



# **AGENDA**

## **Wairarapa Library Services Committee Meeting**

**Date: Wednesday, 9 June 2021**

**Time: 1:00pm**

**Location: Carterton Events Centre  
50 Holloway Street  
Carterton**

Chair P Colenso

Cr S Cretney

Cr L Hay

Cr D Williams



**Notice is hereby given that a Wairarapa Library Services Committee Meeting of  
Carterton District Council and South Wairarapa District Council  
will be held in the Carterton Events Centre, 50 Holloway Street, Carterton on:  
Wednesday, 9 June 2021 at 1:00pm**

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## **Order Of Business**

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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 awhi 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 REPORTS



### 5.1 CONFIRMATION OF THE MINUTES

#### RECOMMENDATION

1. **That** the Minutes of the Wairarapa Library Services Committee meeting held Wednesday 24 March 2021 are true and correct.

**File Number:** 128027

**Author:** Casey Spencer, Democratic Services Coordinator

**Attachments:** 1. Minutes of the Wairarapa Library Services Committee meeting held Wednesday 24 March 2021 [↓](#)

## Wairarapa Library Services Committee Meeting Minutes

24 March 2021

**MINUTES OF CARTERTON AND SOUTH WAIRARAPA DISTRICT COUNCILS'  
WAIRARAPA LIBRARY SERVICES COMMITTEE MEETING  
HELD AT THE WAIHINGA CENTRE, TEXAS STREET, MARTINBOROUGH  
ON WEDNESDAY, 24 MARCH 2021 AT 10.00AM**

**PRESENT:** Chair Cr Pam Colenso and Cr Leigh Hay  
Via audio-visual link: Cr Steve Cretney

**IN ATTENDANCE:** Annette Beattie (Library Services Manager), and Suzanne Clark (Committee Advisor)

**1 KARAKIA TIMATANGA**

The meeting was opened with a karakia lead by Cr Steve Cretney.

**2 APOLOGIES**

There were no apologies for this meeting.

Cr Colenso acknowledged Steffen Bertram's contribution.

**3 CONFLICTS OF INTERESTS DECLARATION**

There were no conflicts of interests declared.

**4 PUBLIC FORUM**

There was no public participation.

**5 CONFIRMATION OF THE MINUTES**

**MOVED**

That the Committee:

**Confirms** the Minutes of the Wairarapa Library Services Committee meeting held 18 November 2021.

Cr Leigh Hay/Cr Steve Cretney

**CARRIED**

**6 INFORMATION REPORTS**

**6.1 WAIRARAPA LIBRARY SERVICE POLICIES REPORT**

**PURPOSE**

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

Members discussed staff recruitment, summer programmes, a cash donations policy, inactivity of the Friends of the Martinborough Library Group, future promotions, demand for the different book formats (e.g. e-book, printed, audio, talking) and availability of a delivery service.

## Wairarapa Library Services Committee Meeting Minutes

24 March 2021

Cr Colenso suggested that a tour of libraries be organised for councillors.

**MOVED**

That the Committee:

1. **Receives** the Wairarapa Library Services Policies Report.

Cr Pam Colenso/Cr Leigh Hay

**CARRIED**

## 7 PUBLIC EXCLUDED

### 7.1 LIBRARY MANAGEMENT SYSTEMS OPTIONS

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

Report/General Subject Matter	Reason for passing this resolution in relation to the matter	Ground(s) under Section 48(1) for the passing of this Resolution
Library Management System Options	Good reason to withhold exists under section 7(2)(h)	Section 48(1)(a)

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act which would be prejudiced by the holding of the whole or relevant part of the proceedings of the meeting in public are as follows:

Reason for passing this resolution in relation to the matter	Ground(s) under Section 48(1) for the passing of this Resolution
The withholding of the information is necessary to enable any local authority holding the information to carry out, without prejudice or disadvantage, commercial activities.	Section 7(2)(h)

Cr Leigh Hay/Cr Steve Cretney

**CARRIED**

**The meeting concluded at 10:50am**

**Minutes Confirmed.....**

**Date.....**





## 5.2 SMART REQUIREMENTS

### 1. PURPOSE

To inform Councillors of the agreement in principle by the Sharing and Managing a Region Together (SMART) library collaboration, to Wairarapa Library Service (WLS) joining, pending the meeting of certain requirements.

### 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 WLS Committee agreed at the March 2021 meeting to WLS moving to Civica's Spydus library management system. Further they agreed to the WLS joining SMART.

An approach was subsequently made to SMART requesting to join the collaboration. The Governance Group advised WLS in mid-May 2021 that they were agreeable in principle pending some requirements being met.

### 4. DISCUSSION

#### The Requirements

In principal the Smart Governance group is very supportive of Wairarapa Library Service joining SMART, subject to agreeing to the following obligations:

- WLS compliance with the Circulation Policy and standardised processes
- Agreement to support the global reservations approach
- Participation in the current monthly SMART service model with Civica
- Moving to SMART would be a few months after go-live with Civica
- A central hub for courier collection/delivery
- The fee to reserve/hold items is waived

#### Timeline

At the time of writing, it is anticipated WLS will migrate to Spydus in the first quarter of the 2021/22 financial year, then move to collaboration with SMART in quarter two. A meeting is scheduled in late May to start confirming the timeline arrangements across all parties (WLS, Civica, National Library, Sirsi Dynix, SMART), before it is signed off for implementation.

**Evaluation**

The SMART Circulation policies are a negotiated set of customer service policies agreed and subsequently implemented across all SMART libraries. The current version indicates WLS and SMART policies are already closely aligned.

A global reservations approach is the key benefit of SMART for library members. It allows the reservation of items across SMART (i.e., a WLS member can place a reserve on an item, and subsequently borrow it, held at another SMART library), while accommodating the need for balancing local versus regional lending of items.

Participation in the monthly technical meeting with the vendor is a sensible and welcome operational practice to ensure technical issues and enhancements are addressed and progressed.

Moving into SMART several months after migration to Spydus allows WLS time to ensure the LMS migration is settled in and staff are competent before becoming party to a region-wide collaboration and service. Likewise, for SMART, it allows them to make any adjustments to processes which may require an update.

SMART uses a hub and spoke model for the delivery and return of collection items across the region. There is a consortia courier contract in place for the delivery and return of library items between each of the six nominated hub sites. Distribution of library items within each system's internal network (i.e., to individual branch libraries) is over to the institution's own arrangements. Depending upon the SMART courier run, WLS' hub site will be either Featherston or Carterton Library.

The requirement to waive the charge applied to reserving/holding library items will mean an income loss for the respective Councils. For the 24 months prior to April 2021, Carterton District Council generated \$3,259, and South Wairarapa District Council \$3,331 from these charges. An annual amount of (approx.) \$1,630 and \$1,665 respectively.

**Analysis and Advice**

The requirement to cease with reserve/hold charges will be a welcome service improvement to WLS customers. Anecdotal feedback from customers indicates the current 50 cent charge is unwelcome and a deterrent to using the libraries' resources. There is also a staffing component to the collection and management of the charge.

**Legal and Consultation**

It was not part of the draft LTP consultations because the reply from SMART's Governance Group was received after Long Term Plan documents were prepared and consultation was underway.

The proposed removal of a fee for reserves/holds needs to be picked up and deliberated upon in the 2021/22 Annual Plan and the 2021/31 Long Term Plans deliberations of both councils.

The change will need to be included in the changes to fees and charges schedules.

## 5. CONCLUSION

Joining the SMART collaboration will see benefits to WLS library members in access to more libraries, collections and the benefits associated with upskilling opportunities that staff are able to participate in. The requirements laid out by SMART aim to ensure the experience of using a library anywhere across SMART, is seamless. In other words, library members can focus on enjoying the library rather than needing to know the ins and outs of individual institutions policies. The removal of a reserve/hold charge would be welcomed by WLS communities and results at a minimal income loss to Councils.

## 6. CONSIDERATIONS

### 6.1 Climate change

There is no identified physical environment impact.

### 6.2 Tāngata whenua

We anticipate the change to SMART will provide improved access and functionality.

### 6.3 Financial impact

The loss of the reserve/hold charge is a loss of income to the Libraries. However, the amount is relatively small within the Councils' overall budgets. If absolutely required, the loss could be accommodated within existing planned operational expenditure.

Alternatively, SMART libraries currently have collections called Hot Picks/ Bestsellers. Hot Picks/Bestsellers are chargeable with the public libraries charging between \$2-4.80 per item, respectively. WLS libraries do not currently have such a collection or corresponding charge. Implementing such an option, would be unpopular and be an active deterrent to using the libraries.

It is worth noting that nationally, all public libraries are quickly moving toward removal of all fees for the use of any or all parts of public library collections.

### 6.4 Community Engagement requirements

It is anticipated appropriate communications will be put in place ahead of becoming a SMART collaboration library. The communications will focus on the benefits of the change and also how to get the most out of a SMART library card.

## 7. RECOMMENDATION

The Wairarapa Library Services Committee has delegated authority of Councils under the current Terms of Reference to:

Develop, approve, and monitor the implementation of operational policies and procedures that support the achievement of the WLS Strategic Plan and the delivery of a comprehensive professional library service.

Officers recommend that the Committee:

1. **Receives** the Wairarapa Library Service – SMART Requirements report.
2. **Approve** the removal of a reserve/hold charge from the time that WLS becomes a member of SMART (anticipated to be in Q2 of 2021).

3. **Note** that removal of the reserve/hold charge will result in an income decrease of (approximately) \$1650 per Council per annum.
4. **Confirm** the removal of the fee during the individual council deliberations of the 2021/22 Annual Plan and 2021/31 LTP.

**File Number:** 128066

**Author:** Annette Beattie, Library Services Manager

**Attachments:** Nil



## 5.3 WAIRARAPA LIBRARY SERVICES COMMITTEE ACTIVITY REPORT

### 1. PURPOSE

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

### 2. SIGNIFICANCE

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

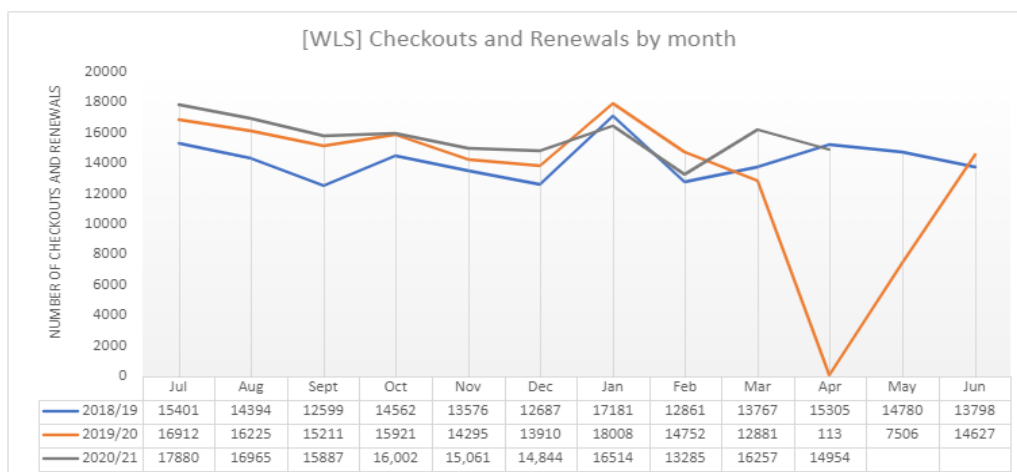
### 3. STATISTICS AND ACTIVITY

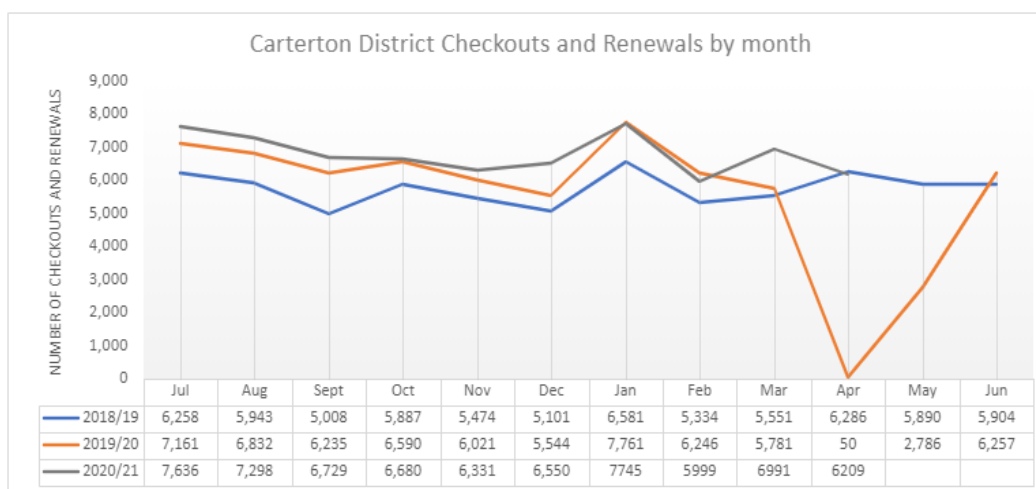
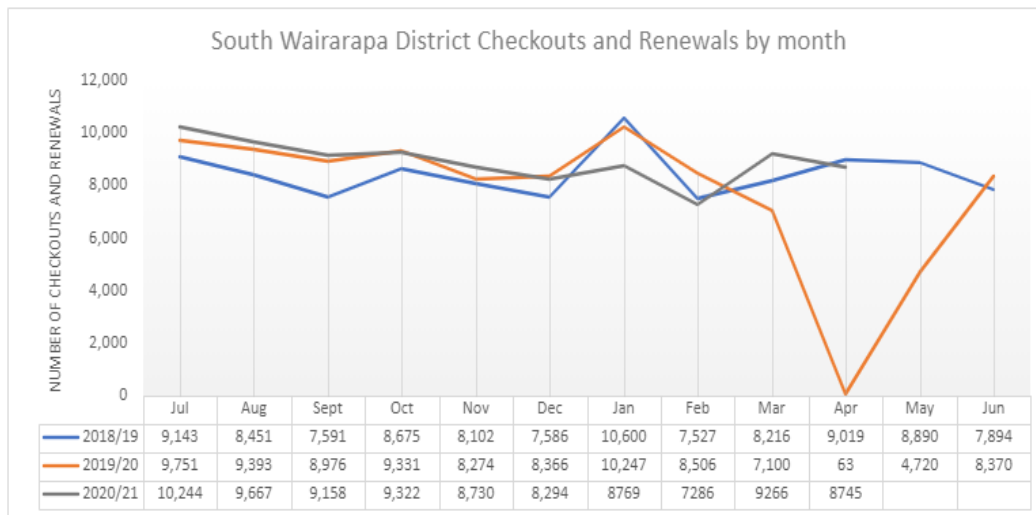
The statistics in this report cover the months of 1 July – 30 April 2021 inclusive. Data is reported as:

- Wairarapa Library Service
- By Territorial Local Authority

#### 3.1 Checkouts and Renewals (Monographs, Serials, Audio-visual)

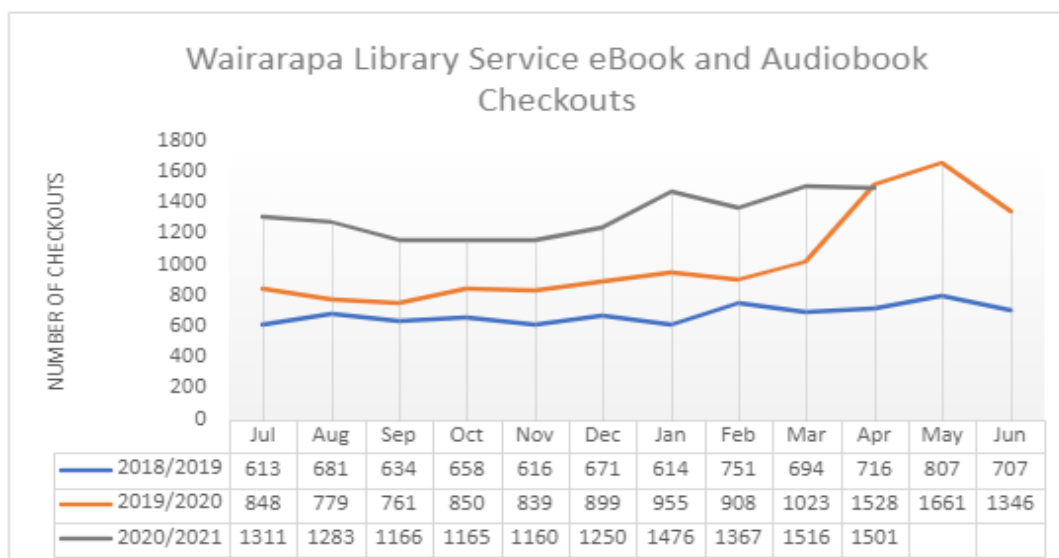
During the last quarter the Wairarapa Library Service (WLS) checkouts and renewals have generally continued tracking above 2018/19 levels.





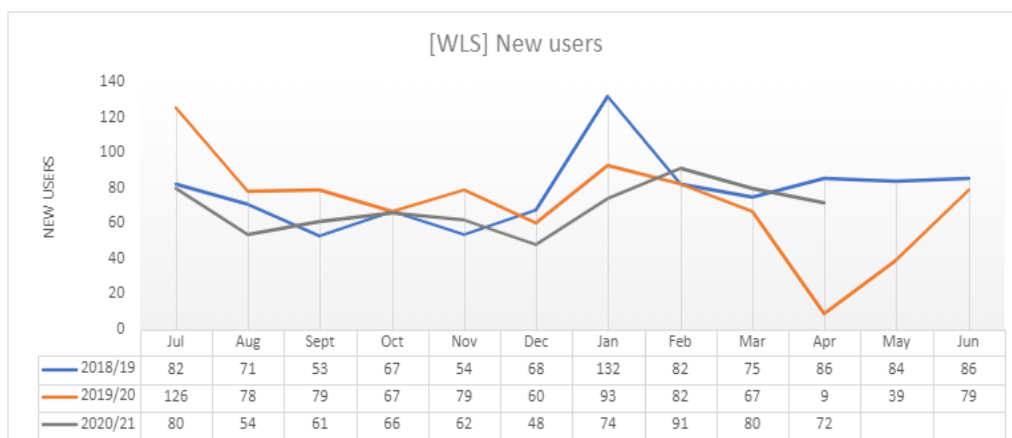
### 3.2 eBooks and eAudiobooks

Ebook and eAudiobook issues continue to perform well compared to previous years.



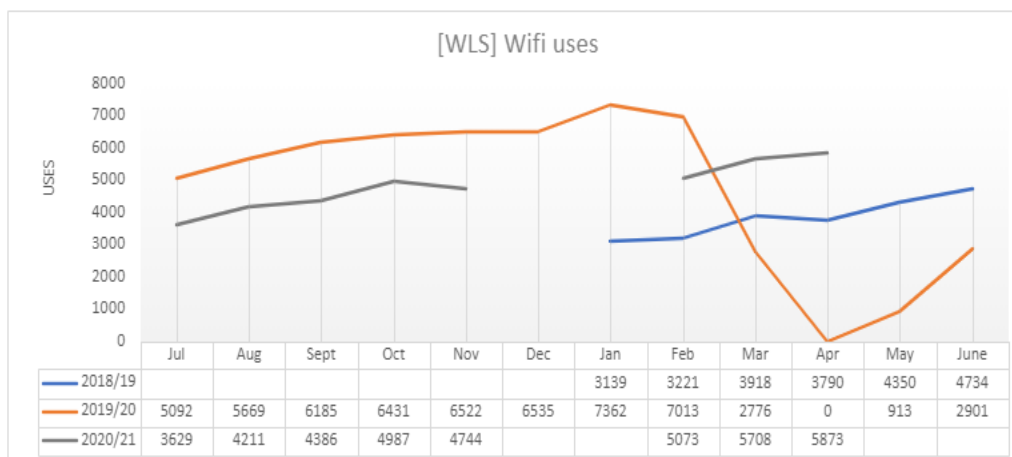
### 3.3 New Members

The number of new members is fluctuating across the year.



### 3.4 Wi-Fi access

The Wi-Fi usage for December and January have been omitted as the data for each month was incomplete. Wi-Fi usage continues to grow.



### 3.5 Collections

The annual collections capital expenditure budget is split across the entire collection in line with the Collection Development Policy and the analysis of ongoing collection usage data. Leading into the end of the 2020/21 financial year, some collection expenditure has specifically been targeted to boost areas of the collection which are high use or require refreshing. These include:

- Large Print
- eBooks
- Biographies
- Adult Fiction
- Graphic Novels

- Picture Books
- Children's DVDs at Featherston

Despite COVID-19, collections items are continuing to steadily arrive. The quality of selection and processing has been commented on favourably by customers.

### **3.6 Programmes**

WLS has run a variety of workshops over the quarter including:

Extending the weekly pre-school reading programme Wā Kōrero to be delivered at all four branches each week. Public feedback has been positive, with several comments about being able to attend the programme at whichever library is most convenient.

Schools from across the region visiting the libraries to be part of Simultaneous Storytime held in conjunction with libraries across NZ and Australia. Astronaut Dr Shannon Walker read a story from the International Space Station before children were lead through a craft activity to make their own space rockets.

The first one of two Oral History workshops delivered by Alexander Turnbull Library, to a group of 12 oral historians from across Martinborough and Greytown. The workshop was also attended by the new Manager of Masterton's Wairarapa Archive.

Regular careers advisory services with external consultants have been offered at Martinborough, Greytown and Featherston Libraries throughout the quarter.

### **3.7 Libraries activities**

All South Wairarapa District Council branches' floor layouts have been changed throughout May and early June to group activities together, provide better areas for people to read or study, and to highlight collections and make their sequencing clearer. Some basic furniture has been added to the Libraries to replace damaged or worn pieces and address a shortfall of seating.

All New Zealand Libraries' Partnership roles have been recruited. The first person began 22 March and the final one starts on 8 June 2021. In total seven staff were recruited for NZLPP. Of those three were internal appointments, necessitating a further round of recruitment to backfill those roles on a fixed term basis. In addition, two staff have resigned, one has moved out of the district, the other has extended her hours in another Council role. Recruitment has been undertaken for those roles also.

With the NZLPP staff coming on board, WLS is now fully staffed for the hours the libraries are open to public. Importantly, the increase in staff numbers means there is now coverage for lunch breaks, and annual and sick leave entitlements. Rosters have been implemented at an across-WLS (as opposed to by branch) level. This is a significant change which sees many staff working in more than one branch.

Additionally, staff have time to undertake project and programme delivery work, and rostered time on Saturdays is more equitable and sustainable for staff health. Longer term both Councils will need to anticipate funding to continue staffing



Libraries to the current levels. This is particularly pertinent as the focus of Council operations shifts from infrastructure to community wellbeing with the local government changes. At time of writing, it is apparently likely NZLPP funding will continue for some months past June 2022. The National Library hopes to be able to announce something in July or August.

The change of Saturday hours to 10-2pm across all WLS branches happened 1 May 2021. Generally, it has been welcomed by public, especially in South Wairarapa District Council. At Carterton, a lack of advance notification of the change and some complaints was rectified by council advertising in newspapers and the Crier.

WLS closes one morning per quarter for staff training. This is crucial for bringing all staff from across the region together at once and ensuring the team skills are continually improved. Public comment over the past several months about the increased energy and positive atmosphere of the libraries is arguably testament to the value of quarterly professional development and teambuilding.

#### **4. WAIRARAPA LIBRARY SERVICE FOCUS JUNE – SEPTEMBER 2021**

Preparation for migrating from Sirsi-Dynix (Kotui) library management system to Civica Spydus is underway. The project schedule is being finalised in early June.

New staff coming onboard, coupled with many staff now working in more than one branch, has exposed multiple inconsistencies and anomalies in processes across WLS. Work is now underway to establish good practice across the service and document processes and procedures. The timing of this work coincides well with the migration to a different library management system and builds on the Customer Service Policy signed off in 2020.

Continuing to settle in new staff and the delivery of new programmes across WLS from Term Three is a strong focus for all staff.

Digital upskilling of all staff to ensure they are competent and confident in using the multiple technologies in use across a modern library is a base requirement for all positions. It is a key focus of internal staff training over the coming six months.

#### **5. RECOMMENDATION**

That the Committee:

1. **Receives** the report.

**File Number:** 128065

**Author:** Annette Beattie, Library Services Manager

**Attachments:** Nil

## 6 EXCLUSION OF THE PUBLIC

### RESOLUTION TO EXCLUDE THE PUBLIC

#### RECOMMENDATION

That the public be excluded from the following parts of the proceedings of this meeting.

The general subject matter of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under section 48 of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under section 48 for the passing of this resolution
<b>6.1 - Confirmation of the Public Excluded Minutes</b>	s7(2)(h) - the withholding of the information is necessary to enable Council to carry out, without prejudice or disadvantage, commercial activities	s48(1)(a)(i) - the public conduct of the relevant part of the proceedings of the meeting would be likely to result in the disclosure of information for which good reason for withholding would exist under section 6 or section 7

## 7 KARAKIA WHAKAMUTUNGA