Taupō District Council

Notes of Council Workshop

Group	Council
Date	Thursday 21 March 2024, 1pm-2pm
Venue	Council Chamber
Topic	Public Library Trends – Australia and Aotearoa
Facilitated by	Local Government New Zealand (LGNZ) Libraries Advisor (M Read), Library and Museum Manager (L Haines)
Elected Members present	Deputy Mayor Kevin Taylor (in the Chair), Cr Duncan Campbell, Cr Karam Fletcher, Cr Sandra Greenslade, Cr Anna Park, Cr Rachel Shepherd, Cr Yvonne Westerman
Officers present	Chief Executive (J Gardyne), Acting General Manager Operations and Delivery (T Hale), General Manager Organisation Performance (S Matthews), General Manager People and Community Partnerships (L O'Brien), General Manager Strategy and Environment (W Zander), Policy Manager (N Carroll), Iwi and Co Governance Manager (D Rameka), Policy Advisor Resource Management (F Bramwell), Executive Manager Mayors Office (J Later), Library and Museum Manager (L Haines), Governance Quality Manager (S James), Committee Advisor (N Turnbull)
Public / media present	No public or media present
Documents either pre-circulated or tabled	PowerPoint presentation (A3517267) – Presented to Elected Members at the workshop.
Public or closed[1]	Public

Notes[2]
Ms Read introduced herself and explained she had held management roles in libraries for the last forty years. The purpose of her role was to advocate for public libraries to Elected Members. This workshop covered how public libraries were the heart of community wellbeing.
Public libraries deliver good outcomes for communities by fostering networks, providing spaces that people could gather and share knowledge. Public libraries were also always adapting their services to meet the needs of the community; a FrankAdvice Research Report conducted in February 2023 showed this and highlighted examples of best practice for libraries.
Libraries have been shown to be an inclusive space that was trusted by communities, it promotes digital inclusion and equity, contributes to social cohesion, and supports both local and central government initiatives and services. Results from the survey showed that 97% of library managers

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[1] Workshops are public (and are always advertised whether public or closed), unless there is a good reason(s) for information to be withheld and there is no overriding public interest in holding the workshop in public. Withholding grounds set out in the Local Government Official Information and Meetings Act 1987 (LGOIMA) are a guide. If closed, cite relevant LGOIMA section.
[2] Workshops are not decision-making forums, therefore this document contains notes of key points discussed only, not decisions.

surveyed said their library supported local and central government services by providing support for job seekers and facilitating digital equity programmers. 78% said it was important to incorporate Te Ao Māori and Tikanga Māori when delivering services. 71% said the demand for services (including skills classes and community outreach services) were higher than they were able to provide.

Six case studies

New Zealand studies have shown that public libraries generate between 3.3 and 5.2 times the value for each dollar of investment provided. Customer experience is high, brings visitors to towns, libraries have high foot traffic, and they tailor programmers and services that meet the needs of the local community.

A tour of Australian Libraries in August 2023 found the following trends:

- Increased growth of libraries within community hubs
- Study and quiet spaces
- High use of self-service technology
- Various activity spaces provided (e.g. recording and music studios, contemplation rooms, dance and activity studios, meetings rooms etc)
- Access to community and study spaces after-hours
- Environmentally sustainable building practices was a big focus
- Community partnership activities (e.g. toy libraries, schools, business etc)
- Increase in social activities in libraries in particular young children and families
- Library fines had been removed
- South Australia had a one card membership system

Community Hub could differ between libraries but through the studies, it was clear that successful hubs worked well when there was a shared vision between all partners.