



AGENDA

Wairarapa Library Service Joint Councils Committee Meeting

Date: Wednesday, 11 May 2022

Time: 2 pm

**Location: Supper Room, Waihinga Centre, 62 Texas Street,
Martinborough and Via Videoconference**

Cr P Colenso (Chair)

Cr L Hay

Cr S Cretney

Cr D Williams

Notice is hereby given that a Wairarapa Library Service Joint Councils Committee Meeting of the Carterton District Council and South Wairarapa District Council will be held in the Supper Room, Waihinga Centre, 62 Texas Street, Martinborough on:

Wednesday, 11 May 2022 at 2 pm

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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 16 FEBRUARY 2022

1. RECOMMENDATION

1. That the Minutes of the Wairarapa Library Service Joint Councils Committee Meeting held on 16 February 2022 are true and correct.

File Number: 138458

Author: Robyn Blue, Democratic Services Officer

Attachments: 1. Minutes of the Wairarapa Library Service Joint Councils Committee Meeting held on 16 February 2022



**MINUTES OF THE WAIRARAPA LIBRARY SERVICE JOINT COUNCILS COMMITTEE
HELD BY VIDEOCONFERENCE**

WEDNESDAY, 16 FEBRUARY 2022 AT 2 PM

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

IN ATTENDANCE: Glenda Seville (Community Services and Facilities Manager, CDC), Annette Beattie (Library Services Manager), Stefan Corbett (Group Manager, Partnerships & Operations, SWDC), Robyn Blue (Democratic Services Officer, CDC)

6 KARAKIA TIMATANGA

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

7 APOLOGIES

MOVED

That apologies be received from Glenda Seville (Community Services and Facilities Manager, CDC) and Stefan Corbett (Group Manager, Partnerships & Operations, SWDC).

Cr P Colenso / Cr Leigh Hay

CARRIED

8 CONFLICTS OF INTERESTS DECLARATION

There were no conflicts on interest declared.

9 PUBLIC FORUM

There was no public forum.

10 CONFIRMATION OF THE MINUTES

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

MOVED

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

Cr D Williams / Cr Leigh Hay

CARRIED

11 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.

NOTED

- The quarter October 2021 to December 2021 had been particularly busy with the changeover of the library management system, website, social media, and the smartphone application, and re-registration of all library members as they came in.
- There was high use of libraries by members of the public getting a COVID-19 vaccine certificate.
- The service is now planning for the anticipated Omicron outbreak and will be offering more distance services.
 - A click and collect library service started on 20 December 2021
 - Homelink Service (currently only in Carterton) will be extended to the other libraries. This involves members of the public identifying their reading preferences and books being delivered every three weeks, based on their profile.
 - Offering eBooks, eMagazines, and online programme delivery
- NZLPP contracts finish on 30th June 2022, consequently 6 FTE roles will finish.
- The WLS has a memorandum of understanding with Recycle a Device (RAD), an initiative which matches those who need a laptop with a donated and refurbished device. There are many good quality devices that are no longer needed in our communities. RAD teaches high school students in-demand tech engineering skills to refurbish the laptops, and then work with community groups to get them into the hands of ākongā (students) and rangatahi (young people) who need them. WLS is working with Kuranui College to get this off the ground in our districts. Laptops that are less than 10 years old and have a charger, are the requested technology. <https://recycleadevice.nz/>.

ACTION: Annette to send information on the scheme to Pam, so she can advise other SWDC councillors.

MOVED

That the Committee:

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

Cr L Hay / Cr S Cretney

CARRIED

6.2 WAIRARAPA LIBRARY SERVICE POLICY REPORT - FUNDS DONATION

1. PURPOSE

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

MOVED

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.

Cr P Colenso / Cr D Williams

CARRIED

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.

MOVED

That the Committee:

1. **Receives** the report.
2. **Endorses** the change in opening hours across WLS branches as soon as practicable.
3. **Tables** the change with the respective full Councils for inclusion in the 2022/23 Annual Planning process.

Cr L Hay / Cr S Cretney

CARRIED

12 KARAKIA WHAKAMUTUNGA

The meeting was closed with a karakia led by Cr D Williams.

The meeting closed at 2.35 pm

Minutes confirmed:

Date:

13 REPORTS



6.1 WAIRARAPA LIBRARY SERVICE COMMITTEE ACTIVITY REPORT

1. Purpose

To update the Wairarapa Library Service Committee on the progress and activities of the Wairarapa Library Service (WLS) for the quarter January 2022-March 2022 inclusive. The highlights of the quarter are:

- Steady usage of collections
- Collection maintenance of the Stack
- Collection maintenance across Stack, Non-Fiction, Māori, local heritage, graphic novels, and serials
- Refresh of the Featherston branch

Staff returned from Christmas/New Year tired and still recovering from the stresses related to supporting hundreds to get setup with covid vaccine passports.

To mitigate the anticipated outbreak of Omicron across the community, as with both councils, library staff worked in bubbles during the quarter. The groupings provided opportunity for some projects to be undertaken and staff skill development. Working in bubbles has ensured the staff who did catch Covid minimised the impact on the wider team and that services were able to continue while staff were isolating or ill.

Significance

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

2. Statistics and Activity

The statistics in this report cover the months of 1 January 2022 – 31 Mar 2022 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).

An evening bookclub is being piloted in order to provide an opportunity for those who commute / work fulltime, to join in. This complements a longer running daytime bookclub held in one of the communities. A meeting was held with the existing bookclub to ensure they were clear that the new bookclub was not a competitor, and to reaffirm the libraries' practical ongoing promotion and support of it. There have been calls for a men's bookclub. This is something we'll explore in future (July onward).

March writing workshops were cancelled due to our Reading Champion having a serious family medical emergency.

The majority of the library team is now actively promoting the WLS app and Libby app which is yielding higher usage.

Serials (magazines) are being reviewed with analysis being undertaken to ensure a sensible and used mix of print titles are available. A consolidation of where serials are purchased from and how they are processed and managed will round this piece of work off. Processing of graphic novels (i.e., spine labels, catalogue records, where they are housed in each library) is underway to ensure consistency and quality.

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.

The monthly in-library Tech Series events planned for delivery throughout 2022 have been postponed due to Omicron.

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.

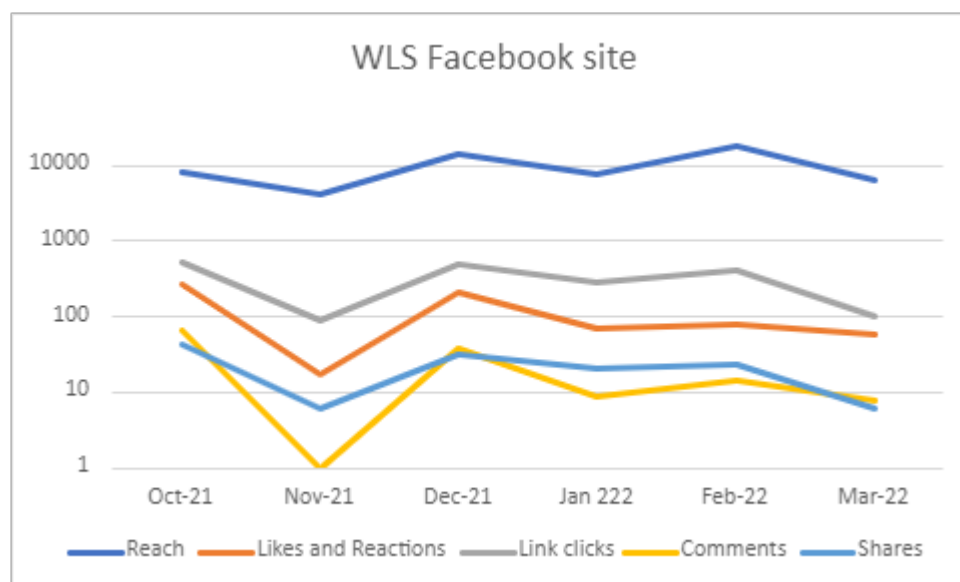
WLS went live with a new service Click & Collect, on 20th December 2021. The service mitigated the impact of people without vaccine passports not being able to enter libraries. Uptake in the reporting period has been low, and its need will be monitored over coming months.

Homelink has been a service offered to approximately a dozen people in Carterton township. The administration of the service was done manually i.e., each person's books/magazines were chosen manually by a staff member. The library management system includes a module specifically designed for homebound service management. A personal profile is created for each person which allows a real time report to be generated listing titles specific to the person's preferences, not read before, and available on the shelves in the library. This allows collection of the items to be done quickly. Refinement of the profile can be made as a person's reading tastes become better known. An anticipated wave of Omicron was the catalyst for ensuring the module was setup and staff trained in developing profiles for people. The service is now being marketed across the region and we will monitor its uptake over the coming months.

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 WLS Facebook group (publicly visible) site went live mid October 2021. An important distinction between a Facebook group and a Facebook page is the purpose. A Facebook group's purpose to promote interaction, community-building. It does this by allowing members to post to the site, while at the backend those contributions are moderated. In contrast, a Facebook page allows only the administrator to post and people to react.

The WLS Facebook group's purpose is to build connections between WLS members and nurture the reading and literary ecosystem. At this stage the site is being used as a noticeboard, and we are yet to see an interactive community developing. Posts about reading, local heritage, STEM are the most popular and generate reactions. These themes provide the platform for developing a more interactive online forum and a piece of work to explore how this might be done has been tasked to a staff member.



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.

Covid has somewhat stymied progress on this objective. People have been particularly cautious about interacting and preferring to postpone meetings until safer times. The enthusiasm generated from the November local heritage meeting will be picked up again in midyear with a second get together.

The Archives module in the library management system. Meeting international Archiving standards, the module has the potential to be used for core Council archives as well library held archival material. Work is underway to scope its potential use by community groups.

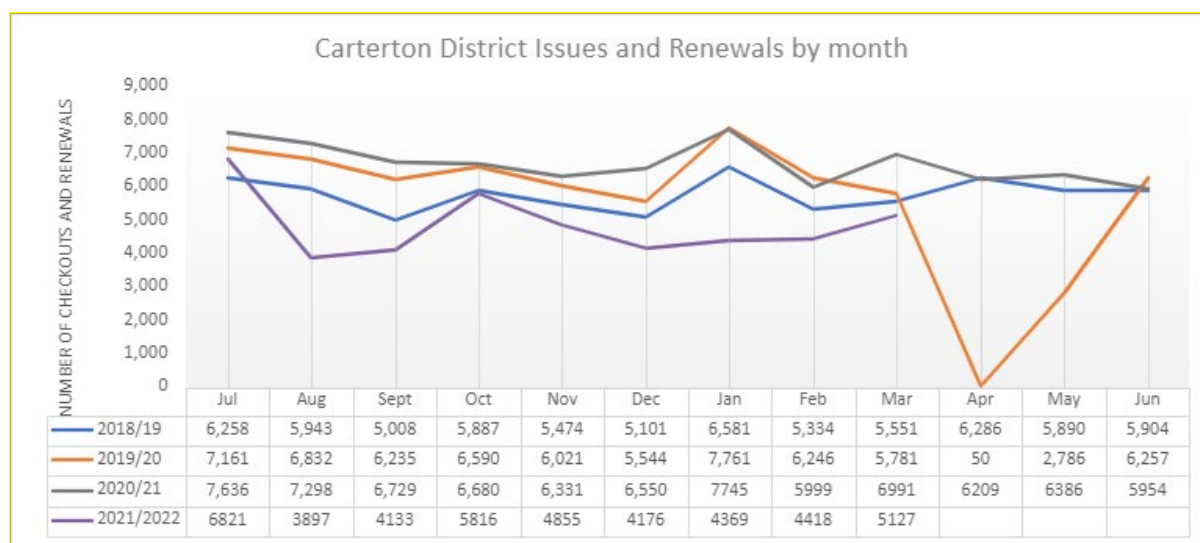
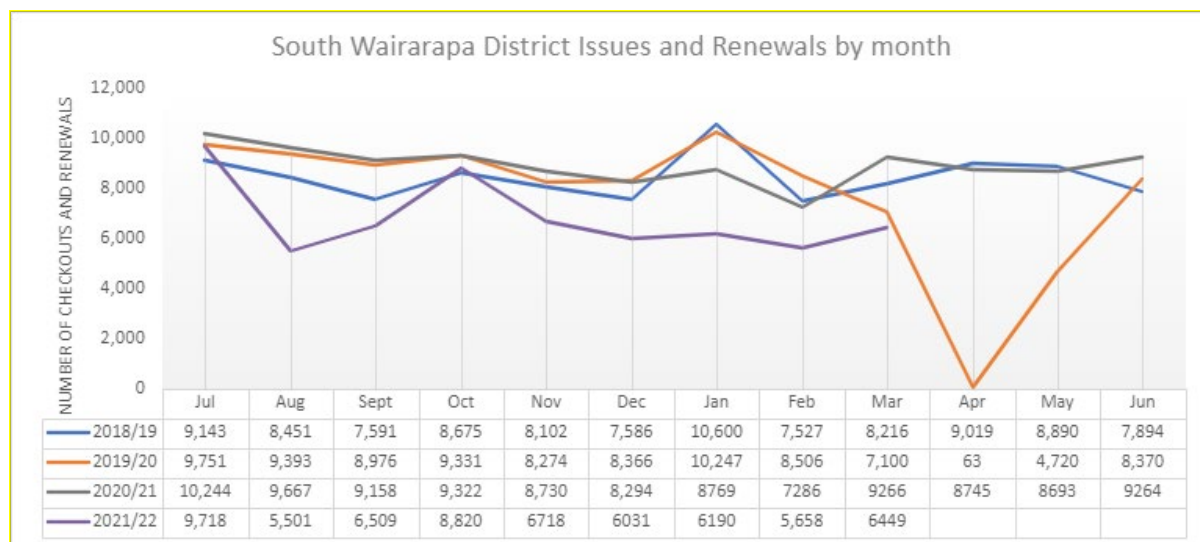
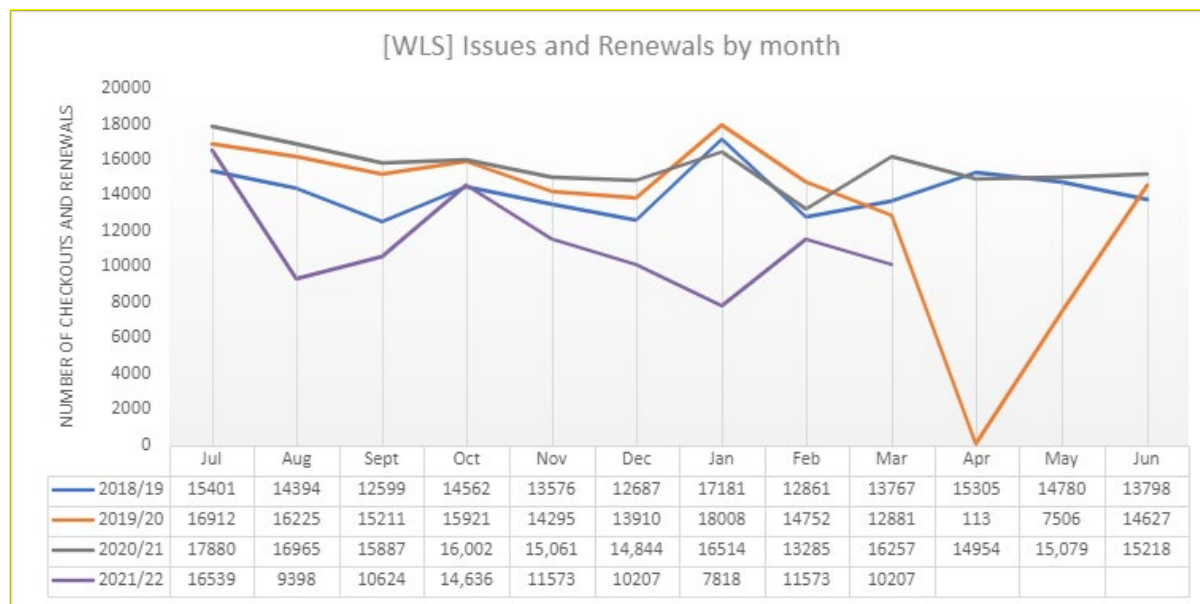
Digital NZ, a platform managed by Te Puna Mātauranga o Aotearoa (The National Library of New Zealand) provides a useful search engine for connecting people to digital material held in a variety of places (e.g., libraries, museums, media, community groups, government, and non-government organisations). Following on from the local heritage workshop held in November, a small sample set of stories are being developed for inclusion on Digital NZ. Doing so may provide a viable way to connect and celebrate local heritage in the Wairarapa region.

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

Issues and renewals appear to be settling around the mid 10,000 per month.

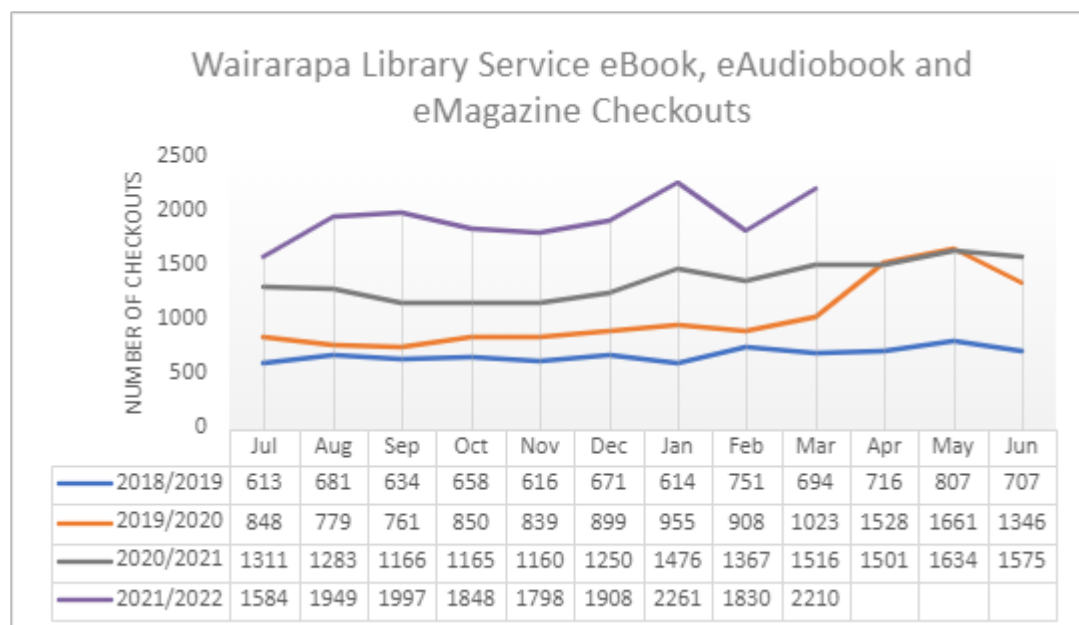
Carterton District Library's issues and renewals almost equal the total of South Wairarapa's three branches.

WLS resources are circulating well throughout the SMART network with 3,166 of our items issued or renewed by other SMART libraries in January, 3,324 in February and 3,759 in March.



3.8 eBooks and eAudiobooks

There is a steady move toward electronic collection usage. Libraries nationally report a similar trend with a sense that there is a correlation between a drop in print usage.



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)

Developing partnerships with external organisations is a key tactic in ensuring the library service is able to deliver programmes which have been commonplace in public libraries nationally and overseas for over a decade now.

In late January, the libraries delivered four basic robotics workshops in conjunction with the Engineering and Computer Sciences faculty of Te Herenga Waka (Victoria University of Wellington). Students learned about basic robotics and programmed a 'Mars Rover' to navigate its way from a 'landing zone' to the 'Mars base'. The workshops were attended by 36 people aged 8-14 years. Capturing the attention of young people before they make education decisions at the start of high school has been shown as crucial in subject choices and possible future employment.

In February, two creative technology workshops were delivered by Village Robot. The first workshop targeted teachers the second families. Participants explored how creativity and technology can work hand in hand. Simple technologies were used to help participants unleash their creative problem solving. Feedback included:

- *Opened my eyes to the world of robot making fun and exploring coding for kids and fun*
- *This was such an amazing opportunity, I hope we see things like this again. The increase of speciality in the team is so amazing and such an asset at the moment!*
- *Utterly superb. Matt was clear and focused, and he minimised unnecessary complication. The kids were given a simple brief and were able to learn some astonishing concepts very easily. Moreover, the idea has been planted in their heads that they could actually create a solution to problems that they see every day - I think this is wonderful.*
- *More of these please*

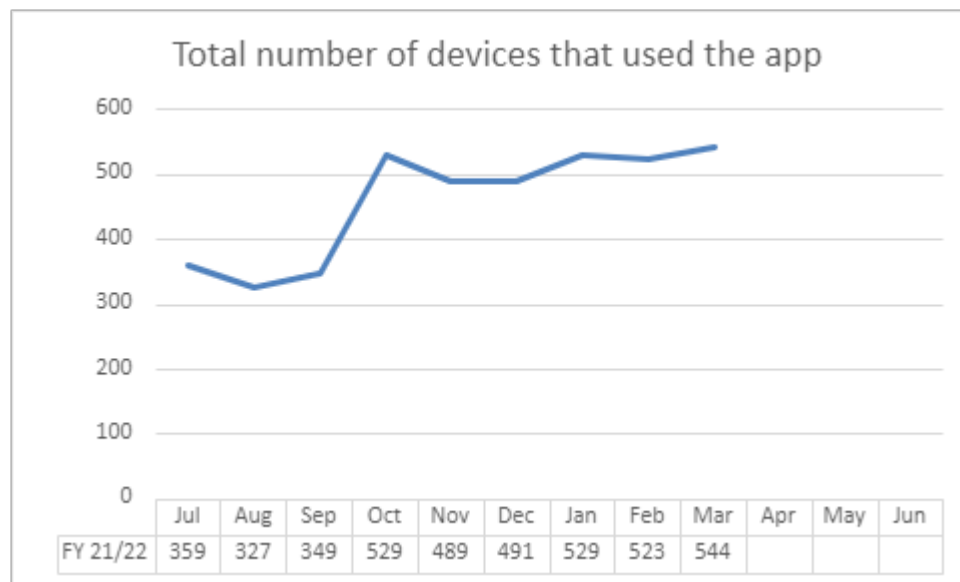
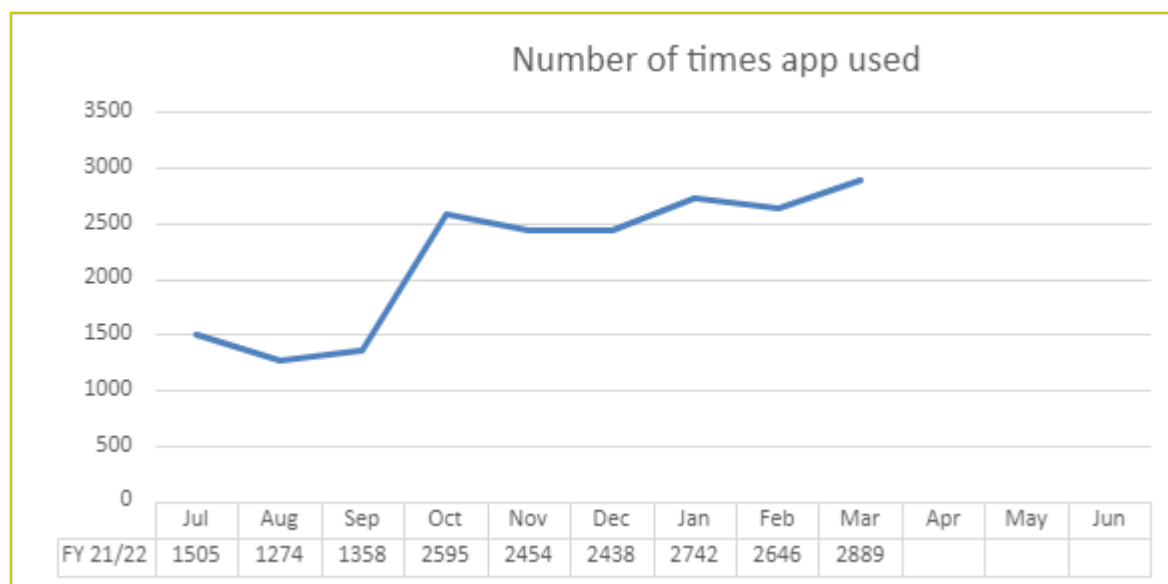
3.11 Objective: Partnerships enable WLS to deliver a wider range of services and programme than would otherwise be possible. Measured by a wider range of programmes being delivered through libraries.

No additional partnerships were developed during the reporting period.

4. OTHER

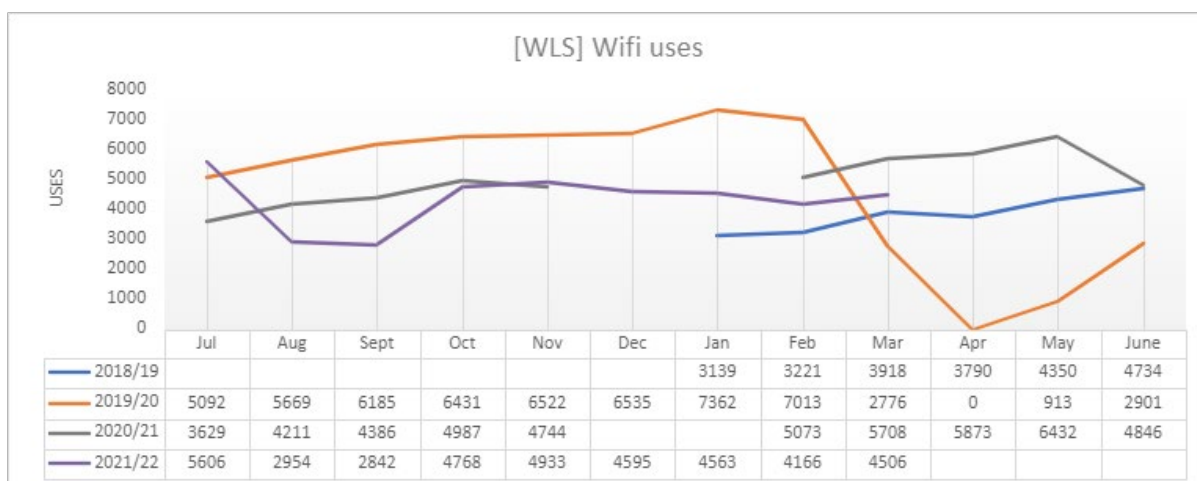
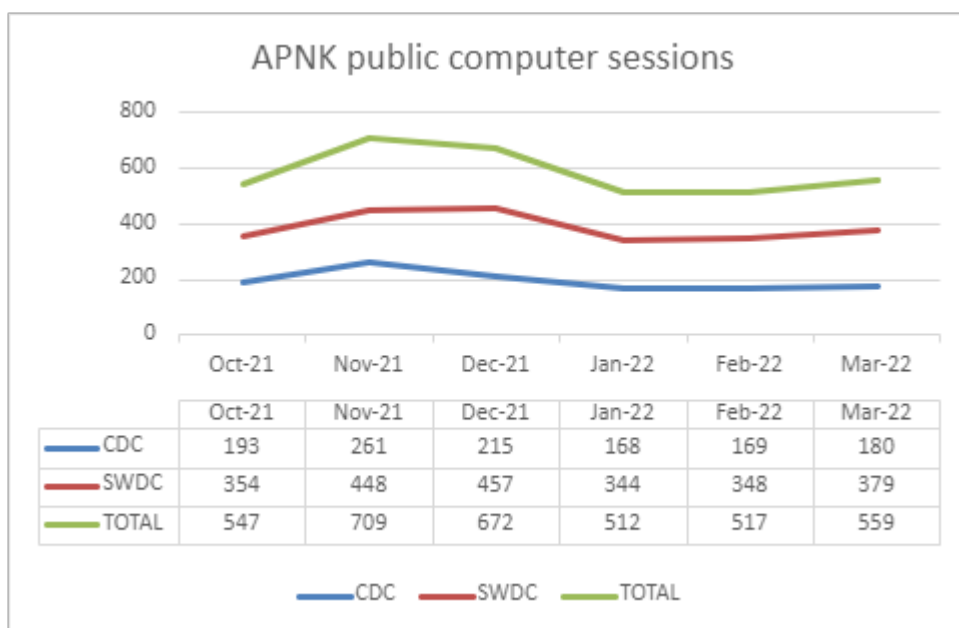
4.1 WLS App

There were 3948 renewals of items by customers themselves using the WPAC and the app. This is a significant increase from the last quarter.



4.2 Public computers (APNK) and public WiFi

Public computer use continues to be higher than previous years. Wi-Fi usage has decreased relative to the same time last year and looks to be steady around the 5,000 sessions per month.



4.3 Skinny Jump

In January to March 2022, five Skinny Jump modems were distributed. Recipients included one in Greytown, three in Featherston and one other. One of the Featherston recipients also received a Recycle a Device (RAD) computer. A library staff member is responsible for distribution, setup, and training with the Skinny Jump modems.

4.4 Featherston branch layout

Featherston branch’s layout was remodelled to create a welcoming environment for people to sit and read, work, study, or attend workshops. The library collections were rearranged to flow logically and provide distinct zones for Adult Fiction, Adult Non-Fiction, Young Adults and Children’s. The Children’s collection has been reordered to flow up through reading levels from board books to fiction and non-fiction. Staff rearranged the library while it was open to the public, garnering interest, and favourable comments. The workroom spaces in the Library have been organised to promote streamlining of workflows and enable all staff working from the branch to undertake their duties effectively.

Staff in the library have reported a steady flow of positive comments since the changes. Staff have been giving people tours to ensure they are familiar with the new layout and report that people who are initially reticent, inevitably make positive comments once they are shown around. The following were received the first week after the change around:



The layout changes make the most of a mixture of imperial and metric shelving, very limited space, and an historic building which does not lend itself easily to public library services in the 21st century.

4.5 WLS staff training meeting

All WLS sites closed for the quarterly staff meeting and training session on 30th March 2022. The meeting was held online because of Omicron restrictions. National Library's Digital NZ provided a training seminar.

The next all staff meeting is 29th June 2022. The focus of the meeting will be celebrating the significant work achieved in 2021/22, and farewelling six FTE NZLPP staff and several backfill staff, whose contracts end on 30th June 2022.

4.6 Staffing 1st July onward

The libraries operate across six days and four sites and are open to public 164 hours per week. Hours of opening are Monday-Friday 9.30am-5pm, Saturday 9.30am-1pm.

On 30th June 2022 NZLPP contracts finish and WLS returns to 2020/21 staff levels of

- SWDC 6.6 FTE (264 hours per week)
- CDC 3.2 FTE (128 hours per week)

Return to this staffing level presents risks service disruption on a number of fronts:

1. Annual leave, sick leave, lunch breaks

Up until NZLPP staff coming on board, seven of the 9.8FTE staff across WLS had annual leave balances higher than seven weeks because they were unable to take leave without significant disruption to service or branch closures. Leave balances are down now, but risk returning to high levels. The addition of Covid, and winter illness, risks staff requiring sick leave and there not being enough staff to cover. Both risks are being mitigated through careful roster planning. Retention of some fixed term staff as casuals is a possibility, but their employment is curtailed by budget constraints.

With a return to 2020/21 staff levels, SWDC staff were unable to take proper lunch breaks because of staff shortages (i.e., they had to stay on site, they did not get a lunch break at all, they had to use lunch breaks for

work-related tasks). This is a health and a safety issue and a wellbeing issue. Staff are entitled to a 30minute break to use as they wish. Leaving the buildings presents the health and safety risk of leaving only one staff member in situ, a heightened concern in the Greytown and Featherston libraries which are standalone operations. Staff feel obligated to stay, despite needing to use lunch breaks to carry out other obligations or just to relax.

All branches operate with a two staff per site minimum for health and safety reasons. With limited resourcing from July, some sites may need to operate with only one person on site at some times. This presents a health and safety risk.

2. Professional development

Scheduling professional development time for to ensure up to date knowledge and skills in using key tools of the trade, and awareness and competency in accessing and using wider resources and products which can help answer people's questions or support their research or information needs. In turn this impacts programmes, reading advisory, reference work, and digital upskilling. These are core functions for public libraries.

3. Reputation and efficiency

Minimal staffing negatively impacts the ability of staff to collaborate and embeds a siloed culture. Progress made to embed a cohesive team and delivery model will become fragmented again and result in inconsistent workflows, communications, levels of service and decreased efficiency.

9.8FTE risks returning to minimal service delivery and the libraries again languishing behind every other public library in NZ. This risks undoing the work done to date to address the professional reputation, service delivery, and motivation of staff. Everyday library tasks such as systems work, planning and development of programmes, accessioning of collection stock become far harder, less efficiently done, or impossible when the minimal staff numbers available are required just to cover the customer service desk and do not provide real time. Work left undone will need to be caught up or begun from the start again.

4. Daily operations:

A daily juggle to cover opening hours.

Careful management will help mitigate some of the points noted above. There is a very strong likelihood of cancelled programmes, reduced support for people using in-library services and collections, less engagement with external stakeholders, a change in culture and delivery, library closures for periods of time during the day and during the week. All impact the reliability and the reputation of libraries and councils, and the retention of skilled staff.

5.0 RECOMMENDATION

That the Committee:

1. Receives the Wairarapa Library Service Activity Report
2. Notes the risks and issues raised in section 4.6.

Author: Annette Beattie, Library Service Manager

14 KARAKIA WHAKAMUTUNGA