



PALMERSTON NORTH CITY COUNCIL

AGENDA

COMMUNITY DEVELOPMENT

COMMITTEE

9AM, WEDNESDAY 5 JUNE 2019

COUNCIL CHAMBER, FIRST FLOOR, CIVIC ADMINISTRATION BUILDING
32 THE SQUARE, PALMERSTON NORTH



MEMBERSHIP

Aleisha Rutherford (Chairperson)
Rachel Bowen (Deputy Chairperson)
Grant Smith (The Mayor)

Susan Baty
Gabrielle Bundy-Cooke
Lew Findlay QSM
Leonie Hapeta

Lorna Johnson
Duncan McCann
Karen Naylor
Tangi Utikere

Agenda items, if not attached, can be viewed at:

pncc.govt.nz | Civic Administration Building, 32 The Square
City Library | Ashhurst Community Library | Linton Library

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COMMUNITY DEVELOPMENT COMMITTEE MEETING

5 June 2019

ORDER OF BUSINESS

NOTE: The Community Development Committee meeting coincides with the ordinary meeting of the Planning and Strategy Committee meeting. The Committees will conduct business in the following order:

- Community Development Committee
- Planning and Strategy Committee

1. Apologies

2. Notification of Additional Items

Pursuant to Sections 46A(7) and 46A(7A) of the Local Government Official Information and Meetings Act 1987, to receive the Chairperson's explanation that specified item(s), which do not appear on the Agenda of this meeting and/or the meeting to be held with the public excluded, will be discussed.

Any additions in accordance with Section 46A(7) must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

Any additions in accordance with Section 46A(7A) may be received or referred to a subsequent meeting for further discussion. No resolution, decision or recommendation can be made in respect of a minor item.

3. Declarations of Interest (if any)

Members are reminded of their duty to give a general notice of any interest of items to be considered on this agenda and the need to declare these interests.

4. Public Comment

To receive comments from members of the public on matters specified on this Agenda or, if time permits, on other Committee matters.

(NOTE: If the Committee wishes to consider or discuss any issue raised that is not specified on the Agenda, other than to receive the comment made or refer it to the Chief Executive, then a resolution will need to be made in accordance with clause 2 above.)

5. Deputation - Mayors Taskforce for Jobs Page 7

6. Confirmation of Minutes Page 9

“That the minutes of the Community Development Committee meeting of 1 April 2019 Part I Public be confirmed as a true and correct record.”

7. Options for Library Services in Highbury Page 13

Memorandum, dated 14 May 2019 presented by the Manager - Libraries, Community, Linda Moore.

8. Committee Work Schedule Page 53

9. Exclusion of Public

To be moved:

“That the public be excluded from the following parts of the proceedings of this meeting listed in the table below.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

General subject of each matter to be considered	Reason for passing this resolution in relation to each matter	Ground(s) under Section 48(1) for passing this resolution

This resolution is made in reliance on Section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by Section 6 or Section 7 of that Act which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public as stated in the above table.

Also that the persons listed below be permitted to remain after the public has been excluded for the reasons stated.

Chief Executive (Heather Shotter), Chief Financial Officer (Grant Elliott), Chief Infrastructure Officer (Tom Williams), General Manager – Strategy and Planning (Sheryl Bryant), General Manager - Community (Debbie Duncan), Chief Customer and Operating Officer (Chris Dyhrberg), General Manager - Marketing and Communications (Sacha Haskell), Sandra King (Executive Officer) because of their knowledge and ability to provide the meeting with advice on matters both from an organisation-wide context (being members of the Council's Executive Leadership Team) and also from their specific role within the Council.

Legal Counsel (John Annabell), because of his knowledge and ability to provide the meeting with legal and procedural advice.

Committee Administrators (Penny Odell, Rachel Corser, Natalya Kushnirenko and Courtney Kibby), because of their knowledge and ability to provide the meeting with procedural advice and record the proceedings of the meeting.

[Add Council Officers], because of their knowledge and ability to assist the meeting in speaking to their report and answering questions, noting that such officer will be present at the meeting only for the item that relate to their respective report.

[Add Third Parties], because of their knowledge and ability to assist the meeting in speaking to their report/s [or other matters as specified] and answering questions, noting that such person/s will be present at the meeting only for the items that relate to their respective report/s [or matters as specified].

DEPUTATION

TO: Community Development Committee

MEETING DATE: 5 June 2019

TITLE: Deputation - Mayors Taskforce for Jobs

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Community Development Committee receive the deputation for information.
-

SUMMARY

Noa Woolloff from Mayors Taskforce for Jobs will make a deputation to the Committee providing an update on the work they are doing.

ATTACHMENTS

Nil

PALMERSTON NORTH CITY COUNCIL

Minutes of the Community Development Committee Meeting Part I Public, held in the Council Chamber, First Floor, Civic Administration Building, 32 The Square, Palmerston North on 01 April 2019, commencing at 9.04am

Members Present: Councillor Aleisha Rutherford (in the chair), The Mayor (Grant Smith) and Councillors Susan Baty, Rachel Bowen, Gabrielle Bundy-Cooke, Lew Findlay QSM, Lorna Johnson, Duncan McCann, Karen Naylor and Tangi Utikere.

Non Members: Councillors Brent Barrett, Adrian Broad, Vaughan Dennison, Jim Jefferies and Bruno Petrenas.

Apologies: Councillor Leonie Hapeta

Councillor Vaughan Dennison left the meeting at 10.46am during consideration of clause 4. He entered the meeting again at 11.05am following the adjournment. He was not present for the lost motion of clause 4.

1-19 Apologies

Moved Aleisha Rutherford, seconded Rachel Bowen.

The COMMITTEE RESOLVED

1. That the Committee receive the apologies.

Clause 1-19 above was carried 15 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Susan Baty, Rachel Bowen, Adrian Broad, Gabrielle Bundy-Cooke, Vaughan Dennison, Lew Findlay QSM, Jim Jefferies, Lorna Johnson, Duncan McCann, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Tangi Utikere.

2-19 Deputation - Electoral Commission

Ms Moana Burke made a Deputation regarding the need for improvements with engaging to increase enrolments of youth, Maori and culturally and linguistically diverse groups.

Engagement with youth had been highlighted as an area of concern, with 52% of youths aged 18-24 enrolled to vote. Plans had been put in place to engage differently with youth to target this demographic in different ways. The

electoral office had recruited nine youth in the Palmerston North and Whanganui region to build up to election next year.

Ms Burke spoke of engagement techniques that had been highlighted to improve reaching youth including wanting to push community liaisons, youth and council activities and had community engagement liaisons at Massey University and UCOL.

Currently 85% of Palmerston North population were enrolled to vote. The aim for next year was to get this to 93%.

Ms Burke raised the use of digital enrolment which was set to be used next year for pre-election for the general election. Training would be provided for community groups around digital enrolment.

Moved Rachel Bowen, seconded Lorna Johnson.

The **COMMITTEE RESOLVED**

1. That the Community Development Committee receive the deputation for information.

Clause 2-19 above was carried 15 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Rachel Bowen, Susan Baty, Adrian Broad, Gabrielle Bundy-Cooke, Vaughan Dennison, Lew Findlay QSM, Jim Jefferies, Lorna Johnson, Duncan McCann, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Tangi Utikere.

3-19 Confirmation of Minutes

Moved Aleisha Rutherford, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the minutes of the Community Development Committee meeting of 3 December 2018 Part I Public be confirmed as a true and correct record.

Clause 3-19 above was carried 15 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Rachel Bowen, Susan Baty, Adrian Broad, Gabrielle Bundy-Cooke, Vaughan Dennison, Lew Findlay QSM, Jim Jefferies, Lorna Johnson, Duncan McCann, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Tangi Utikere.

4-19 Representative Options for Māori Community Engagement

Memorandum, dated 13 March 2019 presented by Principal Māori Advisor, Todd Taiepa and the General Manager Strategy – Planning, Sheryl Bryant.

PALMERSTON NORTH CITY COUNCIL

Moved Aleisha Rutherford, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the memorandum dated 13 March 2019 and titled 'Representative Options for Māori Community Engagement' be received.

Clause 4-19 above was carried 15 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Rachel Bowen, Susan Baty, Adrian Broad, Gabrielle Bundy-Cooke, Vaughan Dennison, Lew Findlay QSM, Jim Jefferies, Lorna Johnson, Duncan McCann, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Tangi Utikere.

Councillor Vaughan Dennison left the meeting at 10.46am

Moved Duncan McCann, seconded Aleisha Rutherford.

Note:

On a motion that "the Council endorse the principle of Rangitāne membership on PNCC Committees and the Mayor leads an engagement process with Rangitāne," The motion was tied 5 votes to 5, with 4 abstentions. The chairperson declared the motion lost, the voting being as follows:

For:

Councillors Rachel Bowen, Gabrielle Bundy-Cooke, Duncan McCann, Karen Naylor and Aleisha Rutherford.

Against:

Councillors Susan Baty, Lew Findlay QSM, Jim Jefferies, Bruno Petrenas and Tangi Utikere.

Abstained:

The Mayor (Grant Smith) and Councillors Brent Barrett, Adrian Broad and Lorna Johnson.

The meeting adjourned at 10.47am

The meeting resumed at 11.05am

When the meeting resumed Councillor Vaughan Dennison was present.

5-19 Welcoming Communities Update

Memorandum, dated 13 March 2019 presented by the Community Development Manager, Joann Ransom and the Welcoming Communities Co-ordinator, Stephanie Velvin.

Moved Aleisha Rutherford, seconded Tangi Utikere.

The **COMMITTEE RESOLVED**

1. That the Welcoming Communities update be received.

Clause 5-19 above was carried 15 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Rachel Bowen, Susan Baty, Adrian Broad, Gabrielle Bundy-Cooke, Vaughan Dennison, Lew Findlay QSM, Jim Jefferies, Lorna Johnson, Duncan McCann, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and

Tangi Utikere.

6-19 Committee Work Schedule

Moved Aleisha Rutherford, seconded Rachel Bowen.

The **COMMITTEE RESOLVED**

1. That the Community Development Committee receive its Work Schedule dated April 2019.

Clause 6-19 above was carried 15 votes to 0, the voting being as follows:

For:

The Mayor (Grant Smith) and Councillors Brent Barrett, Rachel Bowen, Susan Baty, Adrian Broad, Gabrielle Bundy-Cooke, Vaughan Dennison, Lew Findlay QSM, Jim Jefferies, Lorna Johnson, Duncan McCann, Karen Naylor, Bruno Petrenas, Aleisha Rutherford and Tangi Utikere.

The meeting finished at 11.53am

Confirmed 5 June 2019

Chairperson

MEMORANDUM

TO: Community Development Committee

MEETING DATE: 5 June 2019

TITLE: Options for Library Services in Highbury

DATE: 14 May 2019

PRESENTED BY: Linda Moore, Manager - Libraries, Community

APPROVED BY: Debbie Duncan, General Manager - Community

RECOMMENDATION(S) TO COMMITTEE

1. That the memorandum dated 14 May 2019 and titled "Options for Library Services in Highbury" be received.

1. ISSUE

An opportunity for Palmerston North City Council (PNCC) to engage with the community on the provision on library services in Highbury arose through a delegation to Council from Te Aroha Noa Community Services (Te Aroha Noa) indicating their intention to re-develop their facilities into a community hub. This opportunity to seek feedback on the possibility of the co-location of library services within the Te Aroha Noa community hub also sat alongside an opportunity to address concerns raised by submissions to the 10 Year Plan with regards to improving access to library services in Highbury (from the current Te Pātikitiki building) in terms of both visibility from the road, and the safety and ease of access into the building.

2. BACKGROUND

Te Aroha Noa is a community development agency which has been providing an increasingly extensive range of family/whanau, early childhood, health, education and youth development services over thirty years.

On 4 September 2017, Te Aroha Noa made a deputation to the Planning and Strategy Committee of Council presenting a preliminary plan and cost estimates for the redevelopment of their existing facilities into a community hub seeking support and planning assistance from Council.

Council resolved “That the proposal from Te Aroha Noa Community Services be referred for consideration via the Long-Term Plan process”. This resulted in two programmes being added to the 10 Year Plan under the Connected Communities Strategy Priority One: “To develop, provide and advocate for services and facilities that create a connected, welcoming and inclusive community where people are connected with each other and the services, facilities and support they need to prosper”.

1. Operational Programme 1493: Highbury Community Hub
2. Capital New Programme 1503: Highbury Community Hub Fitout

Both programmes are dependent on the outcome of the community engagement and feasibility study being undertaken by Te Aroha Noa and the community engagement undertaken by PNCC.

Council also resolved” That the request for planning and assistance be referred to the Chief Executive for immediate consideration” and as a result, officers from across Council have been in on-going discussions with Te Aroha Noa to provide this assistance.

3. COMMUNITY ENGAGEMENT

With specific regard to the provision of library services in the Highbury community, discussions have confirmed that the Palmerston North City Library and Te Aroha Noa share common goals and aspirations in providing a community space in Highbury that:

1. Provides access to information and services that is universally accessible – available, flexible, inclusive and equitable
2. Enhances community connectedness
3. Strengthens community and neighbourhood identity
4. Enhances and supports a vibrant and resilient community
5. Gives people a place to belong – Turangawaewae – that enhances the mana and rangatiratanga of individuals and whanau
6. Encourages transformative change through collective impact
7. Has an enduring presence in supporting the values and daily practices that enhance community wellbeing

In addition, both organisations share a commitment to the process of co-design with the community, both in relation to the development of facilities, and in the facilitation and delivery of programmes and activities.

3.1 Community Engagement undertaken by Te Aroha Noa

Te Aroha Noa held a community hui on 22 September 2018 that was designed to explore the future of a Highbury community hub. A variety of data collection methods were used to ensure that everyone could have their views heard, stalls were set up to create a 'market place' feel; and the architect's concept for what the physical community hub might look like was available to view.

As part of the exploration of the idea of co-location, Te Aroha Noa produced a possible floorplan which indicated how the library collection might fit in the space with areas for meetings, computers, toilets, showers, and shared community space within the proposed Te Aroha Noa community hub.

While the community engagement undertaken by Te Aroha Noa did not specifically explore including the library in the community hub, they did ask questions about the frequency of visiting the library and where people got internet access if they didn't have it in their own home. These findings will be included as part of the feasibility study that Te Aroha Noa is currently preparing.

3.2 Community Engagement undertaken by Palmerston North City Council

The Palmerston North City Council (PNCC) currently provides Public Library Services in Highbury through the Te Pātikitiki Library located on Highbury Avenue and visitation and use continues to grow. The library averaged 385 visitors per week in the 16/17 year; 428 visitors per week in the 17/18 year and the current average visitor count per week for 18/19 is 581. The team has a strong focus on delivering on Council's strategic outcomes especially those relating to community connectiveness, access to information and community wellbeing.

Feedback from the community during the 10 Year Plan process indicated that there were concerns about the visibility of the Te Pātikitiki Library from the street and also concerns about safe access via the paths and through the gardens immediately surrounding the building.

An independent consultant was commissioned by PNCC to undertake an engagement process to seek community views on the existing Te Pātikitiki Library (see Appendix One). The output from this community engagement process will inform the further development of library services in Highbury.

There were three key drivers for the community engagement:

1. The opportunity to consider a partnership with Te Aroha Noa through the co-location of library services within their proposed community hub
2. The condition of the Te Pātikitiki building (see Appendix Two)
3. The opportunity to address concerns raised around the visibility and ease of access to the Te Pātikitiki Library

Views were sought on:

- The strengths of the current library

- How services could be improved
- The value of the library to the community
- The preferred location of the library and the impact, if any, of moving the library to be part of the Aroha Noa community hub

Key themes from community feedback indicated that:

1. The strengths of the current library were seen as:
 - The staff are friendly and helpful
 - It is open to anyone who wants to use it
 - It is a real community hub for the neighbourhood
 - There is always something to read and to access Wi-Fi and/or computers
 - The library's general location and ease of car parking and access for those with mobility issues
2. Options for improving the Te Pātikitiki Library building were stated as:
 - Having the library more visible from the street
 - Having meeting rooms available for groups to use
3. Options for improving services were suggested, including:
 - Extending opening hours
 - More community led programmes for all ages but more programmes for adults was seen as being particularly important
 - Increased access to new technologies
4. The community values the library for:
 - Encompassing community and what it means to be Highbury
 - Being "our place" and fostering a sense of belonging
 - The manaakitanga, support and guidance of the staff
 - Being Council run and an independent and neutral space
 - The history and heritage of Te Pātikitiki

The community has a strong preference for the Te Pātikitiki Library remaining independent and not co-locating in the proposed Te Aroha Noa community hub, as indicated by the majority of respondents who live in the Highbury area stating that they would either not use, might not use or would use the library less if it moved into Te Aroha Noa.

The main reasons given by those opposing the move included personal preferences for the Te Pātikitiki Library in its current location, and its relaxed setting with good parking which was safe for children and convenient for older people and those with mobility issues.

The conflict associated with having a library which is non-sectarian and neutral co-located within a faith-based centre delivering social services was a considerable concern.

A number of respondents highlighted the potential loss of the history and heritage values embodied in the Te Pātikitiki Library, which would be lost if it was co-located.

The library was seen as the heart of the community and key for new community members to make connections and friends in the area.

4. NEXT STEPS

Based on the outcome of the community engagement undertaken by PNCC to understand the full extent of the issues and any opportunities for the location and delivery of library services in Highbury, the next steps are to:



1. Undertake a detailed building assessment of the Te Pātikitiki Library building in Highbury, including exploring options to improve visibility and access.
2. Actively engage with the team at Te Aroha Noa to explore ways council can assist and support the development and delivery of multi-disciplinary library programmes and services that encourage life-long learning and skill development, enhance community wellbeing and encourage active citizenship.

5. COMPLIANCE AND ADMINISTRATION

Does the Committee have delegated authority to decide?	Yes
Are the decisions significant?	No
If they are significant do they affect land or a body of water?	No
Can this decision only be made through a 10 Year Plan?	No
Does this decision require consultation through the Special Consultative procedure?	No
Is there funding in the current Annual Plan for these actions?	Yes
Are the recommendations inconsistent with any of Council's policies or plans?	No
The recommendations contribute to Goal 3: A Connected and Safe Community	

The recommendations contribute to the outcomes of the Connected Community Strategy	
The recommendations contribute to the achievement of action/actions in the Community Services and Facilities Plan	
The action is:	
<ul style="list-style-type: none"> • To develop, provide and advocate for services and facilities that create a connected, welcoming and inclusive community where people are connected with each other and the services, facilities and support they need to prosper • To provide library services in spaces and places that suit the community; are accessible, welcoming to all people (including those who are socially isolated) and that are maintained and delivered in response to identified needs • That library outreach services are responsive to community needs • To identify opportunities for, and develop, a community hub in Highbury 	
Contribution to strategic direction	Community engagement for options for library services in Highbury

ATTACHMENTS

1. Appendix One: Te Pātikitiki - Options for service [↓](#) 
2. Appendix Two: Te Pātikitiki Library - Memo from PNCC Property Manager [↓](#) 

*Te Pātikitiki:
Options for service*

*Report for the Palmerston North City Library
May 2019*

Sue Sutherland Consulting

Report written by Sue Sutherland

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Executive summary

Introduction

This report outlines the findings from a community engagement process with the wider Highbury community to seek their views on Te Patikitiki Library – its strengths, areas for improvement, location and the impact, if any, of moving the library to be part of the Te Aroha Noa Community Services (TANCS) Hub. The drivers for the project were threefold: the opportunity to consider a partnership with TANCS; the opportunity to improve visibility and access; and the likelihood that the building needs to be re-piled making it timely to look at options available to Council before commencing any work.

Interviews, focus groups and a survey provided opportunities for input. As well a community BBQ was held on Saturday 6 April and a stall at the Highbury Market on 7 April provided opportunities for people to discuss the library and its location. A full list of organisations, focus groups and interviews is provided in Appendix 1.

Context

Around 3,120 live in Highbury. The area is more culturally diverse than Palmerston North City as a whole with nearly 50% of the population identifying as Māori or Pasifika. In the past five years there have been more migrants moving into the area but the latest census figures are not yet available. Te Patikitiki Library has served the community since 2008 and is located in Monrad Park, in the former Community Whanau Centre. The building is approximately 270m² and is a single room with separate storage and toilets. There is no separate staff workroom or meeting room. The library is one of four community living rooms, the others being in Awapuni, Roslyn and Ashhurst.

The Palmerston North City Council's Connected Community Strategy and its Community Services and Facilities Plan 2018/2021 provide the policy framework for library service provision. Libraries provide physical and digital content and facilitate programmes to support digital inclusion, access to information, literacy and the joy of reading. They are places for lifelong learning, cultural and creative expression and social inclusion. Council provides library spaces that are: accessible and in places that suit the community; are maintained and delivered in response to identified needs; welcoming to all people, including those who are socially isolated; and provide opportunities for partnerships with other providers.

Te Aroha Noa Community Services (TANCS)

TANCS is a social agency which has been providing an increasingly extensive range of services in the area for family/whanau over the last thirty years including early childhood, health, education and youth development. They are planning to expand their services to create a 'community portal and hub' that will include a community kitchen and training programs around food preparation, parenting, education, health and well-being. Following a presentation to the Palmerston North City Council, the idea that Te Patikitiki Library might be integrated as a part of this community hub was raised. TANCS has 'warmed' to this idea and have done some work on concept plans for how the library might be integrated.

Key findings – strengths, opportunities and value

The interviews and focus groups asked people to identify what they saw as the strengths of the current library, how services could be improved, the value of the library to the community and the preferred location of the library, and the impact, if any, of moving the library to be part of the Te Aroha Noa community hub. The survey mirrored these same questions. The main benefit of the conversations, interview and focus groups was that it enabled ideas to be teased out, or responses probed for clarity of understanding.

Strengths of the current library were seen as its proximity to the park and local schools, the skilled and community focused staff, the community ownership, the access to computers and wifi, the collections which were continually refreshed and the ability to use the space for community events after hours.

Ideas for improvement including making the current location more visible, having a separate space for community meeting and learning, more computers and stronger wifi, longer hours on Saturday and one or two later evenings, more programs including digital programs and improved exterior including re-instating the community garden.

The library was valued for being a place to connect with and meet new people, a drop-in place to have a drink and a chat. It was seen as a safe place kids and a family place helping with literacy and reading. One young man acknowledged that without the influence of the library and the librarian when he was young "he would have been up to mischief now – probably in trouble". Above all, the library was seen as belonging to the community, a community resource and a neutral place, open to all and not connected with any particular group or agency. Two people commented that they liked having separate spaces/places to go to in the community as opposed to a single 'community hub'.

Moving the library to part of the TANCS community hub

The majority of people spoken to as part of the community consultation did not favour the move of the library to be part of TANCS. Reasons include the location around Farnham Park was perceived to be less safe, there was a lack of parking and the road was used by vehicles, including trucks, as a quick way through from Botanical Road to Highbury Avenue. Loss

of the library's community identity, its independence and neutrality was a concern, as was the ability for the library to partner with other agencies, particularly those who operate in similar fields to TANCS. Some identified the loss of privacy for those who use TANCS services and the possible stigma for library users who may not wish to go to a building that is providing social services. There could be competition for space and a need to 'book' spaces.

Some of the concerns expressed related specifically to TANCS itself. While people acknowledged the good work that TANCS does in the community there were some concerns about its willingness to work in with other groups, and its non-membership of Ora Kōnnect was cited as an example. A few people had concerns about its religious affiliation and whether that might have an impact on library collections.

A number of people expressed a view along the lines of "what is the problem you are trying to fix?" and "Why look to fix things, when nothing is broken and working well". Some expressed the view that the council would be better spending its money on improving the existing building than on moving the library and paying rent to someone else.

Respondents to the survey were also asked to indicate their likely usage if the library was moved to TANCS. 43.5% (98) of respondents indicated that they would "not use it", "might not use it", or "would use it less" and 22.2% (50) of respondents indicated that they would "still use" the library if it moved to Te Aroha Noa, or "might start" using it in this location. The remainder did not know or did not answer the question. The main reasons given by those opposing the move were similar to the reasons in the interviews and focus group. A number of respondents highlighted the potential loss of the history and heritage values embodied in the Te Pātikitiki Library on its current site which would be lost if it was relocated.

Benefits of a move to TANCS

A minority of people thought there could be benefits in moving in with TANCS. It might attract a new group of users to the library, particularly among the migrant community who appear to be moving into the area around Farnham Park. It might be easier for those who already use the services provided by TANCS – a 'one-stop shop' for them. There would be a need for the library to have its own space and entry – co-located rather than integrated.

One person commented that "Some children are not necessarily very sociable, being in a hub like Te Aroha Noa is not such a bad thing, as it could address that and help build social skills. I think it would also help with truancy issues".

Analysis and Options

It is clear from both the face to face consultation and the survey that there is a considerable majority of people who have strong views about moving Te Pātikitiki from its current location as a stand-alone library to be part of an integrated community hub with Te Aroha Noa Community Services. If the Council wishes to continue to explore the partnership with Te Aroha Noa Community Services it needs to clearly articulate the desired outcomes and benefits from becoming part of the TANCS hub: for the community, the organisation and financially. Any agreement would need to ensure the neutrality and independence of the library and have an exit strategy which maintains the ongoing viability of the library service if the concept is not a success. Parking and road safety issues would need to be resolved. The Council would also need to understand the impact on the library's ability to partner with other agencies in the area for programmes and services.

Given the community views gathered during the community engagement process, the Council also needs to consider what weight to give this feedback and whether it outweighs the benefits it sees from being part of the TANCS hub.

An alternative to co-locating within the community hub is to work in partnership with TANCS to facilitate and deliver community programmes. This might take the form of library run or sponsored programmes being run in conjunction with TANCS. The health hub might promote the 'books on prescription' service whereby patients are encouraged to use the library to get quality information about their condition, or things that will help to manage their condition. This is already operating in some libraries in New Zealand, one example being Dunedin Public Libraries. These are just two ideas for how Palmerston North City Library might support the TANCS community hub without necessarily moving the whole library service to their location.

Te Patikitiki Library is well loved and there is a real sense of community ownership and participation. Much of this comes from the origins of the library and the way the Council went about establishing it, working closely with the local community at the time to work out what was wanted. However, not all those who live in Highbury use the library and it is important that the library continues to reach out to new users, particularly those coming in to the area who may not be familiar with what a public library can provide.

Improvements are needed to the current building. The building is likely to need new foundations and the interior needs updating. There is an option to move the library closer to street edge either to the west of Highbury Whānau Centre or on the land east of the car park. Either of these options would retain the benefits of the current location, i.e. the proximity to the park, the closeness to schools but improve the visibility and access issues. If the current building needs re-piling it may be possible to build new foundations and move the building to a new site, at the same time building an extension for a community learning centre/meeting room.

1. Introduction

1.1 Purpose

Sue Sutherland Consulting was commissioned to undertake a community engagement process to seek community views on the Te Pātikitiki Library. In particular views were sought on:

- The strengths of the current library
- How services could be improved
- The value of the library to the community
- The preferred location of the library and the impact, if any, of moving the library to be part of the Te Aroha Noa community hub.

The output from the community engagement process will inform the development of options for library service delivery for the Highbury and immediate area.

There were three key drivers for the project:

- An opportunity to consider a partnership with Te Aroha Noa to be part of their community hub which is described in more detail below
- The condition of the building - Council's Property Division confirm the building needs to be re-piled so, it is timely to look at options available to Council before commencing this work.
- An opportunity to address concerns around visibility and access to the Te Pātikitiki Library

1.2 Methodology

Community views were sought through the following:

- Interviews with a wide-ranging number of individuals and groups of stakeholders
- Focus groups with users, young people, migrant and refugee groups
- A community BBQ held on Saturday 6th April at Te Pātikitiki
- Attendance at the Highbury Market on Sunday 7th April where people had an opportunity to ask questions and complete the survey
- An online and paper-based survey which was promoted through the City Library's website, Facebook page and via posters, brochures and a leaflet drop in letterboxes

A full list of the groups and individuals consulted is attached as Appendix 1. The key findings of the face-to-face interviews and focus groups and a summary of the findings of the Survey are outlined in section 3 Key findings. The full report of the survey is attached as Appendix 2.

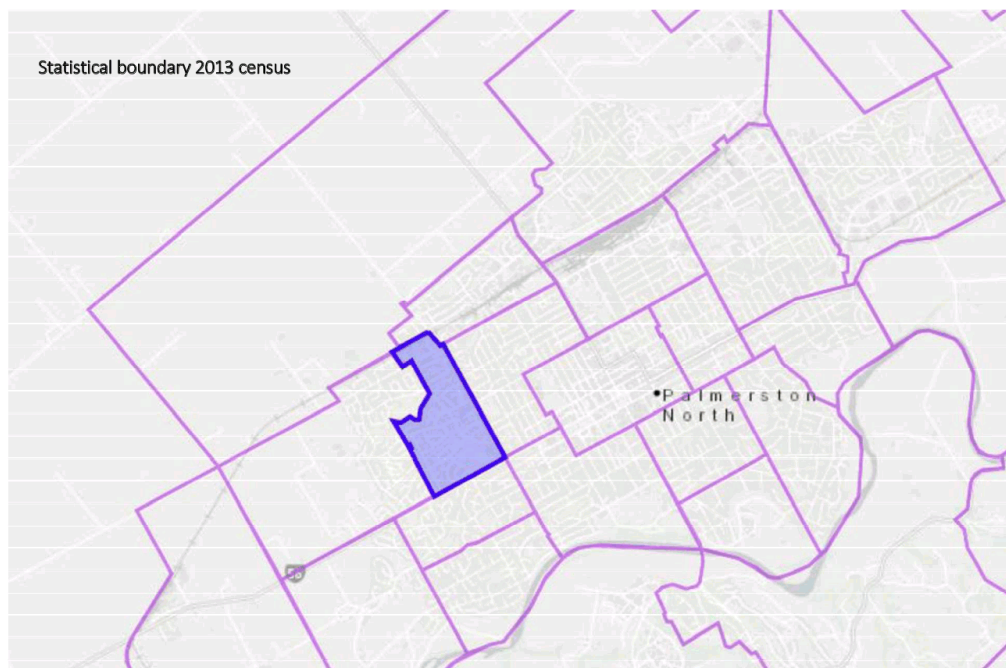
As part of the background research, a review of the different solutions that local authorities in New Zealand and Australia have taken in siting libraries as part of community hubs, was undertaken. Although there are a number of different approaches there are some key characteristics which are common to all. This is discussed in section 2.5.



2. Context

2.1 The Highbury Community

Highbury is a suburb in the north west of Palmerston North and is a census statistical area. The areas surrounding Highbury are Takaro, Cloverlea, Westbrook and Awapuni North.



At the 2013 census 3,120 people lived in Highbury, 48% were male and 52% female.

The area is more culturally diverse than Palmerston North City as a whole with nearly 50% of the population identifying as Māori or Pasifika. In the past five years there have been more migrants moving into the area but the latest census figures are not yet available.

Ethnic groups in Highbury and Palmerston North City

2013 Census

Ethnic group(1)	Highbury %	Palmerston North %
European	62.5	78.9
Māori	36.5	16.5
Pacific peoples	12.8	4.5
Asian	6.4	9.7
Middle Eastern, Latin American, African	0.5	1.3
Other ethnicity	1.7	2.1

1. Includes all people who stated each ethnic group, whether as their only ethnic group or as one of several. Where a person reported more than one ethnic group, they have been counted in each applicable group. As a result percentages do not add up to 100.

Source: Statistics New Zealand

At the 2013 census, Highbury had the highest level of deprivation and in the past has suffered from societal problems and violent crime. However, the local people have worked hard to turn this situation around and an article in the Manawātū Standard in 2015¹ highlighted the sense of community felt by local residents.

"Come and live in this community for 12 months and see what a great place it is and see the great things that go on here." – Bill Feasey

There are several schools in the area. Somerset Crescent School has a roll of 240 which is approximately 50% Māori, 32% Pacific Island and 16% Pākehā/European.² Te Kura o Takaro in Brighton Crescent is a full primary school for years 0-8 students. It also has a large Māori student population. Our Lady of Lourdes is a year 1-6 Catholic integrated primary school with a roll of around 150 students with 20% Pacific Island students, 45% Pākehā/European and 15% Māori. Monrad Intermediate is located adjacent to Te Pātikitiki Library and has a role of approximately 300 pupils of which 61% are Māori. Cloverlea and Westend Schools are slightly further out from Te Pātikitiki Library being 2.6km and 1.5km respectively away from the Library.

There are several early childhood centres in the area and a Kōhanga Reo located in the Highbury Shopping Centre. The nearest secondary school is Awatapu College near the Westend primary school.

A number of social agencies provide services to the community including Te Aroha Noa Community Services, Te Waka Huia a Manawātū Hauora, Highbury Whānau Centre and the Legacy Church. Ora Kōnnect is a partnership approach amongst different agencies and the Palmerston North City Council to actively support whānau to drive their own health and wellbeing.

2.2 The Te Pātikitiki Library story

Te Pātikitiki Library is located on Monrad Park at the southern end of the car park that also serves the Highbury Whānau Centre. The building is wooden, sitting on piles with a small verandah providing shelter to the public entrance. Adjacent is a children's playground and a basketball hoop. In former times there was a community garden, but this has lapsed in recent years.

The library is one of four community living rooms that make up the Palmerston North City Library along with the central library, Youth Space and the mobile. There are also community living rooms at Awapuni, Roslyn and Ashhurst.

Te Pātikitiki is sited in the building formerly occupied by the Community Whānau Resource Centre, created in response to community need some 30 years ago. They outgrew the building which was then boarded up and lay empty for two years awaiting demolition. Eleven years ago, the Palmerston North City Council was looking for a site for a library and Te Pātikitiki Library was opened in the refurbished building. From the outset it was very much a community co-created library. Although this has become a preferred way of involving communities in the development of services and places, at that time it was not necessarily the case. This approach has built a great deal of community ownership in the library.

Te Pātikitiki was named from a tukutuku panel created by and gifted to the library by whaea Yvonne Marshall (Rangitāne, Ngāti Kuia, Ngāti Apa ki te Rā Tō) which hangs on the wall in the library³. Te Pātikitiki (the flounder) is symbolic of hospitality and abundance.

The Te Pātikitiki Community Librarian describes the library as a community place with books. "Te Pātikitiki is a place with mana, heart, wairua and history, created by our people. The many second-chances the kids have had and eventually learned from; the events which were run by our community not for them; the many life-affirming conversations we have had; the assistance with CVs and technology that has secured that life-changing employment; the "cups of coffee" when lonely people have been listened to; the genuine hugs when they are needed and freely given and received..... I'm sure you get my meaning."

The building is approximately 270m² and is a single room with a separate storage area and toilets. There is no separate staff workroom or meeting room. Gatherings take place around a large table near the staff counter.

¹ <https://www.stuff.co.nz/Manawatu-standard/news/69862148/null>

² <http://www.somersetcres.school.nz/web/AboutOurSchool.htm>

³ <https://www.stuff.co.nz/Manawatu-standard/news/103461461/highburys-community-living-room-te-ptikitiki-turns-10>

2.3 Council goals and plans

The vision for Palmerston North is ‘Small city benefits, big city ambition’⁴ The city wants to make the most of all the benefits of a small city, while offering citizens and the region the lifestyle, education and business opportunities available in much larger metropolitan cities. To guide this vision the city has developed five strategic goals, a set of principles and a number of strategies and plans which provide greater detail as to the priorities to achieve this vision.

Of particular relevance to this work is Goal 3: A Connected and Safe Community. The city’s aspiration is to “include, support, connect and use the talents and advantages of the whole community in the pursuit of prosperity and wellbeing.” The goal is “to make it easy for Palmerston North citizens to connect with each other and to the services, infrastructure, facilities and opportunities that support individual development, health, prosperity and wellbeing, for the greater good of our community as a whole”⁵

The Connected Community Strategy outlines in more detail how Council will work with communities to deliver on this goal. The Council’s has a number of priorities:

- Develop, provide and advocate for services and facilities that create a connected, welcoming and inclusive community.
- Ensure the City has a healthy community where everyone has access to healthy, safe and affordable housing and neighbourhoods
- Build community capacity to take ownership and encourage community leadership of solutions, including better co-ordination between community organisations and groups
- Be a city where people feel safe and are safe

As part of delivering on this strategy and priorities, the Council provides the City Library, comprised of the central library, four community libraries, the mobile library and Youth Space. The Council also has eight community centres. A new community centre is being developed in Bunnythorpe and financial provision has been made in the Long Term Plan for a community facility for Kelvin Grove and a possible community hub for Highbury⁶.

The Community Services and Facilities Plan 2018/2021⁷ specifically notes an action to “Identify opportunities for, and develop, a community hub in Highbury by end of 2018/2019”.

As noted in the Community Services and Facilities Plan, libraries provide physical and digital content and facilitate programmes to support digital inclusion, access to information, literacy and the joy of reading. They are places for lifelong learning, cultural and creative expression and social inclusion. Council provides library spaces that are: accessible and in places that suit the community; are maintained and delivered in response to identified needs; welcoming to all people, including those who are socially isolated; and provide opportunities for partnerships with other providers.

2.4 Te Aroha Noa Community Services (TANCS)

Te Aroha Noa Community Services (TANCS) describes themselves as a “community development agency which has been providing an increasingly extensive range of family/whānau, early childhood, health, education and youth development over three decades”.⁸ They are planning to expand their services to create a ‘community portal and hub’ that will include space for:

- A community kitchen
- Training programmes around food preparation, parenting, education, health and well-being
- A Health Centre for both primary and secondary health care
- Administrative space for staff

They see this ‘nourishing space’⁹ as being a community space that doesn’t require any identified need to be expressed, a place that people can drop into with have a specific service need.

⁴ Papaioea Palmerston North 2028. Te Mahere Tūroa 10 year plan 2018-2028 <https://www.pncc.govt.nz/media/3131028/10-year-plan-2018-28.pdf>

⁵ Ibid p90

⁶ Ibid p92

⁷ <https://www.pncc.govt.nz/media/3130994/community-services-and-facilities-plan-2018.pdf> p9

⁸ Deputation to the PNCC Planning and Strategy Committee, 4 September 2017

⁹ Ibid.

Following the presentation to Council, (where TANCs sought planning assistance, support and advocacy in their approach to funders, a capital grant of \$75,000 and a three-year operational fee for service grant), preliminary discussions were held to explore the idea of the library being included in this community hub. As part of the exploration of the idea, TANCs produced a possible floorplan which indicated how the library collection might fit in the space with areas for meeting, using computers, toilets, showers, and shared community space within the proposed Te Aroha Noa community hub.

TANCs held a community hui on 22 September 2018 from 2-4pm that was designed to explore the future of a community hub. They used a variety of data collection methods to ensure that everyone was able to have their views heard, ranging from "I love Highbury..." cards, sticker voting posters, an online questionnaire, and a photo and video station for those with a more creative bent. Stalls were set up to create a 'market place' feel, with themes such as healthy food, sports, robotics, health services (giving free blood pressure checks), weaving, planting and the architect's concept for what the physical community hub might look like.¹⁰

While the consultation did not specifically explore including the library in the community hub they did ask questions about the frequency of visiting the library and where people got internet access if they didn't have it in their own home (predominantly libraries). These findings will be included as part of the Feasibility Study that TANCs is currently preparing.

As a follow up to the discussion already had with TANCs, a further conversation was held with Bruce Maden and two of his team to understand their current thinking. Key points they stressed were:

- The library would be bigger than the current plan shows, more like 300m² than the 150m² currently
- The structure needs to enable all partners to participate but also continue to shape their own direction
- They want the hub to be a true community place and a multicultural centre
- They have warmed to the idea of an integrated hub even though it wasn't foremost in their mind originally – it will require sensitive leadership and shared values
- Although they have strong Baptist origins and are affiliated with the church this is not uppermost in their dealings with clients.

2.5 Libraries as part of community hubs

Libraries can be seen as community hubs in their own right – providing a trusted, welcoming space where people can access information, support, try something new, and where inequalities in society might begin to be tackled. Libraries give 'people a chance, a second chance, and even a third chance'.¹¹ Libraries are an essential part of community life and help foster a sense of place and belonging. However, increasingly there is a move to collocate libraries with other community facilities. The drivers for this are varied: the changing way that libraries are delivering services that support learning, creativity and community connection; customer convenience – the idea of a 'one-stop shop'; potential cost savings through the sharing of utilities and back office spaces; and the chance to build strategic partnerships, which benefit both partners through increased use of services, and which are easier to sustain through proximity.

Libraries as part of community hubs take many different forms. Examples in New Zealand include libraries with:

- Other council facilities such as swimming pools, indoor courts and Council service centres e.g. [Te Hapua](#) Halswell Library, Christchurch, [Walter Nash Centre](#), Taita, Hutt City;
- Museums, art galleries, and cultural centres e.g. [Ruatanuiwha Centre](#), Kaiapoi, Waimakariri District, [Te Ahu](#), Kaitaia which is operated by a Trust providing a Cinema, Events centre, Museum and the Council owned library, and [Te Awahou Nieuwe Stroom](#), Foxton, Horowhenua District which houses an I-Site as well as the other services;
- Health services e.g. [Rotorua City Library](#) with a health centre focused on children;
- Education services, e.g. [Upper Riccarton School Community Library](#) which serves the secondary school, community and has a café and meeting rooms as well.

In Australia one particularly extensive community hub is located at [Braybrook](#), Maribyrnong, Melbourne where the library is co-located with a health centre, optometry clinic, and early learning centre, the Braybrook Men's shed, a community kitchen, and various community rooms suitable for meeting, learning programmes and small events. There is also a sports pavilion which opens out onto sports grounds.

The majority of community hubs where libraries are a core part, are in council owned and operated buildings with the council partnering with other social service providers to enable a variety of services to be delivered from the one building. In most cases the library is the anchor 'tenant' and is seen as helping to bring foot traffic to the hub. At the same time

¹⁰ Community consultation summary: exploring the future of a Community Hub. December 2018.

¹¹ Libraries as community hubs: case studies and learning. A report for Arts Council England. Renaisi, July 2017 <https://www.artscouncil.org.uk/sites/default/files/download-file/Libraries-CommunityHubs-Renaisi.pdf>

library services benefit in that some who might not consider themselves to be library users are introduced to the wide range of services provided by a modern library when they come to use one of the other services in the building.

The extent to which libraries are integrated into the community hub varies. There may be a shared entrance, often with a café located nearby, shared staff facilities and sometimes shared staff (for different council owned services). However, the library retains its own identity and space with room for resources, seating, studying, using computers and meeting informally.

Whichever model or models is chosen for a community hub will depend on local needs and circumstances. The extent to which communities are involved in the design and decision making also varies. What is crucial to the success of any community hub is that there is a shared vision for what is to be achieved and sound planning to ensure that competing needs, including such things as opening hours, weekend and after hours use, use of shared spaces is well worked out ahead of time. It is also important to understand any dis-benefits or unintended consequences which might arise from colocation or integration.

3. Key findings

The conversations, interviews and focus groups with people in the Highbury community asked people to identify what they saw as the strengths of the current library, how services could be improved, the value of the library to the community and the preferred location of the library, and the impact, if any, of moving the library to be part of the Te Aroha Noa community hub. The survey mirrored these same questions. The main benefit of the conversations, interview and focus groups was that it enabled ideas to be teased out, or responses probed for clarity of understanding.

3.1 Strengths of Te Pātikitiki Library

A number of key themes were common to a significant number of respondents. They were:

- Location – the proximity to Monrad Park and local schools. The location was identified as safe, away from the street and with excellent parking (except on sports days), easy walking distance and the bus goes past too
- Staff – skilled and they foster relationships with the community and schools, know everyone and go the extra mile
- Community ownership – this really is the living room of the community, people volunteer, the ability to make yourself a drink and sit and have a chat
- Computers and wifi – for many it is their only access to the internet and certainly to the programmes and tools available on a computer (as opposed to a phone or tablet)
- The collections – they are continually refreshed and staff will get the item you want if it is not in Te Pātikitiki
- Ability to use the library for community events after hours

3.2 Ideas for improvement or additional services

Again a number of key themes for improving Te Pātikitiki were apparent from the consultation. They were:

- Visibility – the library is currently hidden by the trees and it is quite a walk for the elderly from the street. Better promotion through signage and having its own Facebook pages were suggested. One idea was to paint the fence with the library story that led a person through to the library, or paint the equivalent of a ‘yellow brick road’ that would lead people to the library.
- A community meeting room or space that could be used for meetings or as a community learning space without disrupting other library users. This could be glass fronted so that people were not shut away. This space could also be used for quiet study when meetings weren’t happening.
- More computers and stronger wifi so that it could be better used outside the library as well.
- Improve the use of the immediate exterior e.g. reinstate the community garden and improve the children’s playground outside; also, a half - basketball court for young people
- Hours of opening – some wanted to see longer hours on Saturdays so that they could get there after sport on a Saturday morning; others thought one or two week nights to enable people to get to the library after work. One or two commented that the 5pm closing during the week was good because it meant kids had to leave and go home for their dinner.
- Encourage more community groups to use the library and put on activities. This happens now to some extent but there could be more of it.
- More programmes e.g. homework club, help with digital devices and cell phones, literacy courses and learning to read.
- Greater diversity of staff.
- Other ideas included: A bigger café, a ‘proper’ café, focusing Te Pātikitiki on arts and dance

3.3 Value of the library

People were asked what value Te Pātikitiki had for the community and for them as individuals. The responses were varied and included:

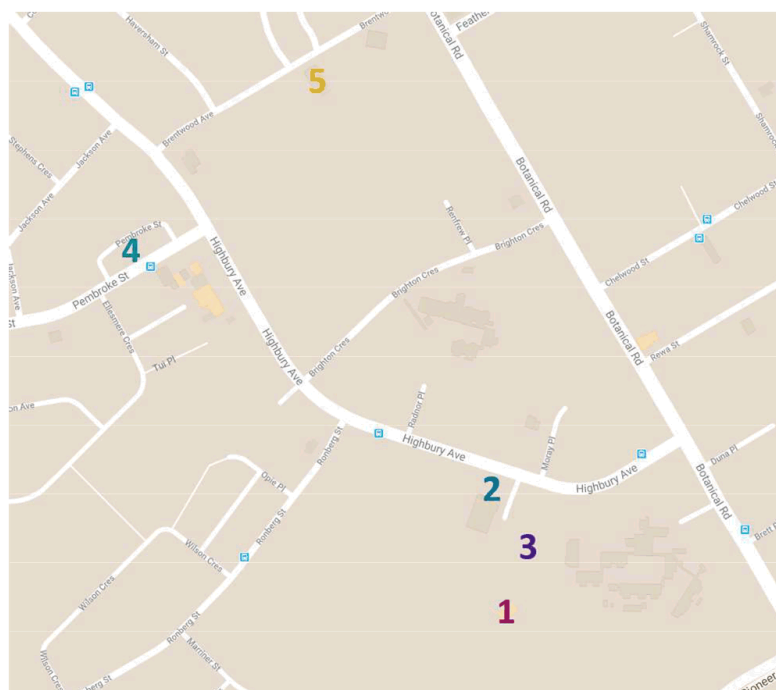
- A place to connect with and meet new people; a drop in place where I can go and don’t have to have any specific reason other than to have a chat and a coffee.
- A safe place for kids because of the park and the oversight of the staff
- A family place, helping with reading and literacy
- One young man acknowledged that without the influence of the library and the librarian when he was young “he would have been up to mischief now – probably in trouble”.
- The library is a neutral place, open to all, not connected with any particular group or social agency.
- The library belongs to the community, a community resource, it is already the community hub. It has a great Wairua (spirit).

- Two people commented that they liked having separate spaces/places to go to in the community as opposed to a 'community hub'. One in particular said "places like Te Pātikitiki that are not physically connected to or near others were like 'landmarks' or 'time-out spaces'. They provide opportunities to see 'art forms' throughout the community not just in one area".

3.4 Location

During the course of the conversations and focus groups a number of different ideas regarding the location of Te Pātikitiki were offered. The options were:

- Option 1: Current location (no 1 on map below) because of the good parking, away from the street which is safe for kids, close to the playground
- Option 2: On Highbury Avenue adjacent to the Highbury Whānau Centre (no 2 in map below) with its own parking. Still retains access to the park. This option would see the current site return to being part of the park to compensate for the land used at street edge. The advantages of this site were greater visibility, closer to the bus, a bit closer to the Highbury shops, but still retaining the connection with the current location.
- Option 3: On land on the opposite side of the car park from the Highbury Whānau Centre (no 3 on map below). This suggestion saw reusing the existing building and moving it to new foundations. The benefit of this option was seen to be moving it closer to the street, still retaining the connection with Monrad School and the car park without taking park land needed for sports. This option would require discussion with the Ministry of Education.
- Option 4: Move to Pembroke Street (no 4 on map below) on a strip of green land between the shops and the houses (Pembroke Reserve). The benefits of this option was to bring it closer to the shops where more people naturally come. The downside would be the loss of the only green space in this immediate area and lack of parking.
- Option 5: Move the library to be part of Te Aroha Noa Community Services off of Brentwood Avenue. The pros and cons of moving the library to be part of Te Aroha Noa Community Services (no 5 on map above) are discussed in the following section.



Highbury map with library service location options



Options 1-3 around Monrad Park



Options 4 and 5 around Pembroke St. and Brentwood Ave.

3.5 Moving the library to be part of the Te Aroha Noa Community Services community hub

The majority of people spoken to as part of the community consultation did not favour the move of the library to be part of TANCS. The reasons given were:

Location

- The area around Farnham Park was perceived to be less safe (from violence and bad behaviour) than the current location
- Lack of parking in the area – it is already difficult to get a park and would be made worse by moving the library there
- The safety of Brentwood Avenue which is being used by vehicles, including trucks as a quick way through from Botanical Road to Highbury Avenue. When cars are parked on both sides of the road there is really only one way traffic through as the road is narrow.
- This move would disadvantage the people living in the vicinity of the current location and possibly advantage those who live on that side of Highbury – it won't actually mean more people will have easy access - just exchanging one group for another.
- Two people independently commented on the fact that they liked having different places to go to in the community which runs counter to much of thinking about bringing things together in one place for convenience.

Association with a social agency

- Loss of the library's community identity and strong community ownership – will not be the same inside another organisation
- Loss of the independence and neutrality of the library if totally integrated into the TANCS space
- There were concerns that moving in with TANCS would compromise the ability of the library to partner with other agencies, particularly those who operate in similar fields to TANCS
- Loss of privacy for those who use TANCS services in having to enter through the library space
- Possible stigma for library users (and new ones) who may not wish to go to a building that is providing social services in case others think they have problems (e.g. the association with family violence counselling)
- Social agencies have specific contracts to work on social issues; this is different from the library where you can 'come and be who you want to be' – not a place where we help shape you to what you need to be.
- It would be more difficult just to go and 'hang out' at the library – this particularly from younger people.

Te Aroha Noa Community Services Community Hub

Some of the concerns expressed related specifically to TANCS itself:

- While people acknowledged the good work that TANCS does in the community there were some concerns about its willingness to work in with other groups, and its non-membership of Ora Kōnnect was cited as an example.
- A few people had concerns about its religious affiliation and whether that might have an impact on library collections.
- People held widely different perceptions of TANCS approach – one person saw it as very much an organisation for Māori while two others felt that their approaches were very much from a Pākehā perspective and that they were not really engaged with Māori or the tenets of Te Tiriti o Waitangi.
- There were concerns that TANCS would 'own' the library if it was totally integrated within their building and that there would be competition for the proposed shared spaces which might mean they weren't available for library users to just drop in and use. There would be a need to 'book' spaces.
- A number of people expressed a view along the lines of "what is the problem you are trying to fix?" and "Why look to fix things, when nothing is broken and working well". Some expressed the view that the council would be better spending its money on improving the existing building than on moving the library and paying rent to someone else.

Benefits of a move to TANCS

A minority of people thought there could be benefits in moving in with TANCS.

- It might attract a new group of users to the library, particularly among the migrant community who appear to be moving into the area around Farnham Park
- Would possibly be easier for those who already use the services provided by TANCS – a 'one-stop shop' for them
- Could work OK but would need to have its own space and entry – co-located rather than integrated.
- One person commented that "Some children are not necessarily very sociable, being in a hub like Te Aroha Noa is not such a bad thing, as it could address that and help build social skills. I think it would also help with truancy issues".

3.6 The survey

The survey was conducted from 11 March to 9 April 2019, and involved an on-line questionnaire using Survey Monkey. Hard-copy questionnaires were also available. A total of 226 replies were received, 157 on-line and 69 in hard-copy.

The survey was open to anyone who wanted to complete it regardless of where they lived, or whether or not they used Te Pātikitiki. There were 51.8% (117) of respondents who lived in Highbury, and 48.2% (108) who indicated that they lived in another locality. Most of those not living in Highbury lived in Takaro, Awapuni, Hokowhitu and West End.

The survey provided information about what people used the library for, if they didn't use the library, why not, and asked respondents to indicate the importance of a number of possible improvements to the library service. Much of this corroborated the findings through the face to face consultation.

Impact on use

The survey explained that the Council was considering moving the library to be part of the Te Aroha Noa redevelopment, and that such a move was in line with the Council's strategy to work more closely with its communities. Respondents to the survey were asked to indicate their likely usage following such a move. The results were:

- 43.5% (98) of respondents indicated that they would *"not use it", "might not use it", or "would use it less"* if the Te Pātikitiki library was relocated to Te Aroha Noa;
- 22.2% (50) of respondents indicated that they would *"still use"* the library if it moved to Te Aroha Noa, or *"might start"* using it in this location;
- 16.8% (38) of respondents indicated that they did not know, and a further 8.4% (19) indicated *"other"*. Some of these respondents indicated that they were not likely to use the library if it relocated or indicated more general opposition to the proposal.

The main reasons given by those opposing the move included personal preferences for the Te Pātikitiki Library in its current location, and its relaxed setting with good parking which was safe for children and convenient for older people. The conflict associated with having a library which is non-sectarian and neutral co-located with a church based centre delivering social services was a source of considerable concern. A number of respondents highlighted the potential loss of the history and heritage values embodied in the Te Pātikitiki Library on its current site which would be lost if it was relocated.

The full survey with its results and comments is attached as Appendix 2.

4. Analysis and options

The purpose of this section is to look at the options available to the Council for the ongoing provision of library services to Highbury and assesses these options in the light of the feedback from the community.

It is clear from both the face to face consultation and the survey that there is a considerable majority of people who have strong views about moving Te Pātikitiki from its current location as a stand-alone library to be part of an integrated community hub with Te Aroha Noa Community Services.

There is a real sense of community ownership and participation in Te Pātikitiki. Much of this comes from the origins of the library and the way the Council went about establishing the library, working closely with the local community at the time to work out what was wanted. However, not all those who live in Highbury use the library and it is important that the library continues to reach out to new users, particularly those coming in to the area who may not be familiar with what a public library can provide.

There are also improvements needed to the current building. A full survey of this building is planned by officers in the Council's Property division and this will provide detailed information about its current state. The building is likely to need new foundations and it needs some improvements to the interior.

Issues to be resolved

There are number of issues that would need to be resolved if the Council wishes to continue to explore the partnership with Te Aroha Noa Community Services:

- What are the desired outcomes and benefits from becoming part of the TANCS hub: for the community, the organisation and financially?
- Given that the Council would be a tenant in a building how does it ensure the ongoing viability of the library service if the concept is not a success?
- How will the neutrality and independence of the library as a service open to all be ensured?
- What impact would such a move have on the ability of the library to work with other partners and agencies in the area?
- What would be needed to resolve parking and road safety issues?

Given the community views gathered during the community engagement process, the Council also needs to consider what weight to give this feedback and whether it outweighs the benefits it sees from being part of the TANCS hub.

Other options

- Another option for improving library services in the area would be to move the library closer to the street edge either to the west of Highbury Whānau Centre or on the land east of the car park. Either of these options would retain the benefits of the current location, i.e. the proximity to the park, the closeness to schools but improve the visibility and access issues. If the current building needs re-piling it may be possible to build new foundations and move the building to a new site, at the same time building an extension for a community learning centre/meeting room.
- There is also the option to co-design and facilitate multi-disciplinary library programmes together with TANCS in the proposed community hub. This might take the form of library run or sponsored programmes being run in conjunction with TANCS. The health hub might promote the 'books on prescription' service whereby patients are encouraged to use the library to get quality information about their condition, or things that will help to manage their condition. This is already operating in some libraries in New Zealand, one example being Dunedin Public Libraries. These are just two ideas for how Palmerston North City Library might support the TANCS community hub without necessarily moving the whole library service to their location.

5. Appendices

5.1 Appendix 1: list of interviewees and focus groups

The following individuals, organisations and focus groups were held between 28 February and 9 April 2019.

Alternative Education Programme Highbury Whānau Centre	11 young people and 3 teachers
Community morning, Te Pātikitiki Library – individual conversations	8 individuals were spoken to
Focus Group	18 men and women in ages ranging from late 20's to senior citizens
Focus Group – Pasifika communities	2 groups with approximately 20 people
Focus Group (Arts project)	1 adult leader and three young people in their late teens and early twenties
Focus Group, Te Pātikitiki	5 men and women
Highbury Police Station	2 constables and an administrator
Highbury Whānau Centre	The manager and a staff member
Interviews x 4	2 women, 1 person from Te Whiri Koko, 1 Councilor, 1 community member
Te Waka Huia, Te Tihi o Ruahine Whānau Ora	4 women
Kiwi Iwi Kainga	2 women
Legacy Centre	2 participants
Migrant meeting	5 people from Germany, Thailand, Vietnam, China and New Zealand
Ngāti Hineaute Kōhanga Reo	1 man
Refugee Group	Meeting with 5 members in the central library
Te Aroha Noa	Bruce Maden, and two staff
Te Kura or Takaro	5 people
Te Kura Waenga o Tirohanga – Monrad Intermediate	3 women
Te Whare Koha & Highbury Social Club	19 men and women
Youth Club	7 young people
Staff workshops x 2	12 staff

5.2 Appendix 2: Te Pātikitiki library consultation survey report

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Executive Summary

Introduction

This report sets out the results of a consultation survey conducted in conjunction with a more wide ranging review of the Palmerston North City Council's proposal to consider the moving of Te Pātikitiki Library at Highbury to the Te Aroha Noa centre as part of its redevelopment.

The survey was conducted from 11 March to 9 April 2019, and involved an on-line questionnaire using Survey Monkey. Hard-copy questionnaires were also available. A total of 226 replies were received, 157 on-line and 69 in hard-copy. The responses are combined in this report as there were no clear differences in the patterns from each survey method.

As this survey was not a "sample survey" it is not appropriate to estimate the sampling error. The results report the views of those who chose to participate, and provide an additional dimension to the feedback from the range of methods used in this consultation.

The respondents

Respondents came from a wide age range with similar percentages in the 24 years and under and 65 years and over age groups. The highest percentage (46.1%) were in the 40 – 64 years age group.

Of the respondents 46.5% (105) indicated that they had children living with them.

There were 51.8% (117) respondents who lived in Highbury, and 48.2% (108) who indicated that they lived in another locality. Most of those not living in Highbury lived in Takaro, Awapuni, Hokowhitu and West End.

Use of the Te Pātikitiki Library

There were 64.1% (144) respondents who used the Te Pātikitiki Library, and 80.3% (92) of these people lived in Highbury. Of the 19.7% (52) of these respondents who did not live in Highbury, they mainly came from Takaro, Awapuni and West End, with others coming from Terrace End, Westbrook, Hokowhitu, Cloverlea, Ashhurst and Roslyn.

In response to a series of statements about their experiences of the Te Pātikitiki Library, 79.4% (114) endorsed the statement that *"The staff are friendly and helpful"*, and 71.4% (103) the statement *"it is open to anyone who wants to use it"*. More than 50.0% of the respondents who used the Te Pātikitiki Library also endorsed the statements: *"I can always find something to read"*, *"it is a safe place for kids to be"*, *"It is a real community hub for our neighbourhood"*, and *"I use the wifi and/or computers"*.

Respondents who did not use the Te Pātikitiki Library were offered some statements about why they did not do so. Relatively few of the non-users chose to answer this question, and of those who did the main comments endorsed were: *"I used to use it but don't now"*, *"I don't know where it is/I don't know what it offers"*, *"I don't need to borrow books"*, *"I don't have time"*, and *"My kids use it but I don't"*.

Some of those who did not use the Te Pātikitiki Library indicated that they used the central library or another community living room such as Roslyn.

Options for improving the Te Pātikitiki Library and the services it offers

Respondents were offered a range of possible changes considered likely to improve the Te Pātikitiki Library. With the percentages based on the total number of respondents:

- 51.5% (116) indicated that making the library *"more visible"* very important or quite important; and
- 51.0% (115) indicated that having a meeting room that groups could use was very important or quite important.

Lower percentages of respondents considered locating the library on the street edge or updating the furniture to be very important or quite important.

With respect to the possible changes to services offered, similar percentages of respondents thought having longer opening hours on Saturday, opening for a couple of week nights, having more adult programmes and more community run programmes, and being able to book the library after hours for certain types of activities were very important or quite important. Slightly fewer respondents identified having access to new technologies such as VR and robotics as very important or quite important.

Views about the possibility of moving to Te Aroha Noa

The questionnaire explained that the Council was considering moving the library to be part of the Te Aroha Noa redevelopment, and that such a move was in line with the Council's strategy to work more closely with its communities.

There were 22.2% (50) respondents who indicated that they would *"still use"* the library if it moved to Te Aroha Noa, or *"might start"* using it in this location.

There were 43.5% (98) respondents who indicated that they would *"not use it"*, *"might not use it"*, or *"would use it less"* if the Te Pātikitiki library was relocated to Te Aroha Noa.

There were 16.8% (38) respondents who indicated that they did not know, and a further 8.4% (19) indicated *"other"*. Some of these respondents indicated that they were not likely to use the library if it relocated or indicated more general opposition to the proposal.

Respondents offered a wide range of comments about the possible move. A few respondents commented in favour of the move, with most of these indicating that they visited Te Aroha Noa regularly and it would be convenient to visit the library while there.

The main reasons given by those opposing the move included personal preferences for the Te Pātikitiki Library in its current location, and its relaxed setting with good parking which was safe for children and convenient for older people. The conflict associated with having a library which is non-sectarian and neutral co-located with a church based centre delivering social services was a source of considerable concern. A number of respondents highlighted the potential loss of the history and heritage values embodied in the Te Pātikitiki Library on its current site which would be lost if it was relocated.

What Te Pātikitiki means to the community

Respondents were also given the opportunity to explain what the library means to them and to the Highbury community.

Many respondents returned to the themes that they expressed in giving their reasons for not wanting to see the library relocated. For others, the library was seen as at the heart of the community, as was explained by one respondent with young children who had recently moved to the area:

"The library is where I find my local community. If it were not for Ruth and her assistants, I would not be connecting to those in my area (I have friends in other parts of the city but the only way I made friends in my local area was through my connections at the library). I love where it is located at the moment as I can walk there safely with my pre-schoolers and school kid and know that they will have plenty of things to do there and we are all welcomed by the staff."

1. Introduction

The Te Pātikitiki Library Survey was conducted as part of a more extensive consultation commissioned by the Palmerston North City Council to determine whether the Te Pātikitiki Library in Highbury should continue to operate on its present site or should move to Te Aroha Noa redevelopment.

The questionnaire for this survey was developed by Sue Sutherland Consulting and the Palmerston North City Council's library staff. The questionnaire was made available in "hard copy" and on-line via Survey Monkey. The survey was launched in the second week of March and ran until 9 April 2019.

There was a total of 226 questionnaires returned, 157 of these on-line and 69 via "hard copy". The answers provided through both methods of administration have been combined as there were no clearly significant differences in the overall pattern of responses from each of them.

As this was a survey open to all who chose to do it, it is inappropriate to calculate a sampling error. The information obtained from those who chose to answer the questionnaire can be viewed as those of concerned members of the community who chose the survey as a method of participating the consultation regarding the future of Highbury's Te Pātikitiki Library. As such the findings reported provide an additional dimension of feedback to those provided through other methods of consultation, which are brought together in the principal report.

2. The respondents

Respondents were asked to indicate their age and the distribution for the ages of those who answered the survey are set out in Figure 1.

Figure 1

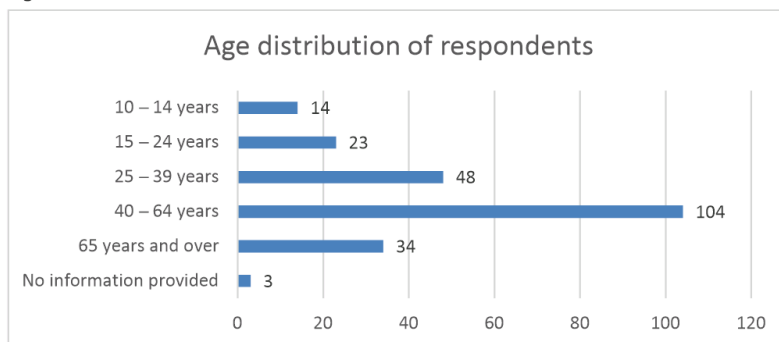


Figure 1 shows that the questionnaire was filled in by 223 people with a wide range of ages. 3 people did not provide their age. The largest group of respondents was 40-64 years (46.1% of the total) with almost equal percentages of under 25 years (16.3%) and 65 years and over (15.1%).

Respondents were also asked to indicate the number of children and young people, if any, were living with them and 105 (46.5%) respondents provided information about the numbers and ages of the children in their household.

Figure 2

Age range	Number of children
0-4 years	47
5-12 years	96
13-18 years	67

In addition respondents were asked if they lived in Highbury, and if they did not to indicate where they lived. Of the respondents, 117 lived in Highbury, 108 indicated that they lived elsewhere while one respondent did not identify place of residence. (see table below) Those who indicated that they did not live in Highbury, the main areas they identified were Takaro 17, Awapuni 15, Hokowhitu and West End 11, Cloverlea, Kelvin Grove, Linton Camp, Milson Terrace End and Westbrook 4. Other respondents were from Charwell, Fitzherbert, Longburn, Merry Bank Mews, Opiki, Riversdale, Roslyn, Tokomaru, and Turitea. At least one respondent noted that he/she had moved away from Highbury relatively recently and still took an interest in the area.

Figure 3

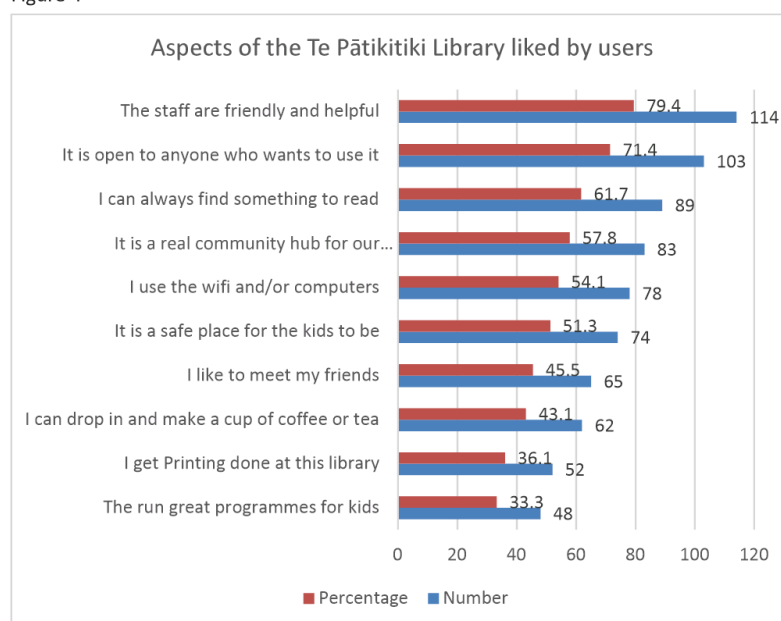
Place of residence	Number	Percentage
Highbury	117	51.8%
Outside of Highbury	108	47.8%
Not specified	1	0.4%
Total	226	

3. Use of the Te Pātikitiki Library

Respondents were asked to indicate if they used the Te Pātikitiki Library, and 144 (64.1%) indicated that they used this library. Of the respondents that used the Te Pātikitiki Library 92 (80.3%) indicated that they lived in Highbury, and 52 (19.7%) lived elsewhere. Those who lived elsewhere mainly identified themselves as living at Takaro (10) Awapuni (9), West End (8), Terrace End (4), Westbrook (4), Hokowhitu (3), Cloverlea (2), Ashhurst (2), and Roslyn (2).

The users of the Te Pātikitiki Library were offered a series of statements about the reasons why they liked this library, and were asked to tick as many as they wished. Figure 4 sets out the percentage and number of respondents who endorsed each statement, with the percentages based on the number of respondents indicating that they used the Te Pātikitiki Library.

Figure 4



The highest level of endorsement from respondents was for the helpfulness and friendliness of staff followed by the library being open to all. More than 50% of the respondents who used this library also “liked” the statement about being able

to find something to read, and their ability to use wifi and/or computers. Similar percentages of respondents also endorsed the statement regarding the library being a “real community hub” and being a “safe place for kids to be”.

Among the respondents who did not use this library, there were some who indicated that they “liked” some of the aspects of it. These included 17 who endorsed the statement that the staff were “friendly and helpful”, 14 who liked the fact that it was available for everyone, 10 who “liked” it because it was a safe place for kids, and 7 who endorsed the statement that it was “a real community hub for our neighbourhood.”

Other aspects which library users mentioned as aspects that they liked were: the ability to search for jobs, the availability of DVDs for hire and the ease with which these can be accessed compared with having to go into the central library, and the general location and ease of car parking.

Respondents who did not use the Te Pātikitiki Library were offered a series of statements that they could tick indicating why they did not use this library. A relatively small number of respondents who did not use this library indicated support for each of the statements, and these were:

Figure 5:

Reasons for not using Te Pātikitiki Library	
I used to use it but I don't now	17
I don't know where it is	14
I don't need to borrow books	11
I don't have time	12
My kids use it but I don't	7
I don't know what it offers	6
Opening hours don't suit me	5

Among the respondents who gave other reasons for not using the Te Pātikitiki Library, were 12 respondents who used the central library and a further 2 respondents who nominated another branch library they used. One of these respondents stated “due to change in life am using Central library but pleased to have Te Pātikitiki nearby”

Another argued “I use Central Library as I think it has all the books I need. Not sure if Te Pātikitiki has the same amount and I don't want to wait for a book to be delivered.” Another respondent explained: “I mainly use Central as that is where all the things that interest me are. I use the branch libraries if there is something I cannot get at Central.”

A respondent who had recently moved away from Highbury stated: “Moved to the other side of town. I still keep an eye on their events and activities though, as I would travel there for them, the staff there are great.”

A Longburn respondent stated: *I tend to use the main library or Roslyn*

Among the other respondents, one indicated that because of poor eyesight he/she downloaded audio books, and a few others gave distance to the Te Pātikitiki Library as a reason for not using it.

At a practical level one respondent observed that because of sports being played close by there was no parking available on Saturday.

4. Options for enhancing Te Pātikitiki Library

Respondents were offered a range of options that might be seen as offering improvements to Te Pātikitiki Library and the services it offers, and they were asked to indicate how important they considered each to be. Figure 6 sets out the responses to aspects of the building that were offered to respondents to assess their importance.

Figure 6

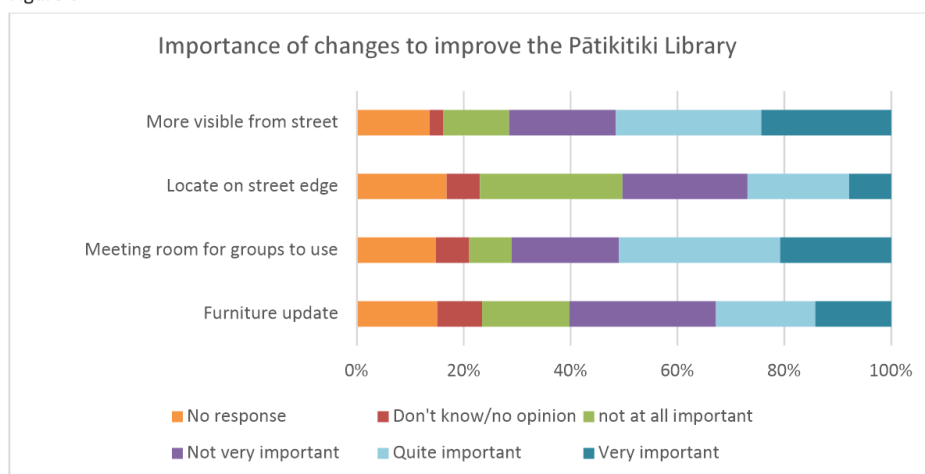


Figure 6 shows that, despite the relatively high number of respondents who indicated that they did not know, had no opinion or failed to answer the question, trends are apparent. Higher percentages of respondents indicated that they saw having the library more visible from the street, and having a meeting room available for groups to use as being either “very important” or “quite important”. A slightly lower percentage saw having the library located on the street edge than saw having furniture updated as being “very important” or “quite important”.

Figure 8 sets out the responses in terms of the level of importance assigned to six options offered to improve the service provided at the Te Pātikitiki Library.

Figure 8

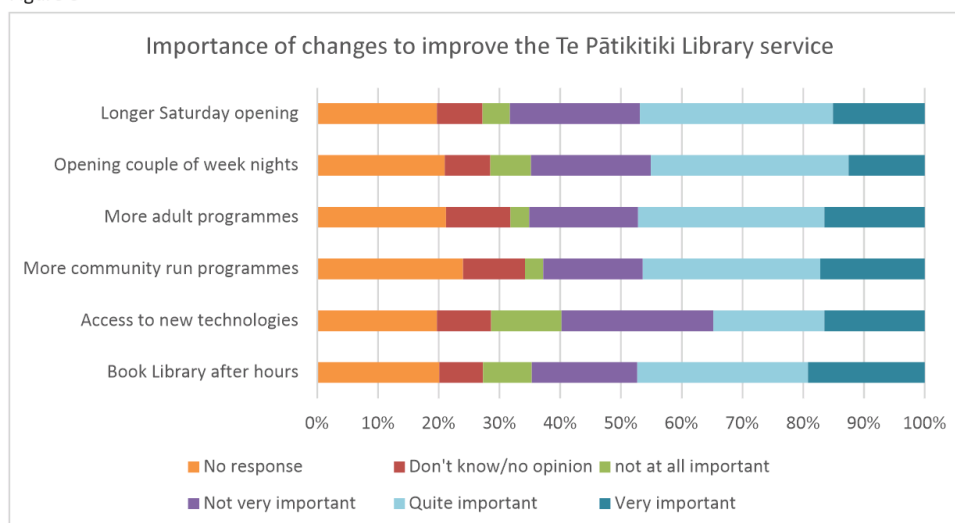


Figure 8 shows similar percentages of respondents considered each of these options as “very important” and “quite important” for each of the options offered except for access to new technologies such as VR and robotics. The highest percentage considering it “very important” was for having the community able to book the library after hours for certain

types of activities. Longer opening hours on Saturdays and opening a couple of week nights had the highest percentages of respondents considering these options as “quite important”.

5. Views about the possibility of moving to Te Aroha Noa Community Services

5.1 Probability of using a library at Te Aroha Noa

The questionnaire stated:

“The Council is considering moving the library to be part of the Te Aroha Noa redevelopment. Such a move would be in line with the Council’s strategy to work more closely with its communities. If this happened we would like to know how this could affect your use of the Te Pātikitiki Library.”

Respondents were offered a range of options and their views are set out in Figure 9.

Figure 9

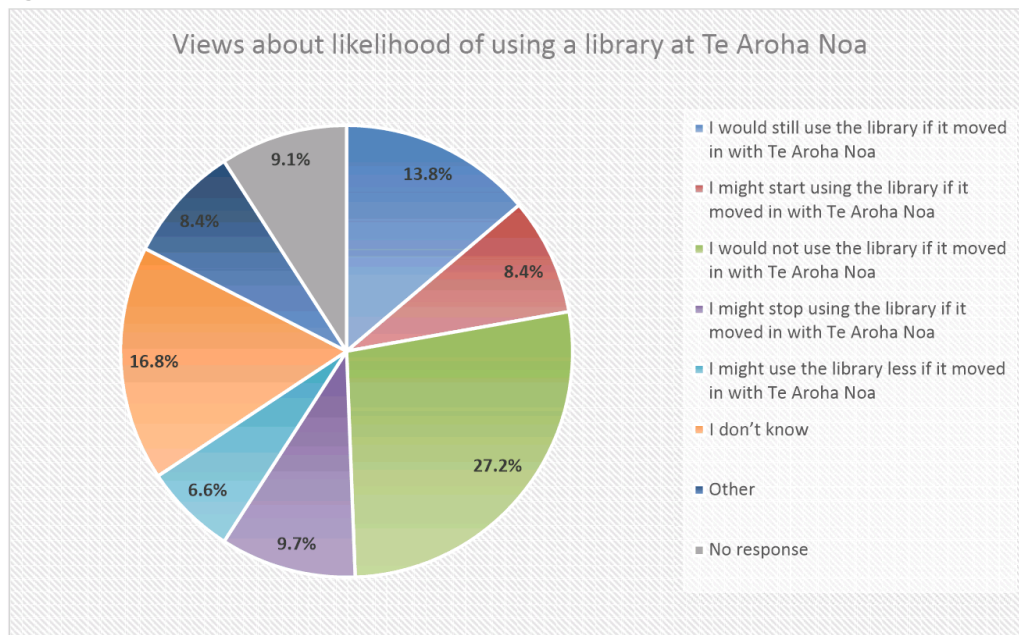


Figure 9 shows that of all those who responded to the consultation survey, 13.8% indicated that they would still use the library if it moved in with Te Aroha Noa, and a further 8.4% indicated that they might start using the library if it moved. Of this group, however, five respondents indicated earlier in the survey that they used the Te Pātikitiki Library which suggests that the potential gain in users may be less than suggested by the number of respondents that indicated that they “might start” using the library if it moved.

There were 27.2% of respondents who indicated that they would not use the library if it moved, and 9.7% indicated that they might stop using it. Of these respondents, 13 of those who said that they “would not use” it if it moved and four of those who said that they “might stop” using it were not current users. While those answering via the online survey were only able to select one option, 10 of those responding via hard copy, although instructed to only choose one option, ticked “would not use” and “might not use” and/or “might use less”. These respondents have been coded for “would not use” in figure 9.

There were also 16.8% (38) respondents who did not know if they would use the library if it moved to Te Aroha Noa. Of these respondents, 14 were using the Te Pātikitiki Library and 23 were not using this library, while one of the respondents who “did not know” failed to answer the question about the use of the Te Pātikitiki Library. Some of 8.4% (19) who stated

“other” were not current users of the Te Pātikitiki Library and indicated that they would not use the library if it moved to Te Aroha Noa, while others indicate more general opposition to the possibility of the move.

Of the 117 respondents who indicated that they lived in Highbury, 56 (47.9%) indicated that they would either not use, might not use, or would use it less if the library moved in with Te Aroha Noa, while 27 (23.1%) would still use it or might start using the library if it moved. A further 11 (9.4%) did not know and 10 (8.6%) indicated “other”. Of those who indicated “other”, two stated that they would not use the library if it moved, and two others stated:

“I think the current location is nicer, and you have plenty of parking space.”

“I love/like where the library situated it's safe for the children and more parking spaces.”

A further two respondents who indicated “other” commented on the alternative location being proposed:

That is a really dangerous street used as a high-speed short cut.

Dangerous with traffic and too many kids walking to school. It would be better if Te Aroha Noa shifted by Te Pātikitiki.

5.2 Comments about a library at Te Aroha Noa

Among those who commented, some saw advantages in Te Aroha Noa:

Some children are not necessarily very sociable, being in a hub like Te Aroha Noa is not such a bad thing, as it could address that and help build social skills. I think it would also help with truancy issues.

My girls go to Te Aroha Noa and having the library there would mean easier access for me

It's closer to where I live and Te Aroha Noa offers a lot of other useful services for the community.

Others commented on the advantage of having the library located at Te Aroha Noa as this is a place they also visit:

I'm at Te Aroha Noa regularly

I would still use the library if it moved in with Te Aroha Noa, because I attend there and it's be easier to get to

I only use this library sometimes and it wouldn't matter where it was. I think it would be great to have it near other Te Aroha Noa services.

Opinions varied about the issue of access:

Te Aroha Noa is still easily accessible.

Closer to where I live but not so close for others..... near Monrad school... what about parking?

Others did not see the change as significant:

It's convenient, it will still have the same services, and it's friendly.

Just because the Council may decide to move a place I use does not stop me from going to the new place. It's the Community aspect that is important to me. Thank you.

One respondent who would still use the library questioned whether it was appropriate to co-locate a community library with social service providers:

I would still use the library but others might not because TANCS is a social service provider and the library is a more neutral space.

Comments from the respondents who would not use/might not use, or would use the library less if it moved included comments relating to the traffic and safety issues associated with the Te Aroha Noa area, particularly in comparison with the library's current location:

There isn't easy access to Te Aroha Noa. Where the library is at the moment is convenient.

Parking a problem, narrow road that I can see causing problems for car traffic and foot traffic.

There is no safe parking near Te Aroha Noa for me to take my kids there (we struggled to cross the road to get to an appointment there when my youngest was a baby because the traffic is too fast and there was no parking outside the building we were going into). I love where it is at the moment as the park is close by and my kids can play outside as well as getting out library books

Others were concerned about the impact of the possible new location for people with limited mobility and the implications for older people more generally:

I feel the current site has good parking and access for people in wheelchairs. Playground for kids is within sight for parents. At Te Aroha Noa the parking is limited and the playground is across a very busy road.

I have limited mobility. I turn up to the library to meet with people who are important to me, and many of them may find it challenging to get to Te Aroha Noa.

There lot of elderly people used Te Pātikitiki library. It's a safe place where it is, and very friendly and easy to get to. Children safe and elderly don't have to rush and be hassled.

The general surroundings of the present location were also identified as preferable:

I prefer a stand-alone building with relaxing outlook and easy parking close to library.

The present location is lovely. The proposed location is horrible!

The area Te Aroha Noa is in is not attractive, or spacious, or easy to access. The current library is great. Maybe this area at Pātikitiki could be developed some more, with wider range of facilities.

Location depressing and too far away from residence. Where located, school children benefit immensely. Many underprivileged gaining totally different skills.

The conflict between a library and community services providers, and especially with the faith based Te Aroha Noa Centre were highlighted:

Parking extremely bad & insufficient. I very much like Library separate from other "Community" facilities i.e. health & childcare, mental health & counselling services.

I feel TAN has enough community buildings already and having one more will not make it more community friendly - it would alienate locals from the other end of Highbury & Takaro communities.

Te Aroha Noa does not represent my community. Council library is neutral space

A community library should be "safe" from outside influences of other kaupapa. Te Aroha Noa's values do not align with everyone and I would not support this "partnership".

Why does it need to be based with a faith based organisation? Would you not alienate people by being aligned to a particular organisation and / or faith?

I see libraries as being independent places and not under any restrictions to do with the way it can operate as it could be with Te Aroha Noa.

Te Aroha Noa is Christian. I would need reassurance that the books were not censored, that staff were not Christian. I value the separation of church and state and am astonished that PNCC would even consider this!

The history and heritage values of the present Te Pātikitiki Library were also explained:

This building housed the Highbury Whānau Centre until the new one was built. They reside next to each other. It was gifted the name 'Te Pātikitiki' from the Highbury women's weaving roopu. This connection is strong & to relocate Te Pātikitiki, it would lose its essence.

6. What the Te Pātikitiki Library means to Highbury

The questionnaire offered respondents an opportunity for them to comment about the library and what it means to the Highbury Community. Their comments covered a range of issues, and included suggestions about improvements.

One respondent highlighted the essence of Te Pātikitiki, and stressed what should not be lost if the move takes place:

"I have loved Te Pātikitiki and its location as my children have grown up from toddlers to teenagers. I respect the safety reasons why it would be best to move it and am excited about the new potential of combining it with other community facilities. The biggest thing for me is the community and relational feel that Ruth and the other staff have developed. That will be the most important thing not to lose. Also, at Te Pātikitiki, I really valued it not being on the street side so if I lost contact with my toddlers I did not need to panic as they would invariably run for the playground, not the car-park. The city library was a nightmare with toddlers - too many places to disappear to."

Testimonies from other respondents present a personal view of the value of the library and observations about its use:

Over the years since it opened I've been a frequent user, getting magazines, books, DVDs and reading the newspaper, also doing photocopying. The convenience of having it in Highbury as opposed to going into town has been a major draw card. There is always people/kids in there, when I've gone who are on the computer, reading papers or hanging out with mates.

I love taking children there where we can read books, play in park and field. I love to see our elders gathering together. If it is taken away from where it is then you will lose our elders. Respect their space too. It's beautiful where it is. Leave it alone, Te Aroha Noa. A cool place for school kids to meet up

Some respondents chose to comment on the library and its staff:

My kid loved going to a homework club with Chloe and Elisha

The staff are so friendly and welcoming, the people that use the library are great people. It's nice that it is one big room so that people can bring their kids and join into groups and still be able to see their kids.

The building could be bigger with more room, rooms for meetings and an area for study. If the hours were longer and open the same hours Monday to Friday this would be helpful. Great staff and very friendly.

I think it's a safe space for everyone to come to and good for kids to be off the streets and find the staff are very friendly and helpful when needed and is great access to books and computers for the wider community.

I love the Te Pātikitiki library - definitely my first choice either the kids. Staff are always friendly and we like that we can visit the playground at the same time. I like that it's small enough that I know where my kids are and that it is off the road. It feels really peaceful away from the road.

As I've said it is an excellent little library for all age groups, especially underprivileged school kids who come over in droves after school to play guitar or engage with games, etc. Ruth has set up - learning new skills not available at home. The location here is excellent, it would be a big loss! Brentwood Ave no match!

There were suggestions about how the library could improve its media presence and profile in the community:

Te Pātikitiki Library doesn't even have a standalone Facebook page and unless you know how to spell Pātikitiki, or that it's even called that, as opposed to Highbury Library, you won't find the place on a Facebook search. You MUST strengthen your social media presence. This is not the first time Te Aroha Noa has tried to monopolise a community service. They attempted it with Health Hub also. As a teacher, I recognise reading and literacy as THE most important life skill and so it would be amazing to see reading classes being run for families/adults. Maybe these types of things are happening but because there is ZERO advertising or social media I am unaware of it?

I'm new to the area, but I think maybe would help if you send information about activities and programmes to the neighbours to know what's going on there. Invite people to join them. Like all public libraries, it is also a place of safe shelter for people. Also an important place for young people to learn to go outside the home environment (computer) for knowledge and social contact. Also very important as a hub and safe haven for older people.

Friday night touch - It's a meeting place for our young. Taking it away from the park will leave us nowhere to meet. More community events, On-line exposure through social media.

Please consider better signage for the library. Make the library a truly multi-purpose space by providing a free BBQ and better shading in the existing playground area. We definitely need spaces to allow community groups to meet. The space will need to be separate from other library users so as to keep the noise to a minimum for the comfortable of existing users. While I acknowledge the services providers that currently exist in the Highbury a public library is a cornerstone of what makes a neighbourhood and community truly great this is what Te Pātikitiki means to me and many others. Thank you for your consideration Leigh Taiwhati Highbury Hub Administrator Facebook/Twitter

The Te Pātikitiki Library's importance to the community was highlighted by other respondents:

I believe Te Pātikitiki encompasses community. There is a definite sense of belonging and what it means to be Highbury. Everything that Pātikitiki means - knowledge sharing entertainment - is represented here at the current location. In saying that we will always support this library wherever it is situated.

Te Paa has a great vibe. It symbolises freedom of expression. It provides a safe haven for everyone. ALL are welcomed. Our tamariki came here & now our mokopuna too. Arohanui

Te Pātikitiki means a lot to the Highbury Community, it feels like "your place", like it belongs to the community - especially because of their manaakitanga (how welcoming they are).

It is very important to have a future looking library that can still help people remember the past. We could not have Te Pātikitiki Library without the work and commitment of Whaea Ruth Tipene. The Tuesday morning meetups are for many people, the only time they get out of the house in a week. My home-schooled children would not have had such a rewarding and educational upbringing if it were not for the community support of the staff and visitors at Te Pātikitiki.

I feel like I can make a useful contribution to my community through Te Pātikitiki, where I can share my expertise with others, despite not being well enough to hold down employment.

This library is a very special taonga to my mokos. I have 4 mokos.

The library is where I find my local community. If it were not for Ruth and her assistants, I would not be connecting to those in my area (I have friends in other parts of the city but the only way I made friends in my local area was through my connections at the library). I love where it is located at the moment as I can walk there safely with my pre-schoolers and school kid and know that they will have plenty of things to do there and we are all welcomed by the staff.

The Library was here for me when I was a young solo mum, I was in survival mode and couldn't access things. The car parking made it easier too.

Appendix 1

Table A1: Age distribution for respondents		
Age	Number	Percentage
10 – 14 years	14	6.2
15 – 24 years	23	10.1
25 – 39 years	48	21.2
40 – 64 years	104	46.1
65 years and over	34	15.1
No information provided	3	1.3
Total	226	100.0

Table A2: Aspects of the Te Pātikitiki Library liked by users		
Aspect of Te Pātikitiki Library	Number	Percentage
I can always find something to read	89	61.7
The run great programmes for kids	48	33.3
It is a safe place for the kids to be	74	51.3
I like to meet my friends	65	45.5
It is a real community hub for our neighbourhood	83	57.8
I can drop in and make a cup of coffee or tea	62	43.1
I use the wifi and/or computers	78	54.1
I get Printing done at this library	52	36.1
The staff are friendly and helpful	114	79.4
It is open to anyone who wants to use it	103	71.4

Table A3: The importance of various aspects of the building for improving the Te Pātikitiki Library

Importance	More visible from Street		Located on street edge		Meeting room for groups to use		Furniture updated	
	N	%	N	%	N	%	N	%
Very important	55	24.3	18	7.9	47	20.8	32	14.2
Quite important	61	27.2	43	19.0	68	30.2	42	18.6
Not very important	45	20.0	53	23.4	45	20.1	62	27.4
Not at all important	28	12.3	60	26.7	19	7.9	37	16.4
Do not know/no opinion	6	2.6	14	6.2	14	6.2	19	8.4
No response	31	13.6	38	16.8	33	14.8	34	15.0
Total	226	100.0	226	100.0	226	100.0	226	100.0

Table A4: The importance of various options for improving the service provided at the Te Pātikitiki Library

Importance	Longer opening hours on Saturday		Opening a couple of week nights		More adult programmes	
	N	%	N	%	N	%
Very important	34	15.1	28	12.5	37	16.5
Quite important	71	31.8	73	32.6	69	30.7
Not very important	48	21.4	44	19.7	40	17.9
Not at all important	10	4.5	15	6.7	7	3.1
Do not know/no opinion/no response	61	27.2	64	28.5	71	31.8
Total	224	100.0	224	100.0	224	100.0

Table A5: The importance of various options for improving the service provided at the Te Pātikitiki Library

Importance	More community run programmes		Access to new technologies		Book the library after hours	
	N	%	N	%	N	%
Very important	39	17.2	37	16.5	43	19.2
Quite important	66	29.2	43	18.3	65	28.1
Not very important	37	16.4	56	25.0	39	17.4
Not at all important	7	3.0	26	11.6	18	8.0
Do not know/no opinion/no response	77	34.2	64	28.6	61	27.3
Total	226	100.0	226	100.0	226	100.0

Table A6: View about the likelihood of moving the library would affect use

	Number	Percentage
I would still use the library if it moved in with Te Aroha Noa	31	13.8
I might start using the library if it moved in with Te Aroha Noa	19	8.4
I would not use the library if it moved in with Te Aroha Noa	61	27.2
I might stop using the library if it moved in with Te Aroha Noa	22	9.7
I might use the library less if it moved in with Te Aroha Noa	15	6.6
I don't know	38	16.8
Other	19	8.4
No response	21	9.1
Total	226	100.0



MEMORANDUM

TO Linda Moore – Libraries Manager
FROM Bryce Hosking – Manager – Property
DATE 16 May 2019
SUBJECT Te Patikitiki Library Building Assessment

1. PURPOSE OF THIS MEMO

- 1.1 To provide an assessment of the building currently occupied by Te Patikitiki Library. This memo is intended to be used as supplementary information for a report to Council about the Te Patikitiki Library service.
- 1.2 Assessment was derived from Asset data from SPM system and visual inspection from Manager – Property. Any future works would need to be scoped and costed.

2. BUILDING ASSESSMENT

- 2.1 Last Assessment: 16 December 2017
- 2.2 Address: 157 Highbury Avenue, Palmerston North
- 2.3 Construction Year: 1980
- 2.4 Floor Area: 245m²
- 2.5 Levels: Single Storey
- 2.6 Roof: Good Condition
- 2.7 Exterior Cladding: Good Condition
- 2.8 Flooring and Piles: Poor-Very Poor Condition – Building needs to be re-piled
- 2.9 Lighting: Moderate Condition
- 2.10 Amenities: Good Condition – With disabled access.
- 2.11 Insulation: N/A – No cavities in walls, ceiling or flooring
- 2.12 Heating: Yes – Heat Pumps
- 2.13 Security: Moderate Condition – Doors are lockable, no security lights
- 2.14 Fire Security: Good – Alarmed, Extinguishers Present, Evacuation Plan in place
- 2.15 Seismic: Moderate – Not Deemed Earthquake Prone or Risk, No structural bracing
- 2.16 BWOF: Yes – Current

COMMITTEE WORK SCHEDULE

TO: Community Development Committee

MEETING DATE: 5 June 2019

TITLE: Committee Work Schedule

RECOMMENDATION(S) TO COMMUNITY DEVELOPMENT COMMITTEE

1. That the Community Development Committee receive its Work Schedule dated June 2019.

ATTACHMENTS

1. Work Schedule  

REF# 8126188

COMMUNITY DEVELOPMENT COMMITTEE

COMMITTEE WORK SCHEDULE – JUNE 2019

Item No.	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction/ Point of Origin
1	October 2018 April 2019	Welcoming Communities Initiative – Update	General Manager – Community		
2	October 2018 June 2019 September 2019	Capacity and Capability Building in the Community Sector	General Manager – Community		1 October 2018 Clause 31-18
4	December 2018 February 2019 April 2019	Options for improved engagement and participation of Maori with Council	General Manager – Strategy and Planning		24 October 2017 Council Clause 161-17
5	On hold June 2019 September 2019	Local Alcohol Policy	General Manager – Strategy and Planning	Deferred to following District Plan review	11 December 2017 Clause 36.2
6	April 2019 TBC	Opportunities for use of the St Marks Church site	General Managers, Community / Strategy and Planning	Discussions with St Marks have confirmed their preference for the site to be used as a community hub. As a result, we will be extending the Highbury community engagement for the shape of future library services to also include Awapuni. Discussions with St Marks have confirmed their preference for the site to be used as a community hub. A scan of current facilities/services and views of the Awapuni community will be sought before reporting back to Council later this year.	Committee of Council 28 May 2018 Clause 3.42
7	August 2019	Annual Report of Strategic Priority Grants	General Manager – Community		6 August 2018 Clause 19.2
8.	TBA	Effectiveness of Council's Youth Engagement	General Manager –		Council

Item No.	Estimated Report Date	Subject	Officer Responsible	Current Position	Date of Instruction/ Point of Origin
			Community		25 March 2019 Clause 22.3