

**Wanaka Community Board
14 September 2016**

Report for Agenda Item: 3

Department: Corporate Services

Hawea Library – Results of Trial Opening Hours

Purpose

The purpose of this report is to review the results of the trial of extended opening hours at the Hawea Library and to present associated community feedback.

Recommendation

That the Wanaka Community Board:

1. **Notes** the contents of this report; and
2. **Endorses** the recommendation that the existing opening hours be permanently adjusted to 10:00 – 14:00 (currently 10:00 – 12:00) on a Saturday, for presentation to full Council.

Prepared by:



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5/09/2016

Reviewed and Authorised by:



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5/09/2016

Background

- 1 Hawea Library is currently open as follows:
 - Monday: 10am - 12noon
 - Tuesday and Wednesday: 10am– 5pm
 - Saturday: 10am - 12noon
- 2 Users of Hawea Library were invited to provide feedback in relation to the opening hours of the library. Fifteen responses were received, with seven being provided online and eight provided in hard copy.
- 3 Key requests from the consultation process included:
 - Opening of the library from 10am – 5pm every day
 - Longer opening hours on Saturday
 - Later opening hours on a Wednesday

Questions		Responses	% Respondents to that Question
How often do you use the library?	Once or more a week	13	50%
	Once a fortnight	7	27%
	Once a month	5	19%
	Never	1	4%
Are you happy with the existing hours?	Yes	7	32%
	No	15	68%
If the library were to open every day, which hours would you prefer?	Every day 10am-12pm	3	19%
	Every day 10am-5pm	10	63%
	I don't think the library needs to be open every day	3	19%
Other preferred opening hours	Longer hours on Saturday	10	56%
	Open on Thursday	4	22%
	Open on Friday	3	17%
	A late night please	1	6%
What day would you prefer for a late night?	Monday	0	0%
	Tuesday	0	0%
	Wednesday	4	80%
	Thursday	0	0%
	Friday	1	20%
	Saturday	0	0%
	Sunday	0	0%
	Not sure	0	0%

Please note that for most questions, hard copy respondents provided more than one answer.

- 4 As a result of this consultation process, the Wanaka Community Board resolved in May 2016 to hold a 12 week trial, extending opening hours on a Saturday from 10:00-12 noon, to 10:00 – 14:00.

Comment

- 5 During the 12 week trial and the period immediately preceding, daily footfall was recorded by the library team. In addition to this, a whiteboard was used to collect feedback and thoughts on the trial by the community.

- 6 Feedback provided by the community via the whiteboard was very positive, as follows:

- “More opportunities to get books out, return them and pay overdue bills!”
- “Allows for a nice family day on the weekend as most parents work during the week.”
- “More time to find that special read.”
- “More time to get kids (and me) up and going. Nice family time. Thank you.”
- “I always think of heading to the library at 12pm – closing time!”
- “More time to visit the library. More time to browse. More opportunity to fit in a visit to the library and do other things on a Saturday.”
- “Time to have at a weekend after a busy week and viewing the Olympics!”
- “It is more convenient for me to come on Saturday afternoon because I do all weekend chores in the morning, so often miss the 12 closing time.”
- “Like the new hours as I often work Saturday mornings.”
- “Like not having to rush to get to the library on Saturday.”
- “An activity for my 4 year old. No other kid things happen on Saturdays.”
- “Love that we can squeeze a library visit in after Saturday morning outings now.”
- “Great to have the extra time to come in. Saves the trip to town and we have the best staff out here in Hawea.”

- 7 The footfall for the period immediately preceding the trial and during the trial is as follows:

Average Saturday attendance - May 2016 (10:00 – 12noon) – 21.7 people

Average Saturday attendance - trial period (10:00 – 14:00) – 35.4 people

On average, 15.1 people visited the library between 12 noon and 14:00 each Saturday.

This demonstrates clear community support for the extended opening hours, with a 63% increase in usage.

- 8 It is recommended that the Wanaka Community Board endorses the findings of the trial and recommends to full Council that the extended Saturday opening hours are made permanent.

Options

- 9 This report identifies and assesses the following reasonably practicable options for assessing the matter as required by section 77 of the Local Government Act 2002.
- 10 The available options are as follows:

Option 1 – Make the extended Saturday opening hours permanent

In response to the success of the trial, open the library from 10am – 2pm on Saturdays.

The additional staff salaries and wages cost for option 1 is \$1,924 per annum, based on 2016/17 wage rates.

This option meets the community's request, but requires additional expenditure. This cost can be met within existing budget.

Option 2 – Maintain the Status Quo

Make no changes to the current model and revert to the pre-trial opening hours of 10am – 12 noon.

Option 2 is a zero cost option.

This option does not meet the community's appetite for extended Saturday opening hours. No additional budget would be required to maintain the status quo.

- 11 This report recommends **Option 1** for addressing the matter.

Significance and Engagement

- 12 This matter is of medium significance, as determined by reference to the Council's Significance and Engagement Policy because it is of interest to the public, the extent to which individuals, organisations, groups and sectors in the community are affected by the Council's decisions.

Risk

- 13 This matter relates to SR1, current and future development needs of the community as documented in the Council's risk register. The risk is classed as low. This matter relates to this risk because it is concerned with providing a level of service that meets the needs of the community.

Financial Implications

- 14 The recommended option does not require additional funding.

Local Government Act 2002 Purpose Provisions

- 15 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 responding to a request for adjusted opening hours.
- 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.

Funding requirements have not been included within the 10 Year Plan.

Consultation: Community Views and Preferences

- 16 The persons who are affected by or interested in this matter are residents/ratepayers of the Queenstown Lakes district community, particularly the residents of Lake Hawea.
- 17 The Council has consulted with the Hawea Library users as outlined in the Background section of this document.