

# *Ashburton Public Library*

## **Activity Management Plan 2021-31**

*August 2021*

## ***Document control***

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## ***1. Introduction***

The public library is a unique and trusted institution, providing a community space that belongs to all residents and visitors on equal terms. Libraries make a significant contribution to our economy, society, culture and democracy, as well as promoting literacy and the enjoyment of leisure time.

Ashburton Borough Council provision of a public library service began in Ashburton in 1884. The Ashburton Public Library has provided a library service and free membership to all residents of the Ashburton District since the amalgamation of the former Borough and County Councils in 1989.

In 1999-2000 the present library building facing Baring Square West, which first opened in 1967, was extended and extensively renovated. In the 2010-2011 earthquakes damage to the fabric of the building was sustained that made replacement necessary in order that safety requirements be met. The planning process for a new combined Library and Civic Centre building facing Baring Square East was nearing completion in mid 2020.

## ***2. Activity description for Ashburton Public Library***

### ***2.1. What we do***

The Ashburton Public Library provides these resources and services:

- A public library building where the community can access collections and services and enjoy as a place for meeting, recreation and self-education.
- Lending, reference and local history collections in a range of formats.
- A library website page at [www.ashburtondc.govt.nz/library](http://www.ashburtondc.govt.nz/library), providing access to the library catalogue, electronic databases, e-books and member borrowing accounts for online renewals and reserves. A Facebook page promotes the library and encourages user comments.
- Appropriately skilled and trained staff to manage the collections, assist customers with enquiries and ensure the most effective use of services and materials.
- Programmes, partnerships and outreach services to promote and enable the wider use of the library.
- The children's library is visited by school, youth and pre-school groups, and by children and their families. It promotes a love of reading and information discovery, giving children important skills for their future development. Regular programmes for different age groups, and holiday activities are carried out.
- A local history collection is available at the library and is constantly being added to. Complete files of Ashburton newspapers dating back to 1878 are held, mostly in microfilm form to improve storage and retrieval.
- The library offers free internet access through the Aotearoa People's Network Kaharoa. Other electronic resources available include electronic databases such as PressReader, Ancestry.com, the library's own catalogue and Council public information.
- Loans of books are made to independent subscription libraries in Methven and Rakaia.

## 2.2. Why we do it

Council believes it has a role to play in providing educational, informational and recreational library resources and the assistance of trained staff. Council considers the library service to be essential to the quality of life of residents of the district.

The Public Library promotes cultural, social and economic wellbeing and informed participation in society through supporting self-education and providing consultation information.

## 3. Goal for Ashburton Public Library

To improve the life experience and opportunities of all library users, and contribute to Ashburton as an enjoyable, safe and healthy place to live.

### *Our principles*

These are the guiding principles for how we will function and deliver activities and services to the community.

- Plan and provide fit for purpose services.
- Work with the community and engage in meaningful conversations.
- Lead the community with clear and rational decision-making.
- Represent the district on regional / national issues and partner with others when needed.

### *Contributions to community outcomes*

	Residents are included and have a voice	A district of great spaces and places	A prosperous economy based on innovation and opportunity	A balanced and sustainable environment
Ashburton Library	✓	✓	✓	

## 4. Levels of service and performance measures for Ashburton Public Library

### 4.1. What are we trying to achieve

To provide all members of the community access to library resources for recreation and discovery. To make the library building a welcoming and community-centred destination.

### 4.2 How will we know if we are achieving it

**What we're aiming for:** To provide recreation services that are well utilised and meet the needs of the community

WHAT WE'RE WORKING TOWARDS (Levels of service)	HOW WE'LL MEASURE PROGRESS (Performance measures)	HOW WE'RE PERFORMING NOW (2019/20 results)	WHAT WE'RE AIMING FOR				
			2021/22	2022/23	2023/24	2024/25 – 2030/31	
We provide all residents and visitors with accessible library resources for recreation and discovery.	Most households in the district utilise the library <sup>1</sup>	51% (9,122)	55%	55%	60%	60%	
		Children	New measure	220	350	400	450
		Teens	New measure	0	150	200	400
		Adults	New measure	10	100	200	200
We will have a library that is a welcoming and community-centred destination	Users are satisfied with Council's library services	97%	95%	95%	95%	95%	

<sup>1</sup> Method of measurement changed from that used in 2018-21, to the Annual Residents' Survey question for 2021-31: Have you, or a member of your household, visited the Ashburton Public Library in the last year?

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Free public internet sessions (Aotearoa People's Network Kaharoa) are well utilised.	36,486	40,000	40,000	40,000	40,000
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## 5. Changes made for Ashburton Public Library

RFID (Radio Frequency Identification) labelling in 2017/18 has enabled patron self-issue and automated returns to be introduced in 2018/19. There has been good customer acceptance of this new way of operating, although some users still prefer to interact with staff.

Because of the increasing high costs of hard-copy newspapers posted from other centres, and longer delivery times, the library moved mainly to on-line newspapers through PressReader. This has also cut down on staff time in maintaining physical files. Many magazines are also available free to users on this platform.

Children's programming has been extended, with new weekly term-time sessions, and more holiday programme activities being added.

## 6. Key projects for Ashburton Public Library

Design and implementation of new library building.

Planning and introduction of new technology, services and programming for the new library.

## 7. Management of activity for Ashburton Public Library

### 7.1. Programmed actions years 1-3

2021/22 Design and implementation of new library building and its services.

Additional staff hired to prepare for service delivery in the new building.

2022/23 Opening of new library building, with additional staff and services ready to go.

### 7.2. Future directions for years 4 – 10

Continue to grow library services.

### 7.3. Capital works programme

The following table details the annual budget for new capital works until 2030/31. New capital work refers to the development of new infrastructure, which increase the levels of service and/or the capacity of the asset service an increase in demand.

	<b>Year 1 2021/22 \$000</b>	<b>Year 2 2022/23 \$000</b>	<b>Year 3 2023/24 \$000</b>	<b>Year 4-10 2024-31 \$000</b>
<b>Ashburton Library</b>	<b>179</b>	<b>184</b>	<b>168</b>	<b>1,310</b>
Assorted	6	40		57
Books	192	197	179	1393



## 8. Costs for Ashburton Public Library

For Recreation Facilities

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
<b>Operating Funding</b>											
<b>Sources of operating funding</b>											
General rate, UAGC*, rates penalties	6,301	5,342	5,739	5,956	6,349	6,690	6,838	7,023	7,180	7,463	7,748
Targeted rates	0	0	0	0	0	0	0	0	0	0	0
Subsidies and grants for operating purposes	60	266	82	84	86	89	91	93	96	98	76
Fees and charges	2,264	2,289	2,483	2,567	2,653	2,743	2,835	2,933	3,037	3,145	3,253
Internal charges and overheads recovered	70	0	0	0	0	0	0	0	0	0	0
Local authorities fuel tax, fines, infringement fees and other receipts	117	110	108	110	113	116	119	122	125	129	132
<b>Total sources of operating funding</b>	<b>8,812</b>	<b>8,008</b>	<b>8,412</b>	<b>8,717</b>	<b>9,202</b>	<b>9,637</b>	<b>9,882</b>	<b>10,171</b>	<b>10,438</b>	<b>10,834</b>	<b>11,208</b>
<b>Applications of operating funding</b>											
Payments to staff and suppliers	4,646	5,057	5,210	5,269	5,402	5,489	5,620	5,755	5,896	6,062	6,205
Finance costs	12	4	4	4	4	4	4	3	3	3	3
Internal charges and overheads	3,838	3,656	3,934	4,039	4,164	4,335	4,573	4,692	4,859	5,061	5,242
Other operating funding applications	7	12	11	11	11	12	12	12	13	13	13
<b>Total applications of operating funding</b>	<b>8,502</b>	<b>8,729</b>	<b>9,159</b>	<b>9,322</b>	<b>9,581</b>	<b>9,839</b>	<b>10,208</b>	<b>10,463</b>	<b>10,771</b>	<b>11,140</b>	<b>11,464</b>
<b>Surplus/(deficit) of operating funding</b>	<b>309</b>	<b>(721)</b>	<b>(747)</b>	<b>(605)</b>	<b>(380)</b>	<b>(202)</b>	<b>(326)</b>	<b>(292)</b>	<b>(333)</b>	<b>(305)</b>	<b>(256)</b>

	Annual Plan 2020/21 \$000	Year 1 2021/22 \$000	Year 2 2022/23 \$000	Year 3 2023/24 \$000	Year 4 2024/25 \$000	Year 5 2025/26 \$000	Year 6 2026/27 \$000	Year 7 2027/28 \$000	Year 8 2028/29 \$000	Year 9 2029/30 \$000	Year 10 2030/31 \$000
<b>Capital Funding</b>											
<b>Sources of capital funding</b>											
Subsidies and grants for capital expenditure	0	0	0	0	0	0	0	0	0	0	0
Development and financial contributions	0	0	0	0	0	0	0	0	0	0	0
Increase/(decrease) in debt	107	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)	(7)
Gross proceeds from sale of assets	0	0	0	0	0	0	0	0	0	0	0
Lump sum contributions	0	0	0	0	0	0	0	0	0	0	0
Other dedicated capital funding	0	0	0	0	0	0	0	0	0	0	0
<b>Total sources of capital funding</b>	<b>107</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>	<b>(7)</b>
<b>Application of capital funding</b>											
<b>Capital expenditure</b>											
- to meet additional demand	0	0	0	0	0	0	0	0	0	0	0
- to improve the level of service	174	374	329	275	243	248	256	241	242	251	245
- to replace existing assets	160	60	215	50	70	237	91	173	73	90	125
Increase/(decrease) in reserves	82	(1,162)	(1,298)	(936)	(700)	(694)	(679)	(714)	(655)	(654)	(633)
Increase/(decrease) in investments	0	0	0	0	0	0	0	0	0	0	0
<b>Total applications of capital funding</b>	<b>416</b>	<b>(728)</b>	<b>(754)</b>	<b>(612)</b>	<b>(387)</b>	<b>(209)</b>	<b>(332)</b>	<b>(299)</b>	<b>(340)</b>	<b>(312)</b>	<b>(263)</b>
<b>Surplus/(deficit) of capital funding</b>	<b>(309)</b>	<b>721</b>	<b>747</b>	<b>605</b>	<b>380</b>	<b>202</b>	<b>326</b>	<b>292</b>	<b>333</b>	<b>305</b>	<b>256</b>
<b>Funding Balance</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## ***9. Key legislation / industry standards and relationship with other planning / policy documents for Ashburton Public Library***

### **Legislation impacting on this activity**

- Local Government Act 2002
- National Library of New Zealand Act 2003
- Copyright Act 1994
- Privacy Act 1993

### **Strategic planning documents with links to this activity**

- Ashburton District Council Long Term Plan 2018-2028

### **Council policies with links to this activity**

- Library Collection Management Policy
- Public Access Computers Terms of Use Policy

### **Other organisations with significant links to this activity**

- National Library of New Zealand
- Library and Information Association of New Zealand
- Public Libraries of New Zealand
- South Island Library Managers
- South Island Downloadable Zone
- Canterbury Libraries Purchasing Consortium

## ***10. Risk management for Ashburton Public Library***

New building delays could arise. Because of the earthquake rating of the present public library building, it cannot stay in operation beyond 2022. It may possibly fail safety inspections before then, because of deterioration in the external timber framing put up to strengthen it.

Level of service expectations will rise with the opening of the new library building.

## ***11. Stakeholders and consultation for Ashburton Public Library***

Newcomers Network	Disability groups
Senior Net	Literacy and other tutoring/advisory services.
Public internet users	Community House
WINZ, CYPs and other Government agencies.	Plunket/Parents' Centre
Age Concern, Grey Power	Playcentres/Pre-schools
Housebound	Schools including Colleges
Altrusa Club of Ashburton (couriers for Books on Wheels housebound service)	Youth Council
Rest homes	Police/Fire Service/Security Firms
	Community libraries

## ***12. Improvement programme for Ashburton Public Library***

### **12.1. Process overview**

It is an exciting challenge to help design an attractive and accessible library building with the flexibility to respond to future developments and needs in the community.

The new library, at 2450sqm over two levels, will be significantly bigger than the current library with many different spaces for public use, and a higher level of technology and community engagement. The existing staff numbers and range of skills will need to be added to in order to deliver a higher level of service expectation.

Further planning is needed to prepare for the move to the new building, especially in staff recruitment and development, programme planning, and digital service development.

### **12.2. Training**

Staff continue to be encouraged to study towards and gain professional library and other appropriate qualifications.

### **12.3. Improvement actions**

Key improvements have been made possible through collaborative arrangements with the National Library, and other libraries and organisations. The library will continue to seek out and respond to opportunities for resource sharing and collaboration.