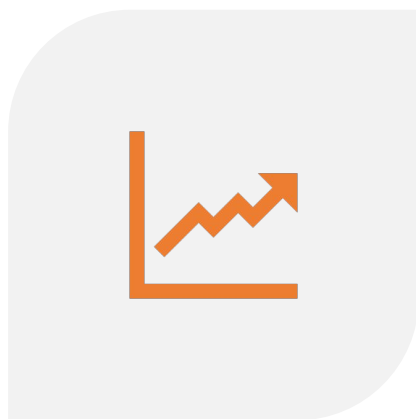


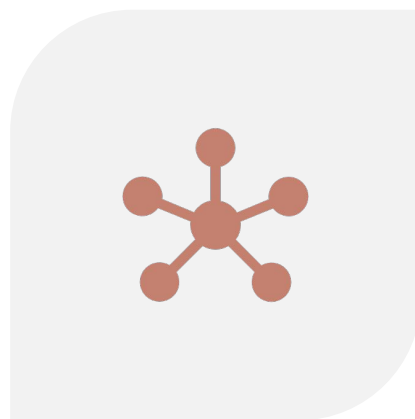
Baseline Survey to all councils in Aotearoa  
Public Libraries in 2021

Taituarā /PLNZ

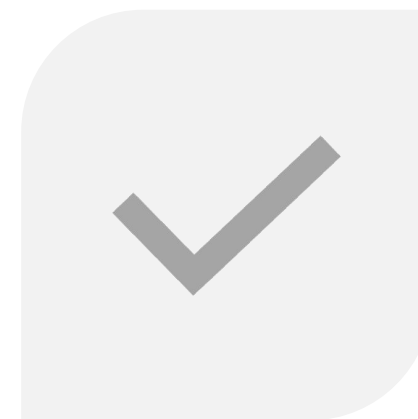
# What impact has the NZLPP secondee programme had in the last 12 months?



INCREASED STAFFING



EXTENDING SERVICES



88%

What impact has the NZLPP secondee programme had in the last 12 months?

Increased  
Community  
Outreach

91%

# What impact has the NZLPP secondee programme had in the last 12 months?

Increased Digital Inclusion

88%

# What impact has the secondee programme had in the last 12 months?



Improvements in all round library services

76%

Delivery of more programmes

67%



# What impact has the secondee programme had in the last 12 months?



Increased digital literacy

79%

# What impact has the secondee programme had in the last 12 months?



Delivery of more  
events

64%

# What impact has the secondee programme had in the last 12 months?



Increased Te Reo Programmes

33%



What impact has the secondee programme had in the last 12 months?



# Partnership Programmes



Have a shared services model

55%

# Partnership Programmes



Have multi-agency  
partnerships

40%

<https://data.solgm.org.nz/#/views/PLNZDashboardLivingLibraries/SurveyConclusion?:iid=2>





***“The NZLPP secondees have boosted morale and wellbeing in existing teams: have provided the time to support existing staff with training requirements as well as upskilling existing teams”***

**Other Feedback**



## Other Feedback

**“The NZLPP secondee programme saved us from having to close our doors due to low staffing numbers – NZLPP funding for staff (specifically) has been an absolute godsend. Need it to continue until Dec 2022.”**

## Other Feedback

**“Increased collection,  
curation and description  
of community digital  
content”**



**“We have increased the number of loans to institutions and small communities. This has had a positive impact on our circulation figures, it has provided an opportunity to engage with one of our local rest homes, which has increased customer satisfaction with our library”**

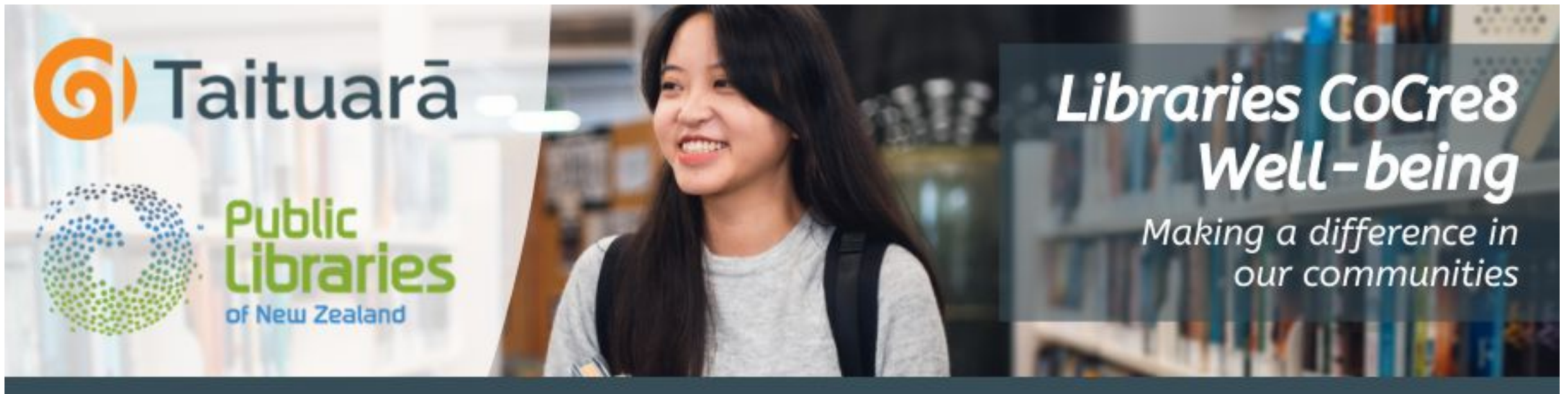
**Other Feedback**



**“Having an extra staff member to assist has enables other staff to extend outreach work, especially housebound deliveries and school visits. Feedback and appreciation shown from the community and schools has been very encouraging”**

**Other Feedback**





Katherine Davies, Survey Consultant, Libraries CoCre8 Wellbeing Project

Taituarā /PLNZ

# Performance reporting

**A review of councils LTP 2021-31 highlighted that libraries only report against two or three key performance indicators.**

**Output, or satisfaction based**

**Only one council reported an outcome measure specific to libraries**

**Measuring value**

# Insight

Those who disagreed with the statement  
“The library has increased my feelings of happiness and  
wellbeing” used less facilities and activities overall and  
tended to disagree across all wellbeing questions.

Whereas....

Those who agreed with the statement:  
“The library has increased my feelings of happiness and  
wellbeing” used more facilities and tended to agree across  
all wellbeing questions.

# Verbatim coding – Eight themes

1. Live in communities
2. Change lives and support children and families
3. Increase digital equity and inclusion
4. Support learning for life
5. Support community resilience
6. Provide community hubs, supporting engaged and creative communities
7. Provide economic support
8. Improve health and wellbeing



Libraries provide  
economic support

**“Giving me a place to go,  
where I can stay as long as I  
like without being expected to  
spend money. Allowing me to  
work on anything I need and  
give me all the time I need for  
it”.**

Libraries change  
lives and support  
children and  
families  
(accessibility)

**“I can spoil my children for  
free”**

**“My daughter goes to the library after  
school.**

**I know she is happy and safe until I  
can collect her.”**

Libraries change  
lives and support  
children and  
families  
(accessibility)

“Being able to put a hold on books is invaluable to me as I am not able to spend time browsing the shelves due to limited mobility . I appreciate the very helpful staff.”

“Enables me to borrow electronic books and as I am sight impaired, I can increase the font size”

Libraries change  
lives and support  
children and  
families  
(accessibility)

**“The newly-formed reading group for people suffering from dementia has helped me understand more fully the needs of people with dementia, how to better interact with these people and had enabled me to reach out to the community and assist those in need”**



Libraries change  
lives and support  
children and  
families

**“The library is a  
wonderful parenting  
tool”**

Libraries change  
lives and support  
children and  
families

“Provided me with an opportunity to meet other people and make new friends. They connected me with what was happening as a new migrant to this community through all the different community group activities and partnerships already happening at the library. The books in the collection have changed my life (no exaggeration).....The library is so important! It is the heart of every community!”

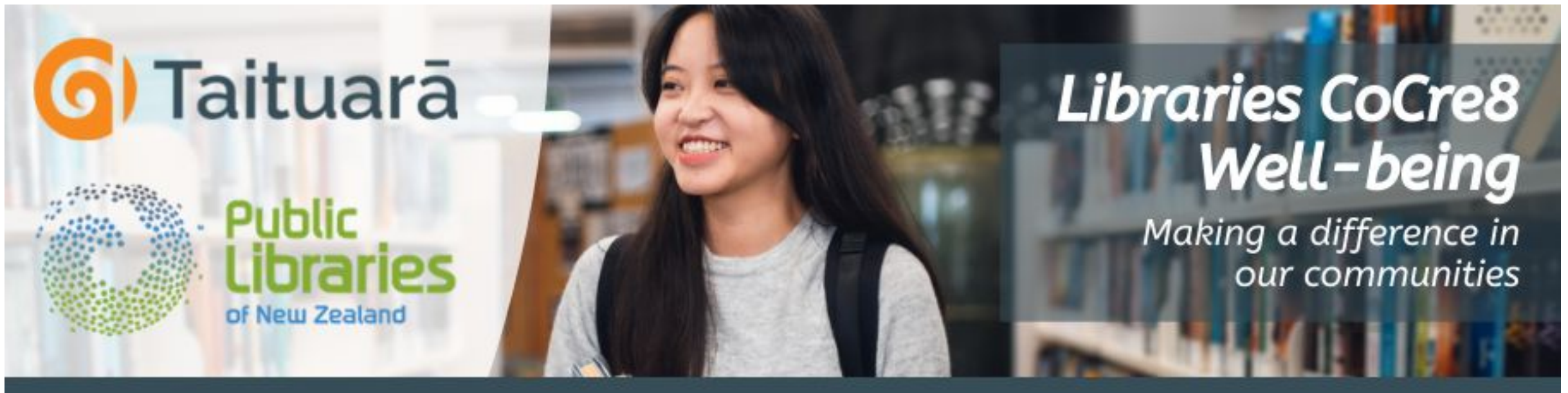
# Libraries live in communities

“Our library and the staff are open and friendly, and they go out of their way to be helpful. The space is cool in the Summer and warm in the Winter and overall, it is the perfect example of manaakitanga and āhurutanga i.e. an inclusive welcoming space”.

# Future of local government

- **Finance**
  - **Measuring Outcomes**
- **Reflecting the four aspects of community wellbeing**
  - **Vital role of community assets and libraries**
  - **Beyond partnerships** – a social prescription role
    - **Reflecting Diversity**

only 24% of councils believe that the diversity in the community is adequately reflected in their library staff



Baseline Survey to all councils in Aotearoa  
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## Active Users By Area

Year  
2021

### Note:

The period is based on the financial year from 1-Jul-2020 to 1-Jun-2021.

### Underlying Calculation:

Number of registered members divided by their TA population.



© 2022 Mapbox © OpenStreetMap

### Datasources:

Stats NZ: <https://nzdotstat.stats.govt.nz/wbos/Index.aspx?DataSetCode=TABLECODE7980>

PLNZ: Public Libraries of New Zealand.xlsx

## Active Members

The number of Active Members in 2021 is **1,633,802** compared to 2020 **1,624,727** the Growth Rate(%) observed is **0.56%** ▲.

## Number of Libraries

The total number of Libraries in 2021 is **329** compared to 2020 **328** the Growth Rate(%) observed is **0.30%** ▲.

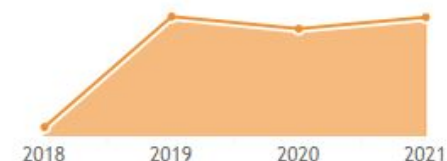
## Events Organised by Library

The number of Events Organised in 2021 is **47,990** compared to 2020 **38,747** the Growth Rate(%) observed is **23.85%** ▲.

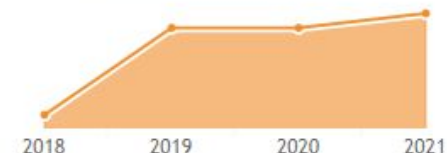
## Number of Books Issues

The total number of Books Issues (Physical + E-books + E-resource) in 2021 is **57,271,453** compared to 2020 **41,971,438** the Growth Rate(%) observed is **36.45%** ▲.

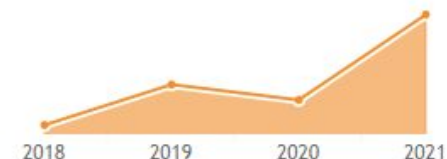
## Active Members by Year



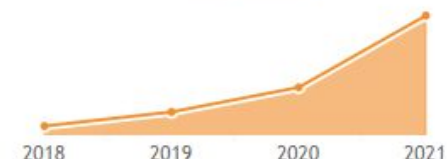
## Libraries Count by Year



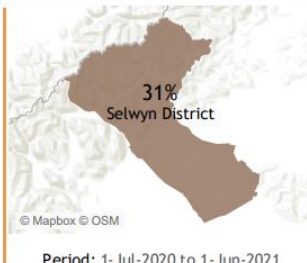
## Events Organised by Library



## Total Issues

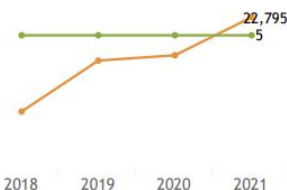


Area  
Selwyn District



Period: 1-Jul-2020 to 1-Jun-2021

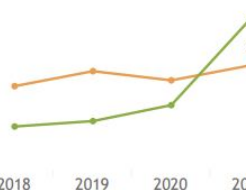
Active Members Vs Library  
Count



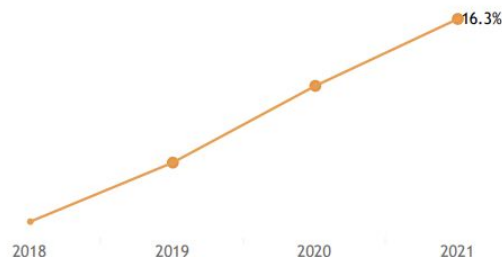
Event Attendance Vs Events  
Organised



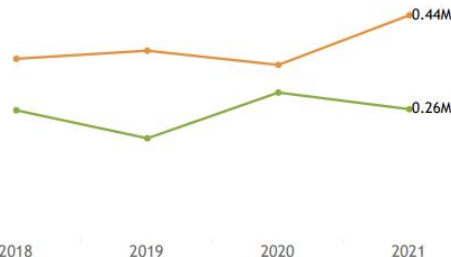
Physical Visits Vs Virtual  
Visits



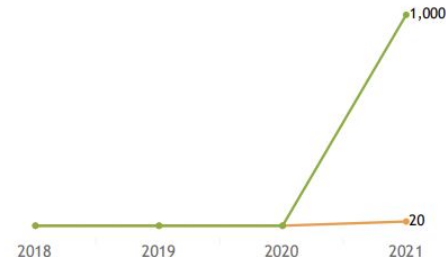
Population Growth Compared to 2018



Physical Issues Vs E-Issues (Items+Resource)



NZLPP Events Vs NZLPP Attendance



### Summary Report

Library Name	Year	Reading Programmes?	Population Value	Active Members	Number of Libraries	Events Organised by the Library	Attendance at Events	Issues (e-Item)	Issues (e-Resources)	Total Physical Issues	Visits (physical)	Visits (virtual)	NZLPP Events	NZLPP Event Attendance
Selwyn Library	2018	Y	63,300	8,749	5	1,019	16,976	23,364	230,082	355,839	266,562	138,625	0	0
	2019	Y	66,300	16,341	5	1,475	25,029	36,598	161,091	371,935	313,947	155,858	0	0
	2020	N	70,200	17,130	5	1,513	20,875	52,054	236,653	343,661	284,875	206,374	0	0
	2021	Y	73,600	22,795	5	2,060	30,331	62,019	193,554	442,431	331,916	476,581	20	1,000
Average Total			68,350	16,254	5	1,517	23,303	43,509	205,345	1,513,866	299,325	244,360	20	1,000

Datasources:

Stats NZ: <https://nzdotstat.stats.govt.nz/wbos/Index.aspx?DataSetCode=TABLECODE7980>

PLNZ: Public Libraries of New Zealand.xlsx

# Survey Data Dashboards

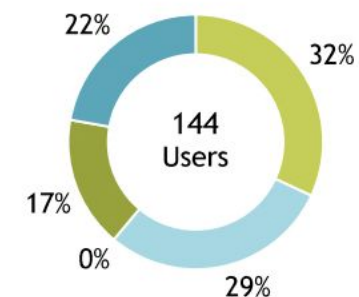
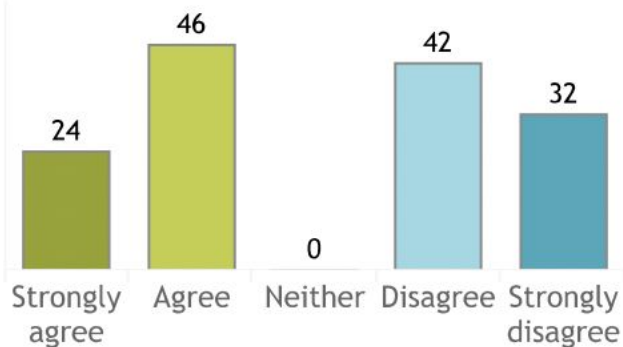
<https://data.solgm.org.nz/#/views/PLNZDashboardLivingLibraries/SurveyConclusion?:iid=2>



## Economic Wellbeing - Learning, work and skills

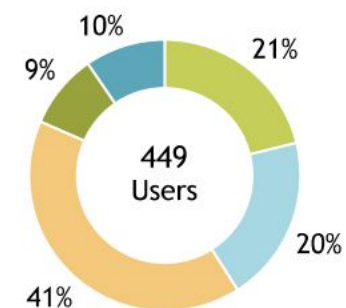
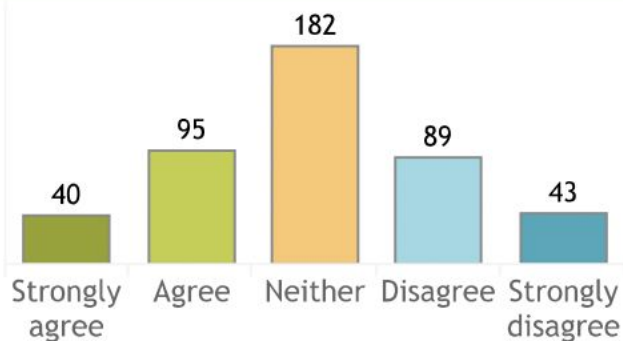


Helped me obtain a new job or promotion



## Social Wellbeing - Why/how it makes you feel

Helped me find friends and a social network

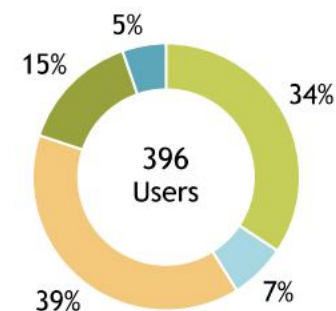
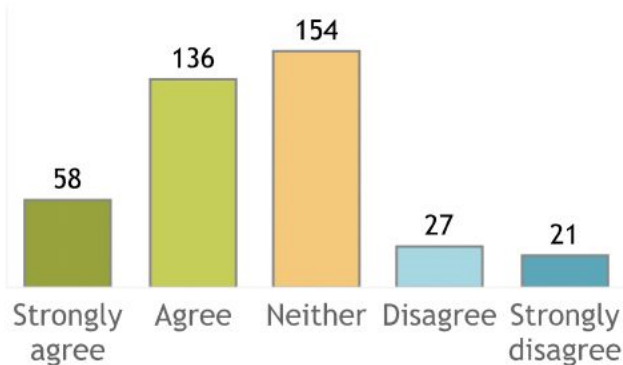






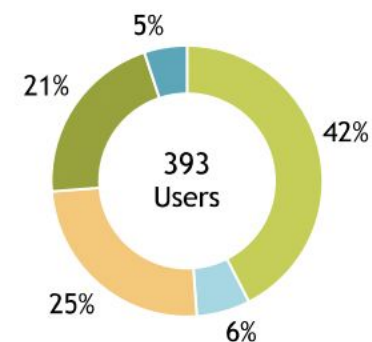
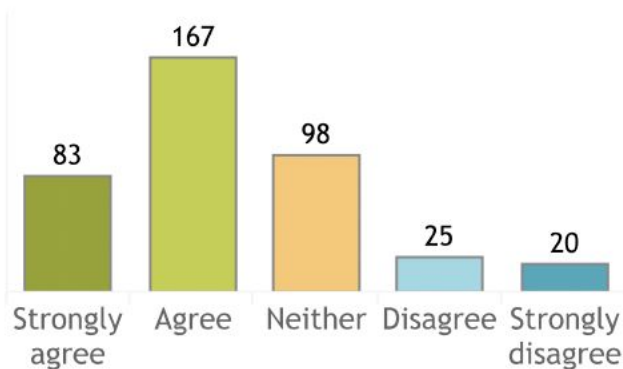
## Environment Wellbeing - Environment

Helped me to be more mindful of environmental issues



## Cultural Wellbeing - Arts and culture

Helped me appreciate local artists

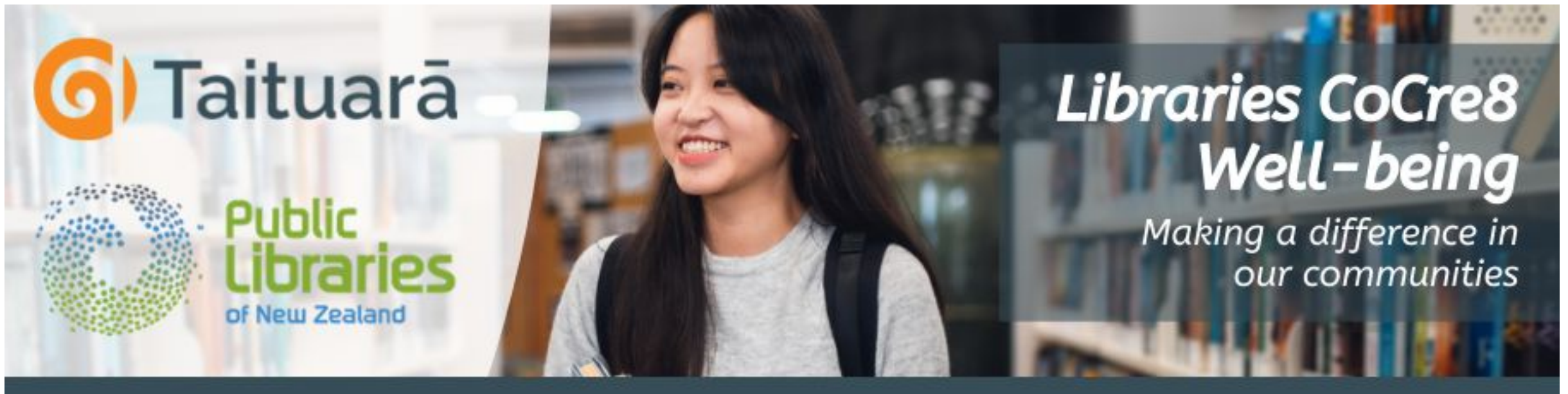


# More Opportunities

- We have an extension to the project which will allow us to continue to gather survey data from councils who have not already taken part – we will send a reminder out this week
- We are gathering an extensive collection of positive case studies covering a range of topic areas and will continue this work to be a shared resource for you all
- We have developed several templates which we hope libraries will use to contribute to their Annual Plans and Long Term Plans with infographics for you to use and fill in your own data
- We will continue to post on the Cro Cre8 Teamsite any new information for sharing
- A final full report "Living Libraries Aotearoa" with all our project findings will be available to you all in December 2022 and we will keep working with you throughout the rest of the year

# Thanks to

- Hilary Beaton and PLNZ staff and their Chair Dyane Hosler who truly have been the greatest partners in this project
- The National Libraries Partnership Programme and National Librarian NZ, Rachel Eason
- Colleagues in the sector - including LGNZ for their work on Fines Free
- Most of all the following people who helped Taituarā shape what this project could be:  
Our advisers and helpers – Carolyn Robertson - CCC, Paula Heskett - Waimakariri, Louise LaHatte - Auckland, Bernie Hawke – DCC.
- Our various presenters on webinars, Laura Marshall - Rotorua, Kay Mercer – DCC, Jo Buckingham – Whanganui, Jo Cocker – Auckland, Cathy Hardinge – Digital Seniors, Laurence Zwimper – Digital Inclusion Alliance, Shaun Hendy – Auckland University and too many others to mention
- A final full report with all our project findings will be available to you all in December 2022



# Questions and Answers

What are the Major challenges facing libraries and councils in the next two years?

What can we do to influence positive change?

Five Priorities!