



# 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

## Tuesday 28 August 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 28 August 2018**

**Council Chamber, Third Floor  
Office of the Waitaki District Council,  
20 Thames Street, Oamaru**

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• Cr Jan Wheeler	
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<b>5. Resolution to Exclude the Public</b>	

"That the public be excluded from the following parts of the proceedings of this meeting, namely items 6, 7 and 8.

The general subject of each matter to be considered while the public is excluded; the reasons for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter – Section 48(1)
<b>Public Excluded:</b>	To protect the privacy of natural persons.
6. Library Review PE	Section 48(1) (a).
7. Customer Service Review PE	(The disclosure of the information would cause unnecessary personal embarrassment to the persons concerned.)
8. Decisions Regarding Release of Public Excluded Information PE	To enable the Council to carry out negotiations without prejudice or disadvantage. Section 48(1)(a) (Premature disclosure of the information would detrimentally affect the Council's position in the negotiations.)

These resolutions are made in reliance on Section 48(1) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of the Act or Section 6 or Section 7 or Section 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by holding of the whole or the relevant part of the proceedings of the meeting in public are as shown above (in brackets) with respect to each item."

6. **Library Review PE**
  - Memorandum and recommendation 17 – 18
7. **Customer Service Review PE**
  - Memorandum and recommendation 19
8. **Decisions Regarding Release of Public Excluded Information**
9. **Resolution to Return to Public Session**

"That the Community and Culture Committee resumes in open meeting and decisions made in public excluded session are confirmed and made public as and when required and considered."
10. **Release of Public Excluded Information**

Any Public Excluded information that is approved for release during the Public Excluded session of this meeting will be included in the public minutes of this meeting, under Agenda Item 10.

### 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

**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 Wednesday 18 July 2018 at 9.00am**

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<b>Present</b>	Deputy Mayor Melanie Tavendale (Chair), Cr Jeremy Holding (Deputy Chair), Cr Guy Percival, and Cr Jan Wheeler (from 9.07am); and Mayor Gary Kircher (ex officio).
<b>Apology</b>	Cr Colin Wollstein
<b>In Attendance</b>	Cr Craig Dawson Cr Bill Kingan Cr Jim Hopkins (part of meeting) 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) Jane Macknight (Museum, Gallery, Archives Director) (part of meeting) Philip van Zijl (Oamaru Library Manager) Pam Hicks (Office Manager) Ainslee Hooper (Governance Advisor)

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

**1. Apologies**

RESOLVED  
CC 2018/011

Cr Jeremy Holding / Cr Guy Percival  
That the Community and Culture Committee accepts an apology for absence from Cr Colin Wollstein and lateness from Cr Jan Wheeler.

CARRIED

**2. Declarations of Interest**

There were no declarations of interest.

**3. Confirmation of Previous Meeting Minutes**

RESOLVED  
CC 2018/012

Cr Jeremy Holding / Mayor Gary Kircher  
That the Community and Culture Committee confirms minutes of its previous meeting held on 5 June 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 29 May to 2 July 2018.

Group Manager Lisa Baillie advised that Opera House Director Frances McElhinney was involved in preparations for the Mamma Mia show at the venue, and would join the meeting later if she had the opportunity.

The following points were highlighted / clarified during discussion on the report:

- **Governance Policy and Projects** – The Remuneration Review workshop facilitated by Electionz Darryl Griffin had been held on 13 July with community board members. Additional feedback was also being received from members who were overseas on that date, and they are being considered as the agenda report for the 31 July Council meeting is being compiled this week.
- **Customer Services** – The percentage of abandoned calls over 30 seconds was higher (at 1.80%) than last year at the same time (1.08%). The national call centre's average was sitting at 2% or less. Council staff were taking more time on each call because of the fact that Skype for Business was not fully operational across all departments yet.
- The Customer Services Review document had just been received from LG Equip. More information would be brought to the Committee on that at the next meeting.

*Cr Percival left the meeting at 9.04am, and returned at 9.06am.*

- **Museum** – The results of the Museum's Aotearoa survey were not publicly available yet. However, a summary sheet was usually produced. There was interest in seeing a copy of that summary.

**ACTION: Museum Director Jane Macknight**

- **Archive Collections** – The eight projects with volunteers were all focused on archiving, specifically auditing and cataloguing of collections. Two were working on photographic descriptions, where repetition and inaccuracies in descriptions was common. They were also weeding out non-archive material. Ultimately, this work would improve access to the collections for the public.

*Cr Jan Wheeler joined the meeting at 9.07am.*

- **Opera House** – One Councillor requested more information to explain if the increases in hire at the Opera House paralleled the increases in revenue.

**ACTION: Group Manager Lisa Baillie to provide that information to the next meeting.**

*Mayor Gary Kircher left the meeting at 9.08am, and returned at 9.09am.*

- **Library** – Mrs Baillie advised that the Library Review document had just been received. More information on its contents would be reported to the next meeting.
- **Library Engagement – 7.2** – Mrs Baillie encouraged Councillors to follow the link in the agenda report to the Spark Jump – 20/20 Trust website. This was important nationally, and Council staff had partnered with the community partner to bring it to Waitaki's communities.
- Cr Guy Percival congratulated Oamaru Library Manager Philip van Zijl for bucking the national trend to bring patrons to this library when other libraries were recording a downturn. In reply, Mr van Zijl thanked Cr Percival for his remarks, and noted that a lot of work had been done by library staff around customer service, engaging with people as they browsed, and in hosting a variety of events.
- A request was made for more information about volunteer libraries and how they were categorised in the statistics (under 7.1), especially with regard to what was happening in the outer areas of the districts with their volunteers.

**ACTION: Oamaru Library Manager Philip van Zijl**

- Group Manager Lisa Baillie advised that her team were very interested to know what Councillors wanted – and also did not want – to see in the statistics in order to improve their usefulness and relevancy.

RESOLVED  
CC 2018/013

Mayor Gary Kircher / 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 9.12am.

TO BE CONFIRMED at the Community and Culture Committee Meeting to be held on the 28<sup>th</sup> day of August 2018 in the Council Chamber, Office of the Waitaki District Council, 20 Thames Street, Oamaru.

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Chairperson

# Community and Culture Committee

## Memorandum

From People and Culture Group Manager

Date 28 August 2018

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### People and Culture Group Activity Report for the period 3 July to 13 August 2018

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#### Recommendation

That the Community and Culture Committee receives and notes the information.

#### Summary and Purpose

The purpose of this memorandum is to inform the Committee about the activities of the People and Culture Group, for the period 3 July to 13 August 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:

- **Governance Professionals' Conference** 5-6 July 2018
- **Support for workshops with Elected Members** by facilitator Pamela Peters, late July
- **Representation Review 2018:**
  - organisation of and support for joint community boards workshop, 13 July;
  - liaison with Electionz's Darryl Griffin, Mayor and Community Boards to develop and finalise the report to Council meeting on 31 July 2018;
  - facilitation of final production of Council's initial proposal for the Representation Review 2018, and related documents for public consultation (from 13 August)
- **Local Governance Advisors' meeting** 27 July
- **Infocouncil** automated agenda management system – User guidelines development; planning and training scheduling ahead of system demonstration for Councillors and proposed pilot.

##### 2.2. Engagement

**Representation Review** – liaison with Electionz and Community Boards to facilitate and support workshop on 13 July; and with Electionz especially to finalise the report to Council's 31 July meeting which set out the recommended initial proposal for this year's Representation Review based on the discussions and outcomes of the workshops and in-depth officer investigations into representation scenarios for consideration.

## 2.3. Governance Policy and Projects

Project	Comment
Representation Review	<p>Following a workshop with Councillors on 5 June, another workshop was held with Community Boards on 13 July, facilitated by Darryl Griffin (Electionz). The purpose of this workshop was to introduce the Representation Review process and timeframes, and to seek input to the development of Council's initial proposal to go out for public consultation.</p> <p>Following these workshops, a report was prepared and presented to the Council Meeting held on 31 July 2018. At that meeting, Council adopted its initial proposal, which was released for public consultation on 13 August 2018 and advertised in local newspapers in accordance with the legislative process for Representation Reviews.</p> <p>The consultation period is five weeks, with submissions to close at 5.00pm on Friday 21 September 2018.</p> <p>Dates for Council hearings will be set and publicly notified once submissions have closed.</p> <p>Further information about the forward timeline will be provided in the Group Activity Report to the 9 October 2018 Community and Culture Committee Meeting.</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 in pursuit of 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 registration period has ended and the penalty for unregistered dog registrations has been applied which has caused an upturn in calls into the CLT from unhappy owners. Approximately 12% of dogs remain unregistered to date.
- Rates rebate period is now under way for 2018/2019.
- District rates settlement figures (including property sales and mortgage refinancing): 329 for the three-month period May June and July 2017; 213 for the three-month May, June and July 2018 (down 35.2% 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).
- Reconfiguration of the Customer Liaison area and foyer is still under action to create a more modern, user friendly area and make better use of available space.
- Skype for business has presented challenges during the transition period for CLT due to running dual systems across the business. This has resulted in a higher abandoned call percentage during this period as migration occurs.



### 3.2. Engagement

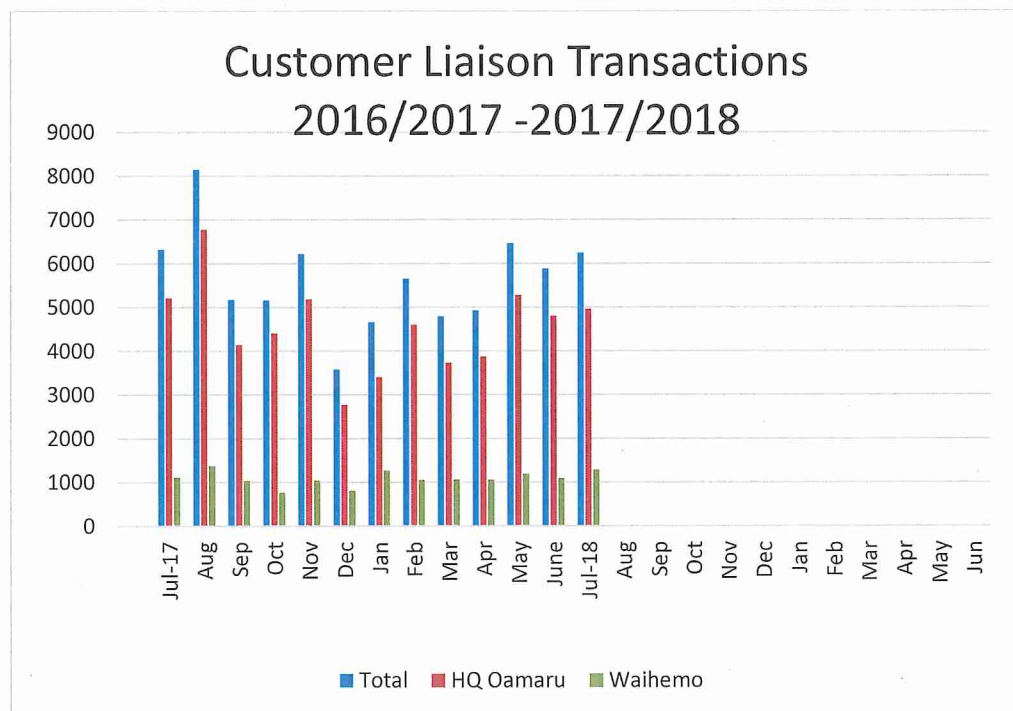
#### 3.2.1. Transaction Statistics

##### Oamaru and Waihemo

Transactions	Change	June-July 2018	June-July 2017
Total transactions (calls, counter and emails)	↓ 6.3%	12119	12937
Average transactions/person/day HQ	↑10.2%	60.91	55.26
Average transactions/person/day WSC	↑18.4%	31.51	26.62
Abandoned calls percentage over 30 seconds	National average = 2%	2.11%	1.27%
%Transactions HQ		80.50.%	83.70%
% Transactions WSC		19.50%*	16.30%*

*\*\*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	The planned unit review of efficiency of operations as part of the continuous improvement programme has been completed. A separate memorandum to this meeting (in the Public Excluded section) conveys a summary of the Review Report's recommendations.

## 4. Museum/Gallery/Archive



(Left) Life and Limb Opening Night (L-R Trish Shirley, Glynnis Laidlaw, Karen Atkins)

(Right) Quilters Lane, an exhibition from North Otago Patchers and Quilters

**Note: Please do not republish photographs.**

### 4.1. Activity and Service Performance

#### 4.1.1 Collections

Work on the archaeology and geology collections continues.

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

A range of deaccessioned Museum objects was successfully auctioned through Haywards Auction House in Dunedin this month. International Museum principles were applied to the process. This continues the collection work begun as part of the Cultural Facility Development Project.

### 4.2. Engagement

#### 4.2.1. Public Facing Outputs

**OPENING EVENT: Life and Limb: Oamaru Life Drawing Group.** This Opening Event pushed the Gallery to capacity with 77 people in the upstairs gallery. The exhibition continues until 30 September.

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

**Our Built Heritage** (17 March – ongoing). New content combining Gallery and Archive collection material is now on display.

**Land of the Long White Cloud: Whites Aviation Limited.** This exhibition closed on Sunday 22 July. It was very popular. A talk from curator Christine Fernyhough on 18 July was very enjoyable, with an attendance of 20.

**Confidence:** An exhibition of 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 runs until 16 September 2018.

#### **4.2.2. Education**

The Education Curator, Elizabeth King, is busy with preparation for the Burns Memorial Schools Art Exhibition from 22 September and also with planning for Heritage Week, with the coordinating of the Heritage Week Schools Programme this year.

A very successful holiday programme was run in the wonderlab, with 180 participants.

#### **4.2.3. Stakeholder and Community Engagement**

The Museum hosted a family from Waitaki Tourism Association (WTA) on Monday 30 July which was aimed specifically at updating WTA members on the Geopark project. Attendance was 36.

The Waitaki District Archive hosted a family history event on Saturday 11 August, in collaboration with the Oamaru Genealogy Society. It was very successful, with 17 attendees.

Staff attended the Creative New Zealand Workshop on their Audience Atlas Arts Survey in Dunedin on Tuesday 7 August. Information about the Audience Atlas was included in the previous report. The significant 'take home' from this workshop was that it would be useful to commission a visitor survey specifically for arts and culture in the Waitaki ahead of any work going ahead with the proposed Arts Culture and Heritage Strategy.

Staff also attended the Otago Museum Strategic Planning Day in Dunedin on Tuesday 7 August. Attendees listened to several speakers and participated in workshops covering issues such funding/finance, outreach, collections, and research and education goals of the Museum.

#### **4.2.4. Collaboration**

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

As noted above, the Education Curator is coordinating the Heritage Week Schools Programme which includes Waitaki District Libraries, Totara Estate, and Whitestone City.

### **4.3. Policy and Projects**

**Cultural Facility Development Project** – Following the 31 July 2018 Council Meeting, Council agreed to consider proposals for physical upgrades for the Gallery, Museum and Archive in the short term. This includes the redevelopment of the existing gallery and museum buildings. Council staff are now developing costings and analysis for a range of options to address many of the fundamental issues which had driven the CFDP in the first place, eg physical access to the gallery building, larger and more enhanced displays at the museum, and better storage for collections. This work will form the basis of further discussions with existing external funders.

Staff are also continuing to develop collections with the aim of launching the facilities' collections online in 2019.

#### **Projects**

**Skype for Business.** The Museum, Gallery and Archive is now fully migrated to skype for business. The process was pretty smooth and well supported, and is working well.

#### **Staff**

Performance Reviews and Goal Setting have been completed across July and August for all staff.

**Training** – Four staff attended the Maori in Museums training course held at the New Zealand Airforce Museum in Wigram Christchurch on 26 July. The training was delivered by Te Papa National Services Te Paerangi (NSTP) and will be part of the Service IQ qualification currently being completed by staff.

## 5. Archives

### 5.1. Activity and Service Performance

#### 5.1.1. Collections and Administration

Archivist Chris Meech continues to work with collections and on various volunteer collection projects.

### 5.2. Engagement

#### Archive Enquiries 2018

January 2018	59
February 2018	87
March 2018	97
April 2018	56
May 2018	83
June 2018	64
July 2018	83

## 6. Opera House

### 6.1 Activity and Service Performance

#### Venue Hire Statistics

Venue Hire Statistics	Change (Bookings)	25 June – 10 August 2018		25 June – 10 August 2017	
		Bookings	Pax	Bookings	Pax
Not for Profit	↓ 22.2%	18	317	14	287
Commercial	↑73.6%	33	4,616	19	627
Community	-	16	446	16	483
<b>Total</b>	<b>↑36.7%</b>	<b>67</b>	<b>5,379</b>	<b>49</b>	<b>1,397</b>

**36.73% increase in venue hire comparatively**

#### Year to Date (1 July – 10 August) Comparative Statistics

Venue Hire Statistics	Change (Bookings)	2018-2019		2017-2018	
		Bookings	Pax	Bookings	Pax
Not for Profit	↑7.8%	13	275	12	242
Commercial	↑275.0 %	44	4,133	16	472
Community	↑7.1%	14	326	13	1,156
<b>Total</b>	<b>↑73.2%</b>	<b>71</b>	<b>4,734</b>	<b>41</b>	<b>1,870</b>

**73.17% increase in venue hire comparatively (this significant increase is due to 23 day hires for Mamma Mia)**

#### Financial vs Activity

The Mamma Mia season of 10 shows has increased our budgeted venue hire Year To Date by 11%. The large shows that tour through Oamaru usually only have the one event – not 10, so this is reflected in the venue hire and bar sales. The increase in the room hire is also reflected in a revenue increase of actual to budget by 1.9%.

### 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:**

Peer Review Limited, Essential Aroha and Foleys Plumbing.

Family Harm – The Ripple Effect Mini-Conference presented by Waitaki Safer Community Trust feedback from attendees was overwhelmingly positive about all aspects of the conference – in particular the high level of speakers, content and organisation of the conference. The venue was also prevalent in comments: “Food, Service and Venue excellent”; “It was a great venue”; “Venue and food/refreshments were excellent”.

Mamma Mia, presented by Musical Theatre Oamaru, was a great success and well attended, with near full houses throughout the season – what a great event to create pride and joy in the community. A huge congratulations to Musical Theatre Oamaru for this excellent achievement.

Special message from the Director: “I want to acknowledge the Opera House staff and volunteers for the extraordinary hours that they put in over this period. In particular Technical Manager Gregg Lovatt, Event Co-ordinator Veronika Brylinska, and special mention to our volunteer Glynis Kapperly who saw the show seven times in her role of usher! “

**Audience Development****Test Drive the Arts**

The Oamaru Opera House reactivated its ‘Test Drive the Arts’ strategy around the “Jekyll & Hyde” performance on 7 July, with offers to Council staff as “first round” test drivers and an offer of a “second round” to previous participants. Three patrons took up the offer, for a total of six attendees. All responded very positively to this unique performance.

**Mailchimp**

During this period, the Opera House sent one targeted email for the performance of “Jekyll & Hyde”, aimed at a select group of customers who have previously purchased tickets to similar performances. The response rate was 45.9%, 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.

The July newsletter went out to the Opera House database of 3,110 subscribers and garnered a response rate of 29.8%, about double the industry average of 14%.

**Facebook**

Across 39 posts for the period, the average weekly total reach is 3,969.04. The average per post reach was 562.56. Musical Theatre Oamaru’s (MTO) season of “Mamma Mia!” was the event that garnered most interest and conversation.

**Website Analytics**

In the reporting period, the website was visited 2,008 times by a total of 1,432 visitors, a huge increase on the previous reporting period that is indicative of the high level of interest in the Mamma Mia! season of performances. There were large spikes in visitor numbers during the week before and throughout the MTO season. Of these visits, 74.6% are new visitors and 25.4% are returning visitors.

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

**Show attendance****Inkbox Theatre**

25 June 2018 – The Big Bike Film Night: 78

7 July 2018 – Jekyll & Hyde: 64

**Auditorium**

28 June 2018 – Sue Nicholson: Earth, Life & Beyond: 89

13 July 2018 – 21/7/18 – Mamma Mia (10 Shows): 3,728

**Engagement**

The Opera House Director has joined two boards – Performing Arts Network New Zealand (PANNZ) and Oamaru Whitestone Civic Trust as Waitaki District Council’s appointee.



The Performing Arts Network of New Zealand (PANNZ) supports the New Zealand professional performing arts sector. Its core objectives are to promote and encourage a sustainable performing arts touring network, and to facilitate and develop communications networks within the professional performing arts community. Activities include running the annual PANNZ Arts Market, and the Tour-Makers National Touring Agency.

## 7. Library

### 7.1 Activity and Service Performance

#### Events

During the month of July, it was decided to draw evening events to a temporary closure due to the lower numbers attending when the evenings are at their darkest and coldest. However, a number of day-time events and outreach activities occurred during this period:

- The Genealogy Help Club, held on Monday mornings, has continued to attract more members. On 2 July, there were five people attending with members from the Oamaru branch of the New Zealand Society of Genealogists lending its expertise.
- On Monday 9 July from 1.30pm onwards, the Digital and Reference Librarian and the Community Services Librarian gave a talk to the Cardiac Support Group. Twenty people attended this meeting.
- The Friday morning Puzzle Club brings in a small but consistent number of people.
- BookChat met on Tuesday 17 July. The meeting this month was facilitated by Fanua Pereira-Ueleni, one of the Library assistants.



#### Displays

The Customer Services Coordinator provided a range of attractive displays during July. This included promotion for the Waitaki Community Group and the Creative Communities Scheme Grants applications. In the Health and Wellbeing section of the Library, there was a display to announce National Breast feeding week "The Big Latch-On", which runs from 1 – 8 August.

#### Collection Management

Eileen Armstrong has joined the Library team, and is supporting the Non Fiction collection development and Lifelong Learning. This means that projects that have been put on hold, such as the development of the Heritage Collection, can now receive some well-deserved attention. The local history collection, which now contains natural history, is still very popular. This suggests that there is still a strong appetite for anything related to the Waitaki district. In addition, efforts are being focused on the Janet Frame Collection, which currently sits alongside the Heritage Collection, with an eye to liberating some of its foreign language translations. This is content that may appeal to the wider public, especially tourists visiting the Oamaru library.

## July 2018 Statistics Waitaki District

<i>Events</i>				
	<b>2018</b>		<b>2017</b>	
	Events	Pax	Events	Pax
Total - Events - Adults	6	111	11	101
Total - Events - Children's	6	236	16	285

<i>Borrowers</i>		<b>2018</b>	<b>2017</b>
Total – Cardholders - new	↑4.3%	115	110
Total - Cardholders - total	↑3.9%	14370	13814
Cardholders - % population. (20826)	↑3.3%	69.0%	66.3%

<i>Issues</i>		<b>2018</b>	<b>2017</b>
Issues – eAudio books	↑400%	4	1
Issues - eBooks	↓232%	47	109
Issues - via Koha only (Oamaru and Palmerston)	↑3.0%	15647	15189
Issues - via Self-Issue Kiosk {Oamaru and Palmerston}	↑1.0%	12895	12765
Issues - % done via RFID {Oamaru}	↑1.0%	83%	84%
Issues - % done via RFID {Palmerston}	↓2.0%	74%	76%
<b>Total – Issues and Renewals (District)</b>	<b>↑2.2%</b>	<b>16231</b>	<b>15885</b>

<i>Volunteer Hours</i>		<b>2018</b>	<b>2017</b>
Total – Volunteer Hours	↓14.7%	137.75	161.5

### 7.2 Engagement

The Spark Jump programme is still going strong and has joined up 30 families in the district who would otherwise not be able to afford an Internet connection. The Stepping Up programme also continues to be popular, especially with those aged 60+ in the community. More marketing has recently been carried out to promote the programme and word of mouth referrals have been received from those who have completed classes.

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:

##### Palmerston

- Fiona Kerr visited the Palmerston branch on 3 July and ran two Toddler Time sessions and a Wriggle and Rhyme session, with more than 50 attendees.
- BookChat groups discussed their month's reading and offered recommendations to each with five attending in Palmerston.
- The knitting group was also in on the same day with seven attendees. The second session for the knitters later in the month drew in 13 people.
- One class held for Māori with six people in attendance.

**Kids' Book Club:**

Kerrie Gamel hosted seven children for this month's book club. She has started marketing for a Young Adult's book club due to several requests to cater for the 'next up' age group.

**Lego Club:**

Lego Club is growing and is as popular as always, attracting mostly younger age groups.

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

See figures below:

**Google Analytics for 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)



**7.3. Library Review**

Project	Comment
Library Review	Library Review – The planned unit review of the Library has been carried out. A separate memorandum to this meeting (in the Public Excluded section) provides a summary of the Review Report's findings.

*Lisa Baillie*

Lisa Baillie  
**People and Culture Group Manager**