



Activity Briefing



Activity briefing agenda

- What we do
- Our key assets/projects
- Our levels of service
- Key issues



What we do

“Public Libraries engage, inspire and inform citizens and help build strong communities.”

- Core Services - books, magazines, DVDS, and talking books
- Computers, internet, free WiFi, scanning, printing, photocopying
- eResources – online library is always open



What we do

At the heart of the community, providing a safe space for community-based events and activities including:

- Programmes for pre-schoolers
- School holiday programmes
- Book clubs
- Craft clubs
- Talks and lectures
- Book launches
- Computer classes
- eBook tutorials
- Programmes for older people



What we do

- Community Libraries support
 - Administer grant
 - Supplement book collections/Mobile Library visits
 - Provide professional knowledge support
 - Regular meetings



Hikurangi



Matapouri



Ngunguru



Ruakaka



Tauraroa



Waipu



Whananaki



Whangarei Heads

Our key assets

Whangarei District Libraries major assets are the library buildings themselves plus the contents



Key projects

- **Installation of an automatic book sorter:** The sorter will automatically return and sort items returned which will reduce the amount of manual handling by staff.
- **Book purchasing:** a continuous process throughout the year with allocation of the budget determined by the guidelines in the Collection Development Policy.



Our levels of service

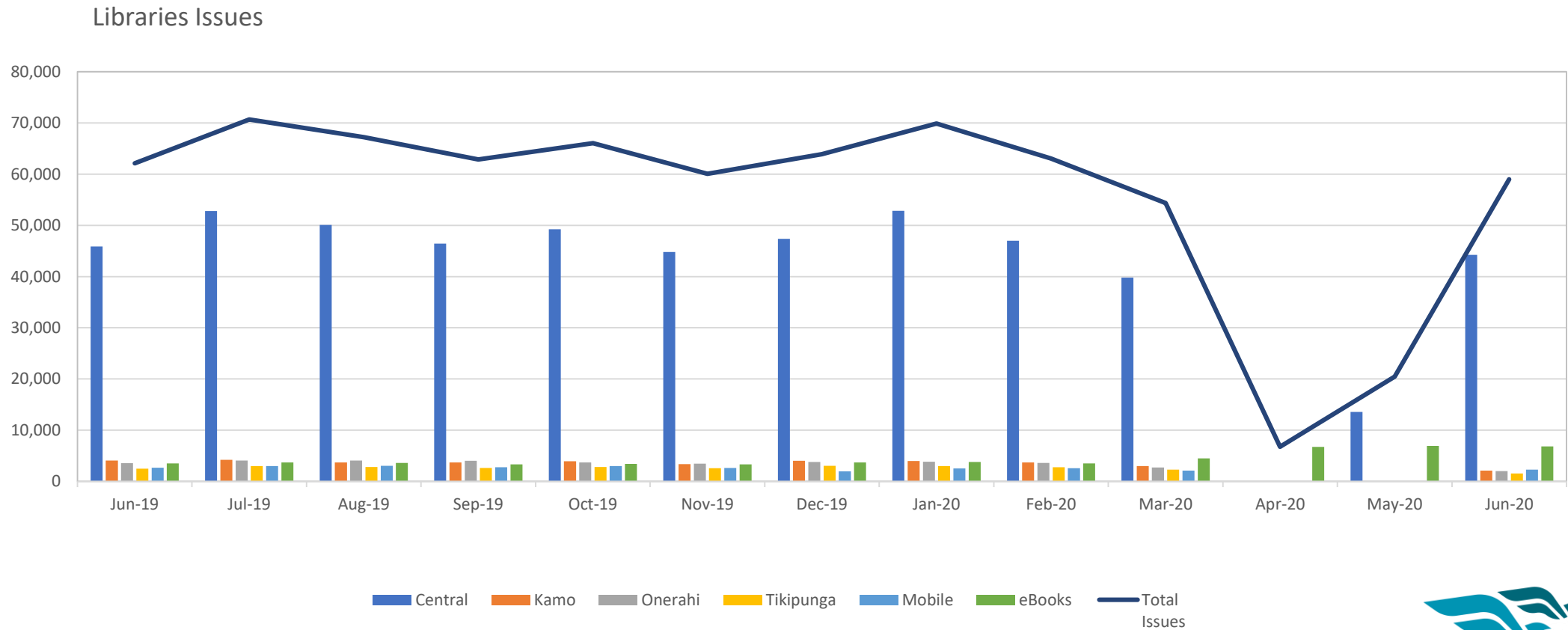
Every effort is made to provide an equitable level of service from all libraries to fulfil our obligation to respond to the needs of the community regardless of age, ethnicity or income.

- Satisfaction survey
 - Library achieved a 98% satisfaction rate in customer services and resources.
 - Achieved target of 60% of the population having used a library in the past year.
- Library usage over the past 12 months
 - 502,630 visitors (41,885 per month compared to 40,497 in 2018 and 41,689 in 2017).
 - 785,411 items borrowed (65,450 per month).

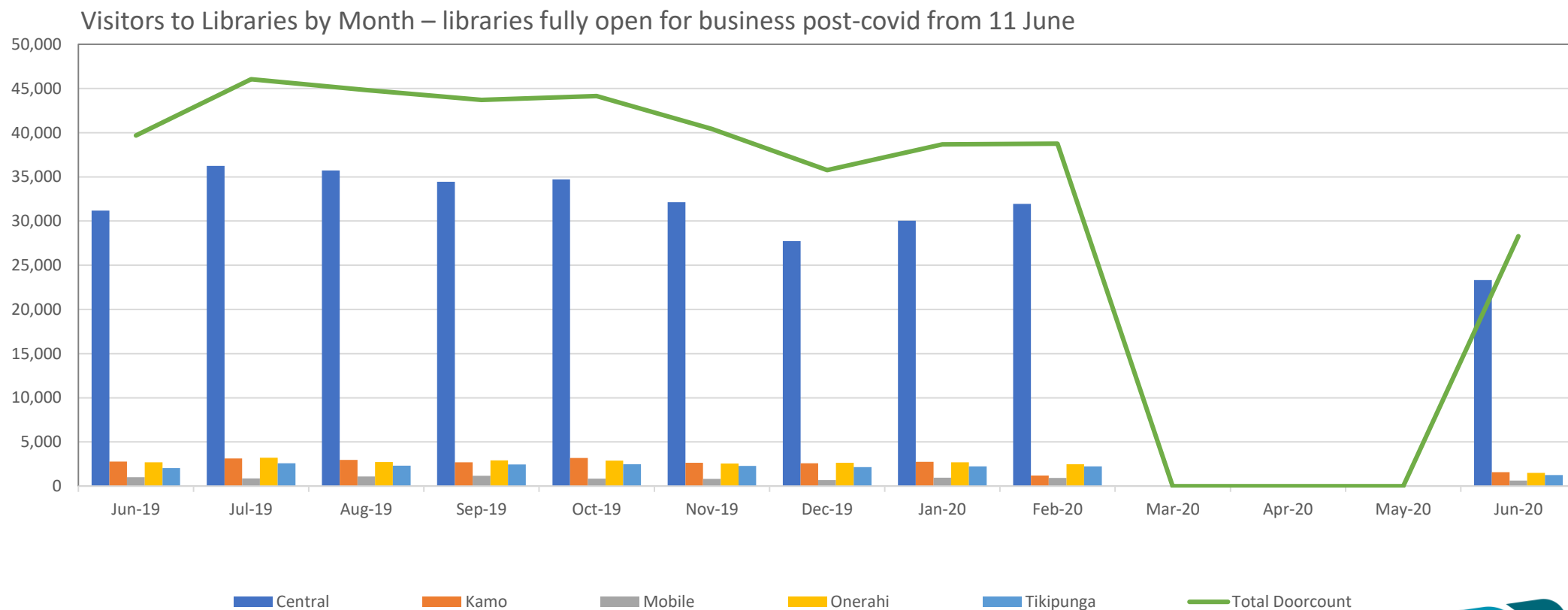
Statistics show use of libraries is continuing in an upward trend as people visit the libraries to engage in a wide range of activities.



Items borrowed June 2019 – June 2020

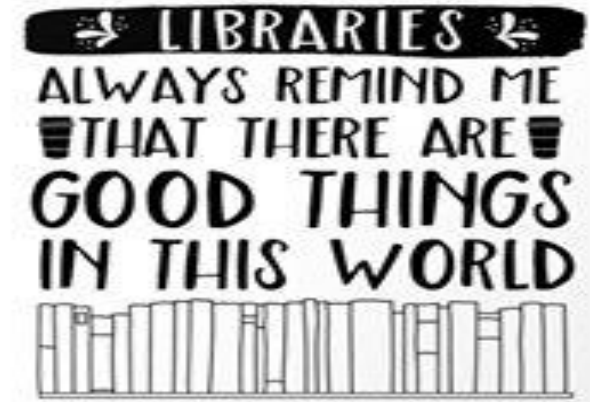


Visits to libraries June 2019 – June 2020



Key issues

Think globally, act nationally, deliver locally



Technology – keeping up with latest development in technology to maintain a high level of service and to remain relevant

Staff - ensuring staff are well trained, knowledgeable, with no barriers standing in the way of fulfilling customer needs and requirements.

Community engagement – maintaining a positive strong connection between the library and the community is essential for the library to effectively deliver services.

Post COVID-19 – with the economic downturn and the rise in unemployment it is vital libraries continue to develop in their role as a free and equitable source of education, information and leisure activities.

Questions