



# Waitaki

DISTRICT COUNCIL  
TE KAUNIHERA A ROHE O WAITAKI

Notice of a meeting of the

## *Community Services Committee*

in the

Empire Room, Oamaru Opera House  
Thames Street, Oamaru

**Wednesday 1 February 2017**

### **MEMBERSHIP:**

Cr Perkins (Chair)  
Cr Wheeler ( Deputy Chair)  
Cr Holding  
Cr Kingan

Mayor Kircher (ex Officio)  
Cr Garvan  
Cr Hopkins  
Cr Wollstein

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please bring your Committee agenda with you to the meeting***

# *Community Services Committee Meeting*

**Wednesday 1 February 2017**

**Empire Room, Oamaru Opera House  
Thames Street, Oamaru**

- **Apologies**
- **Declarations of Interest**

**Page**

1. **Community Services Activity Report**
  - Memorandum and recommendation

**3-15**

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# Community Services Committee Memorandum

**From** Community Services Group Manager

**Date** 1 February 2017

## Community Services Group Activity Report – Period Ending 15 January 2017

### Recommendation

The Community Services Committee receives the information.

### Summary and Purpose

The purpose of this memorandum is, for the period ending 15 January 2017, to inform the Committee about the activities of the Community Services Group.

### Background

The Community Services Group is a diverse group that have a varied impact on the community. This report process is the only direct reporting line to Councillors for some of the Community Services units.

Advance notice of any questions would be gratefully received.

## 1. Community Safety and Development

### 1.1 Safer Waitaki Project

Work is being undertaken to complete an updated Results Based Accountability (RBA) Report card for the overall project and work streams within the project. These will inform the online self-assessment survey of the Waitaki Project, which was undertaken by the Safer Communities Foundation of NZ. The survey assessed the success of our Safe Community group in terms of collaboration by measuring synergy and its related components. With this information, our group can readily identify what it is done well and what we need to focus on to improve the success of its collaborative process. Comments from respondents included:

*“Safer Waitaki Coalition is a multi-organisational approach to enabling social well-being and safety by working collaboratively across agencies, community groups, schools, NGOs, and the local community.”*

*“The coalition has made some great progress and achievements for its community over the past six years since my involvement as a member. One recent significant achievement has been the collaborative work between key community stakeholders in the establishing and upcoming launch of a Youth Line hub within in the Waitaki district.”*

### 1.2 Family Violence Activities (FV)

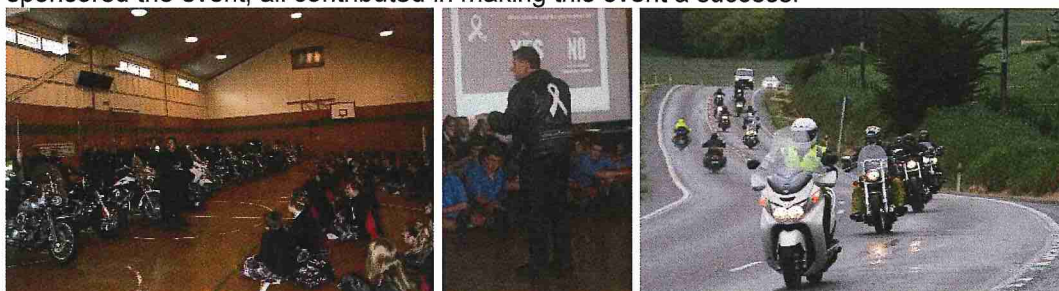
Industry Training was successfully delivered to Council and Alliance Pukeuri teams during November (25 attendees). This was delivered by Stephanie Edmond, Senior Advisor - It's Not OK Campaign.

People who attended could choose to do more training at a later date to become It's not OK Champions in our workplace and in our community. This training was designed and delivered so we can all help prevent family violence and create safer futures for our families and community.

#### White Ribbon Ride

Despite very challenging weather conditions a highly successful White Ribbon Ride was held on 24 November. This activity involved all four high schools and began at East Otago High in Palmerston, Waitaki Girls, St Kevins College, finishing at Waitaki Boys High School. All schools contributed to this with formal welcomes and great interaction with the riders.

There were a total of 50 riders (local and national), volunteers and local businesses who sponsored the event; all contributed in making this event a success.



#### Family Violence Poster Campaign

This campaign is ongoing and during the summer the posters have once again been on display at the South Hill New World. This campaign will be further developed during 2017.

Zonta have again generated sponsorship to produce a 2017 calendar featuring a range of our posters. These community partnerships are invaluable in supporting a Safer Community.

Student led Video Clip - In December 2016 the FV working Group and Waitaki Multicultural Council were supported by St Kevins College in the development of a 30 second FV awareness clip targeting young people. This clip was very cleverly developed, designed and edited by students. It communicates a powerful message that can be clearly interpreted by audiences of all ages and backgrounds. You can watch the story boarding and clip on the Safer Waitaki website under this link:

[https://drive.google.com/file/d/0B\\_aPiNnv\\_Jq3MkZTazJ1eE5vRVk/view](https://drive.google.com/file/d/0B_aPiNnv_Jq3MkZTazJ1eE5vRVk/view)

### **1.3 Community Development**

Continuing work to determine/evidence population statistics in relation to migrant communities residing in Waitaki.

Nettles Lamont attended Safer Waitaki meeting on 27 October. Nettles was runner up in the NZ Women of Influence Awards 2015 and is currently the Managing Director of Conquest Training NZ Ltd, a national organisation dedicated to upskilling New Zealand's workforce in literacy, numeracy and communication. Nettles is also heading a project in Canterbury which provides short-term emergency and planned respite care and education to children (aged 3-12 years) whose families are experiencing genuine stress or crisis, providing these children with opportunities to build resilience while issues at home are resolved. There is a synergy between this project and what Safer Waitaki is doing in Waitaki.

Older People – within the next month we will be working with groups to liaise with older people in our community, identify gaps and opportunities for building towards an age friendly community.

### **1.4 Youth Council**

A grant of \$15,000 was successfully obtained from Ministry of Youth Development, Local Government Youth Fund. This will enable a number of key activities for 2017. Thanks to Helen Strachan and Councillor Tavendale for their input into this application.

### **1.5 Community Liaison**

During the reporting period the following meetings were attended:

- Youthline Opening
- Waitaki Safer Community Trust AGM on 30 November
- Waitaki Safer Community Trust – monthly
- Waitaki Roadsafes – monthly
- Waitaki Multicultural Council - monthly
- Waitaki Mental Health & Addictions (local network)
- Waitaki Boys High School – liaison meeting
- St Kevins College – Video project meetings
- Sport Waitaki
- SKIP (Strategies for Kids Information for Parents) MSD



- Southern District Health Board
- Safer Waitaki Management Group - monthly
- Safer Waitaki Industry Link
- Safer Waitaki Family Whanau – monthly
- Safer Waitaki Family Violence Group – monthly
- St John
- Road Safety Coordinator
- Relationship Manager – Migrant Skills Retention, Settlement Unit, Immigration NZ, MBIE
- Public Health South
- Presbyterian Support Otago
- Otago Community Trust Board meeting for brief presentation 25 October 2016
- Oamaru Mental Health Group
- DCC Safer Journeys Expo – 8 November 2016



*Opening of Youthline Hub 1*

## 2. Forrester Gallery, North Otago Museum and Archive (August – December 2016)



Images clockwise: North Otago Primary Principals Association (NOPPA) Conference Stall September, Steenson bequest, Dawe gift and exhibition, Ngai Kaihinaki programme (nb: please contact Gallery Director if you wish to reuse any of the above images).

## 2.1 **Cultural Facilities Development Project (CFDP)**

The main focus for staff during this period has been work to support the CFDP. Where possible work for CFDP has been multi-purpose and reformatted to allow a flow into public programmes and engagement. Evidence of these outputs are visible from the Gallery and Museum Facebook pages and from blogs posted to the Culture Waitaki website. One example is the costume accessory display at the Gallery over this summer.

From July, following the completion of reports in support of construction and building aspects of the project (storage forecast, plan and fitout proposal and budget, draft space allocation and room data sheets, draft fit out with narrative and budget etc) the focus for staff has returned to collection development:

- To further support the goals identified in the draft storage plan and fit out proposal
- To develop collection significance statements supported by peer and expert report and review
- To support theme development
- To research and clarify object data for the support of the above.

To this end the following expert/consultant reports have been completed since July 2016:

- Dr Peter Simpson (Colin McCahon collection)
- Dr Warren Feeney (Colin Wheeler collection)
- Dr Jane Malthus (costume collection)
- Joanna Newman (Archive)

Museum Curator Chloe Searle wrote an article about deaccessioning of Museum collections which has been published in the NZ Journal of Public History.

## 2.2 **Public Facing Outputs**

Public facing outputs include exhibitions; public programmes (events, talks, openings, education outputs such as school visits on and offsite and support of teachers and schools); stakeholder and community engagement and digital (online) engagement.

Staff delivered 12 exhibitions. Highlights include:

- Museum and Archive, temporary gallery: highlights of the permanent collection, photographs from the Archive and an update on the CFDP (ongoing)
- Forrester Gallery:
  - Burns Memorial Art Exhibition 10 September – 9 October
  - Colin McCahon: from the collection 15 October – 11 December
  - Josh Olley: Handle with Care (stone sculpture) 22 October – 11 December
  - Look Both Ways: photographs by locals Derek Smith and Maclean Barker, community gallery 17 September – 13 November
  - Medal Art – 25<sup>th</sup> Anniversary of NZ Medal artists, the main exhibition at the Gallery over summer which was brought to the gallery after some lengthy negotiation with the artists and has culminated in a generous gift to the Gallery collection – see below.
- Library – a display about Frank Milner WBHS Rector, drawn from the Archive collection

Staff delivered 46 programmes. Including:

- Ngai Kaihinaki. A collaborative programme with Te Rūnanga o Moeraki (TROM) about the geology and mythology of the boulders. The programme included a display and is now part of the education programmes able to be offered by staff.
- Costume collection presentation – to Coffee Club and Library Volunteers function
- An exhibition of the Colin McCahon collection – opening and public lunchtime talks (3)

Stakeholder and Community Engagement. Highlights include:

- Staff convened the regional museum in Timaru in October (this is a regular network meeting of museums in South Canterbury and North Otago and it provides vital support for the smaller museums).
- The Director attended the Museums Aotearoa regional meeting on Advocacy in Dunedin in October and the launch and talks for the 50<sup>th</sup> anniversary of the Frances Hodgkins Fellowship in Dunedin in November.

- Staff were invited to attend Te Papa Tongarewa to meet with the innovation incubator *Mahuki*.
- As part of the above visit Staff met and worked with educators at both The Dowse and Pataka Porirua Art Gallery and Museum.
- The Director hosted the Community Trust of Otago Board Members on a tour of the Gallery in November.
- Staff worked with the Oamaru Opera House to present a full day programme to the Friends of Te Papa group in October.
- Staff provided advice, assistance and loans of objects to the Tourism Waitaki Whitestone City project in the Historic precinct.
- Staff worked with the North Otago Early Settlers Association to plan and deliver a project which will see all original portraits removed from their frames, digitised and stored in the Archive – with reproductions in the original frames featuring as part of Whitestone City.

#### Digital Engagement

The programme to promote digital engagement through Facebook and the website continues ahead of a planned roll out of additional digital collections as part of the CFDP.

### 2.3 Other News

Three exciting new accessions were made into the collections during this period:

The Harry Steenson estate bequeathed a Thomas Forrester theodolite and dumpy level (reputedly used to measure the height of the Sutherland Falls on the Milford Track – a story which fits with other information we have in the Museum/Archive). These will work beautifully with our proposed CFDP exhibition theme: *Built Heritage* (featuring architectural drawings and objects from the practice of Forrester & Lemon and the story of the Oamaru Harbour and Harbour Board).

A painting by Colin Wheeler of the Oamaru Mail building on Coquet Street. This was an exciting addition to the collection in light of the recent expert report by Dr Warren Feeney as it fills a particular and interesting gap in the collection of works across Wheeler's life. The Wheeler collection is nationally significant and will feature a range of outputs over the next few years including articles, a publication and a permanent exhibition in the new facility.

A sculpture from Bing Dawe. Bing Dawe is a nationally recognised artist who grew up at Glenavy and attended Waitaki Boys High School. Bing has gifted the Gallery his work from the Medal Art exhibition. The work is about whitebait (inanga) and is particularly relevant to this district as it features the four different genera of galaxis including a rare form found in the upper reaches of the Kakanui River. This work is not only a great asset to the contemporary art collection, but also an object that can help tell stories within our proposed CFDP exhibition theme: *Human Impacts*.

### 3. Oamaru Opera House November - December 2016

#### 3.1 Venue Usage – Comparative Year to Date statistics July to December 2016

Venue Hire Statistics	2016/17		2015/16	
	Bookings	Pax	Bookings	Pax
Not for Profit/Free of Charge	43	752	49	856
Commercial (Incl Sponsorship JV)	81	5,363	74	2,771
Community (Incl WDC)	59	5,358	42	5,742
<b>Total bookings</b>	<b>183</b>	<b>11,473</b>	<b>165</b>	<b>9,367</b>

**11% increase in venue hire comparatively**

Not for Profit groups that utilise the venue include Alzheimers Support Group, Oamaru Newcomers Group, Day of Delights (Cancer patient support), Friends of Forrester, and the Wriggle & Rhyme preschool programme.

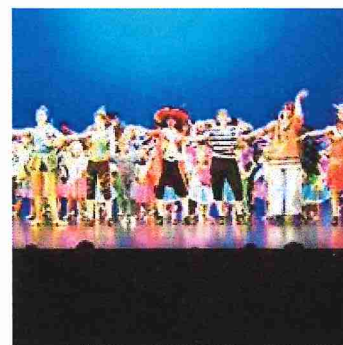




NEWCOMERS GROUP



KIMBERLEY MAVOR



VICTORIA COOPER

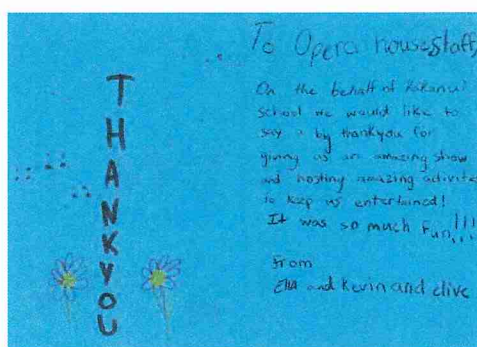
Two significant local community performances from the Victoria Cooper and Kimberley Mavor Schools of Dance end of year Christmas performances.

The International Russian Festival of Ballet performed the Nutcracker and invited 40 local ballet students from the Victoria Cooper Academy of Dance to be part of the production. Close to a sold out show with a total of 485 patrons attending. Nine percent of this audience was from outside the district.



In November the Opera House again ran a Victorian Heritage Week Schools Programme: Lane of Marvels. Five schools attended including Duntroon, Kakanui and Weston and five pre-schools.

Overall total attendance of 443 students attended and approximately 30 teachers/adults.



New clients secured for hire of meeting rooms:

- Fonterra Co-operative with return bookings arranged
- Crowe Horwath with return bookings arranged

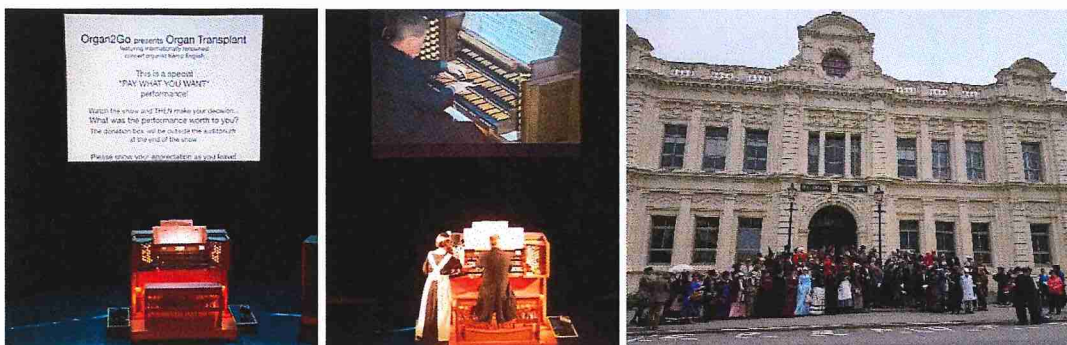
### 3.2 Marketing/Audience Development Activity

The term Audience Development describes activity which is undertaken specifically to meet the needs of existing and potential audiences and to help arts organisations to develop on-going relationships with audiences. Audience development focuses on finding audiences outside the mainstream, ie new audiences and communities. Audience development focuses on the long term and places the audience at the heart of everything we do, creating positive theatre experiences.



### "Pay What You Want" Campaign

Organ to Go "Organ Transplant" featured in the Heritage Week programme trialling the campaign "Pay What You Want" performance. This lead initiative comes from overseas theatre campaigns, working with risk adverse audiences. It allows audiences to experience a show that they wouldn't usually attend and then to put their own monetary value to it. Approximately 120 patrons grossing over \$900.



### **3.3 Arts Ambassadors and Schools**

The Opera House Arts Ambassadors from St Kevin's College and Waitaki Girls' High School attended a series of shows throughout the Spring 2016 season and are writing reviews that are published online. At the year's end we had a uniformly positive response from our Arts Ambassadors about the programme. The objective for 2017 will be to have the ambassadors more actively involved in Opera House activities.

### **3.4 Online Activity (November - December 2016)**

#### **Mailchimp**

The monthly e-newsletter is tracking steadily. These go out to 2,486 subscribers which is slightly down on the previous report. An average of 31.17% opened and engaged with the newsletter throughout 2016. The average industry open rate is 14.1%.

#### **Facebook**

Average post reach across 63 posts for the period is 681.21 (21.5% increase on previous period). Average engagement with clicks/likes/shares, is 142.46 (a massive 214.78% increase on the previous period). A big part of this large increase is that we had a lot of youngsters in the Opera House for the Heritage Week Schools Programme and the end of year concerts by local dance schools and photos of local children always attract a lot of positive attention.

Page likes increased at a rate of 2.66%, from 1,350 likes to 1,386. That's about the same rate as the previous period.

#### **Website Analytics**

In the reporting period the website was visited 1,827 times. Of these visits 54.1% (988) are new visitors and 45.9% (839) are returning visitors. On average visitors view 2.44 pages in sessions of just under two minutes.

The website continues to be primarily used as a What's On guide. Most visitors are coming from Organic Searches (57%) or Direct Searches (25.5%), which means these are visitors actively searching for our website, rather than being referred through other websites such as eventfinda.co.nz, Facebook or Mailchimp. We can build on this by more actively promoting the website through our social media.

As usual, most visitors are from elsewhere in NZ – Christchurch (27.48%), Dunedin (18.5%), Auckland (7.39%), Queenstown (6.29%), Wellington (2.03%) and Tauranga (1.86%) which indicates that the site is primarily used by tourists planning visits to Oamaru. Just 7.72% of visitors are from Oamaru. Our local advertising will focus on directing people to the website.

### 3.5 Show attendance

4/11/16 – Heath Franklin's Chopper in Live from Anzakistan: 312  
 6/11/16 – The ABBA Show: 254  
 17/11/16 – Grease: 380  
 18/11/16 – Turn of the Screw: 103 (SOLD OUT!)  
 19/11/16 – Turn of the Screw: 103 (SOLD OUT!)  
 22/11/16 – The Nutcracker: 487  
 2/12/16 – Tour de Science: 19  
 4/12/16 – Kimberley Mavor School of Dance End of Year Concert: 325  
 11/12/16 – Victoria Cooper Academy of Dance Peter Pan: 310  
 11/12/16 – Victoria Cooper Academy of Dance Peter Pan: 271

### 3.6 Oamaru Opera House Trust

The Trust requires a new Trustee to be appointed following George Berry's retirement. The Trust can be a recipient for funding the inaugural Waitaki Arts Festival from the funding bodies ie The Otago Community Trust, Pub Charity, Network Waitaki, Mainland, Creative NZ.

### 3.7 Waitaki Arts Festival

The Inaugural Waitaki Arts Festival proposal was presented to Council in November. The festival would be self-funded from ticketed events, advertising, sponsorship and funding grants. The Opera House Director has the responsibility of programming and directing the Festival, with event staff support, reporting to an Advisory Committee.

The members of the advisory committee would have experience in arts events, multicultural communities, fundraising/sponsorship, hospitality/retail/tourism, marketing, legal/finance.

The Festival period is 21 September – 8 October and runs over three weekends. The second week is the school holidays. The content of a festival programmes is closely guarded until the programme release – this is key to assisting with the buildup of anticipation through media promotion and vital to creating a buzz once released.

The festival programme is light – keeping to one event per day – this gives an opportunity to allow organic growth and to develop audiences into a festival of this kind.

- Gala Opening - international performance - Opera House Auditorium
- Chamber Music – international – Inkbox Theatre
- Comedy – Opera House Auditorium
- Literature – Café/Opera House
- Live music in various venues in the town and Opera House
- Theatre – Inkbox and Auditorium
- Waitaki Variety Concert featuring multicultural performances, dance, music, drama – Opera House Auditorium
- Contemporary Dance/Physical Theatre/Family – Loan & Merc
- Art on Bikes – A2O, public spaces
- Collaboration with a variety of community groups and individuals is underway – this includes Forrester Gallery and the Library.
- Funding – discussions have been held with sponsors and funders. There has been positive feedback from the Otago Community Trust and sponsorship support offered to date from Whitestone Contracting, Whitestone Cheese, Tourism Waitaki and Vertical Ventures.

## 4. Recreation

### 4.1 General

- A combination of improved weather conditions and additional resourcing has helped Downer improve maintenance operations, with compliments being received on some areas such as the hanging baskets and public gardens. There remain areas that require improvement and officers are working with Downers new contract manager to ensure these are remedied.

### 4.2 Aquatics

- First and second Quarter comparison/observation = swim school and squad up, casual usage down slightly - overall a good result considering a month closedown. Without the closedown we were tracking up on all attendances.

### 4.3 Lakes Camping Grounds

- Despite changeable weather conditions, all camps have been busier than ever and no major issues have been reported. Revenue from the Christmas and New Year period has not been reconciled at the time of preparing this report and will be reported on in the next Committee Report. Additional 'portaloo' toilets were provided at Otematata Boat Harbour and Parsons Rock camps. There was an incredible amount of rubbish being processed.
- Sailors Cutting and Falstone Waste Water Upgrades – ECan requested clarification on some aspects of the Sailors Cutting design. This has been provided and we are waiting for their decision. We may be required to obtain a new resource consent for the bore and look at grey water management. We are holding off on Falstone work to learn from the Sailors Cutting consent.
- Otematata Boat Harbour River Protection Work – Planting of tussocks on the soil mounds will be completed in Autumn when this can be fitted into the work programme

### 4.4 Forestry

- Officers are obtaining prices to remove debris and plant the banks of 'Little Kuri' stream (south side of Hampden beach area).
- Harvesting of 'Milligan's' Block (east of Palmerston) has been completed with net harvest profit of \$168,000 (with planting and land management costs to come).
- Harvesting of the 'Sailors Cutting' block near Macraes is scheduled for February/March subject to contractor availability and log prices.

### 4.5 Parks

- Dunback Domain Camping – Dunback Domain has been very busy over summer. The contractors had to clean the toilets and remove rubbish twice a day with over 200L of rubbish including, we believe, rubbish from the bowling club. The increased toilet usage caused the septic tank to overflow and require pumping out. Council has a project to refurbish these toilets in two years. It is recommended that camp fees and provision of rubbish facilities is reviewed before next summer, along with the possibility of having a camp manager to ensure payments. It is noted that DoC currently charge \$8 per adult and \$3 per child for similar style campgrounds and do not provide rubbish facilities.
- Palmerston Showgrounds – Council has provided \$3,000 of soil to top up low areas and assist the A&P Association with damage repairs. The A&P Association would like Council to install perimeter drains and install additional drainage work to reduce the likelihood of this occurring again. We have asked them to consider the likely cost of such work (subject to extent of work this might cost \$60,000), possible alternative venues for A&P shows, the frequency of such rain events and the likelihood of such rainfall events occurring in conjunction with A&P shows. Any Council (Waihemo ratepayer) funding should be considered as a project in Council's Annual or Long Term Plan.
- Moeraki Hall Reserve – locals are requesting that this area has an increased level of service to manage the noxious weeds in this area. This would be desirable but requires funding and a long term commitment and should be considered as a project in Councils Annual or Long Term Plan. Meantime a community working bee is proposed.
- Kakanui shower - The shower installation was an initiative of the local community a couple of years ago. Originally any sand, water, soap etc that resulted, ran down the bank. The shower was then connected to the toilet wastewater system but can block the system if the sand trap is full (requires daily checks in summer). In order to prevent waste water/ toilet issues over the holiday period we agreed with the KRAIS executive committee (who have been checking the sand trap) that it would be better to have the shower disconnected for that period. We are obtaining a price from Downer to service this in conjunction with toilet cleans and will discuss options with KRAIS who own the shower. Long term, Council has allocated \$60,000 towards toilet refurbishment and a proper shower facility could be incorporated into this. The direction Council wants to take with this toilet block will need to take into account how Camping will be managed in the area in future.
- Oamaru Public Garden Paddling Pool shade sail – Thanks to donations from Streetscape Building and TePari products, the posts for a shade sail over one of the paddling pools were installed prior to Christmas. The sail is expected to arrive and be installed late January. We were unable to order the sail until we had final dimensions.
- The Learn To Ride surface at the Harbour has been laid and the car park area dug out. The seating area and landscape works will be undertaken next. The play piece ordered



will not arrive until early March. We still have memorial seats for sale and are looking for additional sponsorship to help complete the area.

#### **4.6 Toilets**

- Omarama Dump Station – This is open for use. In response to some comments we have raised the ground level beside the dump point. The height is consistent with the specifications provided by NZMCA and consent specifications. Planting of tussocks on the soil mounds will be completed in autumn.
- Hampden Toilets – New toilets are up and running. The landscaping plan is to be completed by the community.

#### **4.7 Cemeteries**

- Hampden Cemetery – the lessee of the land around the Hampden Cemetery has expressed concern about the extent of erosion from the river mouth and along the length of his property. Officers will raise this with Council as part of Council's Long Term Plan.
- Palmerston Cemetery – Planting is well underway, with the remainder to be completed in the autumn. The carpark signs have been installed. Grading of the tracks will be undertaken soon.

#### **4.8 Streetscapes**

- Dunback, Hampden Streetscapes – Concepts have been instigated as a starting point for discussion with the relevant communities. Council officers will set up meetings with communities.

#### **4.9 CRM Comment**

Parks CRM completion rate for 2016/17 is respond 84% and resolve 59%. These CRM's are mostly work has been generated by officer inspections and entered into CRM's to ensure that these tasks are on Downers radar. Inspection rectifications have generally not been entered into the CRM system in the past. Many of these have been completed but not closed off. Officers have raised this issue with Downer.

### **5. Waitaki District Libraries – RFID (Radio Frequency Identification) Update**

The Oamaru Public Library is being transformed into a contemporary facility that meets the changing and growing needs of the community. The final layout of the reconfigured library is attached (Appendix 1) and the work will start on 1 March. The Library will reopen late March, with the reconfigured Library, all equipment installed, re-carpeted and ready for business.

#### **Floor Plan and Library Layout**

The Oamaru Public Library is maximising and modernising its 40 year old footprint. To do this we have implemented RFID (Radio Frequency Identification) a modern technology that enables us to minimise menial and repetitive tasks such as returning and issuing books, shrink and centralise our desks and make more room for collections and technology. Our overarching goal is to make access to information for everyone as easy, effective and efficient as possible.

Our floorplan will be utilised like any retail store: the frontage being our prime real estate where our rental collections (rental fiction, DVDs etc.) will be the first thing that our customers see upon entering and the last upon leaving.

Help desks will be obvious and within line of sight upon entering the library, with the main help desk placed in the middle of the library. Librarians will also be freed up by RFID to offer immediate help and spend more time with customers helping them get what they need – in both a traditional capacity (such as reader's advisory) and in a digital capacity (help accessing our databases, like Ancestry.com for example).

The library's main collections will also be treated as they would in a book retail space: more face out and display space, as well as sorting items into Living Room or subject areas such as "Arts and Crafts" and "Health and Wellbeing". These areas will become the main focus of our floorplan – creating nooks where people can meet, browse the collection, share ideas and discuss.

For example, "Arts and Crafts" will have a large table whereby craft hobbyists can meet and create and teach. Our "Health and Well-being" area will be created with privacy in mind - and

where people with specific health and mental health problems can consult our “Books on Prescription” collection in privacy.

The library is also mindful of its user demographics. The back packers and tourists who come in to use the APNK free WiFi to get in touch with friends and family have been accommodated for, with generous seating at places to put luggage at the front of the library.

Those who want a quiet place to read or write can do so away from the noise at the back and to the side of the non-fiction area.

#### **What is RFID?**

- Radio-frequency identification (RFID) uses a wireless radio system to transfer data from a tag attached to an object, such as a book, DVD, CD or magazine, for the purposes of identification and tracking.
- The tag contains electronically stored information on a microchip which is read by a RFID reader / scanner.
- The tag does not need to be within line of sight of the RFID reader.
- Multiple RFID tags can be read at one time, unlike a barcode which can only be read one at a time.
- RFID technology has been around since 1948 but only recently has it been applied to libraries as a tool to improve efficiencies in managing library collections.

#### **RFID in libraries**

- RFID tags replace library barcodes.
- These tags look like small stickers and come in a variety of shapes and sizes appropriate for different types of formats, such as books, videos, DVDs, CDs. They are usually placed on the inside of the item for protective purposes.
- Information about the item is encoded on the tag's microchip, which can be read by the RFID reader for circulation, stocktake, and collection management purposes. The tag may include the book's title or format of the item, as well as other information such as the call number and library's name.
- The information stored on the tag's microchip links to the Integrated Library System (ILS) or Library Management System (LMS). The RFID reader scans the tag and connects the item's details with the information stored in the ILS.
- RFID tags also include a built-in security feature, which can be used if a library has security gates installed. The security feature is activated or deactivated at the point of issue or return, meaning that a separate magnetic strip is not required in each item.

#### **Benefits of RFID**

The key benefits of implementing RFID are:

- Ability to track things faster than when using barcodes. For large collections with high circulation of items this can lead to great efficiencies for the issue and return of books.
- Staff time previously associated with routine circulation tasks can be redirected towards added value services and customer support.
- Improved collection management. RFID-enabled mobile scanners mean time-consuming tasks, such as stocktakes, locating lost or missing items, weeding reports, and shelf checking, can be undertaken more quickly and efficiently.
- Personalising user experience by linking information contained on RFID tags with user preferences.
- Having self-service kiosks for self-issue. Floor space previously allocated to circulation and related customer service activities will be utilised for reading and collaborative learning spaces.

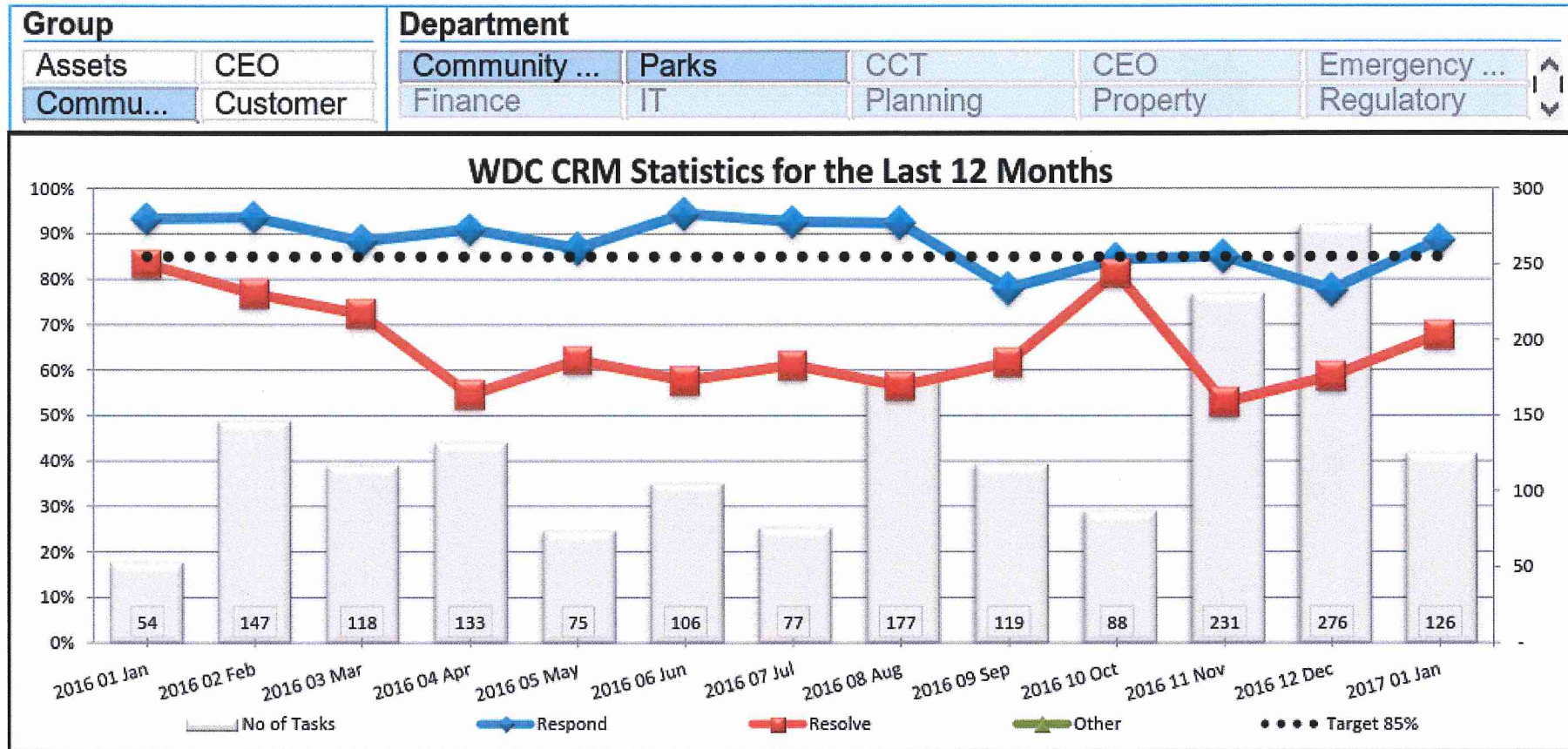


Thunes Cloete  
**Community Services Group Manager**

#### **Attachments:**

CRM report

Appendix 1 – Reconfigured Library layout





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