

## **Arrowtown**

### **How could we increase library usage?**

Mail drop promotion

Enhance service - newspapers / periodicals

User friendly especially younger people

Dewey out of date - easier to find

Specific topics

Night classes needed - org by libraries or just community use

Promote the library as a destination

Coffee machine

More signage for opening etc.

How do we attract gen y & gen x

Book groups - children & adults

Audio books

Connection between schools & re schools

Change behaviour of children

What do children want to read

Wi Fi

More seating

Unplug TV at home

No fees & charges

Opening hours - longer or changed

Longer loan periods

Advertise eBooks better

leaning sessions for eBooks

Find out who isn't using the library why not (demographics)

Don't get rid of good books

Better seating & study areas

Meeting areas

Wi-Fi. Free / paid

Book clubs (any age)

More story times for children - target children better e.g. school visits, more story times, more children's books, young adults

Schools visits

Library magazine / flyer at iSites = more promotions

Opening hours - workers cant get there in working day e.g. close 1/2 day & have an evening instead

Get families & children interested in libraries & education & make relevant & what that age groups wants. Incentivise - make it fun

Attract people with activities / speakers not just book related

Readings

Café - separate but attached

Location - Queenstown library is isolated from homes

Could be attached to the new Frankton High School

Accessibility - parking

Technology that people don't necessarily have themselves

Provide other functions e.g. pay rates

More eReader assistance - tech assistance

eReaders in the libraries for loan

more space for the community / meeting

study spaces / reading spaces

Wi-Fi available to all

Librarians to be knowledgeable about collections

Café / diversity

visiting speakers

Exhibitions

Make spaces more colourful

Child friendly

Attract all ages

how helpful staff are - how do we let people know

would be helpful if people knew all the services available at the library

technology is evolving Wi-Fi

meeting room (size a major problem @ Arrowtown)

Community space

coaster on shelves so they are easily moved

bigger library

### **What do you value most about the library service?**

Free books

Wide range of subject matter

Safe place

Can always find an interesting book

Librarians known by name

Has What I need - I have access to what I need

Library is for core business of books and knowledge - not peripherals - library should be a library

Accessibility - Arrowtown is very accessible . Parking & location

Good selection / variety of books & new releases

Free to borrow books

Quiet oasis to sit, read & browse

Good knowledgeable staff who know borrowers preferences

Magazines and newspapers

Research capability & books / info for study

New books

After hours drop box for returns

Comfortable seating & study spaces - good chairs / bean bags appropriate for all ages

Large print books, braille & talking books  
Access to free books  
Ability to access through interloan  
Staff assistance  
Arrowtown library collection & quality  
Good condition of books  
Steady stream of new titles  
Holiday programmes  
Location & setting of Arrowtown library  
Social place for children & adults  
Status quo with all of the below  
Great staff  
Good parking  
Good size  
Good mix of books  
Excellent location  
Access to all other libraries  
Reflects our communities  
Saturday our community  
Saturday service good - could be extended to evenings  
Child friendly  
Holiday programmes  
Promotion of new books - more copies needed  
Technology p/c, audio, dvds  
Cheap book stall  
Like it the way it is  
Efficient staff - helpful  
Presentation of new books . Sorting

Through / choice of books for local market - a lot of knowledge gathered in one  
Place so valuable research resource  
all ages use it  
good parking for young mothers / elderly  
you can get any book you want

### **What do you want to see for the future of libraries?**

Archive of historical information  
Wi-Fi facilities  
Education about the new technology i.e. digital literacy (help)  
More money for development of digital literacy education for librarians  
keep libraries free  
Don't stay stagnant but make changes gradual  
to be the hub of the community  
provide information that can be trustable i.e. reliable sources of information - filter the junk  
cater for all age groups  
To have e-books and book books  
A library in Frankton / main branch  
Separate spaces for children / games / Adults / teens / café / community groups  
Keep the library identify / keep council services separate  
Longer opening hours  
Bright attractive & vibrant in good location  
Embrace technology without it being entirely dominant (Mixture of books, eBooks & internet)  
Skilled librarians to guide & educate  
Being relevant - to all generations - cater for all users  
Easy access to information and knowledge irrespective of income of users i.e. Aranui in Christchurch  
Co-habitation i.e. with new high school at Frankton

Humans are social animals, they still like to congregate i.e. picture theatres are still relevant

Study area

Family spaces & activities

Class visits to the libraries

Ask young people what they want

Newspapers

Grey Power involvement in distributing books

Technology - up to date. iPads

Book clubs especially in winter

Better use of space

Promoting all sections of the community - especially young people

Community use

Extend libraries so it has study spaces & cool places to hang out

Improved lighting

Access to all libraries in NZ by individuals (like OL shopping) National catalogue easily assessable to all

Arrowtown library stays on its current site

Fee structure stays the same

Wider range of YA books

Local librarians buy to suit their local borrowers (and finish thee series)

## Kingston

### How could we increase library usage?

being open in the evening in Kingston

book club base

seasonally relevant talks from experts esp in winter programme

monthly theme specialist subject promoted

fast turnover of children's books esp. picture books

dvds increased number+ better turnover esp documentary

holds charges

advertising + promotion

communications

more opening hours= different days e.g. evenings

fee amnesties e.g. every six months - not well advertised

book club within the community

more regular turnover of books

more advertisement around availability of other books for small charge

microfiche for research ngai tahu

longer lending period

alternative ways to renew items

flexibility in lending

change in requesting system fees for interloaning should be removed make it easy and free to access items reserved

increase the ebook collection and number of e copies that can be in circulation at one time

get the good books best sellers

educate people

system website not user friendly not intuitive needs to be improved

hours need to be changed increased more flexibility community volunteers to extend hours

involve children in reading - make it exciting for them

### **What do you value most about the library service?**

friendly service personal service

atmosphere of learning and peace

source of information + entertainment

access to a variety of resources

cost effective for community

authenticated resources

opportunities to learn how to use electronic devices + resources

friendly service + atmosphere of learning

being able to get a book I want quickly

quality of books

access to research material via high cost subscription services e.g. database = specialist areas

retaining local identity in the collection e.g. local history local authors

friendly service+knowledgable staff seminar qualified

having a library in Kingston

3D printer at least in Qt if not everywhere

free coffee

activities for children - pj parties

free via rates

no charge for new books

ability to order books in

well organised+ tidy, warm in winter

form of entertainment

ability to hire dvds

lots of historical information including about the local area

dvds books



helpful+knowledgeable librarian  
handy location with toilets available - tourists also stop in  
good range of books available

**What do you want to see for the future of libraries?**

rosette stone online language learning  
access to physical books  
social interaction  
library need to be bigger - somewhere to sit  
more of a community hub - people to meet  
match opening hours to when people gather  
develop more comprehensive user friendly online services better access to diverse resources  
virtual book clubs / study groups  
physical hub but also virtual hub  
increased use of UFB via the community computer - classes to teach people hoe to use it  
community hub  
Library staff to give advise+ personal service  
digital training+ support using technology  
book stock retained  
coffee and tea facilities  
retain library building + access  
digital access to information+ entertainment  
periodic displays e.g. from tepapa  
access to tech from the physical library  
to still have a library  
more back up/ casual librarians  
community hub which caters for all age groups

a corner with bean bags to curl up + read a book  
all in one printer scanner fax advertised as being available for use

## **Glenorchy**

### **How could we increase library usage?**

Parents & kids simultaneously - children in holidays more library access.

Hours more user friendly / flexible for different communities

WHS students from GY don't get to use the library due to hours library is open

Target cribbys / holiday homes more

Bigger windows of opportunity in the evenings

Mobile service

Story telling sessions in the library

Public internet access

Unfriendly hours

Refreshments / conversation

Advertising / DVD services

Facilitate a book club

Evening hours

More publicity on services

More free computer access / Wifi

Wider range of books

More accessible catalogue

Study space for students

Social space

Guest authors

More space (social + study purposes)

Coffee shop

More computers

Downloadable books

Guest authors

Open on Saturdays

wifi for study & Eftpos

Environment for study + community

Promotions - public talks

Eftpos

Best sellers - listener list

Stock rotation

Community commons

Coffee available

Book club meetings

Speakers

Cultural space

Part of the village green

Closer to other services

### **What do you value most about the library service?**

[text removed]. Good books / service / chat

Variety of books

Great book access and support from wider communities

Audio books well received

New books quickly arrive. Don't feel we are behind the pace with newly released books

Very good DVD selection

Excellent personal community contact

Great contact point

Access to wide range of books & DVD's

Knowledge & skill of the library staff

Having a local library in Glenorchy

Free & accessible knowledge & entertainment

Personal & efficient service

Warm & friendly & secure safe environment for all

Free bad weather option in an expensive town

Additional services (fax / photocopying)

Staff dedication, commitment knowledge  
Local history collection + accessible to all  
Safe environment  
Toilets  
Free car parking  
Fairly good collection of books  
Community space

### **What do you want to see for the future of libraries?**

Community hub - facilitate social adventures related to learning / literature  
Retain the core service of providing books in whatever form  
We keep books. Don't go totally digital  
Maybe café facilities. A place you like to visit to read or use services  
Kids & adult spaces inviting  
Wifi for travellers & locals  
Environment of the library meets the needs of our people  
For GY more archival material from the museum and locals. More available at the library  
A centre for social cohesion (+ a coffee shop)  
Technology should be embraced but not make the library obsolete (It's a place for networking, study, reading, book lending)  
Its a face to face place!  
Its about community  
Maintain it as a free service - free access to knowledge  
Community commons  
More stock along side technology able to download books & information  
Comfortable chairs  
Balance of new & old  
Technology to meet community needs & ability  
Weekend & evening opening & summer hours

## Hawea

### How could we increase library usage?

More talking books improve communication e.g. who uses talking books and how can we assist them  
adult literacy

open library at least one evening a week some people work during the day and have difficulty getting here  
training volunteers say for evenings

magazines more than a month old could be issued for 3 weeks instead of 1 week to enable older people and those who require more time  
access to electronic books

would like greater range of titles per author

mobile or visiting service for elderly, disables or sick children

if there is a series e.g. trilogy please purchase all of them buy more than one of first in series

open longer hours for working people evenings

packs for elderly hospital patients housebound

more technology

librarians given time to spend with children

visit schools

more marketing pry

more help when children visit

time to visit other libraries

genealogy software + computers to use

more magazines newspapers

space for local history displays

book club involvement of staff in book promotion

visits by musicians authors

become a local wifi spot

name on library

signage to show people where library located

local open day  
teaching how to use library facilities  
space for study  
poetry reading+ writing for all ages workshops  
evens + displays  
open more + user friendly hours  
advertising+ promotion especially holiday homes and new residents inc community assoc communications email  
new technology e.g. iPads+ tablets sessions on learning in the library  
schools library connection inc high school  
teaching research skills any age group  
increased resources for research inc catalogue  
coffee machine  
home delivery for old people/ disabled  
volunteers  
coffee dispenser  
part time assistant more staff on Monday  
increased hours esp. evenings , longer on sat  
larger library with quiet spaces would attract secondary students book groups space to meet  
more support for children's time  
more large print books  
local book orders  
more hours open 5 days a week and half day on sat or alternative one evening 6-8pm  
promote more in the community  
continue a good relationship with the local preschool and primary school  
let the olds know when its kids time the librarian is busy an its noisy  
more special promotions author visits book groups recitals  
nothing less than what we have  
we love our library and our librarian

### **What do you value most about the library service?**

the librarians [text removed] they are fantastic excellent relationships and support in accessing books great with the children  
space location ambience it is a nice place to come into it provides a focal point for the community

having a library that is mostly free

great range of books for a small library

accessing books not locally available

ability to get books from other libraries in district + interloan

staff knowledge friendliness

value the new space of old +heating

children's books range + number

range of books

meeting place for community

parking space location beside playground

cost lack of users i.e. not user pays

local not user pays

staff knowledge friendliness

range of books availability from elsewhere

the librarians

access to books

the collection - diverse

purchasing decisions reflect local preferences

local library reflects the local community

a gathering place for the community

accessibility

the opportunity to meet people

selection of magazines



wide range of books + access to more  
effective librarian who is knowledgeable and understanding  
huge cultural+ social asset to the community  
location - central with plenty of parking+ a children's playground  
sense of community ownership  
child friendly story time  
our librarian  
our books  
the email reminder service  
the space and layout  
libraries feel safe places where everyone is welcome and loves books  
a symbol of democracy  
it is one of the hearts of the community and it serves all age groups

**What do you want to see for the future of libraries?**

libraries need to support all forms of information access  
people relationship focus maintained  
value of personal interaction maintained  
libraries as libraries alone + pure  
knowing books reviewed in mainstream media are available  
community focused collection  
importance of books for children  
exciting + stimulating experiences for children  
marketing of library to children and parents  
a community hub for socialisation study place  
appropriate staffing including volunteers  
more technology + staff able to assist people

staff training prof development

use of skills available in the community to assist users+ library staff

Hawea librarians able to order books that locals want

greater audio visual selection

more staff books hours space

libraries will change to suit the needs of the users

retain focus on the written word -archives to keep originals safe

legacy for future generations balanced against new opportunities

libraries offer choice - need to retain that for the future e.g. choice between formats written v electronic

libraries are a cultural + local asset not a business they have intrinsic value

status quo

free library

good balance between hard copy + electronic to increase for those currently not using library

senior net training

access for all

need to embrace technology and provide classes to enable users

need to preserve its role as the heart of the community

open more hours

perhaps develop a café as adjunct business - use volunteers for specific times

Not as council service centre

## Queenstown

### How could we increase library usage?

promote new stock email scuttlebutt newspapers welcome packs for young readers

promote free service - initial charge putting people off

Other ways - is it really a problem to lose a few books

schools involved - promote to preschool families

free wifi new technology ebooks specific

library staff promote new books

central location is it in the best place park ok but is an issue

opening hours same as working hours 10am opening shorter open but 7 days a week

promotion

technology

mechanics + management - hours etc..

don't turn people away when they come explain

broader membership

explain \$25 fee to prospective members who aren't residents

fair because ratepayers fund it,

large transient population v small rating base

people use it as a place to keep warm in winter - push out legitimate users

if council feels we should provide free wifi why not do members do it would make more space for genuine library users

library is physically constrained -not much space visitors take up room where newspapers are

more QLDC funding acknowledge funding constraints

use the empty space may need to reconfigure walls library wasn't purpose built

can we afford one purpose built - can we increase use without more space

free wifi will increase transient use - so make it less attractive

why shouldn't non-residents pay

use small libraries like school libraries to supplement the main libraries & vice versa

different uses take more/ less space- reading books borrowing books

increase library use by allocating funding for a purpose built library designed to meet foreseeable and actual uses

need balance of funding / priorities

philanthropist

library or convention centre - library incorporated into conv centre

Use of space (Research, quiet space, accessible, outdoor, seating, for meetings /community, less counter space

Café

Allow for competing use (research, meetings, children's, coffee)

Wifi

### **What do you value most about the library service?**

new releases - constantly updated

books - core function quality material / good selection

knowledge of the staff

library that reflects its community

continuity of staffing

the ability to find information you can't get anywhere else need the core of a reference section e.g. complete set of nz statutes

local history collection

children's services equality services

access - interloan from around the country

connection between central lakes libraries i.e. use card anywhere return everywhere

safe place for kids

free

accessible for everyone - any age or stage

rare books history

out of print

large print

dvds  
audio books  
meeting place - sense of community  
young families - holiday programmes  
free  
content  
access facilitated by knowledgeable staff

### **What do you want to see for the future of libraries?**

Cafes  
Late night opening  
Status quo: charging i.e. free wifi  
wifi  
Mobile service - delivery to old folks homes  
Friends of the library  
Zones in library - lack of space in Arrowtown  
No retrenchment - fastest growing community in NZ. Libraries need to reflect this  
Change of location, increase size, purpose built  
Sustainable business model - meet needs of core customer base (i.e. residents & rate payers) not trying to be all things to all people  
Continuing focus on community needs  
Funding model that allows the library to meet those needs. May not funding, sustainability, can't be allowed to deteriorate though. Underfunding.  
Need committed and secure funding  
Take the library to the community not vice versa e.g. books bus - satellite libraries  
Should the library be in Frankton  
Wifi + remote access for all and free  
Self issue - staff interact with users, digital education  
Mobile services (for elderly & impaired)

Site - central (not on the periphery), bus access, ramps, lifts, door, seating, art, colour ( a welcoming environment)

## Wanaka

### How could we increase library usage?

open available in evenings to facilitate 2 & 3

family evenings talks royal society at 7pm any talk

it understood that it is a public space that is available as meeting space

run courses i.e. language literacy evenings/ day

hot topics for families i.e. drug alcohol use

visiting authors and book launches

run internet courses i.e. it skills increase

family history and genealogy research increase awareness of availability

do the hours suit everyone

student reads and student read their work

writing workshops

liaise with community events of similar interests and outspoken

career overview discussion groups and musicians etc.. Children/students can learn what career about direct

collaboration between school+ library increased and class visits

market of ebooks

increase stock available across all formats

survey reading interests

gene specific book clubs = collaboration of book clubs thru the library

hacker space ufb, fast computers 3D printers laser cutter up skilling in digital tech

library becomes repository of digital design technology

library could produce books

empower people with digital tech and information

physical library not necessarily helpful concept could be in any other kind of space

expand beyond books

more internet facilities wifi could be free wifi supposedly free for research

more staff trained to deliver new services  
research librarian position reinstated  
more dedicated child focused activities  
quiet space for people to read  
more seating  
open in evenings or more at weekends  
regular events at library featuring authors talking about their work - wide range of target audiences  
regular updates from library about what's new in stock  
link events like above with movie launches if based on a book  
promotion of DVDs & other technology should be improved i.e. connect up to audio books with people doing road trips  
promote how well informed and trained staff are people should know how easy it is to get knowledgeable staff  
you don't have to think too much for yourself  
Longer hours  
projects outside normal hours use facility more  
venue hire available for peripheral uses  
exhibitions e.g. art school projects  
orientation days , internet use ,information literacy , one on one training/guidance  
marketing and promotion of library  
book clubs - facilitation + location adults and children  
creative workshops  
technology wifi etc. workshops to show how it works i.e. 3d copier  
combining with others e.g. arts centre  
hosting cultural events, kids café, male librarians  
book discussion group  
monthly literary event  
promote interests suitable for teens  
free computer lessons internet use  
education literature appreciation  
promote services, new books , book reviews



monthly events all ages i.e. music  
children's groups, special interest groups current affairs discussion groups  
outreach heritage preserve promote  
no reduction maintain

### **What do you value most about the library service?**

Getting books / access to books - wide range  
Research librarian above all else with time- access to other collections  
Children's services providing innovative reading material to foster their intellectual & cultural development  
Influence on the book ordering system & choice (lost with centralisation)  
Local library at Hawea - including Makarora, open at suitable hours to make accessibility  
Library that reflects the community its in. Not generic.  
Knowledgeable interested librarians  
A good collection, varied across all formats (books, DVD's, eBooks etc.)  
Spaces to sit & read alone / in groups  
Technology - access internet. Digital literacy  
Simple access to digital services (convolution at the moment)  
Quiet. Child friendly. Student friendly.  
Community hub  
Light, airy building in Wanaka (cf to Queenstown)  
Central location - accessible (but parking could be improved as it is limited at the moment).  
Tolerance of noise. Break out space, reading room so can have both quiet & noise. Ceiling to floor sound-proof space creation. Use of patio for this  
Free internet for library members  
Repository for Upper Clutha local history  
Rental of eReaders  
Ability to come & watch webinars for free e.g. Ted Talks  
Shared lectures from local universities  
Informed staff

Curation - organising & sorting through info to weed out the dross and get the good stuff  
Relaxed atmosphere & welcoming feel, comfortable  
Good divisive content  
A safe location for all ages - to meet or wait for someone  
Giving young people confidence & independence  
Strong sense of community engagement  
Excellent central location  
The building itself is welcoming - a quiet, peaceful space  
Smiles  
Expertise  
Range of book, audio visual, magazines, current  
Resources  
Personal contact - assistance  
Unique environment offers  
Safe place  
Soul enhancing  
Civic centre  
Multi generational & cultural meeting place  
Relevant local information  
Free  
Reading program for children  
Children's programs  
Response times & availability - immediacy  
People, staff - interaction, knowledge  
No queues  
Staff - friendly - helpful - helpful - less now  
community ownership  
Collections  
Information - websites

Local utilization for ourselves, family & visitors  
Coffee shop  
Educating - support  
Provision of current collections  
Provision of current government  
Local government information  
Services to children - continue  
All kids in this town smile when you talk to them about the library  
Exterior environment  
Interior environment  
Services for elderly - large print, talking book  
Get well bags - all ages - promote, publicise  
Historical records rooms- access to archives  
Access to genealogy websites  
Encouragement

**What do you want to see for the future of libraries?**

maintain the importance of the staff and their professional status  
maintain a balance between hard copy and technology  
maintain the social environment  
continuation of free services  
ability to maintain standard of collections  
a library is a sign of civilization  
access of broad range of info for self education enhancement of personal growth  
don't forget the past and the present while looking to the future  
free access to the internet  
heritage material more available  
we don't want our grandchildren to look back and say why did they do that

bigger library

don't forget the past your past is your future

there will always be books as well as digital recourses

hacker space

flexible space to deal with the evolution of digital technology and how people work and play

back up for digital information

keep the physical records archive it don't destroy in digitalization

libraries remain freely available to everyone regardless of status free of charge, some user charges

bigger library more space for children internet, research

strong growing library to support an educated democratic society

existence we want to keep them

invest in building libraries for the future

catering to changing population lots of young people and older people in this community

tailoring collection to community is important

curation function is very related to knowing the community and the library user community particularly

the curation function is going to become more important as information overload increases need someone qualified and highly trained to sort through and sift out the good stuff

free rate supported community library as per status quo i.e. not user pays model

remain in the current building or purpose build a bigger facility see below maintain central location

outreach to be expanded for the elderly patrons

make it a better community hub more physical interaction possible increased interaction with schools, community groups

declared support from the council

increase the technological capability and services this is the best way to hook in teenagers we believe used teens to teach older generation

video conference /Skype conference facility

educational hub for digital literacy

opportunity for life long learning for all age groups

shuttle a bus to include library

libraries to stay relevant and at the heart of the community remain responsive + creative Evolve

free testing for children e.g. Lass testing reading ability

public info displayed electronically  
increase in recourses staff and books  
all our answers to question 2  
easy access to information fill gaps between those who know how and don't  
more computers integrated with boxes learning annex within library  
more ebooks  
funded by ratepayers not user pay  
cv production assistance etc..  
link with other like community facilities  
existing core service practiced