



# 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 13 February 2017**

### **Community and Culture Committee Members**

Cr Tavendale (Chair)  
Cr Holding (Deputy Chair)  
Cr Percival

Mayor Kircher (ex Officio)  
Cr Wheeler  
Cr Wollstein

# Agenda

## **Community and Culture Committee Meeting**

**Tuesday 13 February 2018**

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

	<b>Page</b>
<b>1. Apologies</b>	
<b>2. Declarations of Interest</b>	
<b>3. Confirmation of Previous Meeting Minutes</b>	
• Customer Services Committee Meeting, 22 November 2017	3 – 6
<b>4. Community and Culture Committee Group Activity Report for the period 9 November 2017 to 22 January 2018</b>	7 – 16
• Memorandum and Recommendation	

### **Community and Culture Committee Members**

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Cr Wollstein

## **Waitaki District Council**

### **Customer Services Committee**

#### **UNCONFIRMED MINUTES of Customer Services Committee Meeting held in the Whitestone Cheese Empire Room of the Oamaru Opera House, 94 Thames Street, Oamaru on Wednesday 22 November 2017 at 9.00am**

<b>Present</b>	Cr Tavendale (Chair), Crs Dawson, Holding, Percival, Perkins, and Wollstein; Mayor Kircher
<b>In Attendance</b>	Cr Kingan Cr Wheeler Mr Power (Chief Executive) Mrs Baillie (Customer Services Group Manager) Mr Jorgensen (Assets Group Manager) Mr Hope (Chief Financial Officer) Mrs Guyan (Acting Community Services Group Manager) Mr Roesler (Policy and Communications Manager) Mr van der Spek (Recreation Manager) Mrs van der Spek (Policy Consultant) Ms Hooper (Governance Officer)

The Chair declared the meeting open at 9.00am, and welcomed everyone present.

#### **Apologies**

There were no apologies.

#### **Declarations of Interest**

There were no declarations of interest.

#### **Public Forum**

Mrs Roseanne Sheridan addressed the meeting. She has been involved with the Infants' Memorial project at the cemetery since it started 20 years ago. She warmly acknowledged the outstanding generosity of the people of Oamaru and Council's ongoing support for the memorial, and noted that it now needs renovation and restoration. The plans for renovating the memorial, which were going to the Community Services Committee Meeting later this morning, were the result of three years' work. Participating in the project had been as healing for some of those involved as getting it completed. Importantly, everyone who wanted to be involved, could be – without exception. Costs to Council have been significantly reduced because of the generosity of people; for example, the Oamaru stone piece (angel) had been donated for free. It was hoped that the work could be completed in time for Baby Loss Awareness Day on 15 October 2018, in order that celebrations could be held there. Other groups also wanted to have a rededication ceremony at that time. In conclusion, Mrs Sheridan thanked Council again for its support, and said it was her privilege to place before Council, on behalf of the community, the plans for the baby memorial's renovation, for approval.

In response to a question, Mrs Sheridan advised that Baby Loss Awareness Day was a global celebration involving the lighting of candles at the local time of 7.00pm which then started a wave of light around the world.

The Chair thanked Mrs Sheridan for her presentation, and on behalf of everyone present, acknowledged that this was an amazing community project. Mr van der Spek advised that he believed the project could be completed by the beginning of October 2018, as hoped, assuming the plans were approved by the Committee and then endorsed by Council.

## 1. Confirmation of Previous Meeting Minutes

RESOLVED  
CUS17/028

Cr Dawson / Cr Holding

"The Customer Services Committee confirms its previous meeting minutes for 11 October 2017, as circulated, as a true and correct record of that meeting."

CARRIED

## 2. Draft Waitaki District General Bylaw 2017 – changes resulting from consideration of submissions to become final version

The report, as circulated, summarised the robust process Council has implemented to date to review the Waitaki General Bylaw 2006 (commencing in September 2016). Now, having consulted with the community, Council is entering the final stage of deciding the form of a new General Bylaw to take Council forward for the next 10 years.

Community feedback through the consultation process resulted in 'fine-tuning' changes that are now reflected in the Waitaki District General Bylaw 2017 provided as Appendix 4. These changes are scheduled in Appendix 3.

Further considerations around the keeping of companion cats are also outlined in the report, including the impact of a changing national direction around cat management and ownership since the proposal was circulated to the community for consideration.

Group Manager Lisa Baillie introduced the officer-led report which she said focused on education rather than enforcement. It also did not pre-empt a national position on cat management. Whilst a figure had been included in the report for the LTP, Mrs Baillie suggested it could be dealt with during the LTP process, so that today's deliberations could focus instead on the high-level principles in the report.

After initial discussion about the status of the previous report, the following resolution was passed:

RESOLVED  
CUS17/029

Mayor Kircher / Deputy Mayor Tavendale

"That the previous report, which was resolved at the previous meeting to lie on the table, be discontinued."

CARRIED

After considerable further discussion on the report's recommendations, it was AGREED to attend to each one separately.

RESOLVED  
CUS17/030

Deputy Mayor Tavendale / Cr Dawson

"That the Customer Services Committee recommends:

That Council:

1. Agrees to the implementation of changes to the Draft Waitaki District General Bylaw 2017 as provided in Appendix 3."

CARRIED

RESOLVED  
CUS17/031

Deputy Mayor Tavendale / Cr Dawson

"That the Customer Services Committee recommends:

That Council:

2. Notes that the changes to the Draft Waitaki District General Bylaw 2017 do not represent a significant departure from the Draft Bylaw as consulted, and that community feedback and national direction was received and considered around these matters."

CARRIED

RESOLVED  
CUS17/032

Mayor Kircher / Cr Dawson

"That the Customer Services Committee recommends:

That Council:

3. Having regard to sections 155, 159 and 160 of the Local Government Act 2002 (the Act):
  - a. Agrees that the Waitaki District General Bylaw 2017 provided in Appendix 4 is considered the most appropriate and proportionate way of addressing the perceived problems to protect persons using and trading in reserves and public places, and minimise nuisance and maintain public health and safety associated with the keeping of animals, birds and bees; and
  - b. Revokes and replaces the Waitaki District Council General Bylaw 2006 with a new Bylaw;
  - c. Agrees that the proposed Bylaw attached as Appendix 4 (with amendments as Council sees fit) is the most appropriate form of bylaw;
  - d. Agrees that the proposed Bylaw is consistent with the New Zealand Bill of Rights Act 1990 as the controls are reasonable and justifiable in the circumstances;

CARRIED

RESOLVED  
CUS17/033

Cr Dawson / Cr Tavendale

4. Adopts the Waitaki District General Bylaw 2017 (as set out in Appendix 4 with amendments as it sees fit), and subject to the approval from the Minister of Conservation – Reserves section to come into effect on 1 July 2018;

CARRIED

RESOLVED  
CUS17/034

Mayor Kircher / Cr Dawson

5. Commits for consideration through the 2018-28 Long Term Plan an amount of \$10,000 per annum for two (2) years to support responsible cat ownership in the District;

CARRIED

RESOLVED  
CUS17/035

Deputy Mayor Tavendale / Cr Wollstein

6. Supports the development of a Cat Management Strategy in line with national direction with a view to promoting responsible cat ownership and management in the Waitaki District which may include a joint campaign with vets, the SPCA and regional councils.

CARRIED

### 3. Customer Services Group Activity Report

The memorandum, as circulated, presented information to the Customer Services Committee about the activities of the Customer Services Group, for the period 28 September to 8 November 2017.

It was NOTED for the record that some extremely good work had been done to sort out Code of Compliance Certificate (CCC) issues. People had been given a good opportunity to engage and resolve the matters, with considerable effort by Council officers to assist. Still, some people had chosen to ignore such opportunities, and it was now time to handle those differently. A future workshop session would enable Councillors to discuss the options further. In the meantime, Councillors congratulated officers on the commendable results already achieved.

RESOLVED  
CUS17/036

Mayor Kircher / Cr Dawson  
"That the Customer Services Committee receives the information, and the  
report be taken as read."

CARRIED

There being no further business, the Chairperson declared the meeting closed at 10.22am.

Confirmed on this 13<sup>th</sup> day of February 2018 in the Council Chambers, Waitaki District Council  
Headquarters, 20 Thames Street, Oamaru.

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Chairperson



# Community and Culture Committee

## Memorandum

From **People and Culture Group Manager**

Date **13 February 2018**

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### **People and Culture Group Activity Report for the period 9 November 2017 to 22 January 2018**

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#### **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 9 November 2017 to 22 January 2018.

#### **Background**

This is the first activity report for the People and Culture Group which was formed as part of the organisational realignment and commenced from 4 December 2017.

Advance notice of any questions would 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 underway to replace the Executive Assistant(s) positions, following staff departures and the realigned structure.

#### **2. Customer Liaison**

##### **2.1. Customer Requests and Service Performance**

##### **2.1.1. Customer Requests**

- The Customer Liaison Team (CLT) continues to proactively look at CRMs coming up to due/overdue, with a view to reducing the fail rate and increasing the success percentage (ongoing).
- The Office Manager has carried out additional work on the CRM process to address historical issues in the system. A total of 7,500 CRMs with work completed but with open tasks have been closed and ongoing education with users to ensure all CRMs are being closed correctly. This also ensures the integrity of data in the system.
- 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.
- District rates settlement figures (includes property sales and mortgage refinancing): 299 for the three-month period October, November and December 2016; 257 for the three-month period October, November and December 2017 (down 14.04% on the previous year). Overall, January – December 2016 = 1177. Overall, January – December 2017 = 1173 (down 0.33% on the previous year).

##### **2.1.2. 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 our customers.

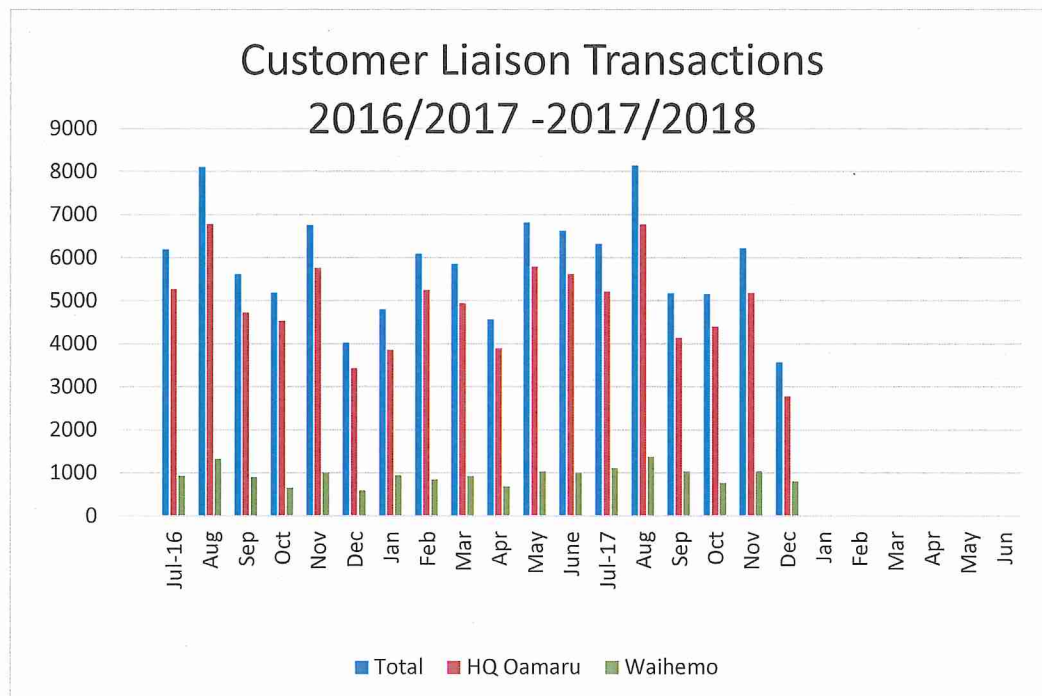
### 2.1.3. Service Performance

#### CLT Statistics – Oamaru and Waihemo

Transactions	Nov-Dec 2017	Nov-Dec 2016
Total transactions (calls, counter and emails)	8341	9221
Average transactions/person/day HQ	51.49	54.05
Average transactions/person/day WSC	27.69**	23.32**
Abandoned calls percentage over 30 seconds	1.47%	1.53%
%Transactions HQ	80.99%	85.31%
% Transactions WSC	19.01%*	14.69%*

\*\*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 do not however, give a true indication of actual transactions in the WSC.

\*Increase in transaction % split across WSC and HQ since the same period in 2016, due to more calls being answered in the WSC.



## 2.2 Projects

Project	Comment
Customer Contact review	Customer Liaison Review – planned unit review of efficiency of operations as part of the continuous improvement programme. This project has progressed to the scoping stage. Potential realignment has had an impact on this project which is now intended to be carried out during 2018.

## 3. Governance

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:

- Participant and contributor to information/project sessions: (i) Webinar – Pay for Elected Members, 13 November; (ii) LG Hub demonstration, 16 November.



- **Strategic Priorities Workshop, 29 November** – organisation of and support for the event, including supply of materials to participants; liaison with and support for the facilitator; collation of participant responses for Executive Team.
- **Infocouncil** automated agenda management system – contributing to project team discussions with supplier; lead contributor to preferences form; liaison with IT project team members; developing templates; preparing project update reports to leadership team meetings; attendance at Waimate District Council's system administrator training, 18 January.
- Website updates to Council Meetings and Committee membership pages following Committee structure and membership changes in early December 2017.
- Development of **2018 Meetings wall calendar**; oversight of printing process.
- **Provision of Workplace Training** on governance meetings and agendas processes to EA to the Mayor and Governance Support officer.
- Participated in **2018 Governance Professionals' Symposium** (Wellington, 25-26 January).

#### 4. Museum/Gallery

##### 4.1. Planning and Reporting



3 Images:

Culture Waitaki team participating in the 2017 Victorian Heritage Parade.

Peter Cleverly Opening

Rogues at Totara: Kakanui School Student completing their mug shots.

**Note: please do not republish photographs**

#### 4.2 Cultural Facilities Development Project (CFDP)

The Director attended a meeting of the CFDP steering committee on 20 December 2017. The Director has produced a memorandum proposing a workshop to resolve and clarify direction and strategy.

The Director and Museum Curator worked with Exhibition design company Workshop E on redevelopment ideas.

**Shaping Our Story** is an exhibition in the Community Gallery designed to update the community about the CFDP and journey so far. It includes space for feedback and will have new information and developments added regularly. There are also information panels in the Archive/Museum.

#### 4.3 Public Facing Outputs

##### **Beautiful Knowledge: New Works by Peter Cleverly**

This exhibition features selected new works by Kakanui artist Peter Cleverly. Cleverly is a nationally respected artist who has been involved with the gallery for over 20 years. An opening was held on Saturday 9 December and was attended by 80 people.

##### **Muka Prints: For young people only**

This is a special annual event held for children to choose and purchase an art work.

##### **Rogues Gallery: Mug Shots**

This very successful exhibition was made with help from the **New Zealand Police Museum** to fit in with the Crime and Punishment theme of the 2017 Victorian Heritage Celebrations. It is an interactive show where visitors can dress up and take their own photograph to complete their mug sheet which they can then share on the slideshow in the Rogues Gallery. The show has been visited by several school groups.

We teamed up with Totara Estate for the 2017 Heritage in Schools programme by presenting Rogues Gallery (a replica of Rogues Gallery: Mug Shots) in the Granary. Educator Elizabeth King spent three days hosting preschool and school groups, also participating in the Swaggers afternoon tea. 198 people attended the programme.

Forrester and Lemon Lecture: Beware the Girl Next Door! In a collaboration with the Oamaru Whitestone Civic Trust Rowan Holt, Director of the New Zealand Police Museum gave a fascinating talk about historical crimes committed by local felons.

##### **Education:**

**Te Moa: Waitaki** – This exhibition continues to be popular and attract school visits. Visits were hosted jointly by Curator of Education Liz King and Museum Curator Chloe Searle.

##### **Stakeholder and Community Engagement:**

The Archivist installed a Craig Fountain display in the Oamaru Library and wrote a blog about the fountain which can be found at: <https://culturewaitaki.org.nz/waitaki-district-archive/blog/craigs-fountain-restoration>.

Curator of Archives Chris Meech presented a talk to University of the Third Age (U3A) Oamaru introducing the Archive on 5 December, which was attended by approximately 30 people.

Museum Curator Chloe Searle presented a talk to U3A Oamaru introducing the Museum on 21 November, which was attended by approximately 30 people.

The Curator of Archives continues to support NOESA and work collaboratively with them on their project to research early settler photographic portraits

Lace Caps On Show – A display was installed at Opera house by the Museum Curator.

Staff from the Waitaki District Library, Gallery and Museum participated in the Victorian Heritage Week parade promoting Culture Waitaki.

The Archive introduced a trial self-help reference service on Wednesdays and Fridays (access to archives unavailable during these times).

A Christmas function was held to thank the volunteers from all three facilities for their support over the year.

#### **Collaborations:**

The Vanished World display at the Victorian fete was assisted with a loan of museum objects.

The Curator of Education Elizabeth King and Museum Curator Chloe Searle met with Heritage Education service staff from South Canterbury Museum to discuss collaborating on school visits.

## **5. Archives**

### **Collections and Administration**

Otago Museum Conservator Nyssa Mildwaters visited the Museum and Archive.

Curator of Archives and collection technician Lee Cooper worked on cataloguing and processing of the NOESA portrait collection.

A freezer was purchased and installed in the Museum for pest control of collection items. The first batch of items is being treated with it.

Collections research and rehousing work continues on collections in support of the CFDP.

## **6. Opera House**

### **6.1 Activity**

<b>Venue Hire Statistics</b>	<b>2 Dec 2017 – 13 Jan 2018</b>			<b>2 Dec 2016 – 13 Jan 2017</b>	
	Bookings	Pax		Bookings	Pax
Not for Profit/Free of Charge	3	58		6	195
Commercial	8	182		5	116
Community	12	355		8	1,210
<b>Total</b>	<b>23</b>	<b>595</b>		<b>19</b>	<b>1,521</b>

**21.05% increase in venue hire comparatively**

### **Year to Date Comparative Statistics**

<b>Venue Hire Statistics</b>	<b>2017-2018</b>			<b>2016-2017</b>	
	Bookings	Pax		Bookings	Pax
Not for Profit/Free of Charge	38	830		42	882
Commercial	90	3,396		79	5,221
Community	90	4,443		59	5,975
<b>Total</b>	<b>218</b>	<b>8,669</b>		<b>180</b>	<b>12,078</b>

**21.1% increase in venue hire comparatively**

### **Not for Profit groups that utilise the venue:**

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



**New client:**

**AsureQuality Limited** from Christchurch for a 4 day training course on Petfood inspection.

**Returning client:**

**Craigs Investments Partners** for Business After 5

- first booking since 2014

- Oamaru was their top venue of choice

*"Very nice to meet you and the team last night. We really enjoyed ourselves! We will be sure to book a space in your wonderful venue for future events."* – Greg Easton (Investment Adviser)

**Te Pari Products** have returned after a 6 month break to book several meetings in December.

**6.2 Engagement****6.2.1. Online Activity****Mailchimp**

Two email campaigns sent out to promote specific shows – Saturday Night Fever and Dublin's Irish Tenors and The Celtic Ladies – which were targeted toward specific audiences, based on past shows attended. Response rates were 41% and 37.8% respectively, far above the usual average rate, which is a good indicator that targeted campaigns are effective at capturing patrons' interest.

**Facebook**

Average post reach, across 66 posts for the period is 673.83, which is higher than the previous reporting period. Audiences were particularly engaged, as always, by community-centric posts, such as those promoting our Christmas Gift Drive. Page likes increased from 1,529 likes to 1,550.

**Website Analytics**

In the reporting period, the website was visited 1,153 times. Of these visits, 62.9% (725) are new visitors and 37.1% (428) are returning visitors. On average, visitors view 2.5 pages in sessions of one and a half minutes.

The vast majority of visitors are coming from Organic Searches (92.6%), which means these are visitors actively searching for our website, rather than being referred through other websites or social media. The other 7.4% mostly came through social media channels or from ticketdirect.co.nz. We can build on this by more actively promoting the website through our social media.

**6.2.2. Community**

31/10/17 – Hosting new North Otago Museum display of antique fans

08/11/17 – OOH lights up blue to raise awareness of International Alzheimers Day

07/10/17 – OOH lights up orange to raise awareness of Zonta

Stand Against Family Violence and Safer Waitaki's White Ribbon Event

04/12/17 – 21/12/17 – OOH ran Christmas Gift Drive for local families in need.

OOH collected approximately seventy donations

Gifts were distributed by Anglican family services

06/12/17 – Hosting new North Otago Museum display of ladies bonnets

11/12/17 – OOH hosted function for Opera House volunteers

18/01/18 – Hosting new North Otago Museum display of antique men's caps

**6.2.3. Show attendance**

Whitestone Contracting Auditorium

29/10/17 – The Sound of Music: 379

01/11/17 – Isla Grant in Concert: 189

23/11/17 – Dublin's Irish Tenors and The Celtic Ladies: 240

26/11/17 – Kimberley Mavor School of Dance End of Year Variety Concert: 374

30/11/17 – Saturday Night Fever: 130

**Inkbox Theatre**

26/10/17 – Andrew London Trio: 26

/11/17 – Songs from the Stone Jug: 37

18/11/17 – Villainous Escapes: 42

## 7. Libraries

### 7.1 Activities

December has been memorable as the final month of a busy and satisfying year. There were many evening events, book launches, literary talks and commemorative celebrations to look back upon. The Library acts as a platform to host multi-cultural events and we had hundreds of children show-casing Pasifika and Māori cultural events. These events act as a connection with the community and are an essential marketing tool.

The twenty evening events included writers: Ron Palenski, Thalia Henry, Aaron Fox, Susanne Grant, Greg McGee, Greg Hall and PDR Lindsay. Amongst the more local speakers were Jane Naish from the Wednesday Walkers, Sr Mary Horn (representing the Dominican Sisters), Kevin Hague for Forest and Bird, Burns Pollock for the North Otago Rock and Mineral Club, Neroli Cottam and Bruce Costello from the Waitaki Writers, and Graeme Simpson from the Heritage Cyclist's Club.

There were retirements of long-serving volunteer librarians from Otematata Community Library to acknowledge and celebrate, as well as the annual Christmas morning tea for all the hard-working and dedicated volunteers who support the libraries throughout the Waitaki District.

BookChat has continued to be vibrant and relevant with both regular and casual members involved. Groups are run at the Oamaru Library and at the Palmerston Library. Hampden Community library also runs a book club during the winter months which is a lively affair held at Vanessa's Café.

Toastmasters has held its meetings at the Oamaru Library every fortnight on Wednesday evenings.

#### Youth Programme Areas

Toddler Time

Wriggle & Rhyme

Kids Book Club

### Reference and Digital Services' Report

#### OPAC (Online Public Access Catalogue) statistics

Numbers are up again from last month, continuing a trend which demonstrates the popularity and need for our online services.

#### Google Analytics for our online catalogue website:

Total Number of Sessions (a session describes active use, such as the activity of searching for a book, or renewing books etc): 1,600 (Up 24 from last month).

- New Visitor Sessions: 487 (30.4% of all sessions)
- Returning Visitor Sessions: 1,113 (69.6 % of all sessions). It is important to see a higher ratio of returning visitors to new visitors.
- Pages Viewed: 7,237 (Up 244 from last month)



### Collection Management

The weeding of Non Fiction continues into 2018. More work has been done in Non Fiction, with the realignment of the Local History collection.

### IT Issues and Digital Initiatives

Staff training in digital literacy is underway. Digital Literacy training modules are almost entirely self-led with our digital literacy librarian(s) presenting the remaining training throughout 2018.

### Staff Assisted Activities

There has been a noticeable increase in the amount of time we are spending helping patrons with their tablet and smartphones.

## **December 2017 Statistics**

### **Waitaki District**

	2017	2016
<i>Borrowers</i>		
Total - Borrowers - new	78	51
Total - Borrowers - total	14033	13902
Borrowers - % popn. (20826)	67%	67%

### *Events*

Total - Events - Adults	3	13
Total - Events - Adults - attending	113	268
Total - Events - Children's	8	0
Total - Events - Children's - attending	64	251

### *Facebook*

Facebook - new likes	4	9
Facebook - total likes	704	617

### *Issues*

Issues - eAudio books	0	0
Issues - eBooks	58	101
Issues - (Desk only)	1423	n/a
Issues – Automated (via Self-Issue Kiosks)	11438	n/a
Issues - % done via RFID	90%	n/a
Total - Issues	11668	16048
Total - Issues - Renew	2622	n/a

### *Twitter*

Twitter - total followers	763	695
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### *Volunteer Hours*

Total - Volunteer Hours	130.75	139.5
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<b>Oamaru</b>	2017	2016
Borrowers - new	48	32
Borrowers - total	11847	11336
Events - Adults	0	9
Events - Adults - attending	0	251
Events - Children's	6	0
Events - Children's - attending	160	0
Items - Issues	10763	12900
Items - Renew	2526	n/a
Volunteer Hours	39	51.5

<b>Hampden</b>	2017	2016
Borrowers - new	1	2
Borrowers - total	243	223
Events - Adults	0	1
Events - Adults - attending	0	5
Items - Issues (Manual)	133	185
Volunteer Hours	34	36

<b>Kurow</b>	2017	2016
Borrowers - new	4	3
Borrowers - total	428	420
Items - Issues (MUSAC)	200	235
Volunteer Hours	13	22

<b>Omarama</b>	2017	2016
Borrowers - new	0	2
Borrowers - total	76	58
Items - Issues (Laptop)	38	38
Items - Renew	4	n/a
Volunteer Hours	16.75	25.5

<b>Otematata</b>	2017	2016
Borrowers - new	22	7
Borrowers - total	498	959
Events - Adults	1	0
Events - Adults - attending	100	0
Items - Issues (Manual)	87	199
Volunteer Hours	28	4.5

<b>Palmerston</b>	<b>2017</b>	<b>2016</b>
Borrowers - new	3	5
Borrowers - total	941	906
Events - Adults	2	0
Events - Adults - attending	13	0
Events - Children's	2	0
Events - Children's - attending	64	0
Items - Issues	389	507
Items - Renew	92	n/a



Lisa Baillie  
**People and Culture Group Manager**