



Waitaki

DISTRICT COUNCIL
TE KAUNIHERA Ā ROHE O WAITAKI

Notice of Meeting

and

AGENDA

of the

Community and Culture Committee

in the

**Council Chamber, Third Floor
Waitaki District Council Headquarters
20 Thames Street, Oamaru**

on Tuesday 1 May 2018 – 9.00am

Community and Culture Committee Members

Deputy Mayor Melanie Tavendale (Chair)
Cr Jeremy Holding (Deputy Chair)
Cr Guy Percival

Mayor Gary Kircher (ex Officio)
Cr Jan Wheeler
Cr Colin Wollstein

Community and Culture Committee Meeting

Tuesday 1 May 2018

**Council Chamber, Third Floor
Waitaki District Council Headquarters
20 Thames Street, Oamaru**

	Page
1. Apologies	
2. Declarations of Interest	
3. Confirmation of Previous Meeting Minutes	
• Community and Culture Committee Meeting, 20 March 2018	3 – 4
4. People and Culture Group Activity Report for the period 6 March to 16 April 2018	
• Memorandum and Recommendation	5 – 16

Community and Culture Committee Members

Deputy Mayor Melanie Tavendale (Chair)
Cr Jeremy Holding (Deputy Chair)
Cr Guy Percival

Mayor Gary Kircher (ex Officio)
Cr Jan Wheeler
Cr Colin Wollstein

Waitaki District Council

Community and Culture Committee

UNCONFIRMED MINUTES of a meeting of the Community and Culture Committee of the Waitaki District Council held in the Council Chamber, Waitaki District Council Headquarters, 20 Thames Street, Oamaru on Tuesday 20 March 2018 at 11.23am.

Present	Deputy Mayor Melanie Tavendale (Chair), Cr Jeremy Holding (Deputy Chair), Cr Guy Percival, Cr Jan Wheeler, Cr Colin Wollstein; Mayor Gary Kircher
In Attendance	Cr Craig Dawson Cr Peter Garvan Cr Bill Kingan Cr Jim Hopkins Cr Hugh Perkins Fergus Power (Chief Executive) Neil Jorgensen (Assets Group Manager / Deputy Chief Executive) Lisa Baillie (People and Culture Group Manager) Paul Hope (Finance and Corporate Development Group Manager) Lichelle Guyan (Heritage, Environment and Regulatory Group Manager) Frances McElhinney (Oamaru Opera House Director) (part of meeting) Philip van Zijl (Oamaru Library Manager) (part of meeting) Jane Macknight (Museum, Gallery, Archives Director) (part of meeting) Ainslee Hooper (Governance and Policy Advisor)

The Chair declared the meeting open at 11.23am, and welcomed everyone present.

1. **Apologies**

There were no apologies.

2. **Declarations of Interest**

There were no declarations of interest.

3. **Confirmation of Previous Meeting Minutes**

RESOLVED
CC 2018/003

Cr Colin Wollstein / Cr Jeremy Holding
That the Community and Culture Committee confirms minutes of its previous meeting held on 13 February 2018, as circulated, as a true and correct record of that meeting.

CARRIED

4. **People and Culture Group Activity Report**

The memorandum, as circulated, presented information to the Community and Culture Committee about the activities of the People and Culture Group, for the period 23 January to 5 March 2018.

Group Manager Lisa Baillie advised that this was Jane Macknight's last meeting in her role as Director of the Museum / Gallery / Archives. Mrs Baillie acknowledged the tremendously huge amount of work Ms Macknight had completed during her time in the role, noting that she had put

her heart and soul into work at the Gallery and had also contributed considerably to recent work in the Cultural Facilities space. She would be missed.

Mrs Baillie highlighted key aspects of her report, as follows:

- Oamaru Opera House "Test Drive the Arts" programme conversion rates were well above average
- Census work by the Library team in the last report had been substantial
- A CRM workshop was planned for May.

There was general discussion about the following topics:

- International English language test (Literacy Otago, rather than the library, was leading this)
- An update on the bird bone collection would be provided to the next Committee meeting
- The report on the audit of the gallery collection would state what should be deaccessioned and/or disposed of. That would then inform the development of a collecting theme to have a more focused approach in the future, and the tightening of the collections policy.

RESOLVED
CC 2018/004

Cr Jeremy Holding / Cr Colin Wollstein
That Council formally thank Jane Macknight for her services to our gallery and museum and her contribution to the Cultural Facilities Development Programme.

CARRIED

The Mayor and Deputy Mayor both endorsed the motion and extended their gratitude to Ms Macknight for her efforts, particularly around the collections work and projects.

Cr Jim Hopkins left the meeting at 11.37am, and returned at 11.39am.

RESOLVED
CC 2018/005

Cr Jeremy Holding / Mayor Gary Kircher
That the Community and Culture Committee receives and notes the information.

CARRIED

There being no further business, the Chairperson declared the meeting closed at 11.39am.

TO BE CONFIRMED at the Community and Culture Committee Meeting scheduled to be held on the 1st day of May 2018 in the Council Chamber, Waitaki District Council Headquarters, 20 Thames Street, Oamaru.

Chairperson

Community and Culture Committee

Memorandum

From People and Culture Group Manager

Date 1 May 2018

People and Culture Group Activity Report for the period 6 March to 16 April 2018

Recommendation

That the Community and Culture Committee receives and notes the information.

Summary and Purpose

The purpose of this memorandum is to inform the Committee about the activities of the People and Culture Group, for the period 6 March to 16 April 2018.

Advance notice of any questions will be gratefully received.

1. People and Culture Group General

1.1. Customer Requests (CRMs)

No CRMs were received in the period of this report.

1.2. Group Team – Vacancies:

Recruitment and selection is progressing well, with the Executive Assistant to the Mayor and Governance Support position in the selection stage.

Following on from the previous report, the resignation of the Gallery, Museum and Archives Director has been rescinded, with the incumbent continuing in the position and playing a key role in the future development of the Cultural Facilities.

2. Governance General

In addition to business as usual activities, the following projects and/or tasks were undertaken by the Governance and Policy Advisor during the reporting period:

- Assisted with arrangements and support for, as well as participated in, **Councillors' retreat programme** on 13 March
- **Infocouncil** automated agenda management system – advance briefing meetings with Executive Assistants regarding system administration; development and facilitation of final authorisation documents ahead of onsite installation; preparation of Project Status report and LG Hub purchase proposal for Business Development Leadership Team approval on 29 March; project status report to Information Services early April; communications to staff regarding training participation; oversight of and participation in training for report-writers and administrators.
- Assistance with **LTP documents preparations for Draft Agenda Meeting, and then for Council Meeting on 27 March.**
- **Governance support for Waihemo Community Board meeting**
- **Community Visioning** – liaison with Community Board Chairs and the facilitator regarding follow up workshops and outcomes documents distribution to Board members
- Provision of **Workplace Training** on governance meetings and agendas processes to seconded Executive Assistant to the Mayor and Governance Support Officer.
- **Strategic Workshop, 18 April** – liaison with facilitator and coordination of preparations, materials and set up.

3. Customer Liaison

3.1. Activity and Service Performance

3.1.1. Customer Requests

- The Customer Liaison Team (CLT) continues to proactively look at CRMs that are coming up to being due/overdue, with a view to reducing the fail rate and increasing the success percentage (ongoing).
- Activities continue to pursue the Customer Service Excellence Strategy target of 95% resolution rate on all CRMs (ongoing). These include monitoring all logged CRMs and tracking their progress, and emailing responsible officers for updates when required. New reporting is being created in SQL Reporting Server which will replace the HUB, thus ensuring all data continues to be up-to-date and correct.
- District rates settlement figures (includes property sales and mortgage refinancing): 290 for the three-month period January, February and March 2017; 309 for the three-month period January, February and March 2018 (up 6.14% on the previous year).

3.1.2. Continuous Process Improvement:

- CLIO (Customer Liaison Information Officers) roles are being continually developed to ensure updated information from all units is dispersed correctly within the team and correct information is being relayed to customers (ongoing).
- A Customer Liaison Officer was recently seconded to provide Executive Assistant support to the Mayoral Office. This provides further demonstration that personal development and continuous improvement does have the ability to lead to internal promotion opportunities.

3.2. Engagement

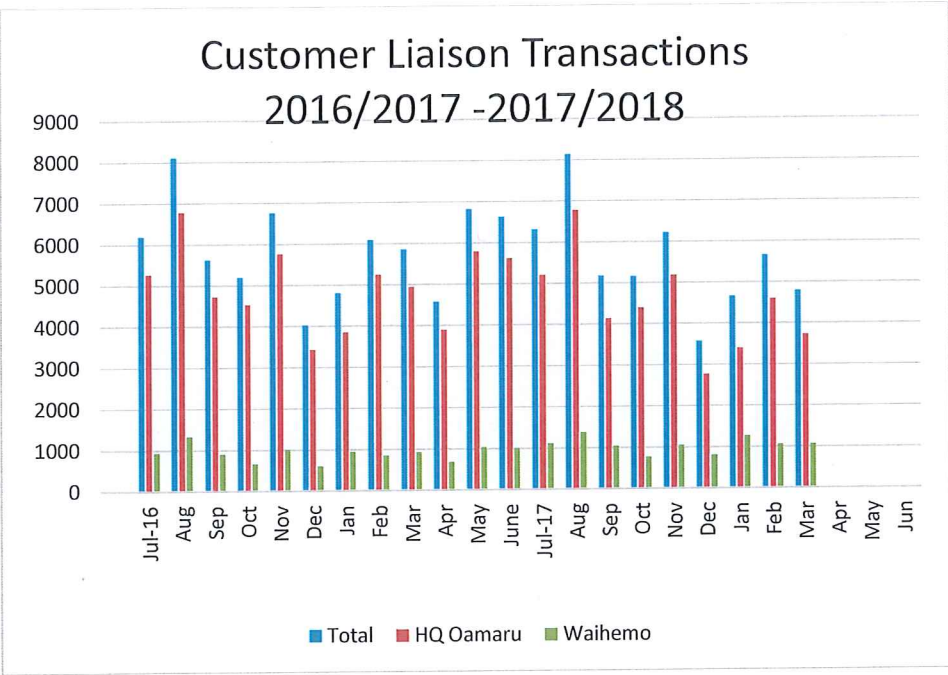
3.2.1. Transaction Statistics

Oamaru and Waihemo

Transactions	Feb-Mar 2018	Feb-Mar 2017
Total transactions (calls, counter and emails)	10458	11946
Average transactions/person/day HQ	48.26	52.62
Average transactions/person/day WSC	28.52**	23.30**
Abandoned calls percentage over 30 seconds	0.95%	1.10%
%Transactions HQ	79.65%	85.24%
% Transactions WSC	20.35%*	14.76%*

***WSC Service Centre transactions only, Library interactions reported by District Library. Casual users of the WiFi and the introduction of RFID give an indication of people through the door, but they do not give a true indication of actual transactions in the WSC.*

**Increase in transaction % split across WSC and HQ since the same period in 2017, due to more calls being answered for the wider district at the WSC.*



3.3. Policy and Projects
3.3.1. Customer Service Review

Project	Comment
Customer Service Review	Customer Liaison Review – planned unit review of efficiency of operations as part of the continuous improvement programme. This project is underway, with a preliminary report expected in early May.

4. Museum/Gallery



Mark Smith, Chloe Searle and Fiona Kerr at the Gallery/Museum/Library stall for the *Clued Up* Families Expo at the Waitaki Recreation Centre on 10 March 2018.



A teacher and student from Makikihi School in Sprocket & Gear at the Wonderlab on 20 March 2018, photographed using the Gallery Instax camera (like the old Polaroid).

Note: please do not republish photographs

4.1. Activity and Service Performance

4.1.1 Collections

Museum Curator Chloe Searle worked with Dr Paul Scofield to complete an expert review of the bird bone collection at the Museum. This project was achieved by partnering with National Services Te Paerangi (NSTP) Te Papa Tongarewa, pursuant to its funded Expert Knowledge Exchange (EKE) programme. Dr Scofield has assisted the Museum with its vertebrate collections in the past. The goal of this visit was to complete identification and application of accession numbers to moa and other extinct bird bones and review additional faunal remains at the Museum.

460 bird bones are now fully identified – from the Totara and Five Forks sites, which are primarily moa bone swamp recovery sites. 300 bones recovered from other sites will be reviewed on a later visit at which time Dr Scofield has agreed to work with the Museum fossil mollusc collection.

Otakou Press at University of Otago has collected the Albion Printing Press and it is now part of a working specialist collection where it will be well utilised and cared for.

The significance work on the Museum Agricultural tools and implements has been completed, and a number of items will now be deaccessioned, (formally removed from the collection), according to internationally accepted principles set out by ICOM (International Council of Museums) and Museums Aotearoa.

4.2. Engagement

4.2.1. Public Facing Outputs

OPENING EVENT and Artist Talk: Neither Here Nor There: Eion Shanks (10 March to 15 April 2018)

The gallery launched an exhibition of new work by local artist Eion Shanks on Friday 9 March, with an attendance of 46. Mr Shanks also gave an artist talk on 21 March with 11 attendees.

Sprocket and Gear: Elements of Steampunk (17 March to 4 June 2018) – is now open downstairs at the Gallery in the relocated Wonderlab space. This exhibition includes objects from the Museum and Gallery collections and explains how they relate to the Steampunk genre. Local artists are also featured along with interactive activities.

Our Built Heritage (17 March – ongoing) – is on display in the upstairs galleries. This exhibition includes artwork from the Gallery collection that depicts local buildings or heritage features (including some now lost, such as the *Holy Shop* which was demolished in 2014). The

exhibition also presents contemporary colour photographs of four private houses which were designed by the Forrester and Lemon architectural practice and for which the Gallery holds the original plans, as well as black and white photographs from 1987. Over the coming months, the exhibition will feature new and extended content.

Upcoming Exhibitions. Gallery staff are currently working on a collaborative exhibition project with the Dunedin School of Art Print School – featuring local and international print artists. The collaboration also includes a fundraising project, whereby the Gallery will offer fine art prints inspired by the Gallery ceiling rose for sale to the public. The opening event and fundraiser (initially created for the Cultural Facilities Development Plan, and now styled as a fundraiser for Gallery redevelopment and refurbishment) launches on Friday 20 April.

Museum Curator Chloe Searle has prepared two blog posts: one in relation to the expert work on bird bones (above), and one in recognition of upcoming Anzac Day. Whilst these two blogs have not yet been posted, all blogs created and posted by the Culture Waitaki group can be located at <https://www.culturewaitaki.org.nz/blogs>.

4.2.2. Education

The junior school from Makikihi School attended a Steampunk workshop at the Gallery in the Sprocket and Gear exhibition, followed by a visit to Steampunk Head Quarters on 20 March with an attendance of 12 students.

The Museum Curator has been working with volunteer Susan Rapley to develop science hub resources. Three separate resources are now live at <https://www.sciencelearn.org.nz/resources/2591-freshwater-ecosystem>.

4.2.3. Stakeholder and Community Engagement

Archivist Chris Meech attended the Koha Library Management System User Group meeting in Whanganui. Chris accompanied Reference and Digital Services Librarian Deborah Price-Ewen. Chris continues to provide expert assistance and backup to the Library Koha database. Chris took the opportunity to meet with staff from Whanganui Regional Museum and discuss their experience with Vernon Collections Online in preparation for Waitaki's Vernon Collections Online project.

Museum in a Box visits are again underway. Volunteer PDR Lindsay-Salmon delivers these visits to rest homes following consultation with Museum Curator about suitable objects and stories. This popular programme has been on hold for some months due to volunteer availability.

4.2.4. Collaboration

Staff worked with international intern Jesse Visser and the ProMapp project, providing Jesse with information about the various working processes utilised for building management, collections and programming at the Gallery/Museum/Archive.

Staff prepared and presented (along with Fiona Kerr Library Educator) at the Clued Up Families Expo at the Recreation Centre on 10 March. The Expo was an initiative of the Weston Community Church and supported by Oranga Tamariki and Safer Waitaki.

Staff delivered the Museums Aotearoa Annual Visitors' Survey at the Gallery from 19-23 March. Both the Museum and Gallery have been supporting this nationwide survey now for many years. Its main benefit to date has been to provide benchmarking in relation to a range of criteria for Museum visiting, including numbers, length of visit, demographics of visitors etc. National results will become available later in the year.

4.3. Policy and Projects

4.3.1. Cultural Facilities Development Project (CFDP)

The Director attended the recent Council Workshop on 12 March regarding this project.

4.3.2 Collections Policy

Following work with Priscilla Pitts on refining the Gallery collection processes and focus, some small changes will be proposed to the Gallery collection policy in relation to acquisitions processes and procedures.

5. Archives

5.1. Activity and Service Performance

5.1.1. Collections and Administration

Archivist Chris Meech has been working with volunteers on ongoing cataloguing projects leading to improved access and recall for collections.

5.2. Engagement

Archivist Chris Meech is preparing a blog and display for the Library on the recently donated Oamaru Totara Tree Stone Company archives.

Archive Enquiries 2018

January 2018	59
February 2018	87
March 2018	97

6. Opera House

6.1 Activity and Service Performance

Venue Hire Statistics	24 February – 7 April 2018		24 February – 7 April 2017	
	Bookings	Pax	Bookings	Pax
Not for Profit/Free of Charge	12	255	13	261
Commercial	16	567	26	970
Community (Incl WDC)	14	429	13	283
Total	42	1,251	52	1,514

19.23% decrease in venue hire comparatively

Year to Date Comparative Statistics

Venue Hire Statistics	2017-2018		2016-2017	
	Bookings	Pax	Bookings	Pax
Not for Profit/Free of Charge	104	6,408	62	1,271
Commercial (Incl Sponsorship JV)	120	4,287	120	6,447
Community (Incl WDC)	115	6,475	85	6,481
Total	339	17,170	267	14,199

26.97% increase in venue hire comparatively

Not for Profit groups that utilise the venue:

- Alzheimers Support Group
- Oamaru Newcomers Group
- Migrants Newcomers Group
- Wriggle & Rhyme preschool programme

New clients:

Virbac New Zealand, Hamilton

The Boardroom for 8 pax, private meeting

Flight Centre, Dunedin

The Empire Room for 15 pax, team leaders meeting

PwC New Zealand, Dunedin Branch

The Grand Foyer for approx. 50 pax, Business After Five event. Feedback provided:

"I just wanted to say a quick thank you for everything in relation to our function last night. The staff

were fantastic, friendly and helpful as was all the organising prior to the event and the facilities were perfect. The food was amazing too, we would definitely recommend Pozzobon's again!" – Christine

Returning clients:

Statistics NZ (Tatauranga Aotearoa) held three more training sessions since their first booking in February

The Boardroom over three days, 35pax

New Zealand Educational Institute has not made a booking since 2015. The client was a winner of the free venue up to 100 pax package for completing the venue hire customer satisfaction survey which was run in November 2017. The client was very happy with the venue and has since made two new bookings in May and June.

Beef + Lamb NZ has not made a booking since late 2016. This year it has booked the Empire Room twice for 35 pax total.

The North Otago Sports Awards (2017) – This year, 133 persons attended – biggest event to date.



6.2 Engagement

6.2.1. Online Activity

Mailchimp

There was one general newsletter during the reporting period, the first for 2018. The response rate was 38.15%, far above the usual average rate. This is a good indicator that subscribers are keen to see what's coming up for the year.

Facebook

Average post reach across 29 posts for the reporting period is 469.69, which is a good return to the usual post reach after the slower summer period. Audiences were particularly engaged, as always, by community-centric posts, such as those featuring Waitaki Sports Award winners.

Page likes increased from 1,558 likes to 1,583.

Website Analytics

In the reporting period, the website was visited 580 times. Of these visits, 80.1% are new visitors and 19.9% are returning visitors. On average, visitors view 2.6 pages per session.

The website is primarily used as a "What's On" guide, with the shows pages being the most visited. However, there is an increase in visits to venue hire pages, accounting for 13.64% of visitors. This is an area which may benefit from more advertising of Council's facilities.

An interesting note: 53.8% of visitors are coming from desktop computers, which is not consistent with generally reported trends towards mobile devices.

6.2.2 Community

10 March – Participated in SKIP Waitaki's "Clued Up Families" family fun day, as part of the Culture Waitaki stand. Two colouring competitions were held for family passes to children's performances at the Opera House: "Messy Magic Adventures" and "The Cat in the Hat."

19-26 March – Oamaru Opera House evening lights were purple to promote the Epilepsy New Zealand's Purple Day.

26 March – Provided two tickets to "Ol' King Cole" for use as a prize in the Harbour Street Jazz and Blues Festival Talent Quest.

6.2.3. Show attendance

Whitestone Contracting Auditorium

24 March – Kelvin Cruickshank Live: 170

6.3 Industry

6.3.1 APAM – Australian Performing Arts Market (APAM) – 19-23 February 2018, Brisbane

In February Opera House Director Frances McElhinney attended APAM – a leading, internationally focused industry event for performing arts. It showcases and promotes a thriving, diverse sector and stimulates ongoing dialogue, collaboration and exchange between artists, producers and presenters. APAM's key purpose continues to be the increase of touring opportunities for performing arts groups and artists, bringing together 1,200 participants in the Australian, New Zealand and international performing arts sector.

Purpose: To build and strengthen relationships with Australian and New Zealand promoters/producers and venues. Working with other venues and festivals to bring work to the Oamaru Opera House and to stay connected to developments in the industry and scope productions for touring.

6.3.2 Participation

Over the five days, the Director participated in:

- the Traditional Opening and Closing Ceremonies as a member of the New Zealand delegation;
- five full length performances;
- eight performance showcases;
- nine show pitches;
- the Peoples Party (featuring 20 indigenous artists from Australia, Canada, Guam, New Zealand, Taiwan, USA);
- A Night Across Asia (featuring traditional Asian artists from Japan, Korea and Indonesia); and
- five industry forums.

6.3.3 Industry Forums

Circus and physical theatre is flourishing and growing – this was an opportunity to meet and connect with people in this sector to have open discussion on touring trends, market needs and creating space for innovative practice, as well as how to integrate this into our venues and community. This is an accessible art form with a family focus and providing a good foundation for audience development.

Global snapshot from eight diverse international festival directors presented in Pecha Kucha-style offering rare insights into their programming and creative agendas. This was very inspiring and also a great opportunity to measure what we do in the Waitaki by comparison. We can be proud of the unique festivals that have been embraced in the community enhancing the uniqueness of our district.

The Big Anxiety – a radical new festival that puts arts/science/people together to address the increase of depression and anxiety in our communities and how the arts is a voice to the community on raising awareness and providing support.

This is a dynamic subject which illuminates how clearly arts and culture have a role to play in our communities. It is a call to action for arts organisations to deliver projects that ignite connections and actions that can help shape our communities.

Historically arts and culture have expressed the trauma of mental health – bringing to the fore experiences that are not discussed in everyday language. Creating pathways through the arts provides expression and knowledge about mental health.

Softly Spoken, Loudly Heard: The Power of the Arts in international diplomacy presented by keynote speaker Professor Cynthia Schneider, Georgetown University, USA.

In this riveting session, Professor Schneider dissected case studies of where society has changed through soft diplomacy as artists and cultural leaders grasp that creativity and the arts has the power to mould political and diplomatic change.

“Art is the lens on our society....artists characteristically challenge and criticize the status quo and promote alternatives to monolithic perceptions and concepts, generally attempting to cultivate a climate of tolerance and pluralism. By its very nature, creative expression encourages experimentation, initiative, and risk-taking. Artists habitually lead the way in critically examining the world around them; they are “the canaries in the coal mine” of free expression.” Professor Cynthia P Schneider

Round table event – 18 tables – 20 minutes per table. Many of these tables had a focus of engaging theatre and touring companies in the global arena, with a particular focus on Asia. “Getting Engaged: Communities at the Heart of Art Making” – this was an opportunity to hear what outreach venues and arts practitioners have in their communities and how we can work together to achieve greater and meaningful community engagement.

Meetings outside the programme were held with Senior Partnerships Manager from Arts Queensland, Canadian Circus Theatre Company, Venue and Festival Directors.

Summary: APAM is held biennially and is an important event to attend for networking and important industry relationship building and information sharing. Attendances demonstrate the Oamaru Opera House as a pro-active venue within this industry. The Oamaru Opera House is demonstrating that it is an activator and a cultural voice in the community and the country. It is the belief of the Opera House Director that attendance at four yearly intervals at this event would be sufficient to keep abreast of global trends within the industry.

6.4 PANNZ – Performing Arts Network New Zealand – 5-9 March, Wellington

6.4.1 In March the Opera House Director, Event Co-ordinator and Marketing Manager attended the PANNZ Arts Market.

The PANNZ Arts Market is the only event of its kind in New Zealand, promoting original New Zealand work and knowledge sharing across the industry. PANNZ is an industry event for artists and producers, industry leaders and presenters from venues, festivals and touring agencies. The Market is timed to coincide with the New Zealand Festival and New Zealand Fringe so that some of the best in New Zealand and international performing arts can be seen while in Wellington.

Purpose: Focus on Audience Development and marketing strategies. Meeting with New Zealand Arts professionals and developing touring pathways to the South Island.

6.4.2 Participation

Over the duration of the visit to Wellington, 12 full length performances, 16 performance showcases, 33 performance pitches, four forums, and three networking events were attended.

6.4.3 Industry Forums

Casting Networks Beyond our Shores – this discussion revolved around the industry relationships that are developing with Performing Arts Connections (PAC) Australia – performing arts connections (formerly APACA) PAC Australia has been a key player influencing Australian cultural policy since 1987 when the Association was founded. New Zealand’s association with PAC will encourage and promote best practice in the presentation of performing arts which is consistent within the industry, eg contracting, health and safety.

Local Government – discussion on the Local Government Amendment Bill reinstating the Four Well-Beings in legislation to once again recognise the work to deliver social, economic, environmental and cultural outcomes in our communities. Creative New Zealand is the primary advocate for the arts. In May Minister for the Arts, Culture and Heritage Jacinda Adern will announce findings from New Zealanders and the Arts – attitudes, attendance and participation. This is the largest audience survey of arts and culture in New Zealand and one of the most exciting aspects of this release is the comprehensive survey findings from the regions – one of the new government's focus areas.

Successful Programming – bringing in audiences, presenting the best shows – NZ Arts Festival Director, WOMAD Festival Director, NZ Tour-Makers Producer, Auckland Q Theatre Producer discussed their programming strategies with focus excellence, promotion of NZ work at the highest level, engaging the places and the people, programming for reputation to remain attractive for staff to work for you and for artists to want to be part of it, introducing contemporary art forms to challenge – something which can only be done once trust has been established.

Tour-Makers Update and PANNZ AGM – Tour-Makers presented the tour options for 2019/2020, followed by the PANNZ AGM.

Summary: PANNZ is important to attend for networking, industry relationship building, and show performance reviews, creating tour pathways and information sharing. This is also an opportunity to liaise with Creative NZ and keep up to date with changes within the industry. The PANNZ market is growing each year and this year they had a record number of delegates. The closing address by the Finance Minister Grant Robertson, who emphasised the focus of the Government on arts and culture and that development in the regional areas, was of importance.

7.1. Library

Activity and Service Performance

Displays

The Customer Services Co-ordinator created displays that focused on both evening talks and on Sea week in general. Sea week is an annual New Zealand event organised by the Association for Environmental Education.

Collection Management

Weeding of the Non Fiction collection is on target for completion by the end of the 2017/18 financial year. In total, 1,584 individual items will have been removed from the collection. This is in keeping with standard collection management practice and ensures there is shelf space for newly purchased items. Help from three student volunteers has contributed to meeting this weeding target and their input is gratefully acknowledged.

In addition to this work, the magazine collection – which currently sits within the Livingroom collections – was refitted, resulting in increased accessibility as consistency of location is now in place – eg all magazines can now be found at the end of each Livingroom collection.

March 2018 Statistics Waitaki District

	March 2018	March 2017
<i>Borrowers</i>		
Total – Borrowers – new	76	32
Total – Borrowers – total	14099	14056
Borrowers - %popn. (20826)	68%	67%
<i>Events</i>		
Total – Events – Adults	7	16
Total – Events – Adults – attending	203	407
Total – Events – Children's	11	0
Total – Events – Children's – attending	329	0

<i>Facebook</i>		
Facebook – new likes	8	14
Facebook – total likes	738	637
<i>Issues</i>		
Issues – eAudio books	0	0
Issues – eBooks	68	84
Issues – via Koha (Manually only)	2412	x
Issues – via Self-Issue Kiosk	11013	x
Issues - % done via RFID [Oamaru]	83%	x
Issues - % done via RFID {Palmerston}	63%	
Total – Issues	12528	4832
Total – Issues – Renew	2816	0
<i>Twitter</i>		
Twitter – total followers	787	715
<i>Volunteer Hours</i>		
Total – Volunteer Hours	163.5	163

Oamaru	2018	2017
Borrowers – new	58	24
Borrowers – total	11932	11461
Events – Adults	4	11
Events – Adults – attending	112	261
Events – Children's	11	0
Events – Children's – attending	329	0
Items – Issues	11065	3285*
Items – Renew	2725	
Volunteer Hours	69.5	64.5

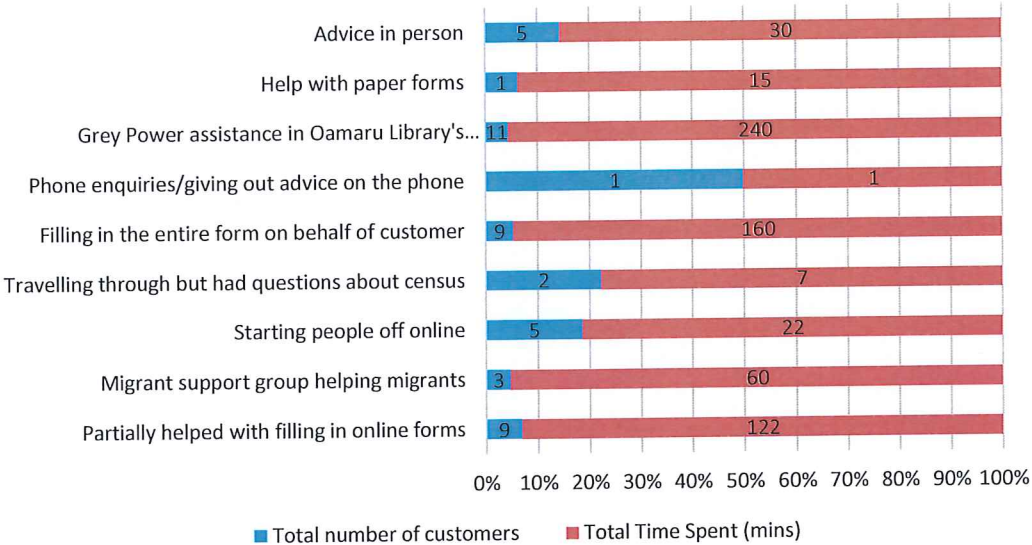
* Library was closed during March 2017 for refurbishments, resulting in reduced issues

7.1. Engagement

Outreach – Census 2018:

In March the Library joined in with other community groups in the Waitaki District to support the community for Census 2018. Throughout March and into mid-April, the Library continued to support anyone who needed help with the Census. Statistics have reflected an average demand for this support. The chart below reflects data kept to date on this issue:

Census 2018 - Oamaru Public Library - Enquiry Type and Total Time Spent Supporting Members of the Public



7.2. Library Review

Project	Comment
Library Review	LG Equip was engaged to undertake this review, with the final report expected in the coming weeks.

Lisa Baillie

Lisa Baillie
People and Culture Group Manager