

#22

# Submission form

This form can also be completed online at [www.mackenzie.govt.nz](http://www.mackenzie.govt.nz)

## YOUR CONTACT DETAILS (these must be provided for us to consider your submission)

Full name: Jacqueline Lisa Phillips (Jackie)

Name of organisation (if applicable): Mackenzie Community Library

Postal address: Kirke Street,

Fairlie

Post code: 7925

Telephone: 685 8560 ext 1 Mobile: 021 886 467

Email: jackiep@mackcollege.school.nz

## HEARINGS (submission hearings will take place on 3 May 2018 in the Council Chambers in Fairlie and on 4 May 2018 at the Events Centre Community Lounge in Twizel.)

Do you wish to present your submission to Council in person?

Fairlie 3 May or Twizel 4 May (please circle)

Yes

☒

No

☐

Do you wish to present your submission to Council by telephone conference call on 3 May?

Yes

☐

No

☒

If you answered 'yes', the hearings will start at 9am on 3 and 4 May. You will be allocated 10 minutes to speak. You don't need to read out your written submission as councillors will have read it prior to the hearing. If you plan to present your submission by phone, we will make every reasonable effort to contact you at the number/s you have provided. If you're unable to speak due to unavailability or technical issues, we may not be able to allocate you another time.

Would you prefer to present your submission in the morning or afternoon?

Morning

☐

Afternoon

☒

Note: We will do our best to give people their preferred time to present, but we can't guarantee everyone will get their preferred time.

Key  
issue

## HOW MUCH SHOULD WE INVEST IN ROADS?

- ☐ I/we prefer Option 1: Set aside a maximum budget of \$300,000 for each year of the plan for roading improvement projects, and borrow to fund Council's 49% share of this amount.
- ☐ I/we prefer Option 2: Include budgets in each year of the plan for all roading improvement projects that attract NZTA co-funding, and borrow to fund Council's 49% share.
- ☒ I/we prefer Option 3: Borrow for all <sup>necessary</sup> roading improvements projects whether they are co-funded or not.

Why is this your preferred option?

If the roading improvements are deemed necessary, I am happy as a ratepayer for my rates to be increased to fund the improvements.

I have been waiting for the upper end of Regent Street to be properly resealed for the past 7 years (having contacted the roading department several times during this period).

With the increase in tourist numbers to the region, it is imperative that our roads are maintained adequately.

ADDITIONAL COMMENTS:

You can include additional feedback on the key issues or any other proposals included in the Draft Long Term Plan 2018-28 here:

Please see attached.

(attach more pages if needed)

**Privacy Act 1993:** Please note that submissions are public information. The content on this form, including your personal information and submission will be made available on our website, and to the media and public as part of the decision-making process. Your submission will only be used for the purpose of the Long Term Plan process. This information will be held by the Mackenzie District Council, Main Street, Fairlie. You have the right to access the information and request its correction.

# Long Term Plan Submission 2018-2028

## To Increase Ratepayer Funding of Mackenzie Community Library

The library is an integral service in the Fairlie community that supports the cultural, informational, social and emotional wellbeing of residents as well as providing administrative support to local businesses and tourists. It has evolved into a busy community hub, not only providing book related services. Library staff also provide:

- Administration support to public, tourists, schools and local businesses (photocopying, laminating, brochures, etc).
- Digital 'Stepping Up' training for Mackenzie residents.
- Help for Mackenzie residents with technology (eg; how to use cell phones/laptops & complete online applications).
- Free wifi and public use computers.
- Hireage of the library venue & digital display unit to community groups.
- Library services for pre-schoolers and books for babies.
- A popular summer reading programme.
- Bulk loans to local primary schools.
- Co-ordination of National Library's school library service.
- Curriculum and reading engagement support for Mackenzie College teachers & students.
- Services to immigrants and tourists (such as support with online applications).
- Collaboration with Heartlands on various community projects and services.
- Library services for people with difficulties (eg; e-books, audio and large print).
- Access to print newspapers and online databases.
- Support with self-help for community members' emotional wellbeing.
- Inter-library loans.
- Reference and local history enquiries.

Other than small, irregular CPI inflation adjustments, the amount Mackenzie District Council funds the library service has not changed in seven years since the service agreement for library services in Fairlie (attached) was signed in 2011 by the CEO of that time, Glen Innes. During this time, Mackenzie College has increased its funding of the library service to cover staff wage increments, building maintenance and administration of the library service.

During 2017, Mackenzie College invested at least \$120,000 in refurbishing and modernising the library building. Council contributed \$20,000 as a one-off grant that enabled the purchase of some furniture. The foyer and bathroom facilities are yet to be upgraded due to lack of available funding. I would like to request a one-off grant of \$20,000 that will enable the completion of the refurbishment.

Book issue statistics 1 January 2017 to 3 April 2018 were:

Adult Borrowers = 14,916

Children = 2,981

Youth = 27

Primary schools' bulk loans = 1,337

Mackenzie College students = 2,235

Mackenzie College staff (including bulk classroom loans) = 1,093



I believe the amount funded by Council compared to the amount funded by Mackenzie College is disproportionate and unfair when correlating the overall services and book issues provided to Mackenzie residents compared to Mackenzie College staff and students. This should be addressed by increasing the ratepayer funding of the library service as per this submission.

I also feel that the amount Council receives for leasing the Carnegie (Old Library) building should be funding that goes back into the library service. At the turn of the 20<sup>th</sup> century, Scottish-American philanthropist Andrew Carnegie provided funding to local authorities that allowed 18 free public library buildings to be established throughout New Zealand. Fairlie's library was one of these, and the grant received enabled the Carnegie building (from which Carnegies Restaurant currently operates) to be built and opened in 1914.

It is also vital that appropriate funding is made available for staffing levels to be increased to meet health & safety obligations for the security and wellbeing of both library staff and customers (Health and Safety at Work Act 2015) and the legislative requirements of rest break laws (Employment Relations Act 2000). LIANZA, the Library and Information Association of New Zealand Aotearoa, recommends that total public library staff hours should be twice that of opening hours. At present our opening hours are 33 hours per week, therefore the standard to be met is to provide 66 total staff hours per week. Present total staff hours are only 47.5 hours per week. An increase of 18.5 staff hours per week would equate to an increase in funding of \$22,000 per annum.

Additional funding of a one-off grant of \$6,500 is also requested to upgrade the library management software. The current software is outdated, no longer supported, completely unreliable and unstable. It could crash any day and leave us with no cataloguing or patron data. A more detailed report is attached to this submission.


It should be noted that only two requirements of the Mackenzie Community Library's three year strategic plan, 2014-2017, were not achieved: that of increased staff hours and to upgrade the library's management software (attached).

In summary, **minimum** total additional funding sought from ratepayers for an appropriately funded 21<sup>st</sup> century library service is:

Funding of necessary additional staff hours to meet legislative requirements	\$22,000 pa
One-off funding for the upgrade of library management software	\$ 6,500
One-off funding for the refurbishment of the library foyer & bathroom	\$20,000

As per the library service agreement (attached) the annual amount should be increased each year to meet CPI inflation increases.

I am happy to speak to my submission.



Jackie Phillips  
Library Manager

# Service Agreement for Library Services in Fairlie

## Parties

The parties to this agreement are the Mackenzie District Council, a local authority under the Local Government Act 2002, (the Council) and the Board of Trustees of the Mackenzie College, (the College) a body corporate under Part IX of the Education Act 1989.

## Background

In May 1995, the District Council, Mackenzie College Board of Trustees and the Ministry of Education entered into two agreements: a Building Placement Agreement and a Deed of Arrangement. The first dealt with the joint funding and construction of an extension to the library building and the second dealt with arrangements for merging the library services of the College and the Council.

The Deed of Arrangement set down the detail of the joint arrangements to run the library. In Clause 3 of the Deed, it established the constitution of a library committee, defined responsibility for the appointment of library staff, set down arrangements for the sharing of library operating expenses and specified the arrangements of the production of a set of annual accounts.

A separate clause 4 in the agreement provided the Council and residents of the District rights to access the library through a periodic licence to occupy.

Both the College and the Council now wish to enter into a fresh arrangement whereby the Council contracts with the College for the provision of library services. This document records the terms of the contract and supersedes the provisions of Clause 3 of the Deed of Arrangement.

## Term of the contract

This contract shall be for an initial term of two years from 1 January 2011 with two rights of renewal, each for a period of twelve months.

## Payment for Community library services

During the first year of this contract, the Council shall pay to the College the sum of \$56,706 plus GST in order for the College to continue to provide a community library service. The contracted sum will be divided in two: - an amount to contribute to the operating expenses of the library and an amount devoted to capital items, which will principally be book purchases. In the first year of this contract, 75% of the contracted sum will be devoted to operational costs and 25% to book purchases and other capital items. In the second year of this contract, the operational component will be 69% of the contracted sum and in the third and subsequent years, the operational component shall be 62%.

## Adjustment of Annual Payments

After the payment of the initial contracted sum, subsequent annual payments will be adjusted by applying the Consumers Price Index for the twelve months to the previous 31 December to the contracted sum.

## Payments to be made in quarterly instalments.

Payments will be made quarterly in advance: - ie on 1 July, 1 October, 1 January and 1 April.



### **Hours of Opening**

The library will be open for community use for a minimum of thirty two hours per week. In order to maximise the opportunity for members of the community to use the library, the hours shall include one later closing during the week and Saturday opening.

### **Schedule of Opening Hours**

Initially these shall be as follows: -

Monday	10.30am to 4.00pm
Tuesday	10.30am to 4.00pm
Wednesday	10.30am to 4.00pm
Thursday	11.00am to 6.00pm
Friday	10.30am to 4.00pm
Saturday	11.00am to 2.00pm
Sunday	Closed

The Schedule of Opening Hours may be varied by mutual agreement between the College and the Council in response to changes in usage patterns, staffing availability and seasonal factors, but the weekly total of thirty two hours must remain.

### **Staffing**

It shall be the responsibility of the College to ensure that the library is staffed by suitably qualified library staff during the hours it is open for community use.

### **Operational Matters**

The running of the library operation shall be the sole responsibility of the College which will be responsible for all matters relating to the employment of staff.

### **Capital Portion of the Contracted Sum**

The capital portion of Council's contracted sum shall be expended after consultation between appropriate representatives of the College and the Council. The source of such Council funding shall be suitably acknowledged.

### **Annual Report**

The College, as soon as practical after the end of its financial year, but in no case later than the end of February, report to Council on the outcome of the previous year's operation, including the expenditure of the capital portion of the Council's annual grant.

Signed by GLEN INNES, CHIEF EXECUTIVE OFFICER  
On behalf of the Mackenzie District Council

Signed by GREG ANDERSON CHAIRMAN  
On behalf of the Board of Trustees of the Mackenzie College

# Mackenzie Community Library

## Strategic Plan 2014-2017

**Mission Statement:** *The Mackenzie Community Library is committed to providing the students of the College as well as the residents of the wider Mackenzie District with a comprehensive, efficient and accessible library service that will meet its clients' recreational, educational, informational and personal needs.*

The library supports the Mackenzie District Council's and Mackenzie College's commitment to the Treaty of Waitangi and reflects the principles of the New Zealand curriculum promoting cultural diversity and inclusion through supporting the needs of all learners and the community in its facilities, resources, services, and environment.

Three professional, fully qualified librarians are on the staff at present.

### **Goal 1 – Literacy:**

- 1.0 To provide open and visible access to appropriate collections and resources in all formats to support library users' needs, and to encourage the development of a lifelong love of reading.
- 1.1 To encourage the community to use the library and its resources to become competent readers and enquirers/managers of knowledge and information.
- 1.2 To help library users to develop intellectual freedom and to build creative and critical thinking skills.

### **Achievement Strategy:**

- Library staff will work collaboratively with College staff to plan, implement and support enquiry-based learning practices, including supporting the teaching of information literacy and digital citizenship skills.
- Library staff to develop pre-school story time sessions and continue the existing reading programmes and books for babies' scheme in order to promote the value of reading from a young age.
- Library staff will collect, collate and curate information and resources to support its users' needs.
- Increased staff hours (see Short Term Requirements) will provide more time to effectively promote the benefits of literacy.

### **Goal 2 – Excellence in Service Provision:**

- 2.0 Library staff will continue to strive towards excellence in service provision in accordance with Strategic Plan goals.



**Achievement Strategy:**

- Library staff will attend as many professional development opportunities as possible including South Canterbury network meetings, conferences, seminars and online courses.
- Increased staff hours (see Short Term Requirements) will provide more effective service provision.
- A regular (paid) meeting outside of opening hours of all library staff would ensure continuity of service and professional collaboration.

**Goal 3 – Modern Library Learning Environment:**

3.0 To provide a modern, positive, user-friendly environment to encourage the use of the library and provide spaces for users to enjoy recreational reading, as well as a central hub for students to work in a modern learning environment. Examples of modern library learning environments can be found here: <http://www.scoop.it/t/modern-library-learning-environments>

3.1 To support the guided inquiry approach in our interactions with students.

3.2 To support the key competencies of the New Zealand Curriculum of: thinking, language symbols and texts and self-managing.

**Achievement Strategy:**

- Building requirements to be assessed (see Long Term Requirements).
- Increased staff hours (see Short Term Requirements) will provide more effective interactions with users in a 21<sup>st</sup> Century context.
- Library staff to help students to develop a range of active, critical, multi-literate skills to build multiple viewpoints in order for them to form their own evidence-based conclusions.
- Library staff will be proficient in utilising, managing and providing training on library related online tools, as well as guiding users on information literacy and how to be responsible digital citizens.
- Library staff will collect, collate and curate access to information from multiple accurate sources, and present it in a range of formats.
- Library staff will be effective communicators (see Goal 4 – Communication).
- Library staff will use evidence-based practices in order to assist in the decision-making, development, and continuous improvement of the library.

## **Goal 4 – Communication:**

4.0 Library staff to provide effective, open communication in order to collaborate and build partnerships between its users, Mackenzie District Council, College staff, Board of Trustees, parents and students.

### **Achievement Strategy:**

- Library staff will provide effective, open communication using face-to-face, online and print methods. This may include Facebook and other social media, The Accessible, College newsletters, the College year book and prospectus.
- Increased staff hours (see Short Term Requirements) will enable more effective communication with library users.

## **Goal 5 – Advocacy & Promotion:**

5.0 Library staff to promote the library as being a visible, central and integral aspect of the community.

### **Achievement Strategy:**

- Advocacy for the library, its services and resources will be achieved by providing effective communication (see Goal 4 - Communication).
- The library's services and physical and online learning spaces will be promoted to facilitate participation in individual, blended, collaborative and social learning, as well as reading and relaxing.
- Evidence of the ways in which the library supports its users' recreational, learning and teaching requirements will be collected, collated and presented.
- Increased staff hours (see Short Term Requirements) will provide more time to effectively advocate and promote the library to its users.

## **Goal 6 – Collections:**

6.0 The library's resources to be developed, promoted and kept current and relevant to its users' requirements.

### **Achievement Strategy:**

- Open access to multimodal resources, including print, digital and multimedia collections will enable library users to enjoy recreational reading and become active enquirers and effective managers of information.
- Continued free internet and Wi-Fi access to be provided through the Aotearoa Peoples' Network Kaharoa (APNK).

## Short-Term Requirements:

- To enter discussions with Mackenzie District Council to redistribute funding to be able to effectively manage the library's services, budgets, collections and staff, therefore providing a better overall service to its users.
- To reassess staff hours in accordance with users' requirements and to meet minimum standards set by LIANZA (Library and Information Association of New Zealand Aotearoa). Ideally, two staff members should be on duty at all times. This would enable better collaboration and communication with users, ensure lunch breaks for library staff and would also provide the opportunity to deliver promotional activities to the community including basic computer instruction.

### From 'Standards for New Zealand Public Libraries':

<http://www.lianza.org.nz/sites/lianza.org.nz/files/standardsnzpubliclibraries2004.pdf>

*"Total staffing hours should be twice that of total opening hours." Our current staffing level is 43 hours per week and our opening hours are 35 hours per week. **Therefore to meet minimum LIANZA standards, 27 more staff hours per week would be required.***

*"The smaller the population base, the more staff per capita will be required to give an adequate service."*

*"The hours open should be as long as possible and at fixed hours convenient to the user."*

*"Library districts covering large areas with rural populations should have 35% membership." **We more than meet this target with 2,682 members.***

- The current library operating system (Musac) to be reassessed/upgraded. (Access-it: approximately \$8,500 plus yearly maintenance fees – Koha: approximately \$15,000 for conversion costs, a one-time fee). A separate report on the benefits of upgrading to either Access-it or Koha can be supplied on request.

## Long-Term Requirements:

- New developments in 21<sup>st</sup> Century library directions would require the building to be evaluated in order to achieve the above Strategic Plan goals. This would include redesign, temperature control, shelving requirements and refurbishment, including booths for media use and Skyping.

## Resources:

National Library Services to Schools:

<http://www.schools.natlib.govt.nz>

Standards for NZ Public Libraries:

<http://www.lianza.org.nz/sites/lianza.org.nz/files/standardsnzpubliclibraries2004.pdf>

# New Library Management Software

Library staff have been increasingly frustrated with the unreliability of their current library management software, Musac. The version we use is no longer being supported by Musac and there is no longer any help desk support available.

Musac 'crashes' up to 20 times each day, which is very time consuming for staff having to log off and log back on and cataloguing work is often lost, even if previously saved. The stability of the database is also compromised and the software often doesn't issue/return items correctly, meaning that library staff have no way of tracking items and therefore have to rely on customers' honesty.

The entire Musac software package is inferior compared to modern software systems, especially for use by a community library such as ours. The interface is antiquated, clunky and not user-friendly and the reporting module is unreliable and statistically unsound. Musac's web-interface (for the online catalogue) is text based, hard to use and not customisable.

Library staff preference is to upgrade to Access-It library management software. The software is modern and highly functional with a customisable web-interface. The high-impact, visual and aesthetically appealing software can help students engage with reading and therefore increase student achievement levels in literacy. Access-It software also assists the library to provide connectivity and to integrate resources as a central learning hub. Watch a 2 minute video at <https://accessitlibrary.com/>.

With library staff time already at a premium, the time savings that could be achieved if we are able to upgrade to Access-It will be highly beneficial and we may be able to offer additional library services.

Some other key points about Access-It are:

- It is the most widely used library management software in New Zealand schools.
- Access-It makes it easy to curate book, electronic and digital resources as well as video content.
- Promoting reading for pleasure is highly visual and effective.
- Users can manage their own overdues, reserves and favourite lists and alerts.
- IT support is second-to-none with librarians who know libraries on the support team.
- The interface looks great and works well on any device.
- Citations are easily copied and pasted from the catalogue for bibliographies on assessments.
- Quick cataloguing with Z39.50 importing (scan an ISBN number and most books can be automatically catalogued).
- Overdues can be emailed.
- Reporting is reliable, simple & effective.

I have obtained an extremely competitive quote from Access-It of a half price deal of \$6,545. This includes data migration and annual support. There is the option of splitting the payment over three years, ie; \$1,757 each year from 2018-2020.

Thank you for considering this request.



Jackie Phillips  
Library Manager