

Symbols used to identify each measure contributing to community outcomes

EB Education, Training and Business Opportunities SC Services that support Communities CH Culture and Heritage

Council Initiatives		Measure		EB SC CH
Make libraries more accessible and able to meet the community's needs		Percentage satisfaction of users (Communitrak Survey)		
Result 2009/10: 67%	Target 2010/11: 85%	Result 2010/11: 95%	Achieved - Comments: Increase in percentage satisfaction of users (Communitrak Survey) due to higher acceptance of \$15 per annum borrower fee, and improved management of the Aotearoa Peoples Network Kaharoa (APNK) free internet which has provided a better shared space for both traditional and next generation library users are probably the most significant reasons for the improvement.	
In 2009/10 Council advised: Annual fee unlikely to be revoked.			Challenges going forward: Affordability to be able to extend library services and keep up with constantly changing technology	

Council Initiatives		Measure		EB SC CH
Make libraries more accessible and able to meet the community's needs		Percentage population who are borrowers		
Result 2009/10: 28%	Target 2010/11: 33%	Result 2010/11: 18%	Not Achieved - Comments: Due to a clean up of active borrowers in the library management system, numbers have significantly reduced. We are confident that from 2010/11 the borrower numbers are more accurately reflected.	
In 2009/10 Council advised: Offering more services online increases the profile and use of libraries across the district.			Challenges going forward: Affordability to be able to extend library services and keep up with constantly changing technology so population becomes more interested.	

Council Initiatives		Measure		EB SC CH
Make libraries more accessible and able to meet the community's needs		Issue rate per library borrower per annum		
Result 2009/10: 8.5	Target 2010/11: 7	Result 2010/11: 47	Achieved - Comments: The result supplied previously reflected the issue rate per capita per annum. It now accurately reflects Issue rate per "Library Borrower" per annum. Targets will be amended for future years.	
In 2009/10 Council advised: Consistency with the introduction of new library material through all mediums in order to achieve customer satisfaction.			Challenges going forward: Continually improving our collection and ensuring provision for supply of e-Books and audio books.	

Council Initiatives		Measure		EB SC CH
Make libraries more accessible and able to meet the community's needs		Year on year percentage increase in door counts per annum over previous year's figure		
Result 2009/10: 2%	Target 2010/11: 2%	Result 2010/11: 2.2%	Achieved - Comments: Slight increase due to popularity of APNK free internet and wireless.	
In 2009/10 Council advised: Managing the free internet service alongside other library services has brought challenges. There are constraints due to lack of space and low staffing levels.			Challenges going forward: Debate over continuing to provide free internet or charging for the service.	

