



Wairarapa Library Service

Joint Committee Meeting

Date: Wednesday, 24 November 2021

Time: 1:00pm

Location: via audio-visual conference

Committee members:

Cr P Colenso (Chair)
Cr L Hay

Cr D Williams
Cr S Cretney

AGENDA

**The Agenda of the Wairarapa Library Services Joint Committee Meeting to be held
Via Zoom
Wednesday 24 November 2021 at 1.00pm.**

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. Conflict of Interest Declaration

4. Public Forum

5. Confirmation of Minutes

Pgs 1-4

Proposed Committee Recommendation: *That the minutes of the Wairarapa Library Services Joint Committee meeting held on 18 August 2021 are a true and record.*

6. Information Reports

6.1 Wairarapa Library Service Joint Committee Activity Report

Pgs 5-12

7. Decision Reports

7.1 Wairarapa Library Service Policy Report

Pgs 13-16

MINUTES OF WAIRARAPA LIBRARY SERVICES JOINT COMMITTEE MEETING HELD BY ONLINE ZOOM MEETING ON WEDNESDAY, 18 AUGUST 2021 AT 2.00PM

IN ATTENDANCE: Chair Pam Colenso, Councillor Steve Cretney, Councillor Leigh Hay.

PRESENT: Community Services and Facilities Manager Glenda Seville, Library Service Manager Annette Beattie, Democratic Services Coordinator Serah Pettigrew, , Executive Assistant to Mayor and Chief Executive Sheree Dewbery.

1 KARAKIA TIMATANGA

The meeting was opened with a Karakia led by Cr Steve Cretney.

2 APOLOGIES

There was one apology received, Councillor Dale Williams

Chair Pam Colenso / Cr Steve Cretney

3 CONFLICTS OF INTERESTS DECLARATION

There were no conflicts on interest

4 PUBLIC FORUM

There was no public forum

5 CONFIRMATION OF THE MINUTES

5.1 MINUTES OF THE WAIRARAPA LIBRARY SERVICES COMMITTEE MEETING HELD ON 9 JUNE 2021

MOVED

That the Minutes of the Wairarapa Library Services Committee Meeting held on 9 June 2021 are true and correct.

Cr Leigh Hay / Cr Steve Cretney

CARRIED

NOTED

Matters raised were relating to the wording 'Wairarapa Library Service Committee' should be 'Wairarapa Library Service Joint Councils Committee.'

Discussion was held on the lack of a Cash Donations Policy which has led to creating a Donations Policy for the Library Service.

Action – Annette Beattie to prepare a Draft Donations Policy and provide a copy of this to members prior to the next meeting.

6 REPORTS

6.1 WAIRARAPA LIBRARY SERVICES COMMITTEE ACTIVITY REPORT

1. PURPOSE

For the committee to receive the report on activities for Wairarapa Library Service (WLS).

The Library Service Manager introduced the report, then took questions.

Pop Up Careers Advisory Clinics . Discussion was held on the funding of the clinics and the attendance at these. It was noted that the workshop held in Featherston had the highest attendance and it was felt that there was a need to provide more employment seeking skills-building workshops, especially covering VV and interview skills. It was suggested that funding could be applied for through Mayors, Task Force for Jobs for SWDC and through partnering with Youth to Employment for CDC.

Featherston & Greytown Libraries as Service Centres. Cr Steve Cretney raised concerns about 2 staff working on 1130 dog registrations, which for both staff is time taken away from their normal duties in the library. Further discussion was held on different methods of payment and perhaps library staff could help in an education programme to increase digital literacy and upskilling of the public.

New Logo. The bold new logo is eye catching and reflects the 4 libraries within the WLS. It also supports both CDC and SWDC logo's by continuing with the blue colouring. Members asked if they could preview the website and facebook prior to them going live.

Action – Annette Beattie to send to Governance group the designer blurb of the new logo.

Cr Leigh Hay / Cr Steve Cretney

CARRIED

That the Committee:

1. **Receives** the report.

6.2 OVERDUE CHARGES

PURPOSE

The Wairarapa Library Service Committee has asked for a report exploring the cessation of overdue fines across all library collections.

The Library Service Manager introduced the report, then took questions.

Over the past few years, the international trend has been to remove barriers to access, use and equity. Overdue fines are seen as such an impediment and over 600 public libraries are now fines-free. The

Association of Public Library Managers has a working group focussed on NZ public libraries being overdue fines-free by 2025.

It was noted that if the 435 customers who owed fines of over \$20 (and were currently debarred from using the libraries) were welcomed back, borrowed items at an average per active customer over 12 months, they would borrow over 16,965 items, a 9% increase in overall borrowings.

The Financial Impacts. Currently WLS has a total of 3,856 customers who have not used the WLS for more than 12 months. Of these 3,184 (82%) are adults with an average overdue fine of \$1.95.

On average 23% of overdue fines charged each year are not paid. As at 30 June 2021 the total amount of overdue fines in WLS was \$11,098.50. Based on the 2020/2021 figures, the expected revenue from overdue fines for 1st July 2021 until 30 June 2022 is just over \$6,000.

The alternative to going fines-free is that WLS could incentivise a return of items. Libraries commonly use two methods:

- a. Donations – The libraries could collect a variety of items for charity (e.g. Foodbank) in return for waiving customer fines.
- b. Temporary Amnesty – WLS could provide a one time or regular amnesty for the return of items and waiving of fees. If regular, some people will simply wait for the amnesty. An Amnesty was held in 2018 and a total of \$114 in fees was waived.

A report will be presented to both CDC and SWDC next Council meeting with the below recommendations:

As the new library system is due to go live on approximately the 12th October 2021 and the removal of the overdue fees and reserve fees are an integral part of the new system a decision needs to be made prior to the end of September 2021.

Cr Leigh Hay / Cr Steve Cretney

CARRIED

That the Committee:

1. **Receives** the report
2. **Recommends** to Carterton District Council and South Wairarapa District Council to agree to the cessation of the “Overdue Fines” from 12th October.
3. **Recommends** to Carterton District Council and South Wairarapa District Council to agree to bring forward the cessation of the “Reserve Fees” from 31st December 2021 to the 12th October 2021 to align with the “Overdue Fines” as set out in recommendation number 2.

6.3 LIBRARY MANAGEMENT SYSTEM MIGRATION COSTS SCHEDULE

PURPOSE

For the committee to receive this report on the Library Management System.

The Library Service Manager introduced the report, then took questions.

Chair Pam Colenso / Cr Leigh Hay

CARRIED

That the Committee:

1. **Receives** the report

7 KARAKIA WHAKAMUTUNGA

The meeting was closed with a Karakia led by Cr Steve Cretney

The Meeting closed at 2:58 p.m..

Minutes confirmed:

Date:



6.1 WAIRARAPA LIBRARY SERVICE JOINT COMMITTEE ACTIVITY REPORT

1 PURPOSE

To update the SWDC Assets and Services Committee on the progress and activities of the Wairarapa Library Service (WLS) for the quarter July 2021-Sept 2021 inclusive.

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 2021-30 Sept 2021 inclusive. Data is reported as:

- Wairarapa Library Service
- By Territorial Local Authority

Note that libraries were closed 17th August – 10th September 2021 due to COVID restrictions.

COVID restrictions have had a noticeable and sustained negative impact on library operations and usage.

From a total population of 19,773 in South Wairarapa and Carterton Districts, active¹ Library membership sits at 40% (7895 people).² Of those 44% (4646) are South Wairarapa District Council registered, and 35% (3249) are Carterton District. Libraries in SWDC have seen an increase in usage of 3% in the past four months, and overall WLS has seen a 2% increase in usage, with the ratio of children, teens and adults remaining static. However, this data indicates a decline from April 2020 (i.e., before the impact of COVID).

3.0 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).

¹ Active is defined as people who have used their library card in the preceding six months

² at 21 September 2021

15 stories in regional newsletters from July through early October (Star, Phoenix, Grapevine, Crier, Age Concern).

Both Carterton and South Wairarapa District Councils affirmed the WLS committee recommendation to cease overdue fees from 12th October 2021. The announcement garnered numerous congratulatory comments from public libraries around New Zealand, as well as positive regional press coverage and Radio New Zealand 6pm coverage.

Covid lockdown was a catalyst for sharing favourite reads, poems, authors etc via MS Teams, particularly as staff figured out what online content could usefully be provided and created in place of face-to-face programmes; and how to move programmes into an online environment.

Facebook content during Covid lockdown included 7 Poems – online reading, 2 Book readings, 2 puppet videos (https://fb.watch/8AAOqWDR_p/, <https://fb.watch/8AAP-SeqNE/>) and 1 interview with Selina Tusitala Marsh for the NZ Book Awards.

A stocktake of the existing WLS collections has been almost completed, which has necessitated staff becoming familiar with what is in the collection, its state and usage. The regular addition of new collection items has prompted staff to become familiar with new stock. Staff being rostered to work customer service desks at all sites has promoted the need to become familiar with each branch's collections. These changes should see staff more able to provide informed readers' advisory services to public.

Writing workshops for children took place in the July school holidays (8 classes, 17 total students). Memoir writing workshops for adults have been delayed because of Covid, the first one is now scheduled to be held online in October. Covid also delayed the launch of a new evening bookclub targeted toward people who are unable to attend during standard business hours. Plans to partner with Wai Word author talks in late 2021 and the first half of 2022 are underway.

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.

WLS migration from the National Library's Kotui product to Civica's Spydus scheduled for 12th October 2021. The change enables a modern online experience using a fully web-based LMS (i.e., no client instal required in devices), which in turn ensures resilience during the uncertain times of COVID. Additionally modern functionality such as intuitive interfaces, dashboard design, interactive capability, and common searching (fuzzy logic) will improve the overall customer experience. Staff-side, streamlined workflows and full control over parameters, look, feel and reports, will meet staff needs on a daily operation as well as strategic front. Additionally, being on Spydus enables WLS to collaborate with six other institutions in the region and provide library member access to over ½ million titles and 26 library branches. The SMART collaboration has been operating for a decade and includes Masterton, (Lower) Hutt City, Porirua City, Kapiti District public libraries and WelTec and Whitireia Polytechnics' libraries.

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.

This longer term programme to ensure people are able to access WLS collections, will be enabled in part by the change in library management system (LMS) because it provides the functionality to

manage such a service. To date a stocktake has been completed on retirement homes and their needs, and staff training has been completed on the functionality on the new LMS. Existing Homelink services from Carterton library are still underway.

Libraries have had preliminary conversations on how they can best support people who might be restricted to home environs because of Covid.

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.

As part of the move toward a new library management system and website, a new consolidated WLS Facebook page was launched 17th September. The new consolidated WLS Facebook page had 3,264 visits from 17th Sept – 14th October 2021 and the top postings were:

- Libraries make Shhh happen. Reach 1600
- How to write a story – part one. Views 507. Reach 730

A public-awareness campaign (“libraries make shhh happen...”) to announce changes was underway throughout September and October. Adverts and news articles appeared in the Wairarapa Times Age Midweek, Wairarapa Times Age, regional newsletters, Council websites and social media, WLS social media, and Access Radio.

Until recently the Libraries have operated four separate Facebook sites. These will be discontinued from 15th October.

Total Visits to the four separate Facebook pages

Month	Combined total the four separate Facebook sites
July 2021	3119
Aug 2021	6157
Sept 2021	6717

The top page views in July – September reflect the range of interests and audiences for WLS:

July:

- Winter Warmers Reading Programme. Reach 798.
- JP Clinics coming to Featherston. Reach 656

August:

- How to Write a Memory. Reach 1821
- Build with Bricks club launch. Reach 896
- First Build with Bricks club – video. Views 449. Reach 956

September:

- Exciting changes are coming. Reach 2108
- Opening after Level 4. Reach 1100
- Storytime with Penny reading “I Wonder”. Video. Views 381. Reach 884

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.

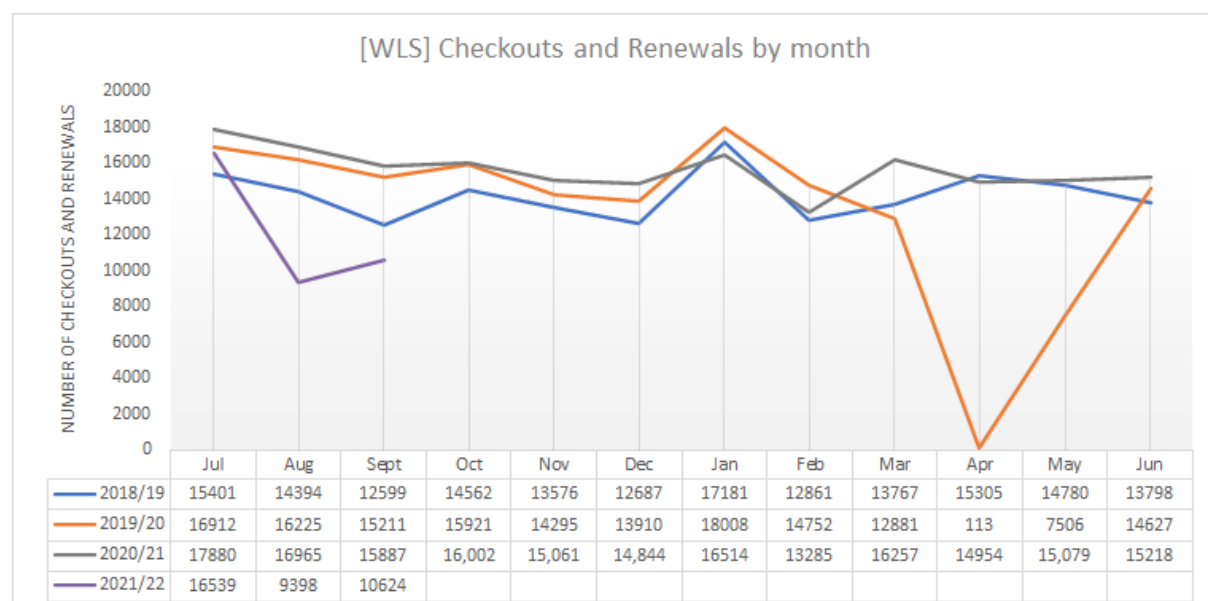
A small number of preliminary conversations have been had with local heritage people and groups about collections and possible library support options. The resignation of a key staff member and Covid level restrictions has delayed progress. Following on from the successful oral history workshops in May and June, a pilot podcasting workshop for oral historians was held in July. Its attendance, while useful from the perspective of networking people and agencies that did not know each other, was too small to consider a repeat. All three workshops have been externally funded from the NZ Libraries Partnership Programme budget.

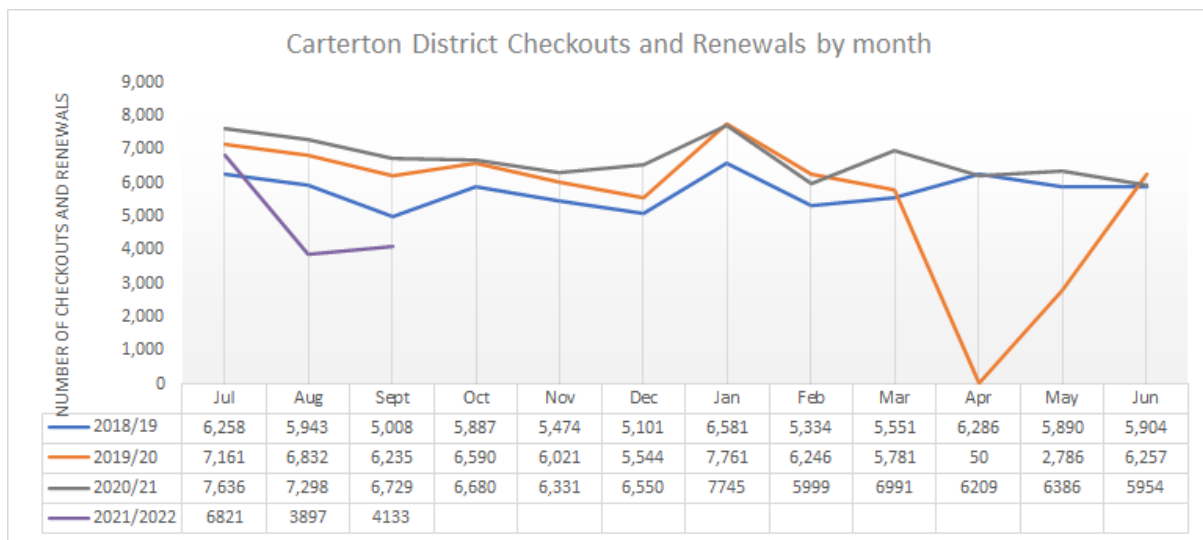
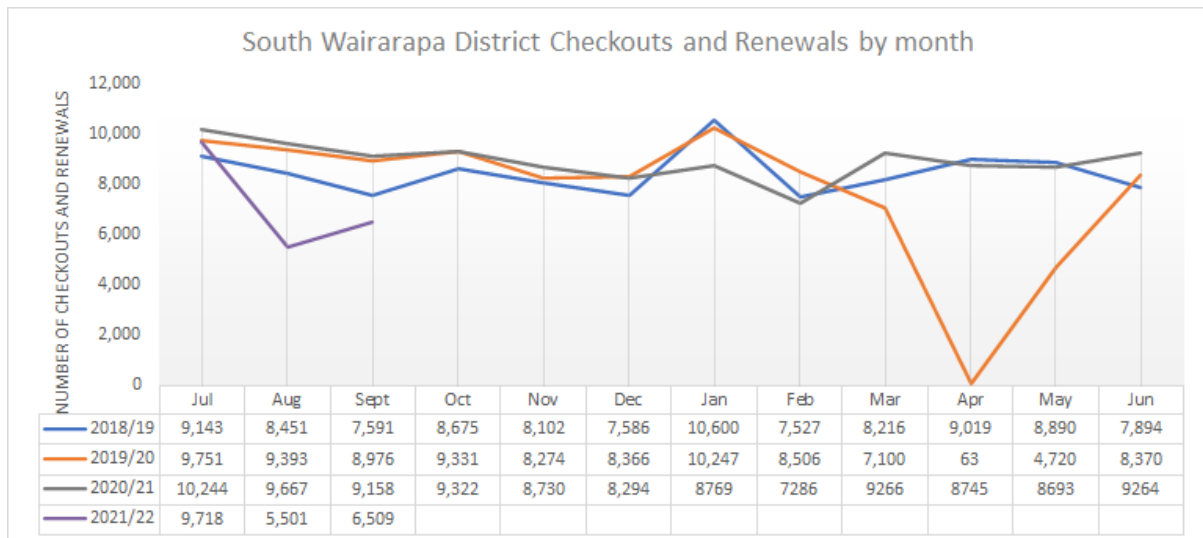
A stocktake of WLS local heritage content has almost been completed. There are remnants of the founding collections of all four branches along with some other rare or unique items. A quantity of the collection has not been catalogued and so it is undiscoverable to public at this stage. Work to assess, develop and manage an appropriate local heritage collection will continue in the New Year.

26 short narratives developed for Facebook posts have been developed to highlight various Wairarapa heritage events/stories. These will be added to the new WLS website.

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

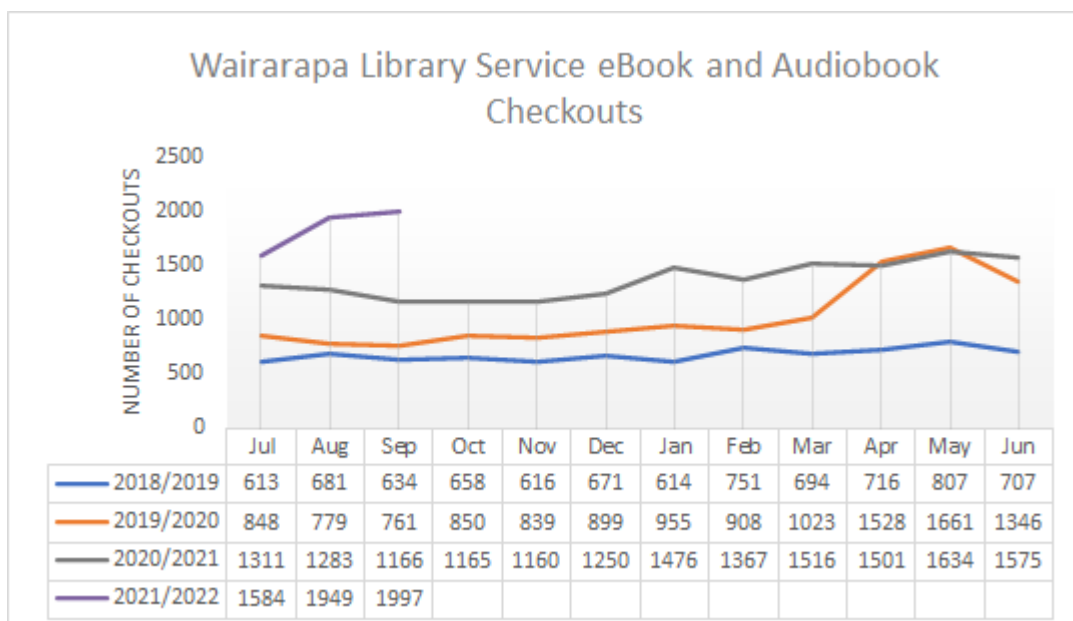
The impact of 18 months of Covid is seen in the issue and renewals of library collection items.





3.8 eBooks and eAudiobooks

The popularity of eBook and eAudiobooks is continuing. The formats help to mitigate the impact of libraries being closed during Covid lockdowns.



4.0 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.

4.1 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 has impacted many of the programmes WLS had planned for delivery in August onward. Libraries have transferred, where practicable, to online delivery. Activities online and in person have included:

- **Brick Club:** Lunched at the Greytown Winter Festival, the regular programme targeting older primary and intermediate age children has delivered 5 sessions in the Wairarapa Library Service branches, and then moved to online due to lockdown and level 2. 6 weekly online Brick Club videos run during lockdown and level 2. Facebook data from 16th September – 13th October showed the first Brick Club Facebook post by Quintin Pope was amongst one of the highest ratings.
- **Skinny Jump:** 7 Weekly Sessions in the Wairarapa Library Service branches (9 Skinny Jump Modems passed on to customers) moved online due to lockdown and level 2. 3 Skinny Jump customers assisted with receiving a modem during lockdown and level 2. 2 Skinny Jump customers assisted with technical queries remotely during lockdown and level 2.
- **STEM: Simultaneous Storytime 2021** (4 Libraries, 6 Schools, 420 kids, and 1 Astronaut!). 3D printing - pop-up sessions in the 4 libraries where visitors designed and printed a keyring. (4 Libraries, 8 pop up sessions and approx. 60 people). Winter Festival – one night – 3D printing, Makey Makeys, Brick Club (approx. 50 pax.) Simple machines holiday programme in which children used cardboard, split pins, and 3D printed screws to make simple machines and mechanisms (4 Libraries, 2 weeks, approx. 150 people). A series of STEM challenges for

people to do at home during lockdown. 4 of these were posted to Facebook and included both digital and physical challenges.

- Niche Academy: Customisation of the National Library's Niche Academy learning management website so that staff can upskill on digital and STEM technologies. Creation of 5 original training courses on Niche for staff to use technologies specific to our libraries and operations
- Wireless printing: Research and implementation of a no-cost method for printing from mobile devices in the library after National Library's APNK Google Cloud Print ceased. Creation of staff training videos and resources for this.
- Public computer provision (APNK): A survey of all staff has been completed to ascertain levels of competence and confidence in APNK technologies. All staff have been receiving one:one upskilling. WLS has moved from a "we'll do it for you" to a "teach the customer" model regarding APNK printing, scanning and some other functions, with positive customer feedback.

4.2 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.

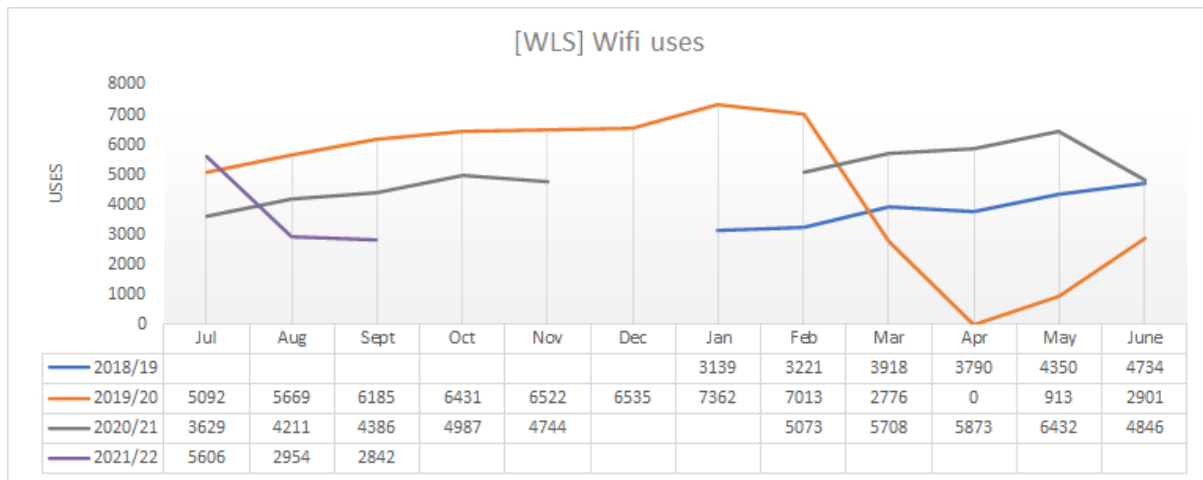
Partnerships are in place with JPs, Digital Seniors, Age Concern to enable them to deliver regular services at library branches. New partnerships with VUW School of Engineering, Recycle a Device (RAD), Te Papa, Village Robot, and several schools are being fostered. Plans have been developed for a range of programmes to public but have all had to be postponed because of Covid restrictions.

The pop-up careers advisory clinics at Martinborough, Greytown and Featherston libraries have finished now. Funding for the clinics and two workshops was secured for SWDC under the New Zealand Libraries Partnership Programme (NZLPP). Attendance at Featherston was good and indicates the potential worth of offering more sessions, particularly targeted at people under 35 years. Two workshops, one on job search skills and another on employment application and curriculum vitae writing were also delivered at Greytown Library. Attendance was very slim and indicated a slightly older demographic, and one which was struggling to adjust and positively move forward post-redundancy.

An online survey to ascertain interest and need for further employment related workshops was completed by 15 people. 46% were employed, 19% were unemployed or looking to change jobs. 73% wanted to support a WLS offering. 73% were wanting to explore job search options and interview skills, with face to face being the preferred delivery format. 67% said workshops on CVs, job applications and cover letters would be useful, 53% wanted help with career direction. The response rate to the pilot workshops and the survey indicates a need but one that is not strong enough for WLS to resource.

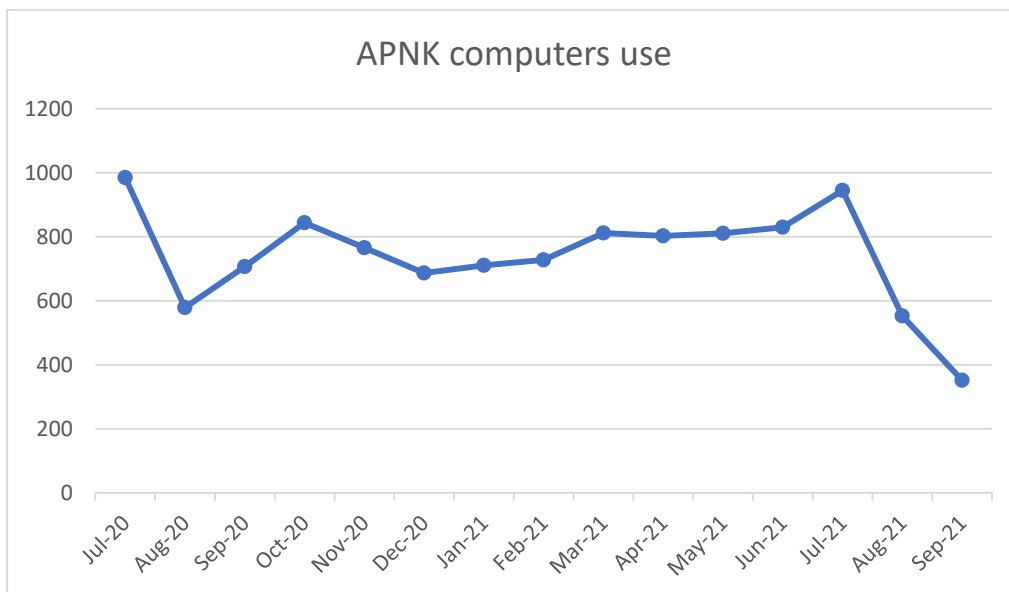
4.3 Wi-Fi access

Wi-Fi usage within the libraries continues to grow but has taken a drop since the start of 2021 winter. During Covid Level 4 restrictions Library WiFi, which reaches outside the library buildings (e.g., into the carparks surrounding libraries) around NZ is turned off to prevent people clustering outside libraries. The Wi-Fi usage for December and January have been omitted as the data for each month was incomplete.



4.4 APNK computer use

The use of the computers in the Libraries continues to decline. COVID has had a negative impact, but with the expiry of the Libraries' contract with APNK in mid-2022, there may be additional reasons (e.g., less public need for free computer access, additional challenges presented by APNK computers which require Google accounts) which need to be explored.



5.0 Other

Featherston and Greytown Libraries double as council service centres. In July, libraries processed over 35% (1130) of all dog registrations. The workload equated to 2FTE positions being diverted to this purpose. A similar narrative applies when rates payments are due. A move by Council from manual to online payment capability would see a realignment of library staff resource from handling manual transactions, to increasing people's digital skills.

Author: Annette Beattie, Library Services Manager



7.1 WAIRARAPA LIBRARY SERVICES POLICY REPORT

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 LEGAL CONSIDERATIONS

The proposed policies reflect standard legal requirements.

7 FINANCIAL CONSIDERATIONS

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

8 CLIMATE CHANGE CONSIDERATIONS

N/A

9 SUPPORTING INFORMATION

N/A

10 NEXT STEPS

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

11 RECOMMENDATIONS

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.

Author: Annette Beattie, Library Service Manager

Attachments: 1. Funds Donation, Sponsorship, and Fundraising 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 receipted 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.

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.