



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 5 June 2018

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 5 June 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 1 May 2018 at 9.00am

Present	Deputy Mayor Melanie Tavendale (Chair), Cr Jeremy Holding (Deputy Chair), Cr Guy Percival, Cr Jan Wheeler, and Cr Colin Wollstein.
Apology	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) Bill Chou (Information Services Group Manager) Jane Macknight (Museum, Gallery, Archives Director) (part of meeting) Frances McElhinney (Oamaru Opera House Director) (part of meeting) Philip van Zijl (Oamaru Library Manager) (part of meeting) Pam Hicks (Office Manager) Ainslee Hooper (Governance and Policy Advisor)

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

1. **Apologies**

RESOLVED
CC 2018/006

Cr Jeremy Holding / Cr Colin Wollstein
That the Assets Committee accepts an apology for absence on leave from Mayor Gary Kircher.

CARRIED

2. **Declarations of Interest**

There were no declarations of interest.

3. **Confirmation of Previous Meeting Minutes**

RESOLVED
CC 2018/007

Cr Colin Wollstein / Cr Jeremy Holding
That the Community and Culture Committee confirms minutes of its previous meeting held on 20 March 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 reporting period 6 March to 16 April 2018.

There was general discussion about the following sections of the report:

- Community visioning – This had been a great process for involving community members. Both Community Boards had since used the community visioning outcomes documents as a foundation for their submissions on the Long Term Plan 2018-28.
 - 4.1.1 – Museum – significance work on the Museum Agricultural tools and implements – deaccession process – this would involve 30-40 items, some of which would have no provenance. The process was compliant with international principles.
 - Museum Committee – this had not been in existence for a number of years.
 - Work of Susan Rapley – she had produced some online resources that can be accessed by schools.
 - The Museums Aotearoa Annual Visitors' Survey is nation-wide and conducted annually. It contains a range of questions related to visits to museums. Waitaki had been participating in and supporting it for about a decade (for the museum) and slightly less than that (for the gallery). Information had previously been presented to the Cultural Facilities Development Project Committee. Waitaki ranked fairly well in terms of demographics of visitors; size of offering was where Waitaki was less well ranked. This year's results were not yet available.
 - 4.2.2 – Education – an advertising package has been organised with Steampunk HQ. It formed part of the Mailchimp group and provided updates to schools.
 - The Opera House had been working on picking up repeat bookings with commercial enterprises; from June, it would be very busy.
 - Organised tours are an option, and a flyer has been produced. It is focused on what happens back stage.
 - The Opera House had grown its audience by 48%. The Arts Programme and Mailchimp had helped encourage people to it. From a benchmarking perspective, it was punching above its weight in comparison to other similar venues.
 - A coordinated strategy focused on how to find a way to reach all of the various groups in Oamaru would help to promote the Opera House as a community facility.
 - The Opera House Director's key learnings from her attendance at the Australian Performing Arts Market in Brisbane in February was the benchmarking opportunities.
 - Library Manager Philip van Zijl explained the book disposal process and how books were selected (those with the longest period of non-use, eg 3, 5, and 7 years).
 - It was clarified that the term "borrowers" in the March 2018 Statistics Waitaki District table under 7.1 referred to people who have a library card, not necessarily that they visited or borrowed a book. It was suggested that the term "card holders" be used instead.
- ACTION: Lisa Baillie / Philip van Zijl
- There were a number of new databases accessible via the library now.
 - There had been an increased focus on heightening the awareness of the library facilities within the migrant community.

Group Manager Lisa Baillie advised that the report on the future direction of work in the library was expected in the next few weeks. The review team had spoken to staff as well as customers, and benchmarking with other libraries would also be covered in the report. Once that had been done, the library will conduct its own survey of customers, and access to the survey would also be made available at other venues to capture those who do not come to the library (eg at the Opera House, at Council's headquarters – for those who pay rates, dog registrations etc).

RESOLVED
CC 2018/008

Cr Jan Wheeler / Cr Jeremy Holding
That the Community and Culture Committee receives and notes the information.

CARRIED

There being no further business, the Chairperson declared the meeting closed at 9.44am.

TO BE CONFIRMED at the next Community and Culture Committee Meeting, which is scheduled to be held on the 5th day of June 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 **5 June 2018**

People and Culture Group Activity Report for the period 17 April to 28 May 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 17 April to 28 May 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 was completed during this period for the Executive Assistant to the Mayor and Governance Support position, resulting in the internal promotion of Leanne Kingan into this position. Leanne commenced in this role on 23 April.

As a result of the internal promotion above, a recruitment and selection process was carried out during this period to replace a Customer Liaison Officer. This also resulted in a further internal promotion, with Kerryn Olsen securing this position.

No further recruitment or selection processes are required for this group at present.

2. Governance General

2.1. Activity and Service Performance

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:

- Participation in and actions from **Coordination Group meetings**
- **Infocouncil** automated agenda management system – follow up activities after system onsite installation and training for report writers and system administrators in April; project status reporting to Business Operations Leadership Team.
- Provision of **Workplace Training** on governance and meeting processes to Executive Assistant to the Mayor, and Standing Orders briefing to three new Executive Assistants
- **Minute Secretary** for the 16 May Lower Waitaki-South Canterbury Coastal Zone Committee Meeting, Waihao Marae, Morven
- Governance support for **Waihemo Community Board meeting**, 21 May.

2.2. Engagement

Community Visioning – liaison with Community Board Chairs and the facilitator regarding workshops for the Boards to develop their LTP submissions.

2.3. Policy and Projects

Project	Comment
Representation Review	<p>Local authorities (both regional and territorial) around the country are required to make decisions about their representation arrangements.</p> <p>A district council must determine by resolution whether to have wards or not, whether to elect some councillors by wards and the rest at large; if wards are decided the proposed number of wards; the proposed name and boundary of each ward; and the number of councillors proposed to be elected by the electors of each ward.</p> <p>The Local Electoral Act requires all local authorities to undertake a review of its representation arrangements at least every six years. The last time the Waitaki District Council did this was in 2012. It is now time to repeat the process.</p> <p>Electionz.com has been commissioned to assist the Waitaki District Council to carry out this representation review, and will present a Council workshop on 5 June 2018 to commence this process formally.</p> <p>Further timeframes will also be presented at that workshop.</p>

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.
- The CLT assisted in the entry of Long Term Plan submissions into the CRM system to ensure that the workflow and recipients were correct and entered correctly.
- A workshop was completed with councillors to provide an update on the current state of the CRM system and what can be expected once the system is upgraded to 7.1. It was also an opportunity to reassure councillors that they can be confident that a request will be completed when they refer a constituent to the CLT either personally or via one of the online channels.
The Snap Send Solve mobile application was also introduced and discussed during the workshop.
- District rates settlement figures (including property sales and mortgage refinancing): 306 for the three-month period February, March and April 2017; 274 for the three-month period February, March and April 2018 (down 10% 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 has accepted a permanent position as 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.

- Recruitment to backfill has now been completed to ensure cover within the team and also to ensure that the customer experience level is maintained.

3.2. Engagement

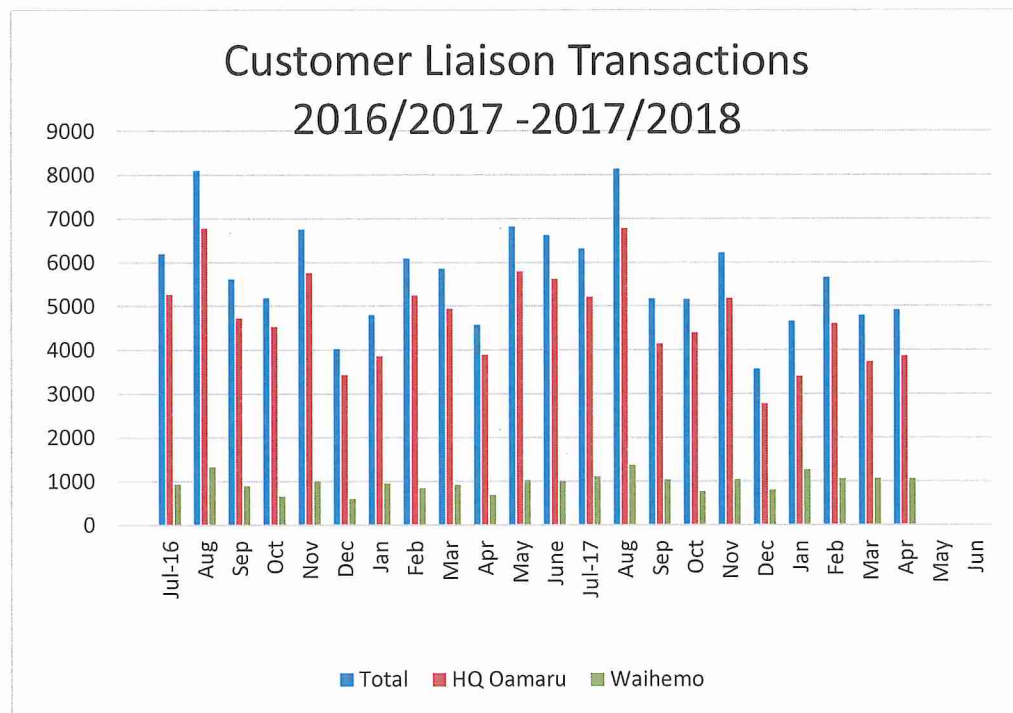
3.2.1. Transaction Statistics

Oamaru and Waihemo

	Transactions	Mar-Apr 2018	Mar-Apr 2017
Total transactions (calls, counter and emails)		9711	10426
Average transactions/person/day HQ		48.30	48.93
Average transactions/person/day WSC		27.89**	22.14**
Abandoned calls percentage over 30 seconds		1.24%	1.39%
%Transactions HQ		78.18%	84.64%
% Transactions WSC		21.82%*	15.36%*

**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 well underway, with a preliminary report expected in June.

4. Museum/Gallery



Opening Night: The Print Laboratory welcomes The News Network #2
(a collaborative exhibition and fundraiser with the Dunedin School of Art)



Left: Prof Richard Walter, Archaeology Week Talk 2 May 2018. Right: Holiday Programme participants, Sprocket & Gear, May 2018

Note: Please do not republish photographs.

4.1. Activity and Service Performance

4.1.1 Collections

Militaria expert Barry O'Sullivan visited with Museum Curator Chloe Searle to view and assess the military collections on 8 May 2018. The post on Facebook about this visit can be found via the following link <https://www.facebook.com/northotagomuseum/posts/1754305827925330>.

Barry is working on a new book "Dress Regulations of the New Zealand Militia, Volunteer, Permanent and Constabulary Forces, 1852 to 1909." The North Otago Museum was part of the genesis of this book, as Chloe has been regularly emailing Barry over the last few years with questions about Volunteer era uniforms in the collection and piqued his interest in this era.

Auckland Museum Curator of Archaeology Louise Furey visited with Chloe Searle on 9 May 2018 to view the Willetts' collection at the Museum as part of her research into early Maori ornaments.

4.1.2 Professional Development

Museum Curator Chloe Searle and Education and Engagement Officer Elizabeth King continue with Te Reo – a course being run at St Kevin's College by Otago Polytechnic.

Three staff (Chloe, Elizabeth and Chris Meech) attended the annual Museums Aotearoa Conference in Christchurch from 21-22 May.

Three part-time staff (Christine Hall, Lee Cooper and Ingrid Cole) have commenced the Service IQ NZ Certificate in Museum Practice Level 4, completing a unit on Safety and Security in Museums.

4.2. Engagement

4.2.1. Public Facing Outputs

PUBLIC TALK: Archaeology Week 2018. Professor Richard Walter from the University of Otago presented a talk about the first settlement of the Waitaki District, focusing on understanding the Willetts' collection site. Attendance at this function was 64.

OPENING EVENT: The Print Laboratory welcomes The News Network #2, Friday 20 April. This exhibition included a fundraiser and was created collaboratively with the Dunedin School of Art (DSA). This exhibition continues until Monday 4 June. Two DSA staff spent three days in Oamaru to assist with installing the exhibition. Fifty guests attended the TNN Exhibition opening. Two separate visits occurred by DSA students to visit the exhibition as part of their coursework. The fundraiser project consists of 45 fine art prints for sale by the Forrester Gallery for \$300 per work, with all proceeds (minus some material production costs) going to the Forrester.

Sprocket and Gear: Elements of Steampunk (17 March to 4 June 2018) – featured in our April School Holiday programme and continues until Monday 4 June. Our school holiday programme attracted 63 attendees.

Our Built Heritage (17 March – ongoing) – this exhibition is being well received, particularly by local visitors and will continue over the next few months with additional / changing content.

Oamaru Totara Tree Stone Company Exhibition and Blog. Archives Curator Chris Meech has prepared a small display at the Oamaru Library and a [blog](#) about an important recent acquisition to the Archives. This blog can also be found via the following URL: <https://www.culturewaitaki.org.nz/waitaki-district-archive/blog/oamaru-totara-tree-stone-company-and-empire-hotel-archives>.

Museum Curator Chloe Searle completed a blog about International Museums Day 18 May 2018, which can also be found via the following URL: <https://www.culturewaitaki.org.nz/north-otago-museum/blog/international-museum-day-2018>.

Upcoming Exhibitions. Land of the Long White Cloud: Whites Aviation Ltd. On 9 June the Gallery will host a temporary exhibition about the photographs of Whites Aviation, along with a curator's talk on Wednesday 18 July from 5.30pm.

4.2.2. Education

On 15 May, the Gallery and Museum hosted Heritage Education Services and Flag Swamp School to run an education programme.

On 18 May, the Museum hosted Fenwick School in a programme researching Victorian heritage architecture.

Education and Engagement Officer Elizabeth King installed new work from Waitaki Boys High School art students in the stairwell display area in May.

4.2.3. Stakeholder and Community Engagement

Director Jane Macknight and Museum Curator Chloe Searle visited with Bill Lee – who discovered a significant coastal fossil site along Beach Road in 1999. Mr Lee retains a collection of fossils recovered from this site and has worked with geologists Ewan Fordyce and the late Philip Maxwell in relation to the site.

Gallery, Museum and Archive staff supported and attended the annual WGHS Careers Day on Friday 25 May along with other Council staff members.

The Gallery inducted three new volunteers to support its front of house services.

The Archive hosted the Oamaru Genealogy Group for a tour of its facility in May.

4.2.4. Collaboration

Museum staff and volunteers installed a small display of tea cosies from the collection in the Oamaru Opera House foyer in April.

Museum Curator Chloe Searle has put in a substantial amount of time and energy into supporting the UNESCO Global Geopark bid, working to produce the Expression of Interest within a tight deadline.

Director Jane Macknight has been working with Richard Maher and other staff on the Digital Asset Management project.

Head conservator Nyssa Mildwaters will make her second visit to the North Otago Museum this year on 28 May to assist with conservation assessments and queries. The focus of this visit is training staff on basic surface cleaning techniques.

4.3. Policy and Projects

Cultural Facilities Development Project (CFDP)

The Director attended the recent Council Workshop on 18 April on next steps for this project. She is now working with the People and Culture Group Manager Lisa Baillie to prepare a report to the 26 June 2018 Council meeting.

Creative New Zealand – New Zealanders and the Arts 2017

On 23 May, the Rt Hon Jacinda Ardern launched Creative NZ's triennial survey, *New Zealanders and the Arts: Attitudes, attendance and participation in 2017*. "New Zealanders believe the arts make their communities better places to live and agree they should be a part of everyone's education". <http://www.creativenz.govt.nz/news/art-makes-new-zealand-a-better-place-to-live-new-zealanders>

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.

John and Mary Currie from the Kurow Cemetery transferred records of the Kurow Cemetery to the Archive. This is a great achievement in terms of relationships, and access to and care of a very important part of local history. Volunteer and writer Shona Paton is to be acknowledged for her role in facilitating this transfer.

5.2. Engagement

The Archives Curator attended the Lower South Island Archivists Group Meeting in Geraldine on 20 April. Please refer above for a display and blogs related to the Oamaru Tree Stone Company records.

Archive Enquiries 2018

January 2018	59
February 2018	87
March 2018	97
April 2018	53

6. Opera House

6.1 Activity and Service Performance

Venue Hire Statistics

Venue Hire Statistics	7 April – 20 May 2018		7 April – 20 May 2017	
	Bookings	Pax	Bookings	Pax
Not for Profit	15	401	11	207
Commercial	17	581	26	1,192
Community	13	2,363	5	1,567
Total	45	3,345	42	2,966

7.14% increase in venue hire comparatively

Year to Date Comparative Statistics

Venue Hire Statistics	2017-2018		2016-2017	
	Bookings	Pax	Bookings	Pax
Not for Profit	73	2,146	72	1,453
Commercial	138	4,868	146	7,639
Community	128	8,838	91	8,048
Total	339	15,852	309	17,149

9.71% increase in venue hire comparatively

6.2 Community

Not for Profit groups that utilise the venue:

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

New clients:

Baha'i Faith Community, Oamaru

- The Boardroom for 15-20 pax (per day), three day long Ruhi Training Institute Study Intensive
- No technical or catering requirements

Bayley Real Estate Limited, Auckland

- The Chambers for 12 pax, Augusta Industrial Fund Limited Presentation
- Technical, catering and bar services

PGG Wrightson Limited, Christchurch

- The Empire Room for 40 pax over two days, PGG Wrightson ZiP Training
- Technical and catering requirements

Returning clients:

Oamaru Penguin Colony Symposium 2018

3 and 4 May 2018 – The biennial event was the biggest one yet, with 130 attendees over the two-day symposium. Spaces utilised were The Empire Room for catering, and the InkBox Theatre as the main presentation venue. The Grand Foyer and Opera House Café and Bar were also busy with pre-event hot drinks and networking.

The Oamaru Performing Arts Competitions

18, 19, 20 May 2018 – The annual event was a success yet again. The competitions kicked off earlier (on Friday) than previous years, which spread the events evenly across the whole weekend. Feedback informed us that the competitions felt more organised and professional, resulting in happier competitors, Opera House staff and committee members.

Online Activity

Mailchimp – During this period there was one general newsletter and one sent out to promote the Russian Triple Bill Ballet performance. The response rate was 37.1%, far above the usual average rate (14%), which is a good indicator that subscribers are keen to see what's coming up as the Opera House heads into its busy season.

Facebook – Across 48 posts for the period, the average weekly total reach is 2,167. Audiences were particularly engaged, as always, by community-centric posts, such as those performers in the Oamaru Performing Arts Festival and the Anzac Day Dawn Service.

On 15 May, the Opera House Facebook page likes hit 1,600.

Website Analytics – In the reporting period, the website was visited 937 times. Of these visits, 79.9% were new visitors and 20.1% were returning visitors. On average, visitors view 2.45 pages per session.

The website is primarily used as a "What's On" guide, with the shows pages being the most visited.

Show attendance

Inkbox Theatre

15 April – Olive Copperbottom: 80

10 May – Hopetoun Brown and the Genius of Finn Scholes: 112 FULL HOUSE

Auditorium Stage

15 May – Search Engine (Matinee): 80 FULL HOUSE

15 May – Search Engine: 85 FULL HOUSE – with additional standing space

18-20 May – Oamaru Performing Arts Festival: 500

6.3 Engagement

Search Engine – Footnote New Zealand Dance

Footnote NZ Dance Company from Wellington held a dance school workshop and free of charge performances in the Oamaru Opera House.

The audience seating was set up on the stage, allowing for a very intimate performance, where the audience could appreciate the physicality of the dancers up close. With the performance on the stage, the theatrical experience was enhanced. This was particularly special for the primary school students who attended the matinee – they were heard saying that it was 'really cool' and that they wanted to see it again.

The on-stage set up limited the audience capacity to 80 seats per performance and both sessions were full with additional standing room for more people as required.

The limited seating capacity did not allow the target of 500 to be reached. However, given the date proximity to the school holidays, we did not allow enough time for the schools to prepare their out of school experience which reduced the schools uptake. It is recognised that planning two terms or even a year in advance is preferable for the schools.

Overall, we were happy with the response and feedback. We were pleased to bring a youth audience to the Opera House as well as new audience members who had not previously attended a show.

The crew and cast of nine stayed in Oamaru for three nights and contributed to the local economy through accommodation, hospitality and retail.

6.4 Industry Forums

EVANZ (Entertainment Venues Association of NZ) Mid-Year Meeting

This was attended by Gregg Lovatt, Technical Manager for the Opera House.

Keynote speaker Steve Giles, District Events Manager, Taupo District Council outlined the Taupo District Council input into regular festivals, sporting, cultural and community events, including assistance with administration, logistics, funding and compliance.

Key points

- Keeping established high-profile events viable (eg Taupo Marathon, Ironman contest)
- Encouraging new events (eg Midwinter Family Festival, Wine and Food Festival)
- Improving infrastructure to cope with increased tourism (eg upgrading the airport)
- Coordinating all the events into a year-round calendar, cutting down on logistics, consenting and organisational costs for all organisations involved
- Contributing to marketing and advertising the region as a year-round tourism destination
- Encouraging local participation and business buy-in to all the events in the calendar
- The importance of building closer relationships between Council and locally-owned businesses and community groups.

All of the above points were seen by Council as worthwhile to its core business as:

- Council is seen to be engaging in popular family-oriented events
- It encouraged national and international tourism year-round, not just seasonal
- Increases year-round tourism spend in the region
- Stamped the brand of "Nature's Ultimate Playground", but promotes more than just a sporting appeal to the region
- Increases "Quality of Life" for local residents, year-round.

7.1. Library

Activity and Service Performance

Displays

The Customer Services Co-ordinator created a number of eye-catching displays, including:

- an autumn themed "Good Reads" complete with a border of autumnal leaves
- a display featuring aboriginal Australia to tie in with Colette O'Kane's talk: "The Uninvited and other Outback Tales". Anzac Day was commemorated with a display of books from the Library's collection.

Collection Management

This month saw a lot of local content being offered for donation or purchase. The Local History collection continues to be exceptionally popular, with Forbes Taylor's report on the near disastrous Air New Zealand Flight 359 to Oamaru taking centre stage. Three volumes of rare clippings about the history of some of the older businesses, churches and homesteads in Palmerston were also made available for public consumption at the Palmerston Library (Waihemo centre).

April 2018 Statistics Waitaki District

	April 2018	April 2017
<i>Cardholders</i>		
Total - Cardholders - new	115	99
Total - Cardholders - total	14184	14136
Cardholders - % population. (20826)	68%	68%
<i>Events</i>		
Total - Events - Adults	5	14
Total - Events - Adults - attending	92	521
Total - Events - Children's	9	0
Total - Events - Children's - attending	113	0
<i>Facebook</i>		
Facebook - new likes	4	16
Facebook - total likes	704	652
<i>Issues</i>		
Issues - eAudio books	0	0
Issues - eBooks	69	67
Issues - via Koha (Manually only)	2377	x
Issues - via Self-Issue Kiosk	11830	x
Issues - % done via RFID {Oamaru}	84%	
Issues - % done via RFID {Palmerston}	70%	x
Total - Issues	12,948	15,556
Total - Issues - Renew	2,682	0

Twitter

Twitter - total followers	791	723
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Volunteer Hours

Total - Volunteer Hours	134.75	142.75
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Oamaru	2018	2017
Cardholders - new	106	92
Cardholders - total	12,014	11,536
Events - Adults	2	9
Events - Adults - attending	62	374
Events - Children's	8	0
Events - Children's - attending	248	0
Items - Issues	11850	14232
Items - Issues - Self Check		0
Items - Renew	2613	
Volunteer Hours	60	39.25

7.2 Engagement

Hampden Library discussions: Deputy/Branch Co-ordinator Jean Rivett and Libraries Manager Philip van Zijl met with Alison MacTavish to look at options for the expansion of the 12 square metre Library room in the Hampden hall.

Initial discussed options included: Moving to the Church hall or expansion to the old doctor's rooms (accessed through the foyer). Currently the preferred option is the latter as the hall is the better location.

Discussions are being held with Property regarding ownership of the land and building.

Ownership of the building will only be determined once records have been checked, but the ground belongs to both the Waitaki District Council and the Crown.

The next step is to have discussions with the hall committee who manage the building.

The 150th anniversary will be celebrated utilising the Operational budget.

The Oamaru Library hosted the Safe Roads Team who were interviewing road users, and the community in general, to gather opinions on the main highway North and South of the Oamaru Township. Due to the inclement weather, the team met in the Library's Community Space where 15+ people queued to supply their views.

Monday 16 May from 10am to 12 noon the Genealogy Help Club gathered in the Community Space, and into the Library, to further their research techniques with the aid of the Oamaru Branch of the New Zealand Society of Genealogists. This has received significant interest from the community with good attendance at these sessions by the general community.

BookChat groups discussed their reading for the month and offered recommendations to each other. Eight members attended the session in Oamaru and five in Palmerston.

Collette O'Kane gave an inspiring talk, told stories and read from her own verse at an evening event on Thursday 19 April entitled "The Uninvited and other outback tales". Collette is a locally based teacher and artist who works with the children of aboriginal tribes in the desert inland from Alice Springs. An audience of 38 attended this event.

On Monday 30 April, there was another meeting of the Genealogy Help Club. With each consecutive meeting, this group continues to grow in number with both regular attendees and new members.

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

Youth Programme Areas

Toddler Time:

This month's sessions included stories about sharing, descriptions, surprises and animals teamwork. Very positive feedback continues to be received from families.

Wriggle and Rhyme:

Two sessions were held this month due to the school holidays at the end of the month. This month's sessions were focused on catching, throwing and kicking, developing hands and fingers and upper body development including climbing, hanging and swinging.

Branches:

On 10 April, Fiona Kerr went out to the Palmerston branch and delivered stories about sharing as well as surprises with the Palmerston Playcentre and the Palmerston Preschool and Nursery. Fiona also ran a Wriggle and Rhyme session for the East Otago Plunket group.

Kids' Book Club:

Kerrie Gamble hosted nine children for this month's book club held on 5 April. This month, Kerrie created a spinner question activity: kids spun the spinner and the number it landed on corresponded to a question they had to answer about books. Then they talked about what books they were reading as well as got the first look at the new books.

School Holidays

The library was busy with young people reading, colouring-in, using computers and their own devices. It was also a wonderful spot to relax after a busy term. The shelves started to look rather empty towards the end of the first week with children taking a lot of books home.

OPAC (Online Public Access Catalogue) statistics

See figures in the graphic below.

Numbers are up again from last month (5%), continuing a trend which demonstrates the popularity and need for the Library's online services.

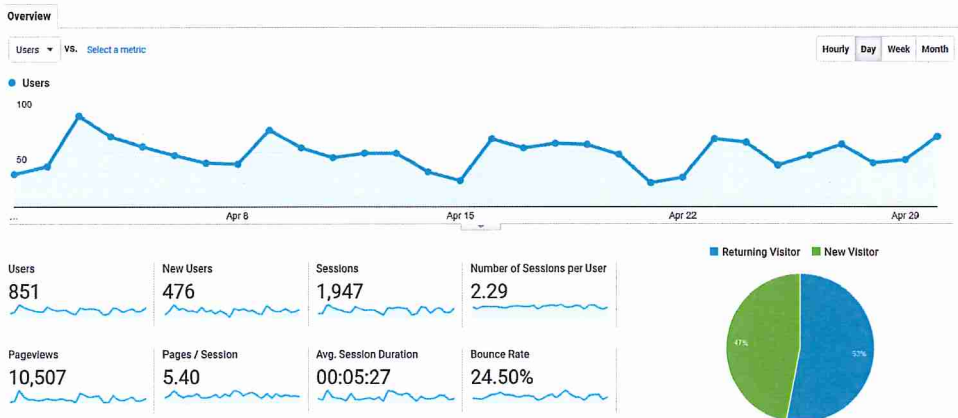
Google Analytics for our online catalogue website:

Total Number of Sessions (a session describes active use, such as the activity of searching for a book, or renewing books, etc): 1,924

New Visitor Sessions: 476 (47% of all sessions) compared with last reporting period of 519 (53.4% of all sessions).

Returning Visitor Sessions: 537 (53% of all sessions) compared with the last reporting period of 453 (46.6 % of all sessions).

Pages Viewed: 10,507 (9,404 last reporting period)



7.3. Library Review

Project	Comment
Library Review	LG Equip has been engaged to carry out the Library Review. This work is well underway with the preliminary report expected in June.



Lisa Baillie
People and Culture Group Manager