

POLICY: LIBRARY SERVICE

GROUP RESPONSIBLE: Customer and Financial Services

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POLICY DETAIL:

A co-ordinated district library service be implemented.

There will be free access to the general library service for all residents of the district.

Specific charges will be made for the following:

- (a) **Request charges** - that the charge for internal library requests be set at \$3.00 per book.
- (b) **Overdue fines** - that the overdue charge be set at \$1.00 per book per week.
- (c) **New book rental charge** - that the implementation of a new book rental charge be deferred and reconsidered should there be significant projected increases in the cost of the library service.

Books must be returned to library from which they were issued.

The funding for the co-ordinated district library service be from a uniform charge over the district and inclusive in the \$100 uniform annual general charge.

Community public libraries will be funded from the district rate as provided for in the estimates with a base grant and an operational grant based on the population of the area served.

Where a community public library estimated operating cost is in excess of the council grant, the excess amount shall be funded locally.

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1.0 BACKGROUND

The District Library Service was formed in 1990 following the withdrawal of National Library support for the various local libraries that operated throughout the District.

Council recognised the need for a co-ordinated approach which would provide support for local libraries, whilst maintaining a basic level of service to residents and ratepayers of the whole District.

The large geographical area of the District, with more than 30 communities meant that a decentralised approach to the provision of libraries services was required.

Extensive consultation was undertaken with the various communities to ensure that the structure and approach was feasible and would be responsive to local needs.

It was recognised that there were benefits in combining local libraries with area offices to offer a “one stop shop” for residents and ratepayers, and this concept has been introduced gradually throughout the District.

2.0 GOAL

Council’s goal for the provision of library services is:

A quality, decentralised, District wide, library service which provides resources for life long learning for all of the community.

3.0 SERVICE DESCRIPTION

Council provides a decentralised library service through a base library at Winton, 12 local libraries and a complementary mobile service to rural areas. Figure One illustrates the structure of the library service.

3.1 Library Services

The District’s library service provides all residents with access to a wide range of information and educational, cultural and recreational resources. Resources include books, sound and video recordings and electronic databases. Librarians provide advice and expertise to assist residents to make optimum use of resources.

District Base Library

The District base library is located at Winton. The Winton library of 20,000 titles provides direct access for all residents to a comprehensive range of books, and access to CD Rom, videos and technical advice.

Bookbus (Mobile) Library Service

“Bookbuses” service 42 rural stops at fortnightly and monthly intervals. Mobile library services are also provided to some rural areas of the Gore District, and reciprocal borrowing rights are available to the Southland District’s residents at the Gore and Mataura libraries. The mobile library service is complementary to local libraries. Any extension of service is subject to public demand and Council approval. Generally no mobile library service stops are made within 10 km of a local library. The mobile library service provides book support to the smaller local and link libraries.

Local Libraries

Local libraries in Te Anau, Winton, Otautau, Lumsden and Riverton are located in shared premises with Council offices. Additional local libraries are situated in Tuatapere, Wyndham, Stewart Island, Nightcaps, Ohai, Dipton, Gropers Bush and Manapouri. Collectively local libraries hold a further book stock of 27,500 titles.

Support Services

Support services consist of a collection of 17,500 titles, and provision of book stock support and exchange services to the local libraries, book stock for the mobile library, inter-loan services, and exchanges with other regional libraries.

3.2 Management Services

The Manager of the District Library Business Unit provides local libraries with management overview, expertise and guidance. Other support services provided in addition to support in the form of library materials include training, purchasing, processing and cataloguing.

Local libraries are operated by a local librarian who ensures they maintain their identity. The local librarian undertakes book selection according to local budgets to ensure that local library collections set reflect local preferences. The local librarian undertakes the exchange of books through the support collection of Winton.

**Figure One:
Library Service Structure**

4.0 FUNDING

Council has determined through its Funding Policy that library services have a 95% level of public good, which should be funded by a Uniform Annual Charge. The balance is funded by user charges. The current level of the charge is \$39.10. Operational rates funding for 1998/99 year has been set at \$388,392. The total capital purchases allocation for books is \$164,000.

Grants from District rates of \$69,090 are made towards the operation of local libraries. The grants are based on the population of the area serviced. Where communities wish to provide services in addition to those funded by the grant, these are funded by local rates. Additional local rates funding for the 1998/99 year has been set at \$169,000.

1998/99 LIBRARY GRANTS			
Area	Base	Operating	Total
Te Anau	6,000	7,920	13,920
Winton	4,000	7,590	11,590
Riverton	3,000	4,620	10,000
Otautau	3,000	3,300	8,500
Lumsden	3,000	2,310	5,310
Wyndham	3,000	2,310	5,310
Tuatapere	2,500	2,640	5,140
Nightcaps	2,500	1,320	3,320
Stewart Island	2,500	1,000	3,500
Link Libraries	2,000		2,000
			\$69,090

Charging

- (a) Core library services will be provided free of charges for membership or borrowing to residents of the District, and those who are covered by reciprocal borrowing rights.
- (b) Supplementary services may incur a part charge at the discretion of the Manager, Library Business Unit.
- (c) Value added services where identifiable users receive a specific benefit will be provided on a partial charge or full cost recovery basis at the discretion of the Manager, Library Business Unit.
- (d) New services will be on a full cost recovery basis, with implementation of these services at the discretion of the Manager, Library Business Unit.

Charges are standardised throughout the District. All books purchased from District grants and/or local funding are identified as part of the book stock of the local library. Requests from these stocks will be on a loan and return basis.

Any changes in charging for services will be subject to consideration and approval by Council.

Purchasing

The Manager, Library Business Unit will ensure that all books and materials are purchased at the maximum available discount.

All purchasing will be undertaken through the Manager, Library Business Unit.

Assets

All books, buildings and equipment remain the property of the Southland District Council.

5.0 OPERATIONAL OBJECTIVES

- **Ensure that libraries recognise trends in technology and provide access to computer based technologies.**
- **Ensure that the requirements of special user groups are addressed, particularly those physically or visually impaired.**
- **Provide a mobile library service to ensure rural residents have access to library services.**
- **Where practicable, combine the provision of library services with Council office services.**
- **Provide a range of information media including books, videos, audio tapes and CD Roms.**

6.0 SERVICE STANDARDS

6.1 Libraries Opening Hours

Winton (includes Bookbus)	Mon, Wed, Thurs	08.30 am - 5.00 pm
	Tuesday, Friday	08.30 am - 7.00 pm
	Saturday	09.30 am - 1.00 pm
Te Anau	Monday	1.00 pm - 6.00 pm
	Tuesday, Thursday	10.00 am - 6.00 pm
	Friday	10.00 am - 7.00 pm
Riverton	Monday	01.00 pm - 4.00 pm
	Thursday	08.30 am - 4.00 pm
	Friday	08.30 am - 6.00 pm
Otautau	Monday to Thursday	08.00 am - 5.00 pm
	Friday	08.00 am - 6.00 pm
Lumsden	Monday	10.00 am - 5.00 pm
	Wednesday	10.00 am - 5.00 pm
	Friday	10.00 am - 5.00 pm
Wyndham	Tuesday	2.00 pm - 5.00 pm
	Thursday	6.30 pm - 8.00 pm

6.2 Mobile Library Service

Provide fortnightly stops of two hours minimum to Balfour, Mossburn, Riversdale, Tokanui, Waikaia, Woodlands and Edendale.

Provide monthly stops of one hour minimum to the following communities: Aparima, Athol, Blackmount, Brydone, Colac Bay, Dacre, Dipton, Drummond, Eastern Bush, Feldwick, Five Rivers, Garston, Glenham, Gorge Road, Hedgehope, Limehills, Matura Island, Mokoreta, Motu Valley, Orepuki, Otara, Pukerau*, Rimu, Roslyn Bush, Ryal Bush, Te Tipua, Thornbury, Waianiwa, Waikaka*, Willowbank*, Waimahaka*, Wallacetown, Wendon*, Wendonside.

*Note: Stops in the Gore District Council area.

6.3 Library Staffing and Premises

Libraries and bookbuses will:

- Have a welcoming atmosphere that all sectors of the community feel comfortable in visiting.
- Be clean, tidy and a comfortable temperature.
- Be operated by polite and helpful staff.

6.4 Collections

Book selection will be based on meeting the collection criteria identified below.

Local preferences will be recognised in the selection of books purchased with funds provided for local libraries, and where relevant, selection will be made by the local Librarian, in consultation with the Manager, Library Business Unit.

The Manager, Library Business Unit may arrange the disposal of books surplus to collection requirements.

Book collections will meet the following criteria:

- Minimum overall stock of three books per head of population (see Strategic Objective).
- Media provided will include books, magazines, sound recordings, videos and CD Roms.

6.5 Services

Core services for which no charges for membership or borrowing will be made:

- Reading materials to suit the recreation, cultural and informational needs of residents of the District.

The general range of media available will include books, magazines, audio-tapes, New Zealand Standard Specifications.

- Reference materials in the form of encyclopaedias, indexes, dictionaries, genealogy, international business directories and telephone directories.
- Materials for those with disabilities, including talking books, large print texts, and reading aids.
- Some materials for those with special needs, including adult new readers, new settlers and Taha Māori collections.
- Community resource database of local clubs and organisations.
- Database access to a wide range of sources via CD Rom (printing of information will be subject to a charge).
- Government information of local, regional and national significance, including District Plans and statistics.
- Local and national newspapers.
- Comprehensive local history collections about Southland and its communities.

- Indexes of local newspapers and other local sources.
- Maintaining heritage collections of rare books and manuscripts.

- Provide liaison and support to community groups and schools at a level which is not detrimental to library resources.
- Assistance to locate sources and find answers to reference questions (limited to 15 minutes search time).
- The base library at all times acting as a specialist resource centre for the network of District libraries as a whole.
- Services offered to people unable to visit libraries because they are housebound or in institutions.
- Community support in the form of displays, library tours and talks.

**Supplementary services for which a user part charge may be levied at the discretion of the Manager, Library Business Unit:
Subject to Council approval:**

- Accessing and borrowing of videos, music scores, puzzles, games, and car manuals.
- Genealogical material from throughout the world on microfilm and microfiche.
- Indexes of newspapers and other local sources.
- Printing of information assessed via the library's information database (CD Rom and Internet etc).
- Provision of retrieval and delivery services through the use of inter-loan and Internet for books and resources not held locally.
- Promotional activities and holiday programmes to raise and maintain awareness and interest in the libraries.
- Teaching information retrieval skills on a one-to-one basis or in groups.
- Replacement of membership cards.
- Reserves of all books and resources held by Southland District Council libraries.

**Value added services (where identifiable users receive a specific service) for which a partial user charge of full cost recovery will be made at the discretion of the Manager, Library Business Unit:
Subject to Council approval:**

- Providing a Business Information Service for local businesses requiring specialist research assistance.
- Internet access.
- Borrowing of CD Roms.
- Teaching specialist information retrieval skills.

- Location of sources and information to reference questions (where time involved is greater than 15 minutes).

New services which will be on a full cost recovery basis, implementation of these services at the discretion of the Manager, Library Business Unit:

- Possible implementation of a “best sellers” club.
- Book processing services including binding repairs, covering, lamination and printing.
- Merchandising of library promotional items (book bags, bookmarks and pens etc).
- Photocopying, fax services, email services.
- Second hand book sales.

7.0 STRATEGIC OBJECTIVES

- **Improve access to library services for residents with disabilities through strengthening large print, talking book and audio visual collections. Cost \$15,000 in 1998/99 (external funds).**
- **Carry out alterations to expand library space at Lumsden. Cost \$10,000 in 1999/2000 (reserve funds).**
- **Increase capital expenditure on book stock to achieve Council’s target of three books per head of population. Cost \$10,000 per year for five years 1998/99 to 2002/03.**
- **Continue the introduction of computerised information technologies. Cost \$30,000 per annum from 1998/99 funded by external grants.**
- **Provide dial up access to District collections via the Internet (and eventually the collections of other libraries) on a user pays basis.**

8.0 PERFORMANCE MEASURES

8.1 User Satisfaction

- Annual book, audio and video tape issues maintained at 250,000 items per year or greater.
- 80% (residents/users) satisfaction.
- 70% (users) satisfaction with collections.

8.2 Collections

- Collections reviewed in response to trends, feedback, demand and conspectus dates (age of books) are in accordance with standard library practices.
- Book stock increased to achieve target of three books per head of population by 2003.
- Provide for elderly and disabled readers (large print, audio video collection).
- Requests met within ten working days 95% of the time.

8.3 Service Provision

- Ensure that opening hours are strictly observed with a total of 170 opening hours per week at nine locations in accordance with schedule.
- Service 42 book stops at prescribed intervals, stops minimum of one hour.

8.4 Asset and Financial Management

- Missing items per annum for which no recovery is made less than 0.5% of the total collection.
- Ratio of book and materials expenditure to total operational costs not less than 15%.
- All activities and services delivered within 5% of operational and capital budgets.
- All books catalogued on computerised information systems.
- Stolen items per annum less than 0.5% of the total collection.

8.5 Resources

- All property, equipment and resources maintained in accordance with standard library practices.

8.6 Staffing

- At least 40% of staff hold formal library qualifications.