



Section 3 Activities

Wharepukapuka me Papa Ratonga Libraries and Service Centres



Wharepukapuka me Papa
Ratonga

Libraries and Service Centres

Our libraries and service centres sit at the heart of our community. They provide welcoming and inclusive spaces where people can connect and access knowledge. Our libraries empower people through literacy, learning and free access to information and resources. Reading, digital fluency, free computer access and training are all central to our libraries. They also house our local heritage, stories and history. Our libraries and service centres belong to everyone and contribute to connected communities where lifelong learning opportunities thrive.

What we provide

- One Head Office and Contact Centre (key service centre)
- Four libraries and service centres in Waihi Beach, Katikati, Ōmokoroa and Te Puke
- One Digital Hub as part of The Centre - Pātuki Manawa in Katikati

Why we provide this activity

Our community outcome

- Our communities are vibrant and welcoming to all.

Libraries and Service Centres

In the Western Bay our libraries include Council service centres, providing a 'one-stop shop' for information and access to Council services.

The core role of libraries has remained constant over time but the way libraries deliver services to meet community demand has changed. Our libraries still house and provide physical and unique resources but the reasons for people to visit libraries has changed.

People are now seeking an 'experience', creativity, face-to-face connectivity, one-on-one guidance and expertise. Libraries with digital technology provide multi-channel access to collections and services. They are a conduit to government services and information. For people with no IT/internet services in their home, libraries provide the technology they require.

Council's libraries help empower our communities by providing information, community connection, learning and creative experiences for a wide audience.

The Centre - Pātuki Manawa in Katikati

Is an example of a modern library, service centre and purpose-built community space that is used for delivery of library programmes and for community use. In line with priorities for libraries to progress digital literacy, Council has partnered with Central Government to establish a Regional Digital Hub. Council will continue to provide digital technology and deliver programmes that make the best use of the opportunities technology provides.

Ōmokoroa

Council has opened an interim space for the library in Ōmokoroa. This space will act as a holding space until a new library and service centre is provided in the new town centre.

Waihi Beach and Te Puke

The next 10 years will see the rebuild of the Waihi Beach Library and the Te Puke library and service centre. The rebuilds will ensure the libraries and service centres sit at the heart of the community and provide multi-use community space. Council will look for partnership opportunities to ensure these spaces respond to local community needs and aspirations.

From community feedback we know the public has a high level of satisfaction with the library service, however they would like to have increased digital access and increased 'people' spaces for activities such as study areas, children's events, community displays and technology enabled hubs.

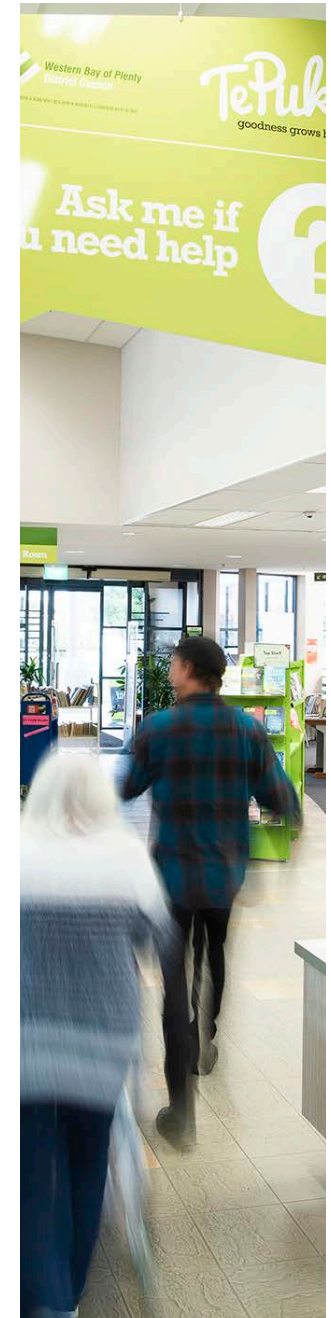


How we will achieve our community outcomes

Goal	Our approach
Our network of libraries and service centres are safe, welcoming, inclusive, flexible spaces for community connection.	<ul style="list-style-type: none"> • Our libraries and service centres will be located within our town centres as a key community space that is easily accessible for local communities. • We will design our libraries to provide flexible spaces that can be used for a range of different purposes, including learning, creativity, community and business development opportunities.
Our libraries enable access to information and knowledge.	<ul style="list-style-type: none"> • At the core of our library service is our collection of books, magazines, e-content and other resources. We will maintain and enhance this collection to support our wider goals of improving literacy, reducing inequities in access to information and to support lifelong learning. • We will maintain and enhance access to our local heritage collection as a key repository for local heritage and local stories, supporting a sense of belonging and connection to our place. • We will also continue to provide access to key resources for research, such as newspapers, magazines, databases and journals. Our staff are trained to navigate a wide range of topics. • We will continue to provide access to Council services and information through a shared service model in our libraries, to ensure access to services is available within local communities.
Our libraries are places to share and enhance learning, knowledge, and creativity.	<ul style="list-style-type: none"> • We will continue to provide programmes that focus on early literacy, teens and youth, and services for older people. • We will work to enhance our partnerships with Tangata Whenua. • We will enhance our digital literacy programmes by providing facilities that are technology enabled and will partner with Central Government and local communities on specific programmes that aim to bridge the digital divide.
Our libraries collaborate with the community. We host, connect and facilitate.	<ul style="list-style-type: none"> • We will continue to operate Western Bay Community Archive and work with volunteers to enhance our local heritage collection. We will enhance our community outreach through supporting local community event and through using our digital platforms to create connections. • We will work with local organisations, including arts, culture and heritage provider and schools to deliver programmes that meet the needs of our communities and to expand our services. We will focus on connecting with youth, Māori, and migrant populations. • For new builds, we will look for opportunities to partner with other providers and local community groups to ensure what's provided is sustainable and meets community needs.

Where the money comes from

Please refer to 'Policies, Summaries and Statements' for the Revenue and Financing Policy for the Libraries and Service Centres Activity.







What are we planning to do

Project ID	Name	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034
318401	Reconfiguring the public reception area Barkes Corner	-	-	-	46,507	-	-	-	-	-	-
332101	Waihi Beach Library Building	775,000	4,340,336	399,627	-	-	-	-	-	-	-
332301	Te Puke Library Building	-	-	1,706,994	10,982,010	2,308,000	-	-	-	-	-
282103	Libraries - Book Purchases Renewals	359,895	399,879	418,572	438,339	447,253	456,167	465,081	473,995	482,909	491,435
282105	Libraries - Book Purchases New	56,208	62,757	66,011	69,465	70,877	72,290	73,703	75,115	76,528	77,879
318501	District Libraries Security Tags	-	-	56,900	-	-	60,498	-	-	64,044	-
LTP25/34-41	Ōmokoroa Library and Service Centre	-	-	-	-	-	-	-	-	373,800	380,400
330902	Libraries - Aotearoa Peoples Network Kaharoa (APNK) Operational costs	24,672	27,859	28,450	29,067	30,844	31,459	32,074	32,688	33,303	33,891

How we will track progress

What we do	How we track progress	Result	Target				
		2023	2025	2026	2027	2028-30	2031-34
We will provide a network of libraries and service centres that provide safe, welcoming, inclusive, and flexible spaces for community connection. We provide access to free WIFI technology and programmes that meet community needs.	Number of library and service centre providing multi-use community spaces. Aim is one in each of the four urban centres (Te Puke, Katikati, Waihi Beach and Ōmokoroa).	1 centre	1 centre	1 centre	2 centres	2 centres	4 centres
	Number of physical visits to libraries and service centres per annum.	253,441	>270,000	>270,000	>270,000	>290,000	>290,000
We provide access to and maintain collections, including heritage collections, that meet customer needs.	Number of people attending events and programs.	New measure	7,000	7,000	7,000	7,000	7,000
We provide programmes and events that cater for community needs and aspirations.	Number of library items (books and e-books) available per person *(LIANZA std 3 per resident).	New measure	2	2	2	2	2
We provide customer services that are responsive to the needs of the community.	Percentage of customer satisfaction with service provided by frontline staff based on real time survey.	New measure	90%	90%	90%	90%	90%

Significant effects of providing this activity

Wellbeing	Positive	Negative	How are we addressing these effects
 <p>Social</p>	<ul style="list-style-type: none"> Libraries provide public space for social interaction and participation in community life. Increases digital access for communities. Provides a range of community-based educational opportunities for people of all types and ages. Supports education and skill development. Contributes to people's sense of belonging to an area. Provides information about available community services, may improve access to those services. 	<ul style="list-style-type: none"> None identified. 	<ul style="list-style-type: none"> Effectively utilizing existing space to support the range of needs of library users.
 <p>Cultural</p>	<ul style="list-style-type: none"> Provides a mechanism to showcase, communicate and preserve cultural knowledge. Provides a connection to our heritage and to the heritage of others. Provides digital access. Promotes empathy and understanding between different cultures. Reduces social isolation and celebrates cultural diversity. 	<ul style="list-style-type: none"> Having insufficient resources and knowledge to effectively cater to and reflect the range of cultures in our communities. 	<ul style="list-style-type: none"> Cultural diversity training for staff. Seeking knowledge and expertise from those in our communities from across all cultures.
 <p>Environmental</p>	<ul style="list-style-type: none"> Raises awareness of environmental issues through displays. Allows access to knowledge about environmental issues. Library buildings can be showcases for sustainability and eco-design. 	<ul style="list-style-type: none"> None identified. 	<ul style="list-style-type: none"> Planning for new libraries incorporates sustainability and eco-design features.
 <p>Economic</p>	<ul style="list-style-type: none"> Enables individuals to gain knowledge, up-skill and become computer literate. Helps individuals who are unable to access information technology elsewhere. Provides an anchor for downtown developments. Supports employers, e.g. referring potential employees. 	<ul style="list-style-type: none"> User fees and charges for some services may be a barrier to access. 	<ul style="list-style-type: none"> Planning for new libraries will include consideration of information communications technology. User fees and charges are reviewed annually.