

**Community & Services Committee**  
**24 September 2020**

**Report for Agenda Item | Rīpoata moto e Rāraki take 1**

**Department: Community Services**

**Title | Taitara Queenstown Lakes District Council Libraries Strategy 2020-2030 updated August 2020**

**PURPOSE OF THE REPORT | TE TAKE MŌ TE PŪRONGO**

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- 1 The purpose of this report is to secure endorsement from the Community & Services Committee for the Queenstown Lakes District Council Libraries Strategy 2020-2030 updated August 2020 to be adopted by Council.

**RECOMMENDATION | NGĀ TŪTOHUNGA**

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- 2 That the Community & Services Committee:
  1. **Endorse** the Queenstown Lakes District Council Libraries Strategy 2020-2030 and recommend it for adoption by Full Council.

Prepared by:



Sue Gwilliam  
District Librarian

31/08/2020

Reviewed and Authorised by:



Thunes Cloete  
General Manager Community  
Services  
9/09/2020

## CONTEXT | HOROPAKI

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### Strategy Development – Pre COVID-19

- 3 The Queenstown Lakes District Council Libraries Strategy 2020-2030 (updated August 2020) was developed within the context of QLDC's Vision Beyond 2050, the Frankton, Queenstown and Wānaka Masterplans and the Spatial and District plans. Consultation with Kāi Tahu and community voice was an integral piece of forming the libraries' future in this document.
- 4 The Strategy was completed in mid-March 2020 and ready for submission to Council for approval. By the end of that month, New Zealand was in a government-mandated lockdown to combat the spread of COVID-19. As a result, the Strategy has since been revisited by our library strategy consultant (Sue Sutherland) to reflect a changing world of uncertainty and complexity. The aspirations for the future of our district libraries remain; however, it has been necessary to modify timelines, and incorporate a concerted focus on providing support for community recovery and enduring resilience. Further, libraries are in a position to make significant contribution to the community's continued wellbeing through digital and social inclusion and literacy and learning opportunities in these uncertain times.
- 5 The Strategy has therefore been updated with new information where relevant, changed timelines, re-focused emphasis and the role that libraries can play in aligning with the Council's recovery plan for the district have been identified and clarified.

### The Immediate Effect on Library Services post COVID-19

- 6 During the eight weeks of Level 3 & 4 lockdown period March to May, the Queenstown Lakes District libraries reached out to customers and the community with online services through the library website and social media. The Strategy's recommendation to broaden the eResource collection took a front seat, unplanned, but an opportunity to continue library services and raise the library's profile while testing Strategy direction. Nearly 20,000 eBooks and eAudio items were checked out during the Level 3 & 4 lockdown.
- 7 A virtual shift to events – including online book discussion groups and storytimes, also took place and continues to be part of our virtual services post-lockdown. What we are seeing now since the return to Levels one and two is an increased awareness and demand for library services locally in all forms and a marked increase in community members returning to their home branches both physically and electronically. Hard copy (+5%) and eCopy (+79%) checkouts have increased following the lockdown compared to the same period in the previous year. Membership criteria was relaxed according to strategic direction during the lockdown period and 400 new members joined the libraries. Another opportunity to test the Strategy with a successful result.
- 8 Whilst the [population projections](#) over the long term predict significant growth, [Libraries are likely to see an increase in use as experience shows increased demand in times of recession](#). The Strategy's objective to promote digital inclusion to provide equity of access to digital learning and tools will stand our community in good stead through the post COVID-19 world.

## ANALYSIS AND ADVICE | TATĀRITANGA ME NGĀ TOHUTOHU

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- 9 The Queenstown Lakes District Library Strategy 2020-2030 was created to provide a direction for how library services will be delivered in the future. The process began in July 2019 with an investment logic mapping exercise with stakeholders to outline current issues which included changing expectations in the delivery of library services, fit for purpose space, responding to demands of diverse communities and the provision of a cultural, heritage and historical focus. Following the procurement process, a consultant (Sue Sutherland Consulting) was chosen to conduct stakeholder engagement to create a document which would provide a way forward for library services in the Queenstown Lakes District. A site assessment to review masterplans and provide options for sites was included in the development of the Strategy. Research began at the end of 2019 and was completed in March 2020 but went back for revision due to the impact of COVID-19 on the Queenstown Lakes district community.
- 10 The attached Strategy document encapsulates the Queenstown Lakes District Libraries vision: Enriching minds and communities – Te whakapūawai kā hinengaro me kā hapori – to connect people with information, ideas, stories and experiences for learning, literacy, engagement and creativity. It emphasises the role QLDC libraries will play in community recovery post COVID-19 to facilitate community connection, resilience, wellbeing and equity.
- 11 The Strategy aims to shape and clarify:**
- Our partnership with Kāi Tahu
  - The range of services needed to deliver equity in literacy and learning opportunities, both traditional library service and implement future trends, to residents and visitors
  - The spatial requirements to provide appropriate, flexible spaces that can be used for a wider range of services and provide a third space for residents and visitors
  - The libraries' response to how to create a home for the stories of the district and a sense of belonging for the community
- 12 Engagement in developing the Strategy and recovery plan:**
- Community input through participation in workshops, focus groups and surveys
  - Library staff workshops; a workshop with key council staff
  - Workshops with Kāi Tahu representatives
- 13 The Strategy's focus areas:**
- Literacy and language
  - Learning for life
  - Connected, vibrant communities
  - Wellbeing and equity
- 14 The Strategy's horizons for delivery and access:**
- The current eight physical library buildings
  - Mobile and outpost services

- Online and digital offerings anywhere, anytime
- Working in partnership with Kāi Tahu, different communities of interest, particularly young people and continuing to work with Central Otago Libraries and Southern Libraries Consortia (Southlib)
- The Strategy will ensure alignment with the council's investment strategy

#### 15 Frequency of review:

- During the ten year life of the Strategy there will be changing needs of our community, advances in technology and opportunities presented accordingly. The four focus areas will remain the same, however, our expectation is that the Strategy will be reviewed at least once within the ten year timeframe.

#### Advice

16 The strategy provides the platform for libraries to deliver on what is most needed for the community now and in the future.

17 Resilience and adaptability are key to the success of our communities and our libraries. Our ten year strategy provides a framework for understanding the contribution that libraries play in the community and the key goals to realise those benefits. However, the changes happening in society and our community mean that we will need to monitor and review the strategy on a regular basis, aligned with long term planning cycles.

Source: Foreword, QLDC Libraries Strategy updated August 2020, Sue Sutherland Consulting)

### CONSULTATION PROCESS | HĀTEPE MATAPAKI:

#### > SIGNIFICANCE AND ENGAGEMENT | TE WHAKAMAHI I KĀ WHAKAARO HIRAKA

18 This matter is of [medium] significance, as determined by reference to the [Council's Significance and Engagement Policy](#) because of the level of public interest in the development of the libraries.

19 The persons who are affected by or interested in this matter are residents/ratepayers of the Queenstown Lakes District community and visitors to the Queenstown Lakes District.

20 The following engagement activities have been undertaken in developing the Strategy:

- Community engagement through focus groups and a survey. 60 people from different organisations attended focus groups in Wānaka, Hāwea, Frankton, Arrowtown and Queenstown. There were 737 responses to an online and paper-based survey;
- Stakeholder consultations with Kāi Tahu;
- 3 Workshops with the Community & Services Committee;
- Library staff workshops, a workshop with key council staff;
- High level review of key issues for library operations and development;
- Site analysis conducted by Athfield Architects;
- Online borrower survey during lockdown. 371 people responded to this survey.

## > MĀORI CONSULTATION | IWI RŪNANGA

- 21 Maree Kleinlangevelsloo and Cassino Doyle of Aukaha and Dean Whaanga representing Te Ao Marama, attended sessions with the library strategy consultants during the course of the strategy's development

## RISK AND MITIGATIONS | NGĀ RARU TŪPONO ME NGĀ WHAKAMAURUTANGA

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- 22 This matter relates to the Community & Wellbeing risk category. It is associated with R00009 – Ineffective Management of Community Assets within the [QLDC Risk Register](#). This risk has been assessed as having a high inherent risk rating.
- 23 The approval of the recommended option will support the Council by allowing us to implement additional controls for this risk. This shall be achieved by managing the portfolio of libraries in conjunction with a clear strategic vision.

## FINANCIAL IMPLICATIONS | NGĀ RITENGA Ā-PŪTEA

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- 23 Operational and capital expenditure requirements have been included in the Draft Ten Year Plan 2021-31.

## COUNCIL EFFECTS AND VIEWS | NGĀ WHAKAAWEAWE ME NGĀ TIROHANGA A TE KAUNIHERA

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- 24 The following Council policies, strategies and bylaws were considered:
- Reference alignment with and consideration of the principles of the Vision Beyond 2050: <https://www.qldc.govt.nz/vision-beyond-2050/>
  - Identify and list related policies, strategies and bylaws (including Management plans) to include in the report as a bulleted list, with explanation of relevance.
  - A catalogue of policies, strategies and bylaws is available here or consult with the Corporate policy team: <https://www.qldc.govt.nz/council-online/council-documents/policies/>
  - The QLDC Disability Policy should be considered in most if not all cases. You can read a copy of the policy here: <https://www.qldc.govt.nz/assets/Uploads/FINAL-Disability-Policy-May-2018.pdf>
  - Refer to online documents here: <http://www.qldc.govt.nz/policies>
- 25 The recommended option is consistent with the principles set out in the named policy/policies.
- 26 This matter is included in the Ten Year Plan/Annual Plan.
- 27 The initiatives that require additional significant funding are as follows:
- Mobile Library Service – Mobile technology and book vehicle
  - Queenstown Library – Project Manawa
  - Frankton Library – Leased premises
  - Wānaka Library – Deck extension

**LOCAL GOVERNMENT ACT 2002 PURPOSE PROVISIONS | TE WHAKATURETURE 2002 O TE KĀWANATAKA Ā-KĀIKA**

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28 The recommended option:

- Will help meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses by working smarter, looking for efficiencies, reducing duplication of effort, managing resources wisely and using technology to simplify and refine processes. ‘Libraries by their nature are sustainable, in that they are the ultimate ‘re-users and sharers’. Having sustainability at the forefront of our thinking will influence the services we deliver and how we deliver’;
- Can be implemented through current funding under the Ten Year Plan and Annual Plan;
- Is consistent with the Council's plans and policies; and
- Would not alter significantly the intended level of service provision for any significant activity undertaken by or on behalf of the Council, or transfer the ownership or control of a strategic asset to or from the Council.

**ATTACHMENTS | NGĀ TĀPIRIHANGA**

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A	Queenstown Lakes District Council Libraries Strategy updated August 2020
B	Library Strategy Site Assessment March 2020