



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 Wednesday 18 July 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

Agenda

Community and Culture Committee Meeting

Wednesday 18 July 2018

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

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Deputy Mayor Melanie Tavendale (Chair)
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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 5 June 2018 at 11.13am**

Present	Deputy Mayor Melanie Tavendale (Chair), Cr Jeremy Holding (Deputy Chair), Cr Guy Percival, Cr Jan Wheeler, Cr Colin Wollstein; Mayor Gary Kircher (ex officio).
In Attendance	Cr Craig Dawson Cr Peter Garvan Cr Bill Kingan Cr Jim Hopkins 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) Ainslee Hooper (Governance and Policy Advisor)

The Chair declared the meeting open at 11.13am, 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 2018/009

Mayor Gary Kircher / Cr Jeremy Holding
That the Community and Culture Committee confirms minutes of its previous meeting held on 1 May 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 17 April to 28 May 2018.

Group Manager Lisa Baillie advised that the Group had had its first 'all-staff' meeting the previous week.

During general discussion on the report's contents, the following points of note and/or clarification were made:

- 3.1.2 Backfilling – an explanation of the process was provided by Mrs Baillie.
- 4.2.3 Meeting with Mr Lee – the meeting had been held the previous week, and would be reported on in the group activity report to the next Committee meeting. Mr Lee's collection was of fossils from a site along Beach Road.
- 5.2 Archives – Archive Enquiries 2018 – There was no obvious explanation for the spike in archive enquiries during February and March 2018.
- 6.1 – Opera House Activity and Service Performance: It was noted that venue hire was up overall, but that the commercial component was down. Director Frances McElhinney explained that a lot of health and safety training sessions had been held at the venue last year ahead of legislative changes which had then come into force. Those sessions were not a feature in this year's hire statistics, since the legislation was now in force. Fluctuations of this nature could occur at any time; there may be another industry or law change which would impact venue hire in the next reporting period, or at the same time next year
- Referrals had become an important source of business for the Opera House.
- 6.2 Opera House – Community – Cr Jan Wheeler congratulated the Director and her team on gathering new clients.
- 7.1 Library – Collection Management – the rare clippings about the history of some of the older businesses, churches and homesteads in Palmerston were available for members of the public to read in the Palmerston Library (but they could not be borrowed and taken off the premises; this was usual practice for rare and valuable reference documents).
- 7.2 Library – Engagement – Discussions on the Hampden Library: Initial discussions had been held and various options put forward. There was agreement that the hall provided the best possible solution, so the next step would be to discuss the idea with the Hall Committee.

RESOLVED
CC 2018/010

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

CARRIED

There being no further business, the Chairperson declared the meeting closed at 11.23am.

TO BE CONFIRMED at the Community and Culture Committee Meeting to be held on the 18th day of July 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 **18 July 2018**

People and Culture Group Activity Report for the period 29 May to 2 July 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 29 May to 2 July 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:

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:

- Production and supply of all LTP-related meetings documents in response to **Audit New Zealand requests.**
- Facilitation of **updated Register of Members' Interests** for Elected Members (including Community Board members) and the Executive Team.
- Assistance to Group Manager, and to facilitator of **Representation Review workshop** for Councillors.
- **Fire Warden training** (Timaru) – 15 June 2018 (designated Fire Warden for Council Chamber)
- **Infocouncil** automated agenda management system – Project status reporting, and initial briefing about system, templates, and procedures for new Executive Assistant.
- Provision of **Workplace Training** on governance and meeting processes to Executive Assistants (ongoing).
- **Website updates** to Meetings (minutes and agendas) and Governance-related pages (ongoing).
- Participation in **Coordination Group Meetings.**
- Governance support for **Waihemo Community Board meeting**, 2 July 2018.

2.2. Engagement

Representation Review workshop for Community Board members – liaison with Community Board Chairs and the facilitator to organise a joint community board workshop on the Representation Review consultation process (scheduled for July).

2.3. Governance Policy and Projects

Project	Comment
Representation Review	<p>A workshop was held with Council on 5 June 2018, facilitated by Darryl Griffin (Electionz). The purpose of this workshop was to introduce the Representation Review process and timeframes.</p> <p>As a result of discussion at this workshop, consultative workshops with the Waihemo and Ahuriri Community Boards, with Darryl Griffin facilitating, are being held during the week commencing 9 July 2018.</p> <p>Following these workshops, a report will be prepared for the Council Meeting being held on 31 July 2018.</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 customer requests 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 customer requests (ongoing). These include monitoring all logged customer requests 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.
- Dog registrations are well underway, with 32% of animals currently registered for the 2018/2019 year.
- Preparations are completed for the 2018/2019 rates rebate period.
- District rates settlement figures (including property sales and mortgage refinancing): 339 for the three-month period April, May and June 2017; 262 for the three-month period April, May and June 2018 (down 22.7% on the previous year).

3.1.2. Continuous Process Improvement:

- Customer Liaison Information Officers (CLIO) 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 People and Culture group staff meeting held at the Opera House was thoroughly enjoyed by all and very informative. It was also great for new staff to put a face to the name of other staff members.
- Reconfiguration of the Customer Liaison area and foyer has begun and will create a more modern, user- and customer-friendly area and make better use of available space.

3.2. Engagement

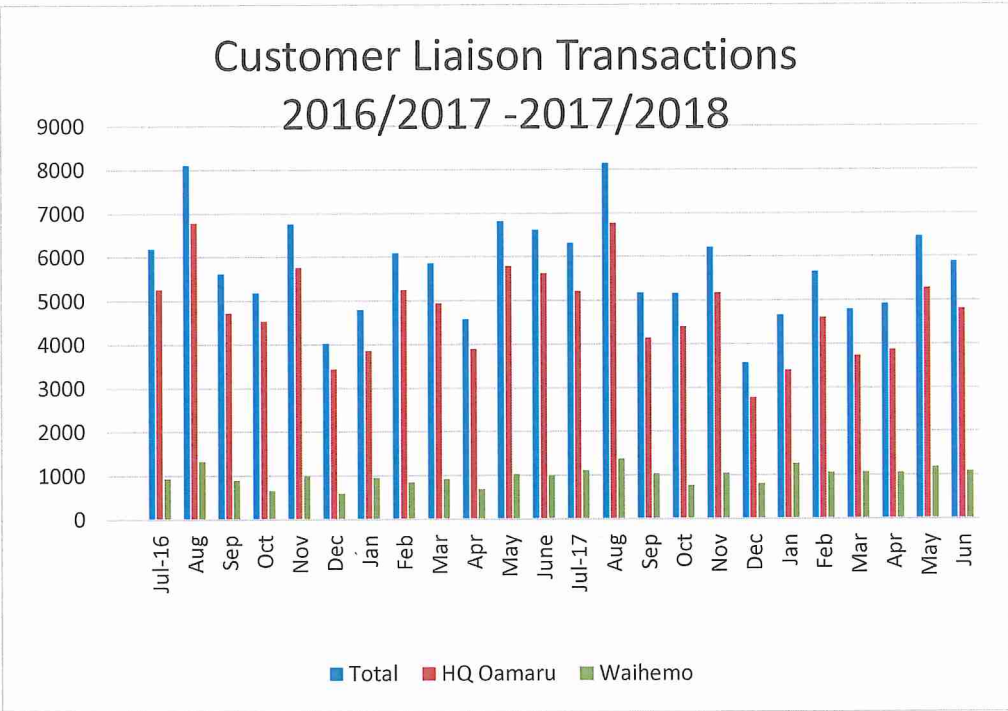
3.2.1. Transaction Statistics

Oamaru and Waihemo

Transactions	May- June 2018	May-June 2017
Total transactions (calls, counter and emails)	12343	13437
Average transactions/person/day HQ	43.95	40.22
Average transactions/person/day WSC	21.37**	18.48**
Abandoned calls percentage over 30 seconds	1.80%	1.08%
%Transactions HQ	81.61%	84.90%
% Transactions WSC	18.39%*	15.10%*

***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 around the middle of July.

4. Museum/Gallery/Archive



(Left) Ryan Moore – Opening event. (Right) Steampunk Parade

Note: Please do not republish photographs.

4.1. Activity and Service Performance

4.1.1 Collections

Two previously accessioned collections at the North Otago Museum are being prepared for cataloguing. Both are previously unidentified collections relating to archaeology (445 items) and geology (1078 items).

Honorary Curator of Geology at Otago Museum Tony Reay has been assisting with the Geology collection on a volunteer basis.

Curator of Archives continues to manage eight different projects with volunteers all leading to greater description and access, with a key focus on the photographic collection.

The Gallery has acquired a range of ephemera relating to Colin Wheeler from his son Paul Wheeler, including his painting easel (built to Colin's own unique design). These items will be accessioned and described into the Vernon database over the next few weeks with the intention of including them in a display over summer.

The Gallery will host the exhibition "Confidence" from 28 July to 16 September 2018 featuring a selection of items gifted to the Gallery, Museum and Archive over the last 12-18 months and outlining their significance to the collection and community.

4.2. Engagement

4.2.1. Public Facing Outputs

Opening Event: Ryan Moore - Grip Tape & a Can of Paint. Continuing our programme of community-led exhibitions and events, we hosted this artist-led opening event on Friday 1 July. Attendance was 64. This exhibition has been hugely popular, bringing in a new and diverse audience. It continues until Sunday 29 July 2018.

Sprocket and Gear: Elements of Steampunk (until 9 September 2018)

Our Built Heritage (17 March – ongoing) – this exhibition is being well received, new content drawing from the Gallery and Archive collections (comparing and contrasting art and photographs of built heritage and structures) will be installed late July/August.

Land of the Long White Cloud: Whites Aviation Limited. This is a touring exhibition from Millennium Public Art Gallery and runs until Sunday 22 July. Curator Christine Fernyhough will talk about the exhibition in a public event on Wednesday 18 July.

4.2.2. Education

On 31 May, the Gallery and Museum hosted another group from Fenwick School as part of their project exploring built heritage of Oamaru.

On 20 June, the Museum Curator and Education and Engagement Officer hosted the Victorian Wardrobe during a visit to explore the costume and textile collection at the Museum.

4.2.3. Stakeholder and Community Engagement

Archive Curator Chris Meech represented the facilities at an afternoon tea hosted by the Citizens Advice Bureau on 29 May.

Staff supported the annual Steampunk Festival - participating in the Saturday Parade along with our Moa bike and also attending the Fashion Show on Sunday 3 June.

Education and Engagement Officer Elizabeth King created a special Steampunk inspired photograph frame for Steampunk Head Quarters to support their recent TRENZ stall, in partial thank you to items loaned for the Steampunk Exhibition at the Gallery.

Museum volunteer PDR Lindsay-Salmond, supported by Museum Curator Chloe Searle presented Museum in a Box to the Southanjer Retirement Home in June, with great feedback.

All staff supported National Volunteers week (18-23 June) with special recognition of our volunteers.
Archive Curator Chris Meech hosted the talk by writer and researcher Shona Paton at the Library on 20 June 2018.

4.2.4. Collaboration

Museum Curator Chloe Searle continues to support the UNESCO Global Geopark project.

Staff are working with the Oamaru Opera House on the Heritage Week Programme for 2018 and also the proposed Waitaki Arts Festival in 2019.

Education and Engagement officer is convening the education outputs for the Heritage Week Programme in 2018.

4.3. Policy and Projects

Cultural Facility Development Project – A workshop is being planned for 24 July to continue discussions regarding the project plan, including the plans for the North Otago Museum and Forrester Gallery. It is also intended to take a report to the 31 July Council meeting to progress the next stage of the project. Further communications and stakeholder engagement will be planned following the Council meeting.

Programming Development. A significant amount of work has been done by staff to plan and develop the outward-facing programme of exhibitions and events for the next year (up to June 2019).

Sector Survey Research Results and Feedback

Annual Museums Aotearoa Survey 17-23 March 2018. The results have now been published. This is an opt-in survey with good support from smaller regional museums. However the survey is a snapshot of one week at the Gallery only which is a very small sample and does not account for tourism trends (more tourists across the summer).

In general, the facilities continue to track within current demographics and trends. A quick summary is below:

Age demographics. Against nationally, this district recorded more visitors aged 60 and 65plus.

Visitor geographics. Against nationally, our facilities showed greater visits proportionately from New Zealanders from other regions and less visits proportionately from overseas visitors.

Reasons to visit. Against nationally we had a significantly greater proportion of visits because 'they are in the area'.

Time spent. We rated below the national average for visits longer than one hour. This has been consistent for the last five years.

Repeat visits. We scored higher than the national average for repeat visits, but lower for frequency of visits.

Awareness. We were consistent with the national norm of awareness through local publications.

Satisfaction Levels. We tracked with the norm.

Benefits of visiting. This was a new survey question in 2017. We tracked with national trends showing that people visit to: learn new things, gain a different perspective, be inspired or interested, and gain a sense of connection and identity.

Cultural Facilities Development Project (CFDP). We also asked visitors about the CFDP. Responses showed a high proportion were unaware of the project and the majority declined to answer a question about satisfaction with information about the CFDP. A range of general

comments about the facility was received, indicating an enthusiasm for the current Steampunk and Built Heritage exhibitions, that the building itself (including the friendly and professional atmosphere and delivery) as a significant collection highlight, and a desire for more exhibitions and bigger exhibitions. 8% indicated disappointment about potential delay to the CFDP.

Creative New Zealand Triennial Survey of New Zealand and the Arts

A quick summary of this survey is set out below. Full details can be found on the Creative New Zealand website at <http://www.creativenz.govt.nz/development-and-resources/new-zealanders-and-the-arts>

- 73% of New Zealanders attended at least one art event or art location in the last 12 months. Otago had an 83 % attendance rate. Nationally, performing arts was the most popular, with visual arts increasing in popularity (particularly online exhibitions and films) and the literary arts continuing to decline. In Otago, visual art was the most popular art form, at 64%.
- 52% of New Zealanders participated in arts events.
- Digital technology continues to support greater engagement in the arts – through research, to follow or interact with an arts organisation etc. Online activities tend to complement rather than replace interactions with the arts. As a source of information about arts and culture, online listings have now surpassed print nationally.
- Benefits of the Arts:
 - 57% of New Zealanders (60% in Otago) said arts help improve New Zealand society generally
 - 59% of New Zealanders (63% in Otago) said arts contribute positively to the economy
 - 55% of New Zealanders (60% in Otago) said arts help define who we are as New Zealanders
 - 50% of New Zealanders (56% in Otago) said my community would be poorer without arts
 - 52% of New Zealanders said arts improve how I feel about life in general
 - 60% (Otago 65%) said arts help me learn about different cultures

Creative New Zealand Audience Atlas 2017

In summary, the New Zealand arts and culture market continues to face increased competition from other leisure activities, and the market tends to engage in a narrower range of activities and is spending less money on arts.

- The New Zealand cultural market is the largest market across five continents including Australia and United Kingdom.
- People engage with the arts for entertainment, time with friends and family, to increase their knowledge, to see an interesting building or place, for a new experience. The market was divided into eight segments with the largest market segment being the “expression” segment - defined as enthusiastic, varied, and focused on community, connecting/sharing, welcoming and inclusive.
- Barriers to engaging are cost, time, other leisure activities, not knowing what’s on, nobody to go with.
- **The biggest change is around support – through volunteering and funding.** Volunteering (the gift of time) is experiencing a big change, with less people volunteering and the nature of volunteering changing to specific and short-term projects rather than ongoing regular commitments of time.

Funding (giving of money and subscriptions) is changing with more potential for financial donation than actual volunteering as its low commitment and can be a one-off. There is also potential for legacy support with people wanting to get closer to their individual passions (“to support something I am passionate about”) and be part of a collective that knows their contribution will make a tangible difference. People were keen to support projects which increased access for children, helped maintain a facility, supported new artists, and developed collections.

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. There are 8 volunteer projects being currently undertaking at the Archive.

5.2. Engagement

Archive Enquiries 2018

January 2018	59
February 2018	87
March 2018	97
April 2018	53
May 2018	88
June 2018	57

6. Opera House

6.1 Activity and Service Performance

Venue Hire Statistics

Venue Hire Statistics	20 May-24 June 2018		20 May-24 June 2017	
	Bookings	Pax	Bookings	Pax
Not for Profit	14	301	13	254
Commercial	17	883	17	2,289
Community	17	1,127	12	579
Total	48	2,261	42	3,122

14.28% increase in venue hire comparatively

Year to Date Comparative Statistics

Venue Hire Statistics	2017-2018		2016-2017	
	Bookings	Pax	Bookings	Pax
Not for Profit	87	2,447	85	1,797
Commercial	155	5,701	163	9,928
Community	145	9,965	103	8,627
Total	387	18,113	351	20,352

10.26% increase in venue hire comparatively

6.2 Community

Not for Profit groups that utilise the venue:

- Alzheimers Support Group
- Oamaru Newcomers Group
- Migrants and Newcomers Group
- Wriggle and Rhyme preschool programme
- House of Breakthrough Church group
- Otago Parkinsons Society

New clients:**CORE Education, Dunedin**

The Empire Room for 40 pax – an evening event for kindergarden teachers

- Technical equipment, catering, Front of House Duty Manager

STS Student Travel School, Invercargill

The Empire Room for 20 pax – STS Student Travel School 2018 Pre Departure Orientation Meeting

- Technical equipment, catering, Front of House Duty Manager

Pieroth Wines: Tasting, Christchurch

The Chambers Room – wine tasting for the Club Members of the Waitaki Region, 6 different sessions but unfortunately poorly attended

- No technical equipment required, or catering but the organisers utilised our glassware, fridge and table cloths

Online Activity**Mailchimp**

During this period the Opera House has focused on targeted emails, sending emails about specific shows to specific audiences that we identify as being appropriate audiences for these shows. The response rate was 43.87%, far above the usual average rate, which is often as low as 25%. This is a good indicator that targeting emails to specific audiences engages their interest, although it means that the overall amount of people reached is smaller. Ticket sales demonstrate that the more targeted approach may be more effective.

Facebook

Across 35 posts for the period the average weekly total reach is 4,576.86. This is a huge jump from the previous period. Audiences were particularly engaged, as always, by community-centric posts, such as the Filipino Variety Concert, as well as notices about the building lighting up for community awareness raising. But the big push in numbers came from a pair of ticket giveaway competitions that were hugely popular.

Website Analytics

In the reporting period the website was visited 944 times. Of these visits, 73.3% are new visitors and 26.7% are returning visitors. On average, visitors view 2.73 pages per session. This is an increase in returning visitors, which is a positive sign that locals are returning to the site which is usually used by travellers.

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

Show attendance**Inkbox Theatre**

13/6/18 – Ol' King Cole: 60

Auditorium

3/6/18 – Steampunk NZ Fashion Show: 256

9/6/18 – Filipino Waitaki Variety Concert: 402

17/6/18 – Royal New Zealand Ballet Class on Stage: 61

17/6/18 – Royal New Zealand Ballet Tutus on Tour: 400

Foyer Renewals

The Opera House Foyer is in the first stage of renewal. The brief for this was to accommodate the demand for larger and smaller meetings taking place, to provide commercial grade quality furniture, appeal to a wider demographic and be easy to reconfigure as a multi-functional space.

7. Library**7.1 Activity and Service Performance****Displays**

The Customer Services Coordinator created a range of displays that reflected the events to be held throughout the month. These included New Zealand wildlife and conservation, New Zealand music and musicians, Christine Carrell's new book "Harvest" and finally Oamaru itself with the upcoming Fire and Steam festival to the fore.

Collection Management

The weeding of Non-fiction was completed this month, with help from one of our student volunteers from Waitaki Girls High. This was the second largest weed in as many years because of the 20 year backlog of weeding that we have inherited. From here on, the weeding will slow down and not be as heavy on time and in the numbers of books removed.

May 2018 Statistics Waitaki District

	2018	2017
<i>Borrowers</i>		
Total - Cardholders - new	84	70
Total - Cardholders - total	14231	13640
Cardholders - % population. (20826)	68%	65%

<i>Events</i>		
Total - Events - Adults	9	23
Total - Events - Adults - attending	233	721
Total - Events - Children's	12	0
Total - Events - Children's - attending	393	0

<i>Facebook</i>		
Facebook - new likes	13	16
Facebook - total likes	759	665

<i>Issues</i>		
Issues - eAudio books	0	0
Issues - eBooks	52	101
Issues - via Koha (Manually only) {Oamaru}	2537	x
Issues - via Koha (Manually only) {Palmerston}	162	x
Issues - via Self-Issue Kiosk {Oamaru}	12086	x
Issues - via Self-Issue Kiosk {Palmerston}	400	x
Issues - % done via RFID {Oamaru}	83%	x
Issues - % done via RFID {Palmerston}	71%	
Total - Issues	16009	15005
Total - Issues - Renew	2989	0

<i>Twitter</i>		
Twitter - total followers	786	734

<i>Volunteer Hours</i>		
Total - Volunteer Hours	167.5	181.25

Oamaru	2018	2017
Cardholders - new	72	56
Cardholders - total	12057	11569
Events - Adults	9555	8862
Events - Adults - attending	5	15
Events - Children's	181	438
Events - Children's - attending	11	0

Items - Issues	340	0
Items - Issues - Self Check	14623	13470
Items - Renew	2880	
Volunteer Hours	91.5	77.25

*We have started keeping statistics of the use of the Community Space:
Door Count for May 2018 for the Community Space is: 1426*

7.2 Engagement

Spark Jump – 20/20 Trust – Spark Jump is a low-cost, pre-pay internet service for families with school-aged children, from the Spark Foundation. It is offered through Spark Jump Community Partners, including the 20/20 Trust. The Library has been working with this community partner to engage with the Waitaki community to support this valuable initiative. The following link contains a video that was prepared, with the aid of a current intern, to work with the 20/20 Trust to promote this initiative further into local communities:

<https://wettransfer.com/downloads/07c5b2c2a042698cb4440e84bb2c846f20180704040045/a639ea5ee3283bb1a4868f5ff0b0dbde20180704040045/8ae425>

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 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 10.00am to 12.00pm – 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 NZ Society of Genealogists.

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

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

Youth Programme Areas

- Toddler Time – continues to be well attended
- Wriggle and Rhyme – this month's visits included international visitors to our community attending with their family

Branches:

On 8 May, Fiona Kerr visited the Palmerston Library and ran separate sessions for the Palmerston Playcentre, Palmerston Preschool and Nursery, and East Otago Plunket group. For the East Otago Plunket group, Fiona ran a Wriggle and Rhyme session.

Fiona also visited East Otago High School to run an eBook session for the school librarians and others interested in accessing books in this format. The school librarian has indicated that they are keen to use this service more.

Outreach:

On 15 May, Fiona visited the Little Wonders Porowhita class and ran a Wriggle and Rhyme session.

On 16 May, Fiona visited the Little Wonders Tapawha class and ran a Toddler Time session.

Kids' Book Club:

Kerrie Gamel hosted six children for this month's book club held on 3 May.

Lego Club:

Lego Club was held on 23 May with a theme of buildings/structures.

OPAC (Online Public Access Catalogue) statistics

See figures 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.): 2,025 (1,924 last month)
- New Visitor Sessions: 563 (52.1% of all sessions) (476 (47% of all sessions) 519 last month)
- Returning Visitor Sessions: 517 (47.9% of all sessions). Last month 537 (53% of all sessions)
- Pages Viewed: 9,509 (Last month 10,507)



7.3. Library Review

Project	Comment
Library Review	The preliminary report is expected by the middle of July.

Lisa Baillie
People and Culture Group Manager