



LIVING LIBRARIES

The Value of Public Libraries
in Aotearoa

"LIBRARIES ARE A STELLAR EXAMPLE OF HOW COUNCILS HAVE USED THEIR COLLABORATIVE POWER TO BUILD FOUNDATIONAL COMMUNITY RESOURCES. LIBRARIES HAVE BEEN LEADING THE WAY NOT ONLY IN COMMON BUSINESS SYSTEMS, BUT ALSO IN ENABLING ACCESS, INCLUSION, AND COMMUNITY CAPABILITY IN DIGITAL SYSTEMS – THEY ARE A KEY RESOURCE THAT LOCAL GOVERNMENT PROVIDES AND CAN LEVERAGE FOR WIDER IMPACT."

- The Future of Local Government - Draft Report October 2022



"WHEN IN DOUBT, GO
TO THE LIBRARY"
J.K. ROWLING



**Public
Libraries**
of New Zealand

National Libraries Partnership Programme - "Libraries CoCre8 Wellbeing."
A joint project between Taituarā and Public Libraries New Zealand (PLNZ).

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Foreword



Taituarā represents chief executives, management teams and professional leaders in the local government sector. The role of councils is diverse and currently subject to change. This is a time when councils are considering what their role could be in the future.

The purpose of local government is to promote the social, economic, environmental and cultural well-being of communities, and the importance of council services to community wellbeing has been paramount during the pandemic. In July 2021 we were asked by the National Library to develop a joint project "Libraries CoCre8 Wellbeing" in partnership with Public Libraries New Zealand (PLNZ). The project objectives were to define wellbeing outcomes and support the data outcomes measured by PLNZ.

Taituarā developed several research surveys to help determine the Value Proposition of Public Libraries. This report documents the Taituarā survey findings. It articulates the value that communities derive from their public libraries. The survey series included Library Managers, General Managers, and Finance Managers within councils across the country. We would like to thank our members for their support of this extensive survey work. With a final community survey sample greater than required for statistical confidence at the 99% level, we are in no doubt of the validity and reliability of what is reported here.

It is clear from the report findings that libraries are seen as vital community assets. These assets belong to everyone in the community and are often valued as places for community groups to meet. Being accessible free of charge, libraries provide an inclusive, safe space for families to read and access information. They are at the centre of their communities and are useful to other agencies co-locating within the library space to reach people in a partnership approach. It is evident that communities value this access to other onsite service providers in the library.

Libraries provide digital resources and information free of charge. It is increasingly evident that they have become an important point of access to essential online public services through the freely available internet in libraries.

When looking at the requisite components of community wellbeing into the future, evidence from our extensive survey of communities and managers supports the continued local government provision of strong public library services in every community.

Karen Thomas
Chief Executive


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The value of libraries in Aotearoa



Public libraries:

-  Are open to everyone.
-  Support learning for life.
-  Belong to everyone in the community.
-  Champion the growth of a nation of readers by encouraging reading for pleasure and improving literacy.
-  Support children and families, helping them to develop and thrive in their community.
-  Enhance community resilience in times of crisis by providing a trusted a safe place in a community.
-  Enhance digital equity and inclusion by being trusted providers of information.
-  Support and enhance economic and community development by providing access to job information and access to business support.
-  Provide community hubs, connecting people and services.
-  Are trusted partners in the community - working with the community and with other partners.



Introduction

Reading is the key to access learning opportunities and skill development. Aotearoa will thrive by improving literacy and developing a successful literate diverse society. Libraries are the champions of literacy helping to grow a nation of readers.

"A 2020 UNICEF report found that only 64.6% of Aotearoa New Zealand fifteen-year-olds have basic proficiency in reading and maths¹. Turning that around, a staggering 35.4% - over a third of fifteen-year-olds – struggle to read and write.

Given the critical (and growing) importance of literacy, not only for education and employment but also for broader life outcomes, this statistic is deeply worrying. That something must be done to address the distressingly low literacy rates in Aotearoa New Zealand is clear.

A recent report by the Education Hub² "Now I don't know my ABC" outlined the current state of literacy in New Zealand. This report draws on the best available evidence to understand more fully exactly where Aotearoa New Zealand is and how we got here, and to inform ongoing discussions on how we address the literacy crisis in this country.

There are significant disparities in the home literacy environments of children. International

evidence strongly suggests that a child's home literacy environment, including factors such as the number of books in a child's home and whether their parents engage in literacy-based activities with them, correlate strongly with children's literacy levels³. The home literacy environment is especially important in the early years, before children start formal schooling⁴.

Public libraries can encourage early learning through reading programmes for pre-school children.

Often libraries support our most vulnerable in the community, by ensuring equity of access. Libraries can support early learners, families and seniors by providing programmes which meet their individual needs. Providing a safe and trusted place makes a library a unique place for partners to work alongside their communities. Whether this is through partnerships with health providers, education providers, working with diverse ethnic groups and community groups, libraries are a central community hub in most towns and cities.

Public Libraries in Aotearoa are vital community hubs providing access to information and support to people in the community, no matter their age or financial status. Libraries make a real contribution to their communities and their well-being. Having



**“READING FOR PLEASURE
IS THE SINGLE MOST
IMPORTANT THING THAT
WILL MAKE A CHILD
SUCCESSFUL IN LIFE.”**

- United Nations Educational, Scientific and Cultural Organisation (UNESCO)

a library in a community makes a real difference. This was made very obvious in the way libraries supported people during the COVID-19 Pandemic.

Many libraries provided technical support to individuals trying to access information on digital platforms, whether this was finding how to put a vaccine pass on devices or assisting people to find information through having FREE internet access libraries became the trusted place for people to find support.

Technology in Public Libraries provides access to data, ebooks and virtual programmes and events.

They provide valued support to individuals by helping to meet their information needs in the 21st Century and by increasing digital equity in our communities.

Public Libraries with efficient and well-resourced IT systems were able to offer online programmes and services to internet enabled parts of their community during the crisis of COVID-19. This highlighted the need to ensure connectivity throughout Aotearoa especially in the more remote areas.

1 UNICEF. (2020). Worlds of Influence: Understanding What Shapes Child Well-being in Rich Countries. UNICEF. <https://www.unicef.org/nz/stories/new-report-card-shows-that-new-zealand-is-failing-its-children>

2 The Education Hub 2022, “Now I don’t know my ABC” by Nina Hood & Taylor Hughson

3 Mol, S., Bus, A., de Jong, M. & Smeets, D. (2008). Added value of dialogic parent-child book readings: A metaanalysis. *Early Education and Development*, 1(1), 7-26; Niklas, F. & Schneider, W. (2015). With a little help: Improving Kindergarten children’s vocabulary by enhancing the home literacy environment. *Reading and Writing*, 28(4), 491-508.

4 Hemmereichs, K., Agirdag, O., & Kavadias, D. (2017). The relationship between parental literacy involvement, socio-economic status and reading literacy. *Educational Review*, 69(1), 85-101; Kloosterman, R., Notten, N., Tolsma, J., & Kraaykamp, G. (2011). The effects of parental reading socialization and early school involvement on children’s academic performance: A panel study of primary school pupils in the Netherlands. *European Sociological Review*, 27(3), 291-306.



The New Zealand Libraries Partnership Programme (NZLPP)

The New Zealand Libraries Partnership Programme (NZLPP) was developed by the National Library as a response to the COVID-19 Pandemic. The purpose of the programme was to support libraries provide the best service they could achieve with additional secondees and to ascertain the value that libraries can bring to their communities.

Taituarā and Public Libraries New Zealand (PLNZ) formed a partnership "Libraries CoCre8 Wellbeing" to determine the value proposition libraries provide to their communities, share best practice examples to illustrate their value, and improve the quality of data produced by public libraries and their councils.

The NLPP has supported public libraries through the Covid-19 recovery, creating over 170 jobs in public libraries, providing free internet and waiving user charges. The wellbeing surveys undertaken Taituarā as part of the partnership programme – "Libraries CoCre8 Wellbeing" have supported the NZLPP evaluation and monitoring reports by demonstrating the impact this funding has had

- 100% of rural libraries and 70% of urban libraries reported that they saw improvements in all round library services because of the NZLPP.
- 100% of rural libraries said that the funding had increased staffing levels to extend programming and services.

This report is a result of the Taituarā/PLNZ partnership – "Libraries CoCre8 Wellbeing" and outlines the value public libraries bring to their communities and the data included is based on a series of surveys undertaken by Taituarā. The survey series include Library Managers, General Managers, and Finance Managers within the councils providing public libraries as part of their council's service.

**"JUST LOVE THAT THERE'S
A NON-COMMERCIAL,
NON-JUDGEMENTAL SPACE
FILLED WITH HISTORY,
ENTERTAINMENT. A
TREASURE."**

- Community survey participant



Methodology

"I REALLY LOVE MY LOCAL LIBRARY, IT'S AT THE CENTRE OF TOWN, A REAL HUB. THE STAFF ARE SO FRIENDLY, HELPFUL AND KNOWLEDGEABLE."

- Community survey participant

Survey design

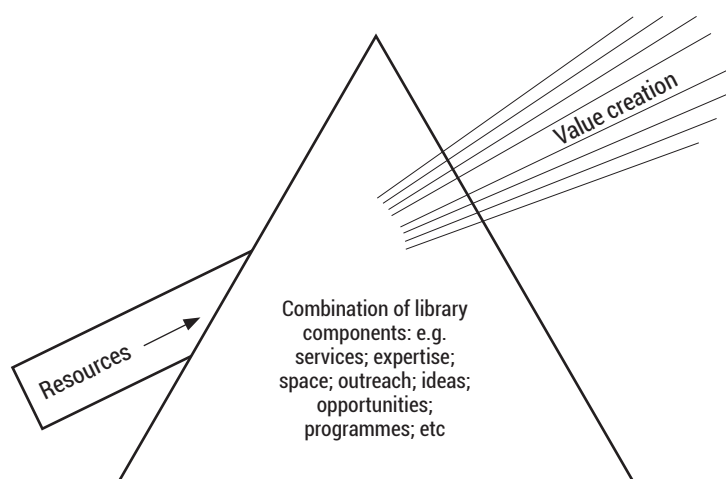
This report draws on several surveys that have been designed to support an understanding of the value of public libraries. Bespoke surveys were targeted at:

1. Library Managers.
2. General Managers, whose portfolio includes libraries.
3. Finance Managers.
4. Library users across Aotearoa, New Zealand. However, non-users were also able to participate.

The first three surveys explored the provision of library services within a local government context. Of the 67 local councils in Aotearoa, New Zealand, 37 Library Managers, 22 General Managers and 15 Finance Managers took part in the surveys for this research.

The fourth, community targeted survey, was designed to explore the use of facilities and programmes alongside wellbeing value propositions. In line with the LGA definition of the four domains of wellbeing, participants were asked to evaluate their social, economic, cultural, and environmental wellbeing. A series of value propositions were presented under each domain and participants were given a likert scale on which to respond. Percentages presented within the report are the combined "strongly agree" and "agree" responses.

The survey design drew on well-established quality of life questions, as well as international research into public libraries. In particular, the survey took lead from a study entitled "Where's the value? The worth of public libraries: A systematic review of findings, methods, and research gaps" (Sørensen, 2021). The study proposes the following model of value creation in public libraries:



Surveys were tested with a governance group to ensure robust survey design and relevance.

Sampling

The surveys targeted at local councils were emailed via Taituarā's communication channels. The survey of library users was also emailed to councils to promote within their communities. Cluster sampling was therefore easy to achieve through local government boundaries.

PLNZ report that 1,633,802 (2020-21) people are active library members, representing 33% of the population. Therefore, the aim for the community survey was to achieve a total sample of 1,849 (99% confidence, $\pm 3\%$ margin of error). A total of 2413 responses were collected, with a completion rate of 90%. This means that the total usable sample was 2126 library users, suggesting that the results achieved are statistically valid within these limits. This means that if the survey was repeated, the same results would be reported 99% of the time, with each result being within a range of $\pm 3\%$. A further sample of 54 non-library users was also achieved. However, these results are not representative of the population of non-users therefore we caution use of these findings. It is important, however, that this population is researched further.

Statistical analysis

The population of active library members is not currently broken down by gender, age, and ethnicity, therefore weighting could not be applied to the final analysis. However, it has been assumed that the demographic profile achieved in the community survey is representative of library users.

Correlation and cross tabulation analysis have been conducted to explore the mechanisms that enable value creation in public libraries, as per the research highlighted above. Furthermore, the relationships across variables have been explored to offer valuable insights into the impact and change in wellbeing as a result of library use. A mixed methods approach, quantitative and qualitative, is used to explore this data alongside narrative collected in both the survey and semi-structured interviews with library staff. These interviews are presented as case studies.

“THEY ARE PLACES THAT TRANSCEND RACE, GENDER, EQUITY, SOCIAL STIGMA. LIBRARIANS ARE GENERALLY NON-JUDGEMENTAL, OPEN, COMMUNICATIVE AND PROVIDE A CONNECTION TO THE COMMUNITY. THEY HAVE GONE FROM PLACES OF LEARNING TO PLACES OF SAFETY, COMFORT AND CONNECTION. THEY BRIDGE THE DIGITAL AND SOCIAL DIVIDE. THEY PROVIDE A FOCAL POINT FOR A COMMUNITY, AND THEY REFLECT HOW WELL THE LOCAL COUNCIL VALUES ITS COMMUNITY.”

- Community survey participant

Summary of key findings



“THEY MAKE ME FEEL WELCOMED. LIKE I AM AT HOME.”

- Community survey participant

Relationship between library use and wellbeing

A correlation analysis was used to look at the relationship between library use and wellbeing. An overall wellbeing score was given to each participant based upon their responses to each of the wellbeing questions. The more “strongly agree” and “agree” responses the higher the wellbeing score. Each participant was then given a use score based on how many facilities and programmes they indicated that they use. A correlation analysis was then conducted based on these scores.

A moderate correlation was found between facility use and overall wellbeing, and programmes use and overall wellbeing. A low correlation (closer to 0) was found between wellbeing and frequency of use. This suggests that it's not how often people use libraries but what they use libraries for that has a relationship with overall wellbeing.

As correlation analysis does not imply causation i.e., we cannot say whether library use increases wellbeing or wellbeing increases library use. However, triangulation of this data with narrative responses offers insight into the nature of this relationship.

Narrative assessment of relationship between library use and wellbeing

At the end of the survey, participants were asked if they wanted to note anything further about libraries. A total of 662 verbatim responses have been analysed alongside the survey data. Eight categories or subthemes were identified as summarising these comments. The number of comments falling into each category was then quantified to provide insight into the strength of the relationship to wellbeing. As presented below, social and economic wellbeing are the most significant in relation to the comments regarding library use. However, the impact on cultural and environmental wellbeing should be considered alongside the quantitative data.

To further triangulate the findings of the survey, semi structured interviews were conducted with library staff. These reinforce both the quantitative and qualitative findings from the survey.

The remainder of this report presents the findings, verbatim and case studies under each of these sub themes.

“IT IS A PLACE THAT PROVIDES ME WITH THE BOOKS I NEED AND LIKE. IT HELPED ME TO NAVIGATE A TIME, RIGHT NOW, WHERE WE ARE BOMBARDED WITH MISINFORMATION. LIBRARIES HAVE NEVER BEEN MORE IMPORTANT OR NEEDED THAN RIGHT NOW.”

- Community survey participant



"I HAVE FOUND SO MANY NEW WORLDS BY COMING INTO THE LIBRARY."

- Community survey participant

This research has highlighted several overwhelming findings in terms of libraries and wellbeing.

"STRONGLY AGREED OR AGREED" THAT LIBRARIES HAVE "INCREASED MY FEELINGS OF HAPPINESS AND WELLBEING"

84%
OF RESPONDENTS

74%
OF RESPONDENTS

"STRONGLY AGREED OR AGREED" THAT LIBRARIES "INCREASED MY FEELINGS OF BELONGING TO A COMMUNITY"

Relationship between library use and wellbeing

81%

of comments support

SOCIAL WELLBEING

- Libraries live in communities
- Libraries change lives and support children and families
- Community resilience in a crisis
- Health and wellbeing

36%

of comments support

ECONOMIC WELLBEING

- Digital equity and inclusion
- Economic support
- Learning for life

7%

of comments support

CULTURAL WELLBEING

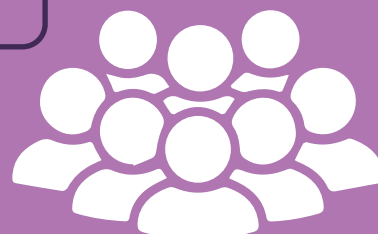
- Community hubs supporting engaged and creative communities

2%

of comments support

ENVIRONMENTAL WELLBEING

- Learning for life - sustainable living





Libraries live in our community

Libraries are part of the fabric of our community. They are safe places for people to meet, share and have free access to multiple resources. In the world today there are few places where you can enter free of charge and feel safe to explore information and access advice, but libraries offer exactly that. Libraries provide a wealth of facilities, programmes and events, and through doing so become the heart of their communities.

As part of this project, we explored how more and more councils involved in the development of “place making”, where multiple partners are involved in the Co-design stages of development in a town or city, have placed libraries in the centre as a catalyst, creating a thriving living space for communities and service delivery.

**“A LIBRARY OUTRANKS
ANY OTHER ONE THING
A COMMUNITY CAN DO
TO BENEFIT ITS PEOPLE.
IT IS A NEVER-FAILING
SPRING IN THE DESERT.”**

- Andrew Carnegie

What libraries provide



Libraries live in communities through the wide range of facilities and programmes they provide including:

OF LIBRARIES DELIVER STORY TIME SESSIONS FOR YOUNGER PEOPLE

81%

OF LIBRARIES RUN BOOK CLUBS

78%

OF LIBRARIES PROVIDE INFORMAL MEETING SPACES WITH COMFY SEATING

68%

OF LIBRARIES DELIVER SCHOOLS OUTREACH PROGRAMMES

68%

OF LIBRARIES HAVE JUSTICE OF THE PEACE AVAILABLE

59%

How this translates into community wellbeing



AGREED THAT LIBRARIES "INCREASED MY FEELINGS OF BELONGING TO THE COMMUNITY"

74%

AGREED THAT LIBRARIES HAVE "INCREASED MY INDEPENDENCE"

33%

AGREED THAT LIBRARIES HAVE "HELPED MY FIND FRIENDS AND A SOCIAL NETWORK"

24%

KEY INSIGHT: Comments from those who identified as a migrant to New Zealand were particularly strong. Themes within these narratives included the library being a source of what's happening in the community, a way of making new friends, supporting feelings of loneliness and isolation, familiar, friendly and welcoming.



As a migrant, the international language of a library is really important - not the spoken language, but the ability to recognise it as an international 'safe space'. You're in a different country, everything feels weird, but the library feels familiar and comforting."

- Community survey participant

CASE STUDY:



DESIGNING FOR THE FUTURE IN TAURANGA

Meaning 'place of rest or anchorage', Tauranga is a vibrant city, surrounded by water, affording a great quality of life for its residents (87% rated their quality of life extremely good, very good or good, Quality of Life survey 2020). In line with the growth of its population, the civic precinct in the heart of Tauranga is being redeveloped as part of a wider city centre action and investment plan to revitalise the area over the next 10 years.

With an investment of \$303.4 million (50% from non-ratepayer sources), the redevelopment will take place over the next eight years and will include a civic whare (public meeting house), museum, library and exhibition space, along with the associated landscaping.

The future civic precinct will be called Te Manawataki O Te Papa, 'the heartbeat of Te Papa', a name gifted by mana whenua representatives to reflect the location, and how the site's history, dating back to pre-European times, and its future, can be symbolised by a heartbeat or active pulse for the city.

To make way for the new civic precinct, in early 2022, Tauranga City Council's customer service centre and central library moved from the existing site to a temporary home, He Puna Manawa; an arcade space located nearby in the city centre.

He Puna Manawa translates literally to mean 'heart of the spring' and was gifted by mana whenua as a name for the space as it was felt it captured the spirit of the exciting, vibrant and interactive hub it has now become. Closing for only one month, library staff undertook the mammoth task of moving around 120,000 items from the old library to the new space. In addition, the climate-controlled Archive space was moved to a purpose-built unit within a separate warehouse.

Libraries saw this move as an opportunity to co-design space with mana whenua and architects Warren and Mahoney. Using the Whakataukī, 'Kia whakatōmuri te haere whakamua' (I walk backwards into the future with my eyes fixed on my past) as inspiration, the space was designed to guide people with art and storytelling that acknowledges the rich history of the area. Alongside the design and move to a temporary space, libraries have been working to design their future space as part of Te Manawataki O Te Papa.

Occupying an arcade space, which is a regularly used thoroughfare, has attracted new people into the library. The importance of retaining the library within the city centre, for both cultural and economic reasons, has been a key outcome of a continued library presence in the heart of Tauranga.

Feedback regarding the design of the space has been positive, especially in relation to the colourful art that guides the transition through the space from the prow and stern of waka at each end of the building. Libraries Manager Joanna Thomas says an example of the welcome feeling that visitors get from the space was seen during an emotional visit by a group of kaumātua. Stories came out of how it was the first time some of the kaumātua had ever visited a library, due to generational bad experiences in school and public services, so some found themselves 60, 70 years plus visiting a library for the first time. Being met and spoken with in Te Reo Māori and having that kaupapa Māori was so important for them.

The temporary library offers several new spaces for the community such as a meeting space, maker space, customer service centre and café that were not available in the old library facility. These are helping to attract new and different users and visitors into the space to try a variety of activities such as robotics and cultural activities. Additionally, continued provision of the New Zealand history and reference section, which is used for research purposes, has been a key outcome.

The redevelopment of the civic precinct offers a once in a lifetime opportunity to co-design space that helps Tauranga become more active, safe and vibrant, first identified in Tauranga City Council's 'Creating a Civic Heart' planning document in 2018. Extensive consultation identified that the scope for libraries is to share stories and knowledge. In developing its temporary space, Tauranga City Library is trialling how this can be achieved for communities now and in the future.

Despite the challenges of moving to a temporary space, alongside developing plans for a new civic precinct, Tauranga demonstrates how libraries are central to creating vibrancy as part of a city centre, both in a cultural and economic sense. Integrating a library, museum and performing arts space around a central community and commercial precinct embraces the concept of wellbeing and forges a bright future for libraries in Tauranga.



“THE LIBRARY HAS INESTIMABLE VALUE AS A SOURCE FOR A PROFOUND SENSE OF WELLBEING. I KNOW LIBRARIES ARE “NOT JUST FOR BOOKS” ANYMORE; BUT THAT IS MY MAIN USE FOR THEM – AND I WOULD BE COMPLETELY LOST WITHOUT IT. I LOVE READING – IT EXPANDS MY UNDERSTANDING OF THE WORLD AND MY PLACE IN IT – OTHER PEOPLE, RELATIONSHIPS, THE FUTURE – EVERYTHING!”

- Community survey participant

CASE STUDY:



SELWYN LIBRARIES – TE ARA ĀTEA

Selwyn Council built their library – Te Ara Ātea as a new facility and shared the journey with us for this report.

In Selwyn Te Ara Ātea – meaning the unobstructed trail to the world and beyond – is the new 2,200 square metre multifunctional civic centre on Tennyson Street in Rolleston. The name was gifted to the community by Te Taumutu Rūnanga, which worked in partnership with the Council on the building and landscape.

The \$22.69 million building sits within a specially designed landscape and opens onto the town square of the new town centre. The landscape includes a sensory space with outdoor instruments, a musical walk and water features. Food gardens, sculptures and art designed by local artists and schools also grace the landscape. The space is designed to appeal to all the senses, an accessible space for all residents and visitors.

"It's an exciting day for the district," Mayor Sam Broughton said at the opening of the new library.

"When we started planning this space in 2014, we wanted something special for the whole district to be proud of and enjoy. This really delivers. It's a beautiful space and we can't wait for people to be able to come and explore

and be wowed by it. The unique and rich experiences contained in this space tell our collective stories – a marker of where we've been and our shared journey towards the future."

Te Taumutu Rūnanga Chairperson Liz Brown said, "The opening of the building is a celebration of our shared heritage and the forging of new trails."

"This facility is a true testament to the vision and dedication of many. Te Ara Ātea is an example of partnership in action. Working hand in hand with council we have created a facility that celebrates the best of both worlds and recognises the strength of working together for our communities."



Libraries and their services are not just located in their own building but also develop outreach services where partners are using other spaces to reach into the local community.

Libraries are living entities where activities and action thrive, they are not the silent dark places so often characterised in the past. Ask any mother in your town if they have visited the library with their children and the answer is likely to be YES.





Libraries can change lives and support children and families

Libraries are one of the most important services to support a child's early development. Young children who are read to, regularly, develop a better understanding of language.

An increased exposure to books increases the development of comprehension, language skills and development. Early learning programmes in libraries provide a community support to young families having fun sharing stories, talking and reading.

Library programs such as Pre-school Storytime have positive long-term effects on children's readiness for school and helps prepare them for a learning environment.

70% of library users said that libraries supported their learning. Parents value the library as a safe place that promotes a love of reading and access to books not available at home.

Many libraries support after-school programmes where children can access homework clubs and free access to resources to help them in their school studies. We have included the after-school programme from Johnsonville Library as an example (Figure 1).

Summer projects to encourage use of the library, such as Johnsonville's 'Let's Go LEGO', provide school children with free fun activities during the months they are out of school. Keeping these

community connections alive during school holidays helps to prevent learning loss.

Often parents and children visit the library as a family and make use of other services co-located within a library. This also provides a meeting place for families to socialise, and children meet up with their friends. Libraries support individuals and families through their lifecycle, from new parents to retirees, as is reflected in the breadth of programmes and support offered.

“CREATED A SAFE SPACE FOR MY WHOLE WHĀNAU TO USE AS A NEUTRAL MEETING GROUND - FOR EACH OTHER, AND FOR MEETING OTHERS. OFFERED EVENTS TO COME TO. BEEN PART OF A PLACE THAT I CAN SHOW MY FAMILY - CREATES A SOCIAL FABRIC INTO OUR COMMUNITY. KNOW THAT WE BELONG TO OUR LOCAL LIBRARY. WE FEEL LIKE IT IS ‘OURS’ AND WE HAVE A PLACE IN IT.”

- Community survey participant

What libraries provide



Libraries support children and families in a range of different ways

OF LIBRARIES OFFER STORY TIME SESSIONS

81%

OF LIBRARIES OFFER PARENT/BABY/TODDLER GROUPS

81%

OF LIBRARIES RUN SCHOOL OUTREACH PROGRAMMES

68%

OF LIBRARIES OFFER DEMENTIA SUPPORT GROUPS

32%

OF LIBRARIES OFFER HOMEWORK CLUBS

16%

How this translates into community wellbeing



AGREED THAT LIBRARIES "SUPPORTED A PARENT-CHILD RELATIONSHIP"

41%

AGREED THAT LIBRARIES HAVE "SUPPORTED A DEPENDANT ADULT RELATIONSHIP. FOR EXAMPLE, AN ELDERLY RELATIVE"

22%

KEY INSIGHT: of the 22% above, 69% of those were of working age.

“

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.”

- Community survey participant

“

We use the DVD collection constantly. We do not want these specialty collections to disappear. Not everyone has Netflix.”

- Community survey participant

Figure 1

JOHNSONVILLE LIBRARY

- **Baby Rock and Rhyme**
— Every Wednesday, 10.30 – 11.00am.



- **Board Games**
— Every Monday, 3.00 – 5.00pm.



- **Code Club Level 1**
— Every Thursday during term-time, 3.30 – 4.30pm. Registrations required.



- **Code Club Level 2**
— Every Monday during term-time, 3.30 – 4.30pm. Registrations required.



- **Dungeons and Dragons**
— days and times vary depending on Dungeon Master availability; please register your interest with staff.



- **Kōhunga Kōrero**
— Every Friday, 10.30 – 11.00am.



- **Let's Go LEGO™**
— Every Friday, 3.30 – 4.30pm.



- **Preschool Storytime**
— Every Tuesday, 10.30 – 11.00am.



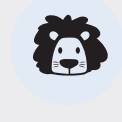
- **Sit 'n' Knit**
— Every second Sunday, 2.00 – 4.00pm (next date is 12 June). Registrations required.



- **Tech Time**
— Every Saturday, 2.00 – 3.00pm.



- **Tinker Time**
— Every Thursday, 10.30 – 11.00am.



- **Youth Night**
— First Saturday of the month, 5.00 – 8.00pm (teens only!)



CASE STUDY:



CHILD AND YOUTH WELLBEING – Rotorua District Council

Rotorua District Council welcomed central government's Child and Youth Wellbeing strategy, citing that 49% of children under age 9 in their district lived in deprivation. In response, the council linked the strategy to their own council's Child Equity Programme, phase one of which was to "ensure equitable access to extra-curricular, community and council services".

Opened in February 2018, Rotorua Library Te Aka Mauri is instrumental in delivering against the priorities in the Child Equity Programme. Te Aka' means 'the vine or interconnection' and 'mauri' means the life force. Therefore, Te Aka Mauri refers the shared vision in creating a facility of excellence which advances community wellbeing and understanding.

Each floor of the library has its own name, health focus, pattern, and colour. All of the patterns used in Te Aka Mauri's design have been inspired by tukutuku at Tamatekapua Marae.

Not only is Te Aka Mauri a library it also houses a range of Lakes DHB child health and maternal services. This holistic approach aligns with the Māori model of health, Te where tapa whā which reminds us to take care of all the different aspects of life in order to support wellbeing.

Partnering with schools has been an effective way of engaging with tamariki and their whānau, increasing access to experiences they would not have otherwise had. Barriers to participation have been removed across a range of community services resulting in improved outcomes for tamariki living in poverty.

Looking at year on year comparisons, a 2% increase was observed in attendance at children's programmes, events and learning opportunities in the second quarter of 2021. The Library to You service, which deliver books to homes and schools demonstrated a staggering 122% increase compared with the same quarter in 2021.

As part of a wider focus in the Child equity programme on delivering services during the summer break, the bus service operated for the first time during this period.

Public libraries form a network of community support that can wrap around communities, helping to tackle deprivation and equity of access. By thinking innovatively and working with a range of partners, communities in Rotorua are working towards a positive future for their tamariki.



“LIBRARIANS ARE JUST LIKE SEARCH ENGINES, EXCEPT THEY SMILE, AND THEY TALK TO ME, AND THEY DON’T GIVE ME PAID-FOR ADVERTISING WHEN THEY ARE TRYING TO HELP.”

– Matt Haig

“OUR LIBRARY AND THE STAFF ARE OPEN AND FRIENDLY, AND THEY GO OUT OF THEIR WAY TO BE HELPFUL... OVERALL IT IS THE PERFECT EXAMPLE OF MANAAKITANGA AND ĀHURUTANGA IE AN INCLUSIVE WELCOMING SPACE.”

- Community survey participant



“LIBRARIES ARE OFTEN THE GO TO SOLUTION FOR DIGITAL ACCESS AND INCLUSION. WHILST THEY PLAY A VITAL AND IMPORTANT PART IN THIS THEY CAN’T DO IT ALONE.”

- Jo Cocker, Digital Literacy Specialist, Auckland Council





Digital Equity and Inclusion

Libraries can connect people digitally to access information and critical services when the most vulnerable were disconnected from a digital world.

Libraries offered online support to those who otherwise would have been disenfranchised from the support others could access.

The pressures libraries experienced connecting the most vulnerable members of the community to social services and technology were clearly seen during the COVID –19 pandemic.

In a world where more and more support services can only be accessed online, libraries provide a free and equitable support mechanism for their communities.

Communities rely on public libraries providing free and universal access to resources and programmes.

Public libraries provide opportunities for people to feel more confident when using digital resources. People feel more connected to friends and their communities having used library computers. They are more able to access government services, apply for jobs, and feel more empowered having used digital resources. The public library is providing more Wi-Fi enabled public spaces to their communities.

Central government also recognises the need to have a community which can access their

"THAT LOCAL GOVERNMENT ESTABLISHES A LOCAL GOVERNMENT DIGITAL PARTNERSHIP TO DEVELOP A DIGITAL TRANSFORMATION ROADMAP FOR LOCAL GOVERNMENT."

- The Future of Local Government - Draft Report October 2022

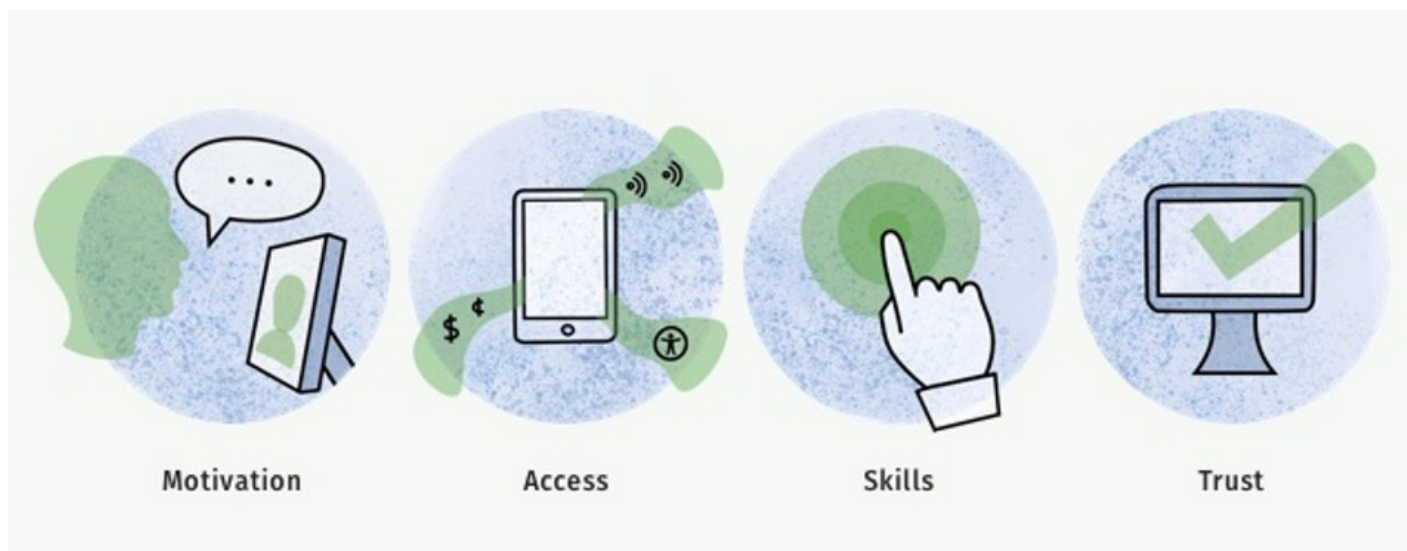
government services and be digitally included. The Department of Internal Affairs launched The Digital Inclusion Blueprint⁵ in May 2019 to define digital inclusion in New Zealand and provide a five-year strategic direction for the work towards digital inclusion.

Digital inclusion is described using four interdependent elements which are needed for a person to be digitally included: motivation, access, skills and trust. The four elements show that digital inclusion is not a one size fits all solution or investment in one area such as access but a mixture of support.

There are four interdependent elements which are all needed for a person to be digitally included: motivation, access, skills, and trust. The following page explains each element.

5 The Digital Inclusion Blueprint

The four elements of digital inclusion



There are four interdependent elements which are all needed for a person to be digitally included: motivation, access, skills, and trust. Below explains each element.

Motivation: Understanding how the internet and digital technology can help us connect, learn, or access opportunities, and consequently have a meaningful reason to engage with the digital world.

Access: Having access to digital devices, services, software, and content that meet our needs at a cost we can afford; and being able to connect to the internet where you work, live and play. Access is a broad element, which can be broken into 3 key parts: connectivity, affordability and accessibility.

Skills: Having the know-how to use the internet and digital technology in ways that are appropriate and beneficial for each of us.

Trust: Trusting on the internet and online services; and having the digital literacy to manage personal information and understand and avoid scams, harmful communication and misleading information. This element also touches on online safety, digital understanding, confidence and resilience.

Community organisations, businesses, libraries, philanthropic organisations, charities, and local and central government all provide important services across the four elements of digital inclusion. Many of these organisations have been working in this space for decades.

DIA estimate that 1 in 5 New Zealanders lack at least one of the four elements to be digitally included. The Digital Blueprint also includes an Appendix on the groups at risk of not being digitally included, which includes Māori, Pasifika, seniors, people with disabilities, and people in situations such as low incomes or low housing stability.

Libraries play a uniquely important role in bridging the gaps to improve digital inclusion⁶.

“DIGITAL ACCESS HAS MEANT THE WORLD TO ME, ESPECIALLY DURING A LONG REHAB TIME. I USE IT EVERY DAY.”

- Community survey participant

6. Digital Inclusion Research Group. (2017). 'Pulse of our Nation'.

What libraries provide



Libraries support people from all ages and backgrounds with their digital skills:

OF LIBRARIES PROVIDE DIGITAL LITERACY CLASSES

81%

OF LIBRARIES PROVIDE FREE COMPUTER USE, PRINTERS, AND SCANNERS

100%

OF LIBRARIES PROVIDE 3D AND SPECIALIST PRINTERS

41%

How this translates into community wellbeing



AGREED THAT LIBRARIES ENABLED ME TO GAIN AND IMPROVE MY COMPUTER SKILLS"

23%

KEY INSIGHT: Analysis of these participants suggests that digital equity and inclusion benefits all ages in the community. The majority were aged 31-64 (63%).

“

Helped me use a phone app to access information about books I may like to borrow.”

- Community survey participant

“

Explained and introduced me to Skinny Jump.”

- Community survey participant



The Digital Inclusion Alliance Aotearoa

acknowledges this important role of libraries in supporting digital inclusion in Aotearoa.

Digital equity is defined as the conditions in which everyone has access to and capacity for information technology (IT), whereas digital literacy is the skills needed to take full advantage this. Public libraries provide safe spaces for communities to becoming digitally literate and therefore fully participate in society.

Public libraries are embracing the role they play in digital equity and literacy. For example, 'The Auckland Plan 2050' includes a focus area to, "harness emerging technology and ensure equitable access to high quality digital data and services".

The Digital Inclusion Alliance Aotearoa (DIAA) is one organisation supporting public libraries to deliver on their plans for digital equity and inclusion. The DIAA is a catalyst for inclusion initiatives and works collaboratively in delivering programmes. It also pursues funding opportunities to increase initiatives across New Zealand.

Stepping Up – Digital Skills for Life is one programme that the DIAA offer, which supports communities to build their computer, smartphone and digital skills. As well as offering this programme, Albany Public Library also offer the DIAA's Skinny Jump initiative, which provides prepay home broadband with no contract, credit checks or set-up charges.

**"I THINK THE CLASSES
ARE A WONDERFUL
HELP TO PEOPLE
TRYING TO BREAK
INTO THE WORLD
OF INTERNET WHO
HAVE NO OR LITTLE
EXPERIENCE."**

- Stokes Valley Library

The DIAA have captured some of the participants' voices following classes undertaken at their public library:

CASE STUDY:



**"I AM SO GRATEFUL
FOR THE CLASS AND
FOR GETTING US
CONNECTED AT HOME."**

- Dunedin City Library

DIGITAL EQUITY AND LITERACY – DIGITAL INCLUSION ALLIANCE AOTEAROA

Alexandra Public Library offers the DIAA's Better Digital Futures for Seniors programme, which enables participants to choose a number of pathways according to their needs. These include a safety pathway, introduction pathway and an apps pathway.

Eleven public libraries in Taranaki district are working with DIAA and TSB bank to offer free support with online banking.

During 2020-21 the DIAA, in partnership with public libraries, delivered classes and initiatives in 177 locations. 12,700 new broadband connections were provided through Skinny Jump. Public libraries, as DIAA partners, have played a role in promoting this service in their communities.

DIAA have identified that women have been the majority participants across the range of their initiatives, suggesting that they have been excluded from digital society. Although, many of the programmes benefit seniors, families with children in low socio-economic communities have been the largest beneficiaries of the Skinny Jump initiative.

Providing safe spaces for communities to feel included in an increasingly digital world helps to improve community wellbeing by increasing motivation, trust, and confidence.

Public libraries provide safe, non-confronting spaces where communities can come together to feel included in the digital world. By partnering with the DIAA, libraries are assisted in hosting programmes and initiatives that are innovative and appropriate to the needs of their communities.

For more information please visit: <https://digitalinclusionalliance.nz/>

**"AFTER COMPLETING
EACH MODULE, I WAS
CONFIDENT WITH
USING THE NEW SKILLS
THAT EFFECTIVELY AND
EFFICIENTLY QUICKENED
MY REPORTING AT WORK.
THESE SESSIONS BUILD
MY CONFIDENCE IN
USING COMPUTERS."**

- Community survey participant

CASE STUDY:

VISION: WE HARNESS DIGITAL OPPORTUNITIES TO EMPOWER AND ENRICH OUR COMMUNITY

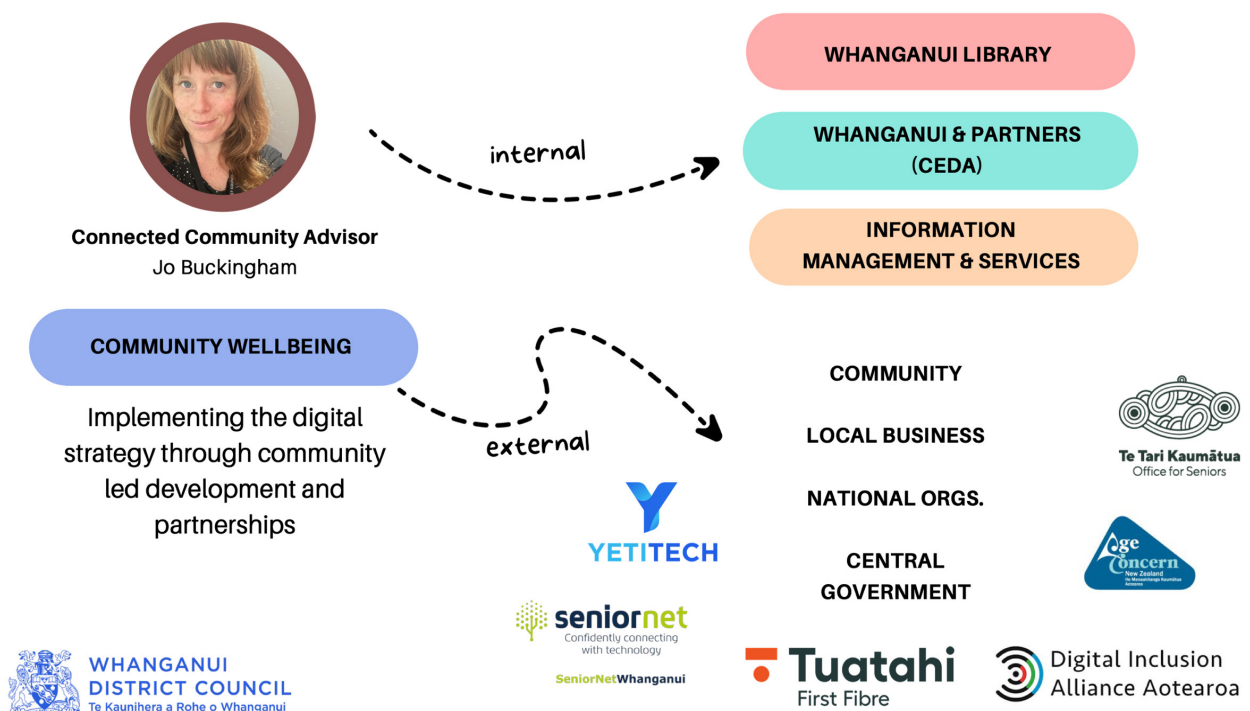
PURPOSE: TO DRIVE DIGITAL INNOVATION AND OPPORTUNITY IN WHANGANUI, IN PARTNERSHIP WITH THE COMMUNITY



WHANGANUI DISTRICT COUNCIL HAS A VISION AT THE HEART OF ITS DIGITAL STRATEGY.

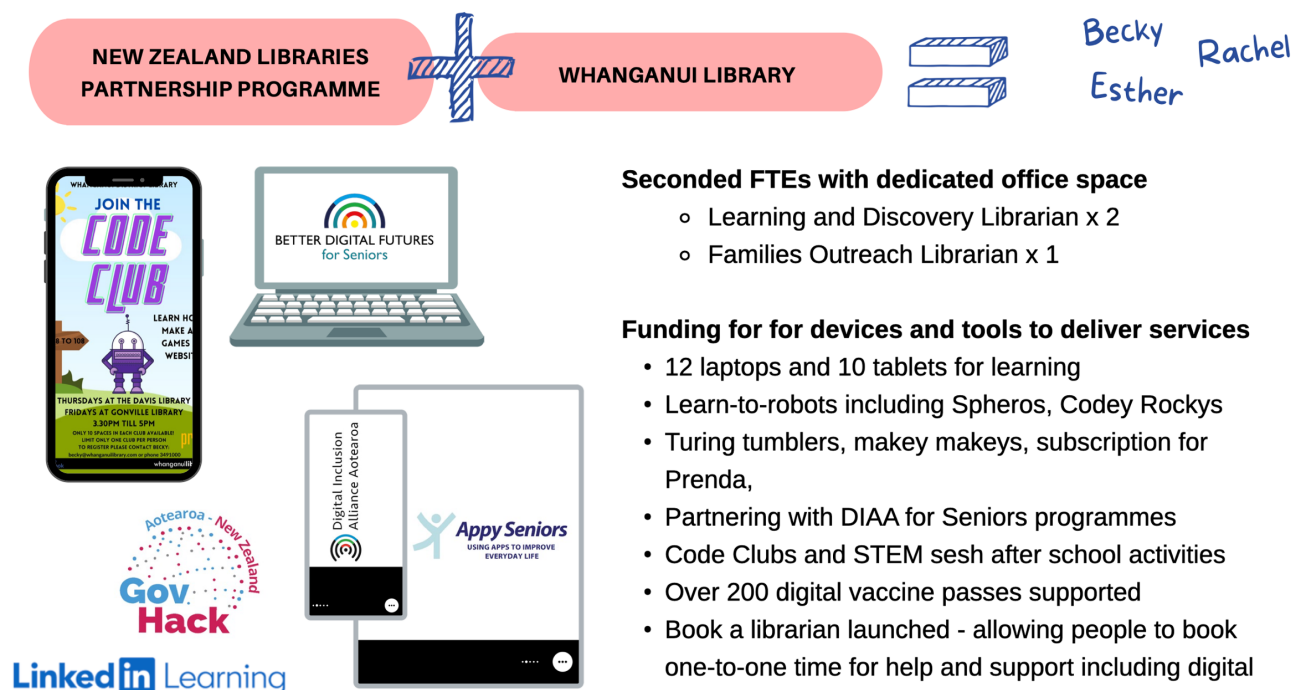
Jo Buckingham, Connected Community Advisor at Whanganui District Council explained how this vision and purpose is driven through services to achieve community wellbeing. Figure 2 Taituarā – Living Libraries 33.

Figure 2



Through the NLPP project the library was able to deliver an enhanced level of service.

Figure 3



The Library staff and Council's Community Wellbeing team connected outside the library and worked with the community at the centre of their delivery. Through the NLPP project the library was able to deliver an enhanced level of service.





Learning for Life

Public Libraries play a key role in supporting literacy and lifelong learning.

Reading enables lifelong learning. By supporting people to read, libraries open doors to opportunity for learning at all stages in life. In our recent survey individual comments reflected this.

New Zealanders need to have literacy skills to achieve social, educational and employment success and be inspired to create new knowledge.

Promoting reading for pleasure to improve literacy skills will also contribute to the revitalisation of Te Reo Māori and improve access to reading and learning resources as well as building digital literacy.

Furthermore, libraries support communities to learn about sustainability and adapting to our changing environment. They do so by modelling practices such as reducing waste and recycling, as well as building new facilities that adhere to green star certification, as is planned for South Dunedin Library and Community complex.

“I COME FROM A TIME WHEN EDUCATION WAS NOT CONSIDERED IMPORTANT FOR GIRLS. I WAS ABLE TO EDUCATE MYSELF THANKS TO OUR FREE LIBRARIES. ALL BOOKS ARE TREASURE TROVES OF KNOWLEDGE. HOW BLESSED I AM TO BENEFIT FROM THIS.”

- Community survey participant

What libraries provide

Libraries support learning within the community in a number of ways:



OF LIBRARIES PROVIDE DESIGNATED STUDY AREAS

76%

OF LIBRARIES RUN SCHOOLS' OUTREACH PROGRAMMES

68%

OF LIBRARIES PROVIDE STEM (SCIENCE, TECHNOLOGY, ENGINEERING AND MATHS) PROGRAMMES

54%

OF LIBRARIES PROVIDE ENGLISH AS A SECOND LANGUAGE SUPPORT

22%

OF LIBRARIES PROVIDE LECTURE THEATRE OF TEACHING SPACE

14%

OF LIBRARIES OFFER TE REO FOR ADULT'S AND YOUNG PEOPLE CLASSES

14%

How this translates into community wellbeing



AGREED THAT LIBRARIES HAVE "SUPPORTED MY LEARNING"

70%

AGREED THAT LIBRARIES HAVE "HELPED ME BE MORE MINDFUL OF ENVIRONMENTAL ISSUES"

48%

AGREED THAT LIBRARIES HAVE "IMPROVED MY LITERACY SKILLS"

41%

AGREED THAT LIBRARIES HAVE "IMPROVED MY COMMUNICATION SKILLS"

37%

AGREED THAT LIBRARIES HAVE "SUPPORTED MY USE OF TE REO"

33%

KEY INSIGHT: Of the 33% above, those that agreed with the statement identified with a range of ethnicities, including Māori. This suggests that libraries provide non-judgemental spaces where people can learn and try Te Reo.

“

As I've returned to study as a mature student my librarians have been personally very encouraging and supportive, and the library has provided a good environment for me to study in.”

- Community survey participant

CASE STUDY:



HEALTHY INFRASTRUCTURE & ENVIRONMENTS

Kia ora Te Whānau is a new initiative reimagining what a well-being community hub could look like in South Auckland if created in partnership between local government and whānau.

A working group of staff from multiple Auckland Council teams and services has spent much of the year talking with whānau and getting an understanding of what they aspire to see in a well-being hub.

Active Communities and Connected Communities have also adopted a tikanga, whānau centred co-design approach to work with whānau to observe and learn by doing.

The insight from whānau lived experiences has been shaped and built around three pou, which are now being shared with Council staff and community for feedback. The three pou are:

Pou Hauora - whānau live well, are happy and healthy

Pou Oritetanga - equitable access to facilities to grow community well-being kaupapa

Pou Mātauranga - an inclusive approach to activate spaces to learn and play.

Pouāriki Manager Community Place-Library Jamie-Lee Kingi is one of the co-leads for the Kia ora Te Whānau working group. She says that this initiative has been led by Council staff who are keen to see an improvement to the overall health and wellbeing of their communities.

"For many whānau, Council libraries and recreation centres are one of the more

accessible locations for them to go to as they can have different services available in the one place," she says.

"That doesn't go unnoticed by our staff, most of whom are from these neighbourhoods. So, they want to test and create a hub which meets what their communities want and desire."

The initiative is also using a Te Ao Māori perspective which has proven to be community-focused and inclusive.

"Using Te Ao Māori is to ensure that the heart of our work is focused on the people whether they be Māori, Pacifica, Asian, Pakeha, any of our South Auckland communities."

Kia ora Te Whānau is supported by departments across Auckland Council's Customer and Community Services directorate, Connected Communities, Active Communities, and Community and Social Innovation through Community Delivery South, Te Waka Kerewai (Māori Outcomes Unit), Te Paataka Koorero o Waimāhia, Te Matariki Clendon Leisure Centre, Recreation and Activation team, Healthy Families South Auckland and The Southern Initiative.

The concept is from Auckland Council's Customer and Community Māori outcomes Action Plan (Karanga Atu! Karanga Mai!) and the success of the Healthy Environment Approach initiative in multiple services across Auckland Council.

CASE STUDY:



**“WAIMAKARIRI
LIBRARIES
CREATED THEIR
AKO COLLECTION
(AKO MEANING
TO LEARN IN TE
REO MĀORI)...”**

LIBRARIES CAN CHANGE LIVES AND SUPPORT CHILDREN AND FAMILIES

Making language learning fun and accessible for whānau in Waimakariri.

Aotearoa New Zealand is experiencing a growth of interest in learning Te Reo Māori, and libraries not only have a role to play in providing access to language learning resources, but in normalising the language in their spaces.

According to Stats NZ data the Māori population in Waimakariri is increasing not only in number but also in percentage of the population as a whole across the district. Moreover, those identifying as Māori make up a significantly younger part of the population compared to the whole district.

Anecdotally, the library team would see local parents keen to explore learning Te Reo Māori alongside their children, coming home from school and preschool with knowledge of words and karakia the parents had not necessarily been exposed to.

Combining these two pieces of evidence alongside the national trend of growing

numbers seeking ways of learning te reo Māori, Waimakariri Libraries created their Ako Collection (Ako meaning to learn in te reo Māori), to facilitate easy access to bilingual pukapuka and language learning resources for adults and whānau.

Ako Packs formed the flagship component of the collection, borrowable bags filled with games, picture dictionaries, bilingual picture books, and books on tikanga and whakataukī. The packs are each tailored for adults or whānau to explore the language.

The launch of the collection was timed to co-incide with Te Wiki o Te Reo Māori and has proven a popular way for adults and whānau to begin or continue their language learning journey. In its first three months there had been 271 loans from the collection (the total collection size is 330 items).

The Ako Packs have proven a popular choice for whānau across the district, particularly for homeschooling families.



Community Resilience in a crisis

In recent years Aotearoa has experienced a pandemic, earthquakes, volcanic eruptions, wildfires, and extreme weather events such as flooding.

Throughout these events communities have learned how to be resilient and respond collectively to get through. When members of the community are displaced from their homes, separated from loved ones, or struggling with other effects of disasters, libraries provide access to essential resources. Public libraries provide a safe place for people to access information and to use online resources when there are no

other ways to connect for services. Free public internet in libraries can connect people to family, friends, insurance providers, and other agencies who provide support. For example, filing claims for insurance or disaster relief online after an earthquake. Access to photocopiers and printers for proof of identity for access to services.

During the COVID-19 pandemic, libraries responded, adapted and continued to deliver in innovative and creative ways. These included contactless collections, book bags for those isolating and greater online presence.

“THE LOCAL LIBRARIES PROVED THEIR WORTH THROUGH THE PANDEMIC GIVING SUPPORT AND A SENSE OF CONTINUITY. THE STAFF WERE (AND ARE) OUTSTANDING.”

- Community survey participant

What libraries provide



Libraries have proven that they can support communities during a time of crisis

OF LIBRARIES PROVIDE EMERGENCY PREPAREDNESS SESSIONS

14%

KEY INSIGHT: The libraries providing these sessions are in rural areas that have been affected by climate related events. Given the increasing likelihood of these events across New Zealand, it is essential that councils understand how the important role libraries play in supporting communities.

How this translates into community wellbeing



AGREED THAT LIBRARIES HAVE "INCREASED MY FEELINGS OF BELONGING TO A COMMUNITY"

75%

AGREED THAT LIBRARIES HAVE "REDUCED MY FEELINGS OF LONELINESS"

42%

KEY INSIGHT: Exploring wellbeing scores related to resilience, alongside the comments received indicates that in a crisis, libraries are focused on continuation of services, provision of information, and connection to community.

“

Finally provided the contact-less collection of books during lockdown. Having access to reading matter at this time was invaluable.”

- Community survey participant

“

Information about local council strategies and policies. Promotion of safe communities including family violence, cancer support.”

- Community survey participant



CASE STUDY:



LIBRARIES USING 3D PRINTERS TO HELP ESSENTIAL WORKERS⁸

Selwyn Libraries have been helping out local essential workers with the use of four 3D printers.

The libraries team has printed almost 100 face masks for distribution to Selwyn medical centres and other essential workers to help them keep working and stay safe during the pandemic.

Libraries Digital Futures Coordinator Mark Lawrence says they responded to a request online for help. Mr Lawrence set to work at home using the libraries' four 3D printers, a laminator, and a design by a Czech company to print the masks.

"We saw the call from a customer whose wife is a General Practitioner to assist in the production of this important piece of safety equipment that is in short supply. The 3D printers are playing a tune in my garage at present as they print a run. The plan is to distribute to doctors surgeries, pharmacists and dentists and others in the district who are on the front line working for the community."

Mr Lawrence says three Selwyn residents with 3D printers got in touch online and are helping out with the effort. They have over 30 companies including dentists, vets, midwives and supermarkets on a list that they are looking to supply with priority going to doctors and nurses.

**"...THE PLAN IS TO
DISTRIBUTE TO
DOCTORS SURGERIES,
PHARMACISTS AND
DENTISTS AND OTHERS
IN THE DISTRICT WHO
ARE ON THE FRONT
LINE WORKING FOR
THE COMMUNITY."**

CASE STUDY:



Waverley LibraryPlus officer, Layne Winiata (front, holding brochure) helping Waverley resident Moira Malpas at the Waverley LibraryPlus centre¹⁰

SOUTH TARANAKI LIBRARIES HELPING WITH VACCINE PASSES AND ACCESS TO COVID-19 HEALTH INFORMATION⁹

In just 3 days the South Taranaki District Council (STDC) LibraryPlus centres have helped more than 120 people get their COVID-19 vaccination pass.

STDC Libraries and Cultural Services manager Cath Sheard says her staff were aware there were many, often older, people in the community who didn't have the ability to access their vaccine pass online, so were keen to offer the service.

Their help was certainly appreciated by Waverley resident Moira Malpas.

"It is brilliant what they're doing. I tried to do it at home by myself, but it just became too stressful, and I got fed up with it, but these guys have made it a breeze. I was worried there would be people in the community without the capabilities to get the vaccine pass, so it is great that the Council are helping people in this way."

Waverley LibraryPlus officer, Layne Winiata says staff initially didn't expect there would be quite so many people needing help, but they are glad they've been able to provide it.

"The community have been awesome and so thankful for the help. We even managed to set someone up who'd been adamant that she never wanted an email address! So, the help is not just limited to the vaccine pass. As Council officers we want to help and support our residents, so I think it's fantastic we can adapt our roles to fill our community's needs," says Layne.



Community Hubs supporting engaged and creative communities

Libraries are commonly seen as hubs for a variety of community needs. They are informal places that provide an anchor within their communities. A place where trusted information is available free of charge.

Libraries are safe places where people can connect with their community, borrow books, music, access art, culture technology and be given support for lifelong learning, access to jobs and career development all free of charge.

Public libraries provide spaces and programmes which bring people together and help people become more engaged with their communities. They provide information on local democracy and often support local elections in the community.

Communities are stronger when they work together and have a strong sense of cohesion and place. Public libraries enable this to happen in an informal way.

**“HELPED ME FIND
PREVIOUSLY UNKNOWN
BUT CRITICAL
INFORMATION ON MY
FOREBEARS.”**

- Community survey participant

**“BY ACTING AS AN
ESSENTIAL ARCHIVE
OF OUR HISTORY, ARTS,
TECHNOLOGY AND
MATERIAL CULTURE.”**

- Community survey participant

What libraries provide



Libraries are hubs for creativity, heritage and culture and provide:

OF LIBRARIES PROVIDE
ARTS AND CRAFTS
PROGRAMMES

57%

OF LIBRARIES PROVIDE
MOVIE SCREENINGS

43%

OF LIBRARIES
RUN HERITAGE
PROGRAMMES

38%

OF LIBRARIES
PROVIDE POETRY AND
CREATIVE WRITING
CLASSES

30%

OF LIBRARIES RUN ART
EXHIBITIONS

27%

OF LIBRARIES HAVE
INTEGRATED A
MUSEUM

8%

How this translates into community wellbeing



AGREED THAT LIBRARIES
HAVE "HELPED ME
APPRECIATE LOCAL
ARTISTS"

52%

AGREED THAT LIBRARIES
HAVE "ENABLED
ME TO EXPLORE MY
CREATIVITY"

51%

AGREED THAT LIBRARIES
HAVE "SUPPORTED
ME TO EXPLORE MY
HERITAGE"

45%

KEY INSIGHT: Of the 45% that agreed above, over half of these respondents were Māori, suggesting that libraries provide a useful resource for whakapapa and other aspects of Māori culture such as Pūrākau.

“

I took up painting solely because of Auckland Library's resources. Libraries are a treasure, and honestly one of the best things about living in NZ.”

- Community survey participant

“

Inspiring spaces- beautiful building to explore with embedded art.”

- Community survey participant



“I REALLY LOVE MY LOCAL LIBRARY, ITS AT THE CENTRE OF TOWN, A REAL HUB. THE STAFF ARE SO FRIENDLY, HELPFUL AND KNOWLEDGEABLE - I FEEL I COULD ASK THEM ANYTHING AND THEY WOULD TRY TO HELP ME!”

- Community survey participant

“IT IS A COMMUNITY MEETING SPACE THAT BRINGS PEOPLE TOGETHER, NOT NECESSARILY TO REDUCE LONELINESS BUT JUST AS A SOCIAL HUB. IN OUR TOWN IT IS REALLY THE ONLY CIVIC MEETING SPACE.”

- Community survey participant



“WITHOUT LIBRARIES AND ALL THEY CAN OFFER, NZ WOULD BE POORER SPIRITUALLY, EMOTIONALLY AND FOR LEARNING AND RECREATION OPPORTUNITIES. THE MOST WONDERFUL THING ABOUT LIBRARIES IS THEIR ACCESSIBILITY TO ALL, REGARDLESS OF WEALTH OR EDUCATION.”

- Community survey participant

CASE STUDY:



DUNEDIN CITY COUNCIL

As an example Dunedin public libraries have been involved in several partnership projects aimed at increasing community wellbeing. The Community of Readers project is centred around South Dunedin with an objective of increasing the number of young readers aged 3–7 years. The project aims to inspire reading for pleasure and wellbeing, as well as connecting and strengthening communities. Partners include Dunedin City Council, Methodist Mission Southern, Ministry of Education Otago/Southland Regional Directorate, The National Library of New Zealand, Te Rūnanga o Ōtākou and Kāti Huirapa Rūnaka ki Puketeraki.

The Community of Readers project has seen a total of 10,000 new or near-new books distributed to children aged 3–7 in the South Dunedin area over a six-month period. With support from the National Library, Dunedin City Library is selecting, sourcing, transporting, and preparing books for distribution across South Dunedin.

As a result of the project, Dunedin City Libraries have dropped fees for younger people following feedback that fees were a barrier to borrowing books. The libraries

also made changes to the book bus service as it was found to be unknown in the South Dunedin area. Working in this way to engage diverse communities in South Dunedin has invariably connected more people with the library.

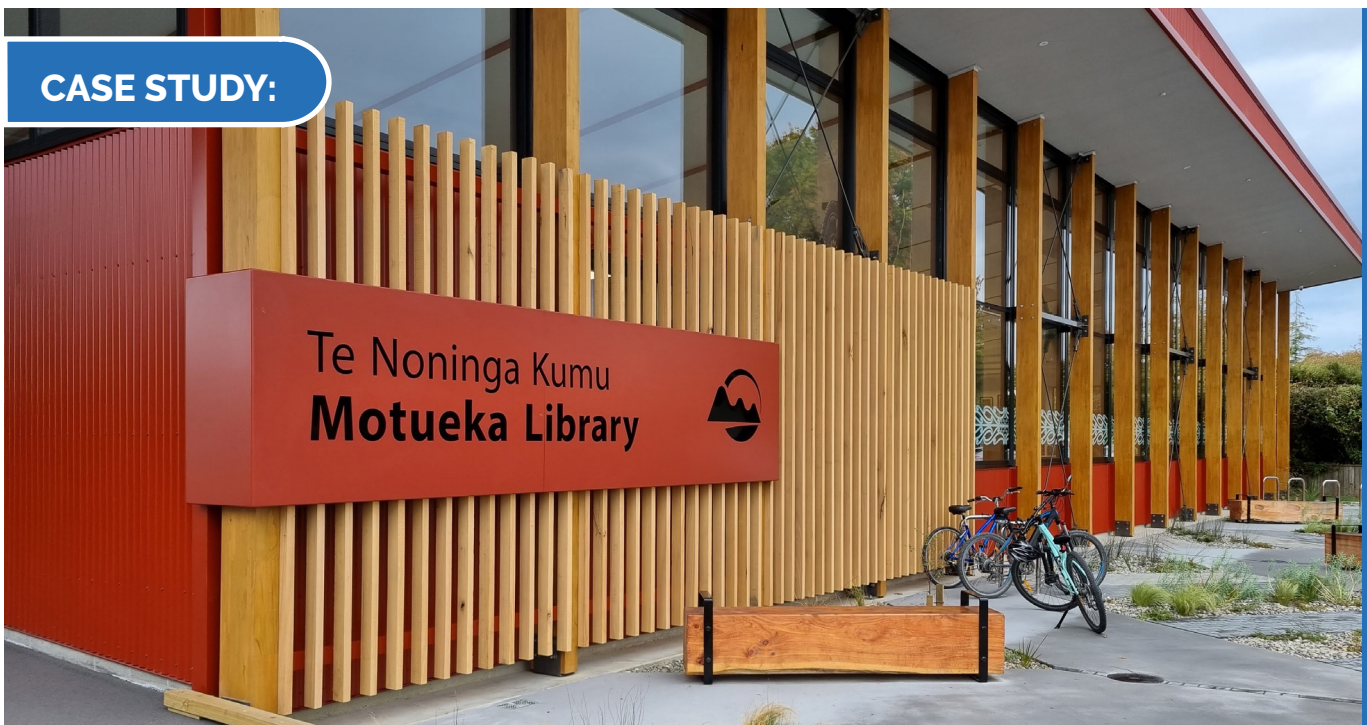
Dunedin City Libraries are an exemplar for partnership working and the outcomes this has on community wellbeing, from a data perspective to grass roots projects. Improving literacy and increasing inclusion in public libraries is seen as a community effort where everyone can play a part.

Public libraries in rural communities often provide a real opportunity for neighbours to get together and develop stronger connections.

“FREEDOM IS A PUBLIC LIBRARY.”

— Paula Fox

CASE STUDY:



MOTUEKA LIBRARY TE NONINGA KUMU

A fresh chapter in Motueka's rich history began with the opening of its new library. A full moon was still clear in the dark sky when the opening ceremony started about 5.45am on Saturday, 19th of March outside the 1100 square metre building. Signs were unveiled on the library's Wallace St front and beside its main entrance, facing the Decks Reserve car park, before participants headed inside, noting the art on display including kaitiaki taniwha (protective guardian) Huriawa.

Art co-ordinator Donna McLeod described Huriawa as "the guardian of our waters", who came from Te Waikoropūpū Springs, dived deep and cleared underwater caverns. Huriawa's head almost touches the ceiling of the new library while her body weaves through its interior. McLeod said more than 20 artists had contributed to more than 24 works of art. For all, there was "some connection to this whenua (land)". "This is why they are in this place," McLeod said. "Every single piece of work in here has a very dense story because that's what libraries do – they tell your story."

"...BECAUSE THAT'S WHAT LIBRARIES DO – THEY TELL YOUR STORY."



Tasman District Council acting chief executive Leonie Rae enjoys a quiet moment in the new Motueka Library. Rae said libraries were not only about books; they were learning and cultural centres and a touchstone for a community.

CASE STUDY:



WHAKAWHANAUNGATANGA – ESTABLISHING COMMUNITY RELATIONSHIPS IN QUEENSTOWN

Queenstown, or Tāhuna, attracts both tourists and domestic and international migrants seeking to build a new life in the resort town. Given its popularity, it is not surprising that the cost of living, particularly housing, is one of the highest in the country. Despite its outward persona, Queenstown is also actively building its community resources in pursuit of whakawhanaungatanga, or relationship building, which engenders feelings of belonging and connection.

Frankton Library, located near Wakatipu High School and Southern Institute of Technology's Queenstown campus, opened in December 2018 and is part of a hub of cafes, shops and activities. The recent opening of Te Atamira, a multi-purpose arts and cultural space, has helped to create a learning hub for the area. Frankton library, part of a network of libraries in the Wakatipu region, run multiple events, projects and programmes aimed at establishing relationships both within and between communities.

Frankton library, in partnership with Queenstown Art Society and Te Atamira, created and ran a series of workshops exploring migrant identity and the impact of migration. The project titled "Milk Bottle People" was inspired by Christina Darras's 2019 Bottle People installation at Craft Victoria, Melbourne. The workshops involved participants crafting a recycled milk bottle into a totem representative of their identity.

During the workshops participants were encouraged to join and initiate conversations regarding what has shaped their belonging and sense of self. Once totems were created,

participants were invited to write a story regarding their totem, their journey to call Queenstown home, and the impact this has had both positive and negative on their lives.

In total, 10 workshops were run between Frankton library and Te Atamira. Workshops were run after work hours and at weekends to ensure equity of access. Participants were both library and non-library users and represented people from multiple ethnicities and cultures. The workshops culminated in a month-long exhibition of totems and stories at Te Atamira.

The development of the Milk Bottle People project is not a stand-alone project for the libraries. Multiple projects are run in partnership with the community. For example, for mental health awareness week a series of events are being run across the Wakatipu basin with Te Hau Toka, a partnership of agencies and networks who focus on wellbeing and mental health. Events include guided walks, meditative art sessions and books on prescription. Furthermore, identifying a lack of space to increase collections in different languages, Frankton Library has worked with the Catalyst Trust, Lilliput Libraries, Mitre10 and migrant communities to create a garden of lilliput libraries with each reflecting a different culture. The purpose of these is to provide a 24-hour book exchange for books in varying languages and draws the process of whakawhanaungatanga into the natural surroundings of the library.

The success of the Milk Bottle People project depended upon the connections of the project leads in the community. For example, one of

the project leads had connections with multiple cultural groups, whilst the other connected with arts groups and migrants who had called Queenstown home for many years.

Kay, one of the project leads, suggests that the library provided the engine room for the creative process. However, it also provided psychological safety for people to discuss their identity through the creative process. For example, whilst crafting their totem participants discussed the divisive use of the term migrant.

Natasya, also a project lead, highlighted the diverse situations that people were able to reflect on and connect with through the project. For example, one lady was reconnecting with her daughters after being separated from them for four years due to immigration restrictions. Other participants shared stories of struggles with the health system, sometimes reflecting on experiences they had never talked about before. Some commented, "I've never felt this good" and "Aren't we having the best day of our lives".

Kaumātua, Darren Rewi, suggests that libraries act as a replacement marae for Māori in the region. He believes that the process of whakawhanaungatanga creates a feeling of manaakitanga that the library and its staff embody. Recently Darren led a discussion regarding the use of Wakatipu and Whakatipu as part of reflections on Waitangi Day. He suggests that this debate is only possible within the library space.

Furthermore, this building of relationships has helped combat feelings of loneliness and isolation felt by migrants trapped in Queenstown during the COVID-19 pandemic. A beautiful example is of a digital photobook that a librarian in the Queenstown library helped a Korean man to make. He was using the digital drop-in sessions to communicate with family back in Korea, in particular his wife who had dementia. A digital photobook became his means of communicating with library staff and back home. In the final session, the librarian printed the book as it had become such an important part of the gentleman's story. At his request the words printed in the back read, "A reflection of my time in New Zealand. Alone but never lonely".

As part of the research for this case study, we also spoke to Beryl to understand how her

sense of belonging and connection is increased through use of the library. Beryl spoke of how the Frankton library has become her second home and how she is greeted by name every Thursday when she visits. Getting to know Beryl, has meant that the library staff could identify when Beryl needed extra support and connected her with Age Concern. They have also helped her apply for disability allowance. As we were interviewing Beryl, another lady came and introduced herself and spoke of how she often felt lonely and isolated too. As a result, the two ladies are now meeting at the library together.

“WHAKAWHANAUNGATANGA ALLOWS SPACE FOR PEOPLE TO EXPRESS WHAT'S IN THEIR HEART'S, RATHER THAN WHAT WE WANT TO HEAR. IT REVEALS THE ASPIRATIONS AND BARRIERS FOR KAIKO, WHĀNAU, AND COMMUNITIES...”

- Hana Tuwhare,
Community Activator for Talking Matters.

Whanaungatanga refers to a sense family connection or of being like a whānau, and whakawhanaungatanga is the process of establishing these connections. It is obvious that in Queenstown this is genuinely occurring for communities. Hana Tuwhare, Community Activator for Talking Matters says, "whakawhanaungatanga allows space for people to express what's in their heart's, rather than what we want to hear. It reveals the aspirations and barriers for kaiako, whānau, and communities. The ongoing process of whakawhanaungatanga illuminates a clear path of how we can tailor our kaupapa so it's relevant to the context".

To this, telling stories helps communities find one another, and marrying creativity and storytelling helps communities find libraries.

Economic Support



For those members of a community who are experiencing hardship the library is a trusted place providing an island of normality and access to resources, without judgement. Often other agencies co-locate in the library to provide these services, for example the Citizens Advice Bureau provides guidance on debt management etc.

Public Libraries provide resources for entrepreneurs and business start-ups.

By providing digital access to business data and business planning resources, as well as being a connection point to other small businesses, they help support new start-ups in their community.

Public Libraries also provide access to those who are seeking a job. Using library computers and providing job seekers with support public libraries have helped thousands of New Zealanders in their search for jobs.

“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.”

— Community survey participant

“ACCESS TO BOOKS I'VE HEARD ABOUT, AND TO RECIPE BOOKS - I DON'T HAVE THE FUNDS TO BUY NEW BOOKS ALL THE TIME, SO IT MIGHT SEEM BASIC BUT IT'S A HUGE THING TO BE ABLE TO REQUEST BOOKS THAT HAVE ONLY JUST COME OUT AND BE ABLE TO READ THEM FOR FREE.”

— Community survey participant

What libraries provide



Libraries provide economic support to the community in different ways:

OF LIBRARIES INCLUDE CITIZENS ADVICE BUREAU SERVICES

57%

OF LIBRARIES OFFER FINANCIAL SUPPORT AND INFORMATION

22%

OF LIBRARIES OFFER SUPPORT AND INFORMATION FOR NEW BUSINESSES

16%

KEY INSIGHT: The economic wellbeing need that is met by libraries is the continued provision of free services. This was overlooked in the survey design of the value propositions under economic wellbeing. However, this was overwhelmingly presented in the verbatim comments.

How this translates into community wellbeing



AGREED THAT LIBRARIES HAVE "MADE ME MORE PRODUCTIVE IN MY JOB"

31%

AGREED THAT LIBRARIES HAVE "HELPED ME OBTAIN A NEW JOB OR PROMOTION"

16%

AGREED THAT LIBRARIES HAVE "HELPED ME START A NEW BUSINESS"

8%

“

I am a school teacher and the library has been so helpful sourcing books for my class.”

- Community survey participant

“

I feel that it is important to have this space that I can go to where I don't need to pay anything to be there - especially in cold wet weather. Sometimes I just need to get out of the house and have a welcoming place to keep my sanity..”

- Community survey participant

“

As a single mother loaning unlimited books enables me to spoil my children for free.”

- Community survey participant

CASE STUDY:



English for
work, life
and study



In-class
and online
options



Meet new
people. Make
new friends



Learn a
wide range
of topics



AUCKLAND LIBRARIES - OUTREACH

Auckland's Highland Park Library works with English Language Partners to deliver a programme – “Learn Conversational English” and is open to permanent residents and New Zealand Citizens free of charge.

By Providing pop-up library services Auckland's mobile libraries pop up at parks, beaches and local and regional events around Tāmaki Makaurau. At times, they also go to the Zoo to hold storytimes with books about

the environment and interactive kauri dieback activities. They also regularly visit aged care facilities, schools, pre-schools, marae and kohanga reo.

Library home delivery services caters to people who are unable to visit a library due to mobility, access or other special circumstances. Volunteers collect library items and deliver them to their assigned customers.

**“IF YOU DON'T
LIKE TO READ,
YOU HAVEN'T
FOUND THE
RIGHT BOOK.”**

- JK Rowling



Howick Library putting on a science experiment – making a Lava Lamp!



Health and Wellbeing

During the pandemic public libraries assisted their communities to put vaccine passes on to digital devices. They provided computer access to those wanting information on the government health websites ensuring they had enough factual information on which to make their own health decisions.

Public libraries played a key role in providing access to information on health and wellbeing. However, significant wellbeing impact from the nature of libraries is coming through in the community survey.

Several libraries have co-located with Health service providers within a community. This has added benefits to children visiting Health providers and accessing early education programmes provided by the public library.

Rotorua Health – Te Aka Mauri

Not only is Te Aka Mauri a library it also houses a range of Lakes DHB child health and maternal services. This holistic approach aligns with the Māori model of health, Te where tapa whā which reminds us to take care of all the different aspects of life in order to support wellbeing.

“AS A MEMBER OF THE LGBTI COMMUNITY LIBRARY RESOURCES WERE VERY IMPORTANT IN ESTABLISHING MY SELF IDENTITY AND COMING OUT PROCESS. IN LATER LIFE, HELPED WITH GAY MARRIAGE RESOURCES AND A FEELING OF SAFETY & RESPECT IN A COMMUNITY SPACE.”

— Community survey participant

What libraries provide



Libraries support the health and wellbeing of individuals and communities in several ways:

OF LIBRARIES ARE LINKED TO A HEALTH PRACTITIONER

3%

OF LIBRARIES OFFER A DESIGNATED SENSORY ROOM

8%

OF LIBRARIES OFFER YOGA AND MEDIATION CLASSES

19%

KEY INSIGHT: Given the strength of response to the wellbeing propositions, alongside the verbatim, implies that libraries are more than just the programmes and facilities they provide. It is the relationships that library staff build with communities that library users value.

How this translates into community wellbeing



AGREED THAT LIBRARIES HAVE "INCREASED MY FEELINGS OF HAPPINESS AND WELLBEING"

84%

AGREED THAT LIBRARIES HAVE "DECREASED MY FEELINGS OF LONELINESS"

42%

KEY INSIGHT: Of the 42% above, the majority of those were of working age i.e. between 20 and 64. 2% were under 20, however this represents the majority of the sample of this age group.

AGREED THAT LIBRARIES HAVE "SUPPORTED ME TO MANAGE A HEALTH CONDITION"

27%



I've had chronic migraines for much of this year and as a result have struggled to use screens or do many of my hobbies. Having access to a library has improved my life immeasurably as it has meant I can still read widely and often, one of my favourite things to do and one of the few activities that has not been affected by my condition. I cannot stress enough how much this has helped me this year, my life would have been almost unbearable without our fantastic library system, I am deeply grateful for it."

- Community survey participant

CASE STUDY:



Reading in Mind

Book Scheme for mental health and wellbeing.

www.readinginmind.org.nz



Pegasus

Christchurch City
Libraries
Ngā Kōwhiri Wānanga o Ōtautahi



MHERC
Mental Health Education & Resource Centre



HealthInfo
CANTERBURY / WAITAHA

CHRISTCHURCH CITY LIBRARIES

Christchurch City Libraries have an amazing array of eBooks available to borrow free of charge on their website, (not only throughout lockdown, but all year round!) as well as an incredible book scheme, Reading in Mind. Reading in Mind was developed through a collaboration between Pegasus Health, Christchurch City Libraries, and the Mental Health Education Resource Centre, and HealthInfo Canterbury/Waitaha.

The programme promotes the benefits of reading for mental health and wellbeing through books on mental illness, wellbeing and other free resources available in our city libraries and MHERC.

Free and easy to access, Reading in Mind provides lists and links for a wide range of resources such as bibliographies, memoirs and non-fiction books on specific topics including depression, anxiety, addiction and PTSD.

The initiative also includes resources specifically for young people and children, allowing parents, caregivers and whānau to gain information on supporting not only their loved ones, but themselves, through challenging times.

“THEY HAVE SUPPORTED MY MENTAL HEALTH. THE LIBRARY WAS ONE OF THE FIRST PLACES I WENT TO WHEN I WAS DIAGNOSED WITH CANCER – NOT FOR INFORMATION, BUT TO TALK TO PEOPLE THAT CARE ABOUT ME.”

—Community survey participant

NZLPP Programme - Public Libraries The Future of Local Government



The New Zealand Libraries Partnership Programme (NZLPP)

The New Zealand Libraries Partnership Programme (NZLPP) has supported public libraries through the Covid-19 recovery, creating over 170 jobs in public libraries, providing free internet and waiving user charges. The CoCre8 wellbeing surveys have supported the NZLPP evaluation and monitoring reports by demonstrating the impact this funding has had. See below.

The research has also explored differences between public libraries in metro, urban and rural libraries.

- 100% of rural libraries and 70% of urban libraries reported that they saw improvements in all round library services because of the NZLPP.
- 100% of rural libraries said that the funding had increased staffing levels to extend programming and services.

Impact of NZLPP funding

91%

INCREASED COMMUNITY
OUTREACH



88%

INCREASED DIGITAL
INCLUSION



88%

INCREASED
STAFFING
LEVELS



79%

INCREASED DIGITAL
LITERACY



76%

IMPROVEMENTS IN
ALL ROUND LIBRARY
SERVICES



67%

DELIVERY
OF MORE
PROGRAMMES



64%

DELIVERY
OF MORE
EVENTS



33%

INCREASED
TE REO
PROGRAMMES



12%

INCREASED
FUNDING
APPLICATIONS

As part of our project with the National Library and their partnership programme (NLPP), Taituarā carried out a survey of library managers, general managers and finance managers and received responses from 42 councils.

We then carried out a survey where we asked members of the community what they valued in their libraries. We analysed 2126 responses from the library users. The results highlight some topics for consideration in thinking about the future of local government.

Public libraries and the future for local government

Public libraries have historically taken a back seat in local government decision making, with infrastructure typically consuming statutory planning deliberations. In recent years, some councils have invested heavily in re-imagining how and where library services can be delivered.

For example, Rotorua's partnership model for libraries, delivering alongside children's health services, embodies the principles of community wellbeing. Tauranga designing for their future including their new library at the centre of their CBD. Selwyn and its new facility in Rolleston is also at the centre of their new spatial plan approach. Motueka and its exciting library build in partnership with their community. Christchurch and its new library delivering a range of partnership programmes and shared spaces.

There are many innovative partnerships with Non Government Organisations (NGOs) where they share space within a library. For example the Citizens Advice Bureau or Justices of the Peace are often partners sharing library spaces. This is part and parcel of the innovation taking place in libraries around Aotearoa.

Libraries provide digital access to their communities and provide an inclusive approach to all ages. In doing so libraries support councils achieve better reach to their communities about other council services. Access to information through digital services is vital in providing communities with equal opportunity to source information.

Many councils take the opportunity to use libraries to illustrate their overall digital strategies. In Whanganui their overall digital strategy is actively demonstrated in their library activities.

As we have highlighted in this report, libraries are support mechanisms that reach out to the community, and this is a reach very few organisations have. The value libraries bring to their own council's activities is often unrecognised and undervalued. People in the community, who would not enter a council civic centre but would visit a library, can access council services and information in a non-threatening way. Other partners can share spaces with libraries and reach their community.

"WE NEED LOCAL AND CENTRAL GOVERNMENT THINKING AND ACTING DIFFERENTLY ABOUT OPPORTUNITIES AND POSSIBILITIES – THEY MUST BE WILLING TO INNOVATE, VALUE AND TRUST OTHERS, AND TO USE THEIR COLLECTIVE RESOURCES AND STRENGTHS FOR THE BENEFIT OF COMMUNITIES."

- The Future of Local Government - Draft Report
October 2022

Funding the Future of the Library services

The Libraries CoCre8 Wellbeing surveys explored current funding of libraries, analysing Ten Year Plan (TYP) 2021-31 documentation for 15 councils. Looking specifically at funding for library materials shows that on average councils are spending \$9.90 per capita (2021, LTP). This means that in 10 years, by the 2031 year of the Long Term Plan, councils should be spending at least \$19.47 per capita to keep up with the long run inflation rate. However, this research has found that on average, by 2031, councils only plan to spend \$13.7 per capita. Some councils were the exception to this finding, and detailed significant funding regarding new buildings and programmes, which translated into increased spending on library materials. Nearly all of these innovative councils saw the library as a vital community hub facility seeing beyond the provision of books and including the provision of activities to support reading, literacy and digital access to information and being a central community hub. Non-threatening, free to access, open to all.

Smaller councils were illustrating their innovative approach and co-locating with other services, but also maintaining their professional library service staff and finding ways to service their communities through outreach services. Often these councils displayed a real sense of community support.

Smaller rural councils also provided a central point for the community to gather for other non-library activities in partnership with other groups, all supporting the community and its wellbeing and sense of connectedness.

“WE NEED COUNCILS CHAMPIONING AND ACTIVATING WELLBEING, DRAWING ON THEIR RESOURCES, INFLUENCE, AND PROXIMITY TO COMMUNITIES.”

- The Future of Local Government - Draft Report
October 2022

Measuring the impact on Community Wellbeing

There is a need to articulate the impact a library has on the wellbeing of the community. A review of councils' Long-Term Plans 2021-31 highlighted libraries only report against two or three key performance indicators and these are usually output, or satisfaction based.

If libraries are to be strengthened as part of the future of local government agenda, then they require more support in reporting and this would be strengthened by including outcome-based measurement to reflect the range of work libraries do with local communities. One mechanism for improved outcome measurement is the Quality-of-Life survey or wellbeing survey which is used to measure the community's perception of how well it is fairing. Many larger councils do undertake this survey, but not all.

As part of this NZLPP project a community survey was conducted across New Zealand. The questions developed for this are included as an appendix to give libraries and their councils a guide to the sorts of questions that could be used to measure outcomes if they chose to do this in the future.

Our research has highlighted that there is a need to articulate the value of libraries and the contribution they make on a day-to-day basis to the wellbeing of their community. Regular annual surveys of the community would help to gather real perceptions about what communities see as important in the library services and keep the community actively involved in shaping those services in the future.

The overwhelming response rate to the community survey demonstrates that the community wants its voice to be heard, and if asked in an inclusive way, their articulation of what they value in their community is an absolute necessity in shaping the future. Councils need to listen to their community voices when they respond in such a positive way to the services they provide.

In the appendix of this report, we have included a pull-out summary of the key findings from our community survey.

“LIBRARIES ARE A STELLAR EXAMPLE OF HOW COUNCILS HAVE USED THEIR COLLABORATIVE POWER TO BUILD FOUNDATIONAL COMMUNITY RESOURCES. LIBRARIES HAVE BEEN LEADING THE WAY NOT ONLY IN COMMON BUSINESS SYSTEMS, BUT ALSO IN ENABLING ACCESS, INCLUSION, AND COMMUNITY CAPABILITY IN DIGITAL SYSTEMS – THEY ARE A KEY RESOURCE THAT LOCAL GOVERNMENT PROVIDES AND CAN LEVERAGE FOR WIDER IMPACT.”

- The Future of Local Government - Draft Report
October 2022

Recommendation for the future of public libraries in Aotearoa



- Councils should fully recognise the vital role libraries play in their community and be active supporters and champions of their services.
- Councils should gather data from their community about their perceptions of the value public libraries provide and the record the contribution they make to community wellbeing in their strategic reports – not presenting only performance output measures.
- All new councillors and executive teams should visit their local libraries to understand the services they deliver.
- Councils should recognise Public Libraries as spaces for Digital Inclusion¹⁰
- Councils need to maximise their opportunity to:
 - ◊ prioritise the development of a digital strategy for those public libraries (where it doesn't exist) and link to wider Council digital strategies.
 - ◊ promote further development of partnerships with external partners and seek funding support from central government agencies
 - ◊ prioritise and fund a systematic approach to Professional Learning Development so that all staff can develop their digital capabilities to support the ongoing digital needs of users.
- Councils should help libraries to forge new partnerships to increase the value of their contribution to the community (Health, Education, NGOs) whilst making the case to central government for libraries to receive ongoing financial support. (No unfunded mandates for local government/central government partnerships)
- Councils should value the digital inclusion provided by libraries to those most vulnerable in their community and recognise how libraries support their own council services by making council digital information more accessible to their ratepayers.
- Councils should celebrate the success of their library services and the value the contribution they make to the communities they represent – truly providing a safe and accessible place for the community. They are connecting communities through technology in a truly equitable way.
- Council should recognise the vital role libraries make as community hubs and factor this into their future planning and spatial strategies.

“THAT LOCAL GOVERNMENT, SUPPORTED BY CENTRAL GOVERNMENT, INVESTS IN A PROGRAMME THAT IDENTIFIES AND IMPLEMENTS THE OPPORTUNITIES FOR GREATER SHARED SERVICES COLLABORATION.”

– The Future of Local Government - Draft Report
Oct 2022

10. Public Libraries as spaces for Digital Inclusion: Connecting Communities Through Technology Recommendations (Hartnett et al, 2020)



Libraries and economic wellbeing

Learning, work and skills



70%

Supported my learning



31%

Made me more productive in my job



23%

Enabled me to gain or improve my computer skills

Libraries and social wellbeing

Why/how it makes you feel



84%

Increased my feelings of happiness and wellbeing



74%

Increased my feelings of belonging to a community



42%

Reduced my feelings of loneliness



41%

Improved my literacy skills (reading and writing)



41%

Supported a parent-child relationship

Libraries and environmental wellbeing

Environment



48%

Helped me to be more mindful of environmental issues



46%

Helped me to be more mindful of waste & recycling



24%

Provided resources on green building practices

Libraries and cultural wellbeing

Arts and culture



52%

Helped me appreciate local artists



51%

Enabled me to express my creativity



45%

Supported me to explore my heritage



42%

Supported me to take part in cultural activities



33%

Supported my use of Te Reo

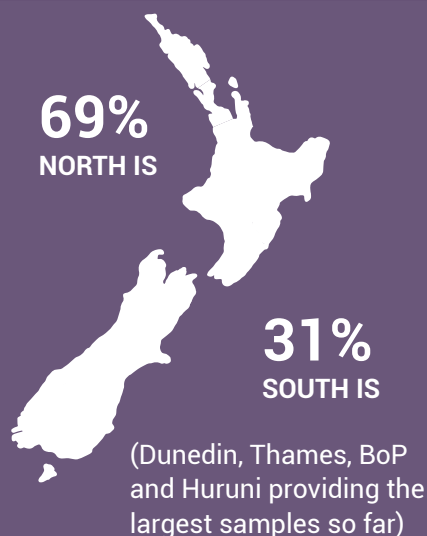
Community survey - demographics



LIBRARY USERS AGE PROFILE

15-29 30-64
10% 63%
65+
28%

User areas:



79%
FEMALE



18%
MALE



1%
NON-BINARY



0%
TRANS-GENDER



1%
PREFER NOT
TO SAY



72%
NZ
EUROPEAN



2%
NZ
MĀORI



4%
EUROPEAN
& NZ MĀORI



10%
OTHER
EUROPEAN



2%
PASIFIKA



7%
ASIAN



2%
NTH AMERICAN
& CANADIAN



1%
LATIN
AMERICAN

Library users



LIBRARY USE:

10% Daily
49% Weekly
26% Monthly

5

TOP 5 FACILITIES USED:

90% Borrowing books
40% Borrowing digital content
29% Reading magazines and newspapers
22% Using printers and scanners
21% Using WIFI



PROGRAMMES & ACTIVITIES:

47% Have not used the library for this purpose*
11% Arts and crafts
9% Storytime (young people)
8% Heritage programmes
8% Bookclubs
7% Parent and baby toddler groups
6% Te Reo (adults)
5% Poetry & creative writing

* Those who have not used the library for this purpose noted that the activities listed were not available at their library. They also commented that this was something they would like to see knowing that these were things available elsewhere.



"DIGITAL CAPABILITY AND KNOW-HOW INCREASE DIGITAL SERVICE DELIVERY CAPABILITIES AND CONSIDER PUBLIC-PRIVATE PARTNERSHIPS TO ENHANCE STAFF SKILLSETS. DATA AND DIGITAL INVESTMENT AND INTEGRATION IDENTIFY CLEAR ALIGNMENT OPPORTUNITIES AND START THERE, POTENTIALLY THROUGH A CENTRE FOR DIGITAL EXCELLENCE FOR COUNCILS."

- The Future of Local Government - Draft Report
October 2022



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- Laurence Zwimpfer – Digital Inclusion Alliance
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TAITUARA SURVEY ADVISORY GROUP

- Carolyn Robertson - CCC
- Paula Eskett - Waimakariri
- Louise LaHatte - Auckland
- Bernie Hawke – DCC

PRESENTERS ON WEBINARS,

- Paula Eskett, Waimakariri
- Laura Marshall - Rotorua
- Kay Mercer – Dunedin
- Jo Buckingham – Whanganui

CASE STUDIES

- Rotorua DC, Auckland Council, Tauranga City Council, Tasman DC (Motueka), Whanganui DC, Selwyn DC, Queenstown Lakes DC, Waimakariri, Dunedin CC, Christchurch CC
- To all our Taituarā members, CEOs, General Managers, Finance Managers and Library Managers who took part in the surveys.
- To over 2300 members of the public who took part in the Community Survey and told us what they valued in their Public Libraries in Aotearoa – without you this report would not exist.



SURVEY QUESTIONNAIRE

Thank you for taking part in this survey. The survey is being run by Taituarā and Public Libraries NZ in partnership. The information gathered will be used to establish the value of public libraries for local communities. The audience for this report is local and central government. The data may be shared back to local councils where there are a significant number of responses for that area. The data provided is being analysed by an independent research consultant working with Taituarā. The survey is confidential, and your identity is protected. We will ensure that any data or reports will not identify you personally. If you have any questions about the survey please contact Kate at Taituarā.

1. Which of the following best describes you?

☐ Female

☐ Non-binary/non-conforming

☐ Male

☐ Prefer not to respond

☐ Transgender

Other (please specify)

2. In what year were you born?

3. What is your ethnicity?

☐ NZ European

☐ Southeast Asian

☐ Other European

☐ Chinese

☐ NZ Māori

☐ Indian

☐ Samoan

☐ Other Asian

☐ Cook Island Māori

☐ Middle Eastern

☐ Tongan

☐ North American

☐ Niuean

☐ Canadian

☐ Tokelauan

☐ Latin American / Hispanic

☐ Fijian

☐ African

☐ Other Pacific Island

☐ Other (please specify)

4. Do you live on the North or South Island?

☐ North Island (including islands off the north island)

☐ South Island (including islands off the south island)

5. In which city or district do you currently live?

6. In which city or district do you currently live?

7. Do you use the libraries (either in person or virtually) where you live, even if only occasionally?

☐ Yes

☐ No

8. How frequently do you personally use the libraries (either in person or virtually)?

☐ Daily

☐ Weekly

☐ Monthly

☐ A few times a year

☐ Other (please specify)

9. Thinking about the kinds of facilities available at the library, what do you personally use the library for?

☐ Borrowing books

☐ Borrowing digital content

☐ Reading magazines and newspapers

☐ Using computers

☐ Using wi-fi

☐ Using printers and scanners

☐ 3D printers

☐ Using meeting rooms

☐ Using work or study space

☐ Visiting art exhibitions

☐ Using other services available in the library building e.g. health services

☐ Makerspace

☐ Sewing machines

☐ VR/AR

☐ Robotics

☐ Other (please specify)

10. Thinking about the kinds of activities available at the library, do you use any of the following?

- | | |
|---|---|
| <input type="checkbox"/> Te Reo (Adults) | <input type="checkbox"/> Health education |
| <input type="checkbox"/> Te Reo (Young people) | <input type="checkbox"/> Arts and craft |
| <input type="checkbox"/> English language support | <input type="checkbox"/> Immigration support |
| <input type="checkbox"/> Storytime sessions (young people) | <input type="checkbox"/> Heritage programmes |
| <input type="checkbox"/> Parent and baby/toddler groups | <input type="checkbox"/> Emergency preparedness |
| <input type="checkbox"/> Storytime sessions (adults) | <input type="checkbox"/> Career advice incl. CV writing |
| <input type="checkbox"/> Poetry and creative writing | <input type="checkbox"/> STEM activities |
| <input type="checkbox"/> Digital literacy | <input type="checkbox"/> Bookclubs |
| <input type="checkbox"/> Financial management | <input type="checkbox"/> Dementia Groups |
| <input type="checkbox"/> Business management/Support for new businesses | <input type="checkbox"/> Movie screenings |
| <input type="checkbox"/> Yoga and meditation | <input type="checkbox"/> Games for grownups |
| <input type="checkbox"/> Homework clubs | <input type="checkbox"/> Home school classes |
| <input type="checkbox"/> Schools outreach | <input type="checkbox"/> I don't attend any activities at the library |
| <input type="checkbox"/> | |
- Other (please specify)
-

11. Let's think about why you use the library. The following is a list of statements related to how you might feel as a result of using the library. Using a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Increased my feelings of belonging to a community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me find friends and a social network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduced my feelings of loneliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased my feelings of happiness and wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Continuing to think about why you use the library, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Supported a parent-child relationship	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supported a dependent adult relationship (for example, an elderly relative)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved my literacy skills (reading and writing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved my communication skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Continuing to think about why you use the library, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Supported me to manage a health condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved my independence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased my confidence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Now thinking about the library in terms of learning, work and skills. Using a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree or disagree	4. Agree	5. Strongly agree	N/A
Supported my learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enabled me to gain or improve my computer skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made me more productive in my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me obtain a new job or promotion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Continuing to think about the library in terms of learning, work and skills, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree or disagree	4. Agree	5. Strongly agree	N/A
Helped me start a business	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supported my understanding of legal information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me develop or improve financial management skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Please think about the library in terms of arts and culture. Using a scale of 1 to 5 with 1 being strongly disagree and 5 being strongly agree, rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Supported me to take part in a wide range of cultural activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supported my use of Te Reo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support my use of another language	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Continuing to think about the library in terms of arts and culture., please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Supported me to explore my heritage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enabled me to express my creativity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me appreciate local artists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Thinking about the library in terms of the environment. Using a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Helped me to be more mindful of waste and recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me to be more mindful of environmental issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Finally, thinking about the library in terms of the environment, please rate the following:

	1. Strongly disagree	2. Disagree	3. Neither agree nor disagree	4. Agree	5. Strongly agree	N/A
Provided me with resources on green building practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inspired me with environmental design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Are there any other ways in which libraries have supported or helped you that you would like to comment on?

☐ Yes

☐ No

☐ If 'yes' please specify

