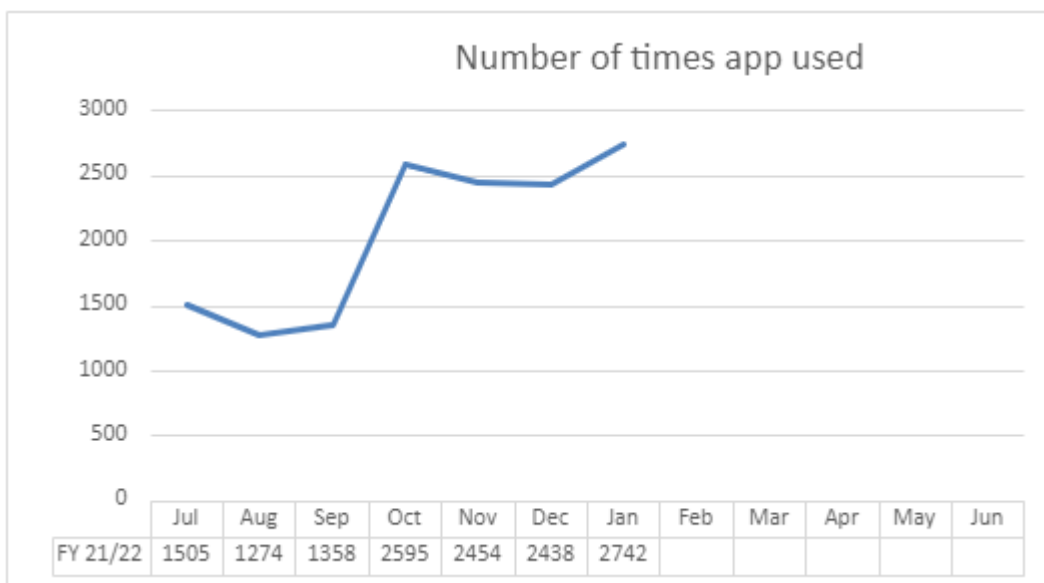
3.11 Objective: Partnerships enable WLS to deliver a wider range of services and programme than would otherwise be possible. Measured by a wider range of programmes being delivered through libraries.

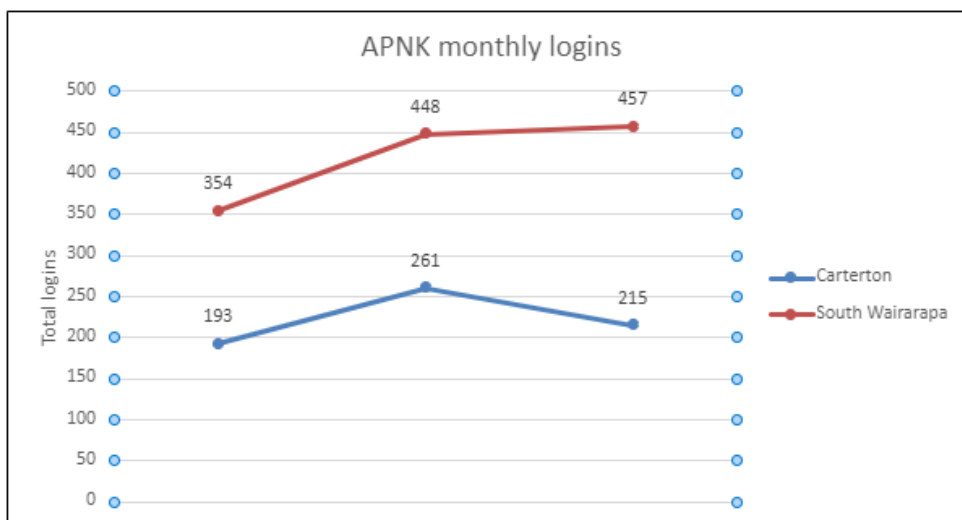
Age Concern and Digital Seniors continued to deliver workshops throughout the quarter. Digital Seniors and WLS worked closely together to support people prepare for December nationwide vaccine pass requirements.

4. OTHER

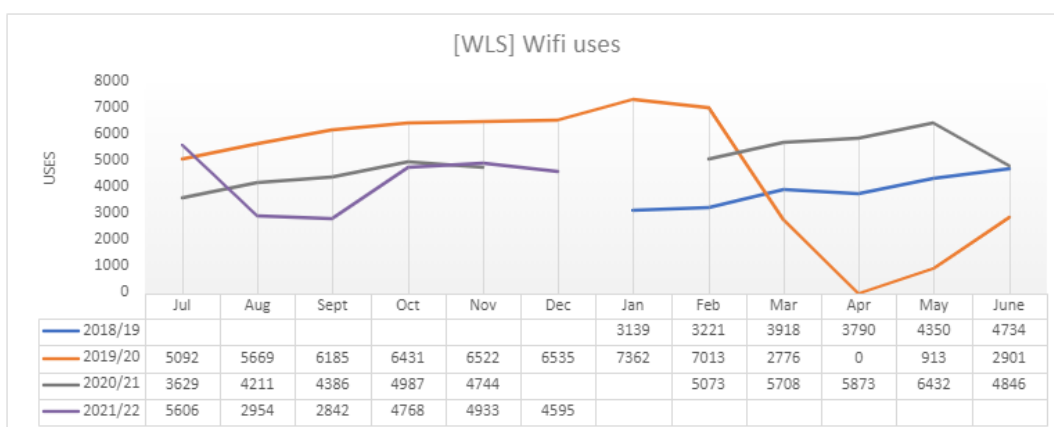
4.1 WLS App

Usage of the libraries’ smartphone app mirrored issues and renewals in October-December 2021. Likewise, January has seen an increase in usage. We anticipate this continuing to grow as awareness increases.





Wi-Fi usage has remained steady throughout the period.



4.3. Carterton branch layout

Carterton library’s layout was extensively altered early December. A team of staff worked until 10pm to make the move happen. Several other Carterton Council staff pitched in for stints. A temporary workroom was setup in the library and the Toy Library moved to a new space. Feedback from public has been overwhelmingly positive. The Toy Library is very happy with its new space and setup. Plans are to construct the permanent workroom in the first half of 2022. Signage and some additional display shelving is also to be incorporated into the newly arranged branch.

4.4 WLS staff training meeting

All WLS sites closed for the quarterly staff meeting and training session on 1st December. The team shared a quick lunch together by way of a Christmas celebration.

The next quarterly staff meeting is scheduled for 30th March 2022.

5. RECOMMENDATION

That the Committee:

1. **Receives** the Wairarapa Library Service Activity Report.

File Number: 138408

Author: Annette Beattie, Library Services Manager

Attachments: Nil



6.2 WAIRARAPA LIBRARY SERVICE POLICY REPORT - FUNDS DONATION

1. PURPOSE

For the Committee to review and approve an updated funds donation policy.

2. SIGNIFICANCE

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

3. BACKGROUND

The Wairarapa Library Service (WLS) operation is underpinned by key operational policies. The Joint Committee has requested an updated funds donation policy.

4. DISCUSSION

The Wairarapa Library Service (WLS) operation is underpinned by key operational policies. The Joint Committee requested an updated fund donations policy.

The Policy is to be noted and adopted by the committee so it can be operationalised across the WLS.

5. CONSULTATION

Engagement with Māori was not considered as required in this case.

6. CONSIDERATIONS

6.1 Legal considerations

The proposed policies reflect standard legal requirements.

6.2 Financial considerations

Donations will be received by the appropriate Council. Donations, sponsorship, and grants are considered additional to agreed annual operating budget.

6.3 Climate change considerations

N/A

6.4 Supporting Information

N/A

7. NEXT STEPS

Operationalising of the policies through the implementation of processes and procedures.

8. RECOMMENDATION

That the Committee:

1. **Receives** the Wairarapa Library Service Funds donation, sponsorship, and fundraising policy.
2. **Notes** that the process and procedures of WLS will be updated to reflect the policy.
3. **Adopts** the proposed Funds donation, sponsorship, and fundraising policy.

File Number: 138409

Author: Annette Beattie, Library Services Manager

Attachments: 1. WLS Funds, Donations, Grants and Sponsorship Policy [↓](#)

Wairarapa Library Service: Funds donation, sponsorship, and fundraising policy

1. Vision

To CONNECT people and ideas, ENABLING curious, imaginative, innovative, informed, thinking, engaged, active PEOPLE and COMMUNITIES.

2. Mission statement

The mission statement of the Wairarapa Library Service (WLS) is to deliver a comprehensive professional service that is consistent, equitable and user-friendly.

3. Purpose

The Wairarapa Library Service Funds Donation Policy outlines how WLS will manage any cash or financial donations, sponsorship applications or fundraising.

The policy provides clarity to customers, external and internal stakeholders, and library staff about how, where, and why financial donations can be accepted or sought.

Associated with this policy are processes and procedures for the application of this policy.

The policy is endorsed by the WLS Joint Committee and the Councils of SWDC and CDC.

The policy will be reviewed in 2024, however minor amendments may be made in interim years.

4. Guiding Principles

4.1 Serving our communities

WLS aims to serve our diverse communities through the provision of appropriate content and programmes.

4.2 Accessibility

As much as possible content and programmes are available to customers when, how and where they want it.

5. Exclusions

The Policy does not apply to the donation of collection items. Such donations are covered under the Collection Donations Policy.

6. Donations of Money

All donations of money shall be received by the Council designated by the donor and be attributed to the Wairarapa Library Service budget.

Donations are received on the understanding that they go toward the provision of library services across both territorial local authorities and are Wairarapa Library Service-wide.

7. Fundraising and grant applications

Applications for financial grants or sponsorship from organisations, community groups, individuals or businesses are to be made in accordance with the criteria of the body being applied to and in line South Wairarapa and Carterton District Council requirements.

All applications must clearly state that WLS operates as a multi-branch shared service across two council jurisdictions.

8. Sponsorship and donations of gifts

Should a donor impose conditions upon sponsorship or a donation of a gift, the conditions are to be outlined in writing, and agreed by the Chief Executive Officer of the respective Council the donation is to be received by.

9. Fundraising

Fundraising activities are permitted where they further the implementation of the WLS Strategic Plan.

Fundraising activities can take the form of competitions, raffles, prize draws.

Prizes shall not exceed \$100.

Funds raised will be used for the stated purpose(s).

All fundraising events are to be organised in accordance with the requirements of the Gaming and Lotteries Act 1977 and/or any subsequent related legislation.

Approval for all fundraising should be confirmed by the Manager of the Wairarapa Library Service prior to it happening.

10. Refusal to accept

The Wairarapa Library Service reserves the right to refuse monetary gifts, grants or sponsorship that may not be in keeping with the policies of the Service or of benefit to its libraries.



6.3 SATURDAY OPENING HOURS

1. PURPOSE

Request for an amendment in Saturday opening hours to better fit public demand and staff resourcing from 1 July 2022.

2. BACKGROUND

The Wairarapa Library Service opens to the public 9.30am-5pm Monday to Friday and 10am-2pm on Saturday.

In 2021 a change to Saturday opening times provided consistency across all WLS branches. The extension of opening hours in SWDC sites responded to public preferences, and the shortening of the opening hours in Carterton responded to a fall off in demand from 2pm.

All sites report that demand on Saturday is strongest at opening time and tapers off at lunch time, that the time from 1pm-2pm is quietest.

3. CURRENT SITUATION

WLS is preparing to return to minimal staff numbers and rosters from 1st July 2022 (i.e., when NZLPP contracts finish).

Currently staff are rostered for Saturday work from 10am-2pm in order in order to maximise staff resource. New Zealand employment law requires employers to provide a 30-minute paid break to employees who work four hours or longer.

The problem is that staff arrive at work at the same time they open the doors to public.

Often public are waiting for the library to open and are surprised the library opens later on a Saturday than the rest of the week.

At the same time the doors open, staff are still opening up the library (lights, heaters, doors), turning computers on, beginning the printing of reports for fulfilment of reservation requests, and setting up other aspects of the everyday library operation.

The situation is not working, and staff report they are coming in at 9.30am to be ready to open doors to public at 10am. The result is staff are then working unpaid hours, asking for TOIL, or putting in timesheets for additional payment.

This doesn't happen any other day of the week, as staff are rostered on to arrive 30 minutes prior to opening from Monday to Friday. If we were to do to that, then staff would be rostered 9.30am-2pm but be paid for a five-hour shift.

Additionally, the 10-2pm work day impacts both the morning and afternoon of a weekend day. This spread of hours has attracted negative feedback when recruiting for staff, and we have one resignation because of the hours.

4. PROPOSAL

As WLS prepares to return to minimal staffing numbers, balancing public service, rosters, employed hours, and budget are in the forefront of minds.

The report proposes a slight amendment to the Saturday opening hours which will resolve the problems outlined above while addressing service use patterns.

The proposal is to move the Saturday opening time at all four sites from 10am to 9.30am and move the close time from 2pm to 1pm. So WLS sites would all be open Monday to Friday 9.30-5pm, Saturday 9.30am-1pm.

In recognition of the preparation required prior to opening, staff would be rostered 9am-1pm, thus not moving into a requirement to provide a paid 30minute break, and also not encroaching into a weekend afternoon.

Opening at 9.30am aligns with the rest of the WLS week, as well as the Saturday opening hours of Masterton and Upper Hutt libraries. Masterton Library also shuts at 1pm.

5. CONCLUSION

Changing the Saturday opening hours to 9.30-1pm is a slight adjustment to WLS service levels, which balances public use patterns with operational needs without requiring additional resourcing. Further, it mitigates what is seen as unattractive and challenging employment hours for those considering employment opportunities with WLS.

6. RECOMMENDATION

That the Committee:

1. **Receives** the report
2. **Endorses** the change in opening hours across WLS branches from 1st July 2022.
3. **Tables** the proposed change with the respective full Councils for signoff in the 2022/23 Annual Planning process.

File Number: 138411

Author: Annette Beattie, Library Services Manager

Attachments: Nil

7 KARAKIA WHAKAMUTUNGA