



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 20 March 2018

Community and Culture Committee Members

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

Mayor Kircher (ex Officio)
Cr Wheeler
Cr Wollstein

Community and Culture Committee Meeting

Tuesday 20 March 2018

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

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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 13 February 2018 at 10.39am**

Present Cr 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 Jim Hopkins
Cr Hugh Perkins
Fergus Power (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)
Philip van Zijl (Oamaru Library Manager)
Jane Macknight (Museum, Gallery, Archives Director)
Ainslee Hooper (Governance and Policy Advisor)

The Chair declared the meeting open at 10.39am, 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 2018/001

Mayor Gary Kircher / Cr Colin Wollstein
That the Community and Culture Committee confirms minutes of a meeting of its predecessor – the Customer Services Committee – held on 22 November 2017, 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 9 November 2017 to 22 January 2018.

There was discussion on the following points:

- Excellent progress on the target of 95% CRM completion target
- Public interest in exhibitions from local artists
- Success of the evening events

RESOLVED
CC 2018/002

Cr Jeremy Holding / Cr Colin Wollstein
That the Community and Culture Committee receives and notes the
information.

CARRIED

There being no further business, the Chairperson declared the meeting closed at 11.04am.

To be confirmed at the next Community and Culture Committee Meeting to be held on
the 20th day of March 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 **20 March 2018**

People and Culture Group Activity Report for the period 23 January to 5 March 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 23 January to 5 March 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 has progressed well, with the Executive Assistant positions being filled and due to start over coming weeks.

Recruitment and selection has also commenced for the following positions, following recent resignations:

- Executive Assistant to the Mayor and Governance Support position
- Gallery, Museum and Archives Director

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:

- **Infocouncil** automated agenda management system – continued discussions with project team and supplier, culminating in completed and approved system specifications form submitted to Infocouncil on 9 February; contributions to project phase 2 development of workflow processes, stakeholder engagement, communications and training plans. Project Status Report prepared and presented to Leadership Team meeting on 9 February.
- **Website updates** to Minutes pages (ongoing).
- Provision of **Workplace Training** on governance meetings and agendas processes to EA to the Mayor and Governance Support Officer.
- Preparation of responses to LGOIMA and Audit requests for governance-related material.
- **Strategic Workshops, 12 March** – coordination of organisation of event logistics and invitations, with EAs to Chief Executive and Mayor; liaison with and support for facilitator and presenters; collation and printing of workshop materials.
- **Big Data Workshop, 27 March** – organisation of event and invitations; liaison with venue.

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 coming up to 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.
- Third period of Rates has been completed. The highest transactional day was Friday 23 February with 480 receipted transactions HQ and 64 receipted transactions WSC.
- District rates settlement figures (includes property sales and mortgage refinancing): 258 for the three-month period December 2016, January and February 2017; 221 for the three-month period December 2017, January and February 2018 (down 14.34% 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.
- A customer liaison officer was recently promoted internally to the role of Executive Assistant to the Chief Executive which shows that personal development and continual improvement can lead to internal promotion.

3.2. Engagement

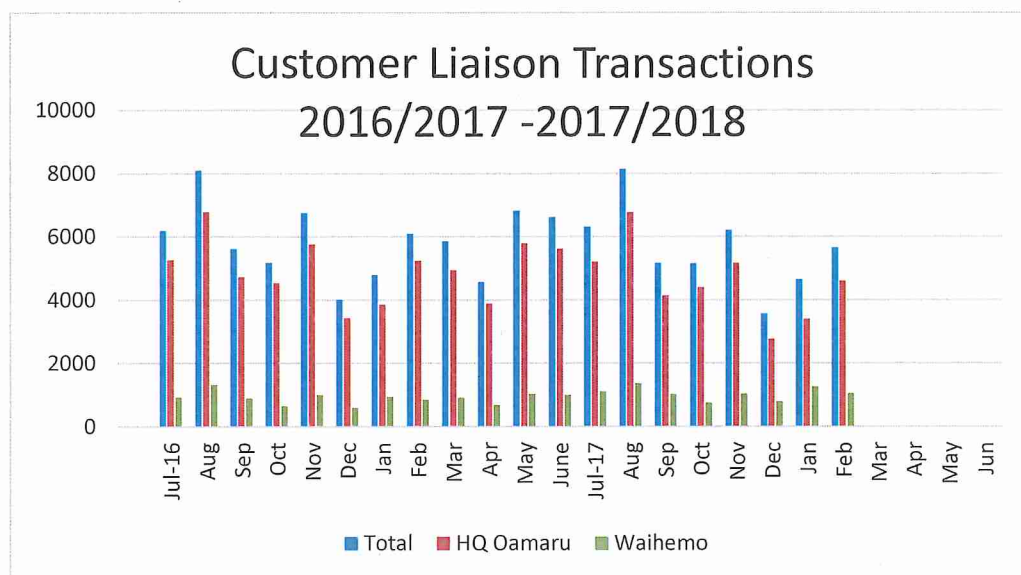
3.2.1. Transaction Statistics

Oamaru and Waihemo

Transactions	Jan-Feb 2018	Jan-Feb 2017
Total transactions (calls, counter and emails)	10314	10887
Average transactions/person/day HQ	53.04	53.02
Average transactions/person/day WSC	34.05**	26.61**
Abandoned calls percentage over 30 seconds	1.4%	1.4%
%Transactions HQ	77.56%	83.57%
% Transactions WSC	22.44%*	16.43%*

**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 2017, due to more calls being answered in 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 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.

4. Museum/Gallery



Two Images:

Peter Cleverly artist talk 28 February, 2018

Dante Bonica – demonstration 20 February 2018

Note: please do not republish photographs

4.1. Activity and Service Performance

4.1.1 Collections

Museum Curator Chloe Searle has completed an audit of the agricultural equipment collection including the relocation of all items in the main store. She is also preparing the bird bone collection for an expert review (provided by Te Papa Tongarewa National Services Te Paerangi Expert Knowledge Exchange Programme) of this collection from 5-7 March.

The Verax printing press has been deaccessioned and gifted to the Ferrymead Printing Society in Christchurch. Otakou Press at University of Otago has agreed to take the Albion Printing Press into its collection. These printing presses will now be housed and displayed with working units in special focus museums.

New Zealand artist Neil Frazer (former Frances Hodgkins Fellow 1992 and well known New Zealand artist) has gifted an artwork (valued at \$15,000) to the Gallery collection. This work was accepted to the collection as a valuable addition related to the history of New Zealand art (abstract expressionism). The work will go on display later this year.

The Director Jane Macknight continued work with consultant Priscilla Pitts on an audit of the Gallery collection (following on from the collection significance work done as part of the Cultural Facilities Development Project) and review of the Collections Policy and Collection Plan for the Gallery collection.

4.2. Engagement

4.2.1. Public Facing Outputs

ARTIST TALK: Beautiful Knowledge: New Works by Peter Cleverley

A talk by Peter Cleverley about his exhibition and art practice was held on 28 February. Four Council interns attended the talk and assisted with set up and tidy down. The Gallery provided dinner and returned interns to their accommodation. Attendance = 20 people.

Rogues Gallery: Mug Shots – closed on 5 March. There was great feedback from the public for this exhibition. Quotes from the Visitors Book include: 'Great we liked the costumes', 'Vagrancy – still a crime?', 'We loved the mugshot'.

New exhibitions (Neither Here Nor There, new work by Eion Shanks: Our Built Heritage; and Sprocket and Gear-Elements of Steampunk opened at the Gallery on 9 March and 17 March and will be included in the next report.) Staff have been very busy behind the scenes preparing these exhibitions which will feature works and objects from across the collections.

Museum Curator Chloe Searle published three blogs: in support of a display of Men's Headwear from the Museum collection at the Opera House, for Waitangi Day and for Chinese New Year. Linked content was also published on Facebook. An article on a pair of skis from Herbie Familton, New Zealand's first winter Olympian in 1952, now held in the Museum collection item (pair of skis), was published in the Otago Daily Times on 24 February (<https://www.odt.co.nz/regions/north-otago/winter-olympian-pioneer-recalled>) and a radio interview about the Willetts' Collection with Professor Richard Walter was presented on Radio New Zealand (Standing Room Only) on 25 February.

4.2.2. Education

Classes from both Waitaki Girls' and Waitaki Boys' High Schools attended the Archive and met with Museum Curator Chloe Searle and Archivist Chris Meech for a talk about Oamaru Built Heritage and methods of researching this history.

Year 7 classes from Oamaru Intermediate included a Gallery visit as part of their rained out outdoor activities/camping week.

Education Curator Elizabeth King ran the successful drop-in holiday programme at the Gallery from 22-25 January with 112 participants.

4.2.3. Stakeholder and Community Engagement

Archivist Chris Meech attended the Heritage Tourism Seismic Research Workshop on 26 February 2018.

Chris Meech and Jane Macknight attended the North Otago Early Settlers Association (NOESA) Annual General Meeting on 22 February 2018. The Archive has worked closely with NOESA over the last 18 months to accession original images of early settlers and assist with the rehousing and redisplay of facsimile portraits at Whitestone City.

Museum Curator Chloe Searle and Education Curator Elizabeth King have begun a year-long course in Te Reo offered once per week (evenings) from the University of Otago along with 45 other members of the community. As well as a great training opportunity, this is also an excellent relationship building opportunity with a diverse and enthusiastic group.

4.2.4. Collaboration

The collaborative project with Heritage Education Services from South Canterbury Museum was launched with a newsletter to schools. This project will see South Canterbury Museum educators offer education programmes as part of the Gallery and Museum education offering to this district – the programmes are offered in Council's facilities and delivered collaboratively with staff using our collections.

George Sumpter's military uniform has been conserved at Otago Museum as part of the 40 hours of conservation work received from Otago Museum. The uniform is due to be returned to the North Otago Museum on 12 March. It was selected for conservation work due to the significance of the uniform and the plan for it to be displayed in the redeveloped cultural facility.

Museum Curator Chloe Searle has been co-opted as a member of the UNESCO Global Geopark working group set up by Council.

Museum Curator Chloe Searle and Education Curator Elizabeth King hosted Jennifer Storer, Deputy Director Canterbury Museum, on a visit to the facility on 30 January.

The Museum hosted Professor Richard Walter and his team on 19 and 20 January. The team visited two local quarry sites (related to the Willetts' collection).

Renowned NZ sculptor and carver Dante Bonica also gave a demonstration on stone carving, giving considerable insight into the collection (through greater understanding of how adzes are carved and the significance of the flake material created through this process). An article relating to this visit was published in the Otago Daily Times on 9 March 2018, (<https://www.odt.co.nz/regions/north-otago/14th-century-adzes-cut-above>).

A display of interesting caps from the Museum collection is currently in place in the foyer of the Oamaru Opera House. A blog post accompanies the display.

4.3. Policy and Projects

4.3.1. Cultural Facilities Development Project (CFDP)

The Director has continued to work with Workshop E to develop some exhibition concepts. These have now been completed and are ready for presentation to the Committee.

The Director has been supporting the preparation for the Council Workshop about the CFDP scheduled for 12 March.

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.

New Archive Volunteer Jill Grenfell was inducted and started work on a project to improve description of the photographic collection.

5.2. Engagement

Archivist Chris Meech hosted a visit from LIANZA Otago Southland on Saturday 24 February and gave them a tour of the Archive.

Archive Enquiries 2018

January 2018	59
February 2018	87
March 2018 to date	25

6. Opera House

6.1 Activity and Service Performance

Venue Hire Statistics	13 January 18 to 24 February 2018			13 January 18 to 24 February 2018	
	Bookings	Pax		Bookings	Pax
Not for Profit/Free of Charge	8	170		8	153
Commercial	14	324		15	256
Community	11	643		13	223
Total	33	1,137		36	632

8.33% 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	47	1,500		50	1,035
Commercial	104	3,720		94	5,477
Community	101	6,046		72	6,198
Total	252	8,669		216	12,644

16.66% increase in venue hire comparatively

Overall usage of the venue continues to increase for meetings, events and conferencing.

Not for Profit groups that utilise the venue:

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

New client:

- Statistics New Zealand (Tauranga Aotearoa), Wellington for Field Officer Training – 12 people – The Chambers (Word of Mouth)
- Inland Revenue Department, Dunedin for Professional Training – 50 people – The Chambers (Word of Mouth)
- Heritage New Zealand – Totara Estate, Oamaru for Interviews – approximately 10 people – The Boardroom (Local)
- Janet Frame Eden Street Trust, Oamaru for an author talk/Q+A/literary event – 49 people – The InkBox Theatre (Local)
- Copy Carats, Oamaru for a writing workshop – approximately 5 people – The Boardroom (Local)
- ANZ Bank, Nelson Branch for Business Training/Management Risk – approximately 20 people – Empire Room (Word of Mouth) *"The venue and facilities were fantastic and we will be back. Thanks for being so accommodating when it came to me paying by credit card"* – Stephen Caunter (Business Training Manager)

- New Zealand Recreation Association (NZRA) for a meeting/presentations – 27 people – The Chambers (WDC contact)

Returning client:

Livestock Improvement Corporation (LIC) for interviews. Last booking in August 2017.

A venue hire customer satisfaction survey was conducted in late November 2017, which was sent to all clients/accounts from 2015 – to date. A positive response was received and generated room bookings as a direct result of a 10% discount voucher for venue hire upon completion of the survey. Some of the clients who redeemed their voucher, have made further bookings into the year.

For example:

Beef + Lamb New Zealand has not made any bookings since November 2016 but, since completing the survey, it has booked three meetings and expressed interest in continuing its relationship with the Oamaru Opera House.

6.2 Engagement

6.2.1. Online Activity

Audience Development

On 8 February 2018, Frances McElhinney and David McFarlane attended a Creative NZ strategy workshop: Developing Your Audiences. This comprised a general practical workshop and an hour-long individual coaching clinic with a Creative NZ representative. The Oamaru Opera House's focus was primarily on strategies for expanding the Test Drive The Arts programme and therefore gathered material from the workshops that will be implemented in the coming few months. Benchmarking statistics were also provided by Creative NZ for Test Drive campaigns, and the Oamaru Opera House is well above the national average for attracting new audiences through Test Drive, with a 38% conversion rate of non-active theatre-goers now purchasing tickets to shows. The national average is between 11-14%.

Mailchimp

During the reporting period, there was just one campaign sent out to promote a specific show – Janet Frame Eden Street Trust's Authors Talk, "That Inviolable Place" – which was targeted toward specific audiences based on past shows attended with a literary theme. The response rate was 38.2%, far above the usual average rate, which is a good indicator that targeted campaigns are effective at capturing patrons' interest.

Facebook

The average post reach, across 26 posts for the period, is 193.02, which is a quite low but about standard for the slower start of a year. Audiences were particularly engaged, as always, by community-centric posts, such as those featuring Alps 2 Ocean Ultra racers. Page likes increased from 1,550 likes to 1,558.

Website Analytics

In the reporting period, the website was visited 354 times. Of these visits, 82.5% (316) are new visitors and 17.5% (67) are returning visitors. On average, visitors view 2.6 pages in sessions of just over two minutes.

The vast majority of visitors are coming from Organic Searches (90.3%), which means these are visitors actively searching for Council's website, rather than being referred to it through other websites or social media. The other visitors mostly came through social media channels or from ticketdirect.co.nz. This can be built on by more actively promoting the website through Council's social media channels.

6.2.2. Community

22-25 February 2018 – Oamaru Opera House was lit up red to promote the Heart Foundation's Big Heart Appeal

6.2.3. Show attendance

Inkbox Theatre

16/2/18 – Authors Talk: "That Inviolable Place": 49

7. Library

7.1. Activity and Service Performance

Displays - "How did Your Garden Grow" display. This display contains a mix of preserving, kitchen garden crafts and recipes, and has proven very popular, with books being taken out as fast as they appeared on the accompanying display.

The Library has recently been refreshing reading lists. Along with the traditional "Good Reads" that are made up from patrons' recommendations, from the Library Team and from volunteer assistants, the "Beware: This book may contain humour" flags have proved to be very successful, judging by feedback received.

Collection Management

Domestic noir (subgenre within the crime fiction) – this is the most recent addition to the fiction collection. It reflects a thirst for dark realism, often within the setting of marriage, relationships and family. Paula Hawkins' "The girl on the train" and Gillian Flynn's "Gone girl" are earlier examples of this fiction genre.

"Up Lit" – experiencing current growth with titles such as Gail Honeyman's "Eleanor Oliphant is Completely Fine" and Matt Haig's "How to Stop Time". These books have kindness at their core. All the titles mentioned are held by Waitaki District Libraries and in some cases by the DVD of the filmed version.

This month saw the expansion of the Local History collection of the Oamaru Public Library– with approximately 100 books brought out from storage. This is already a very popular collection. Some of the titles are very entertaining, including a Victorian book on medical procedures in the Otago Province (which included North Otago at the time of publishing). To celebrate, a press release was issued.

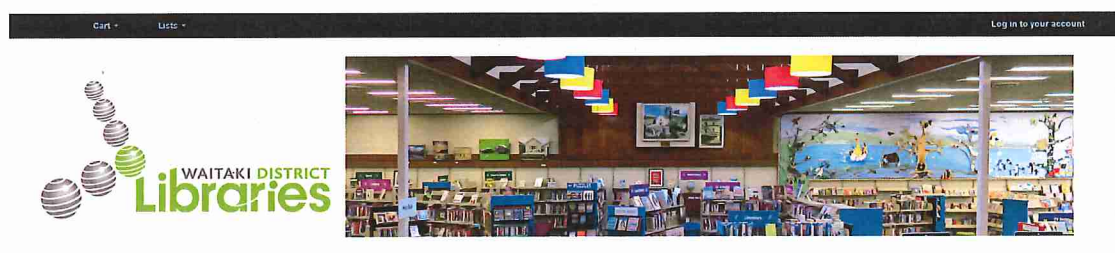
This month also saw the team take a look at some of the most popular items in our Non-fiction collection – in particular, those items that are frequently on reserve for customers.

- At number one is our collection of IELTS books – of which more copies were required to be purchased. IELTS is the International English Language Testing System being undertaken by those newly arrived in the district from countries where English is not used or spoken (or is a second language). This proficiency test is set as a measure when applying for professional jobs and educational programmes. It has been observed that there is an increase in new migrants in the district coming to the library, so it is understandable that the library is seeing an equal demand for this set of books.
- Coming in a close second is the book "Daughters of Gloriavale" by Lilia Tarawa, who escaped this New Zealand religious cult and then wrote a book about it.

IT Issues and Digital Initiatives

The library has subscribed to two additional research databases – both contain thousands of in-depth, full-text journal articles made by the academic and business community, on a trial version. These databases are Masterfile Premier and The New Zealand and Australian Research centre. They can be utilised by Council employees and Interns, as well as the public. The full subscription will be available on 1 April 2018.

This month also saw the creation and installation of a new web banner for the online catalogue. The banner will be swapped out every now and then to reflect the branch libraries as well.



At the time of writing this report, preparations for Census 2018 were in full swing. The team, led by the digital services librarian, with support from Helen Algar, were being trained in helping the district's elderly residents to fill out digital forms, should they come into libraries. This is in the same vein as the last Census, where Oamaru was chosen to test out the filling in of Statistics New Zealand's digital census forms.

January 2018 Statistics

Waitaki District	2018	2017
<i>Borrowers</i>		
Total - Borrowers - new	99	98
Total - Borrowers - total	14087	13981
Borrowers - %popn. (20826)	68%	67%

<i>Events</i>		
Total - Events - Adults	1	11
Total - Events - Adults - attending	18	132
Total - Events - Children's	2	0
Total - Events - Children's - attending	60	0

<i>Facebook</i>		
Facebook - new likes	9	8
Facebook - total likes	714	620

<i>Issues</i>		
Issues - eAudio books	0	0
Issues - eBooks	72	107
Issues - (Desk only)	1292	x
Issues - via Self-Issue Kiosk	12470	x
Issues - % done via RFID	91%	x
Total - Issues	13762	18108
Total - Issues - Renew	2999	0

<i>Twitter</i>		
Twitter - total followers	773	707

<i>Volunteer Hours</i>		
Total - Volunteer Hours	157.5	284.5

Oamaru	2018	2017
Borrowers - new	87	67
Borrowers - total	11914	11397
Events - Adults	1	7
Events - Adults - attending	18	122
Events - Children's	2	0
Events - Children's - attending	60	0
Items - Issues	12609	14263
Items - Renew	2880	n/a
Volunteer Hours	59.25	53

Hampden	2018	2017
Borrowers - new	0	7
Borrowers - total	243	228
Events - Adults	0	4
Events - Adults - attending	0	10
Items - Issues (Manual)	133	241
Volunteer Hours	36	60

Kurow	2018	2017
Borrowers - new	6	15
Borrowers - total	416	423
Items - Issues	153	213
Volunteer Hours	14.5	74

Omarama	2018	2017
Borrowers - new	0	5
Borrowers - total	76	66
Items - Issues (Laptop)	49	97
Items - Renew	8	N/A
Volunteer Hours	16.75	24.5

Otematata	2018	2017
Borrowers - new	2	0
Borrowers - total	500	959
Events - Adults	0	0
Events - Adults - attending	0	0
Items - Issues (Manual)	173	289
Volunteer Hours	31	73

Palmerston	2018	2017
Borrowers - new	4	4
Borrowers - total	938	908
Events - Adults	0	0
Events - Adults - attending	0	0
Events - Children's	0	0
Events - Children's - attending	0	0
Items - Issues	573	539
Items - Renew	111	N/A

7.2. Engagement

Wriggle & Rhyme – 16 January session for the Porowhita class held at Little Wonders. The eight children enjoyed activities focused on eye development, using the environment and massage and touch.

Toddler Time – 17 January session to the Tapawha class held at Little Wonders.

BookChat – Groups are run at the Oamaru Library, Hampden Community library, and the Palmerston Library.

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

Youth Programme Areas

Toddler Time
 Wriggle & Rhyme
 Kid's Book Club

OPAC (Online Public Access Catalogue) statistics

Numbers are up again from last month (29%), continuing a trend which demonstrates the popularity and need for the Library's 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: 573 (27.6% of all sessions)
- Returning Visitor Sessions: 1,500 (72.4 % of all sessions) – up 387 returning visitors from last month or 34%. It is important to note a higher ratio of returning visitors to new visitors.
- Pages Viewed: 10,362 - up 3,125 from last month or 43%



7.3. Library Review

7.4.

Project	Comment
Library Review	LG Equip has been engaged and a preliminary report is expected by the end of March.

Lisa Baillie
 People and Culture Group Manager