

Elected Member Briefing – 16 June 2021
Committee Room 1

Time	Topic	HCC Presenter(s)	Open / Closed	Time Req'd (mins)
9.30am	SH1 Cambridge to Hamilton Corridor Transport Needs (Strategic Growth Committee)	Robyn Denton, Eeva-Liisa Wright, Chris Allen, Waka Kotahi	Open	60 mins
10.30am	Hamilton City Libraries Open Hours Change (Community Committee)	Helen Paki, Stephen Pennruscoe	Open	60 mins



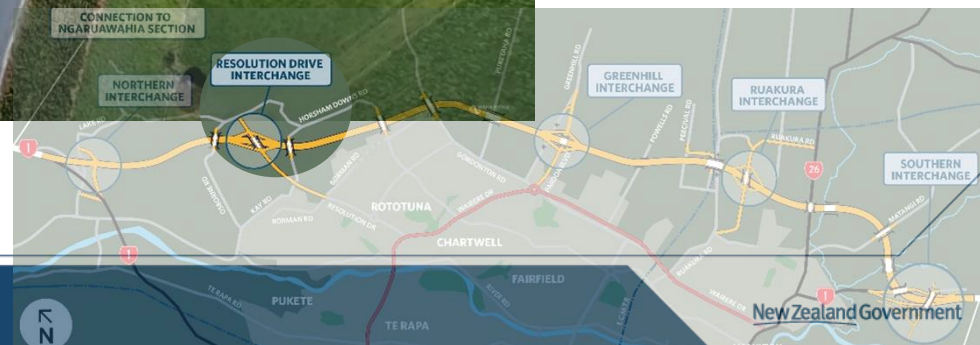
Waikato State Highway Improvements

Update for elected member briefing 16th June

Resolution Drive Interchange – May 2021



VIDEOS



Greenhill Road Interchange – May 2021



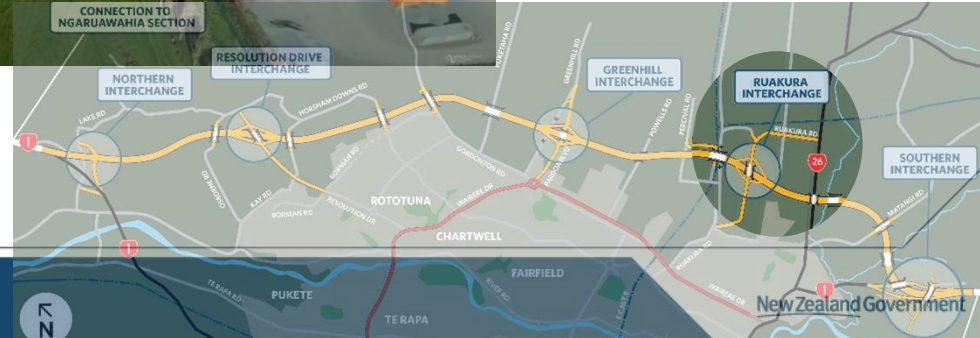
CONNECTION TO
NGARUAWAHIA SECTION



Ruakura Road Interchange - May 2021

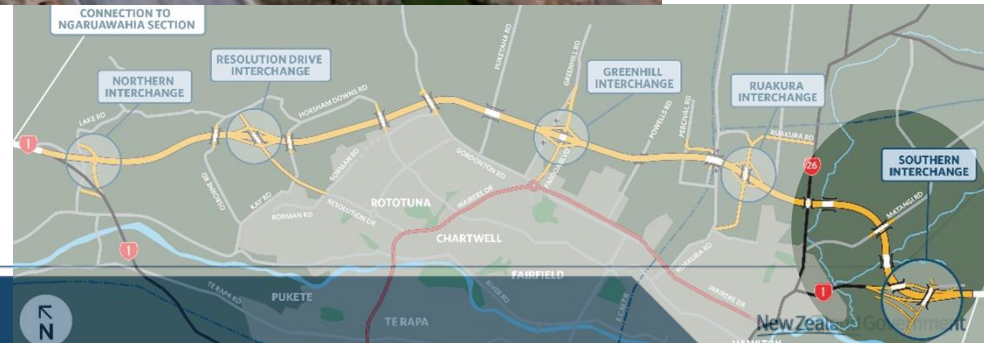


MORE VIDEOS





Southern Interchange - May 2021



Revocation Update



Cambridge Road



Bus Priority Hotspots



What do we have on in the South East of Hamilton?



Timing 2021/2022

To be
confirmed
upon release
of 21-24
NLTP

2022/2023
Completed past period

- Ruakura
- Bus Priority Investigation (locations to be confirmed)
- Hamilton Section Waikato Expressway
- SH26 to be revoked

Completed this period

- Cambridge/Cobham Intersection
- Wairere/Cobham Intersection

0 0.375 0.75 1.5 2.25 3 Kilometers

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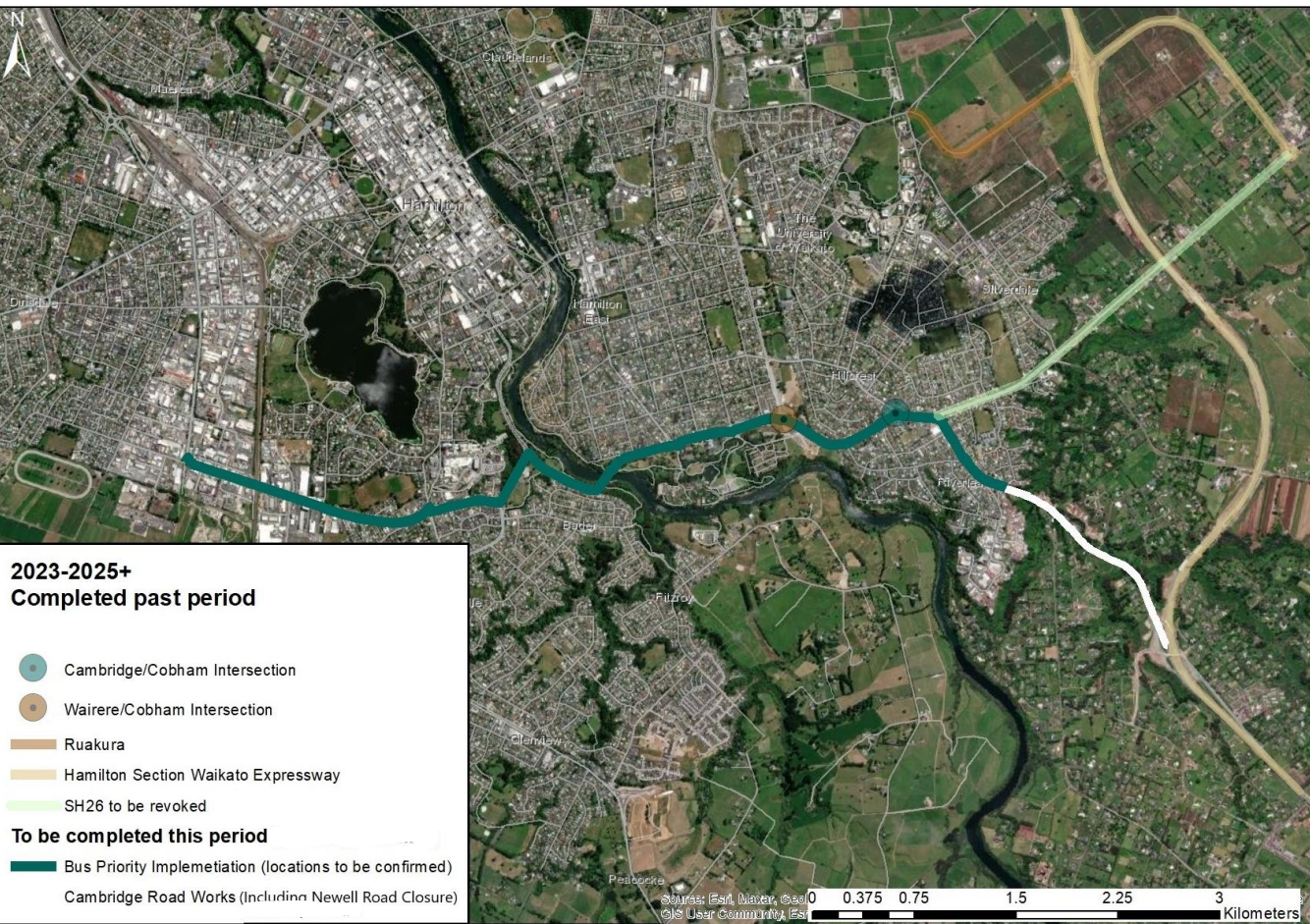
Completed this period

- Cambridge/Cobham Intersection
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0 0.375 0.75 1.5 2.25 3 Kilometers

Timing 2023-2025+

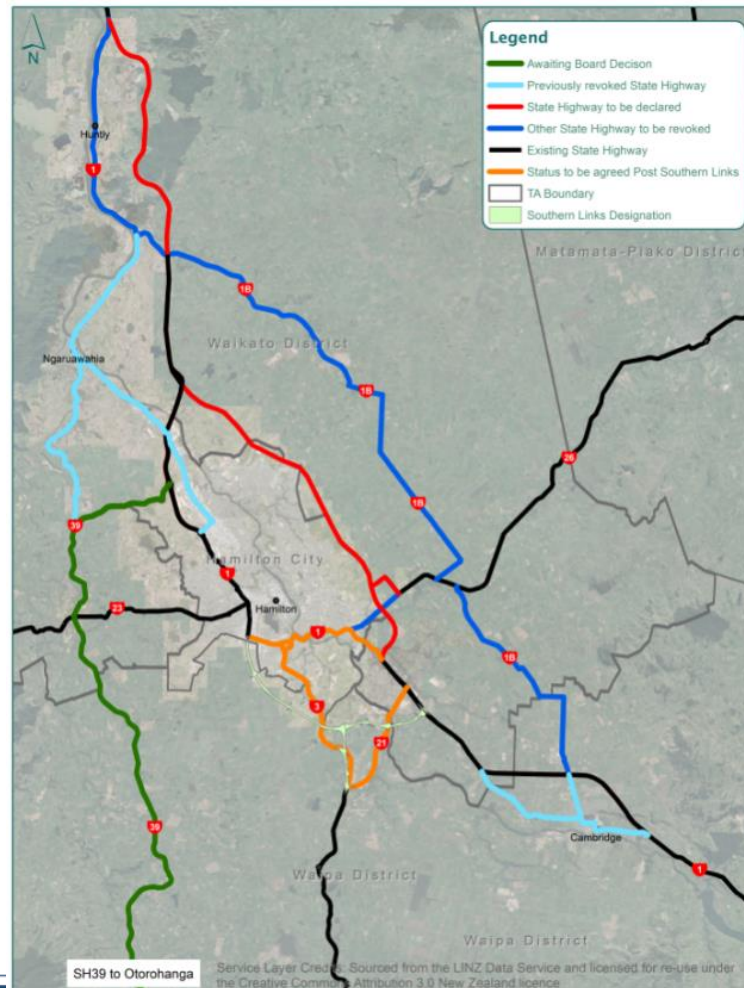
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NLTP



Next Steps

Waikato Expressway Network Plan





Hamilton City Libraries Opening hours Can we make it better?

Elected Member Briefing

16 June 2021

Purpose of Briefing

To inform Elected Members on potential changes that can be made to the Libraries' opening hours, to get better alignment across the network of libraires, and better serve our communities' needs.

To get a steer from Elected Members on progressing a proposed change in opening hours.



Why now?

Hamilton City Libraries are planning the operations for Rototuna Library (scheduled to open early 2023) and are looking at synergies across the wider Libraries network.

Staff have recently undertaken a survey of customers around access and use of our library services.

Visitor door counts show evening usage at Central Library to be low on weekday evenings.



How this aligns with Hamilton City Council's strategies.

Hamilton City Council's Vision for Hamilton Kirikiriroa identifies five priority focus areas of:

- A city that's easy to live in
- A city where our people thrive
- A central city where people love to be
- A fun city with lots to do
- A green city.

Hamilton City Libraries' Strategic Plan articulates:

That our libraries have a pivotal role in developing strong communities and support lifelong-learning.

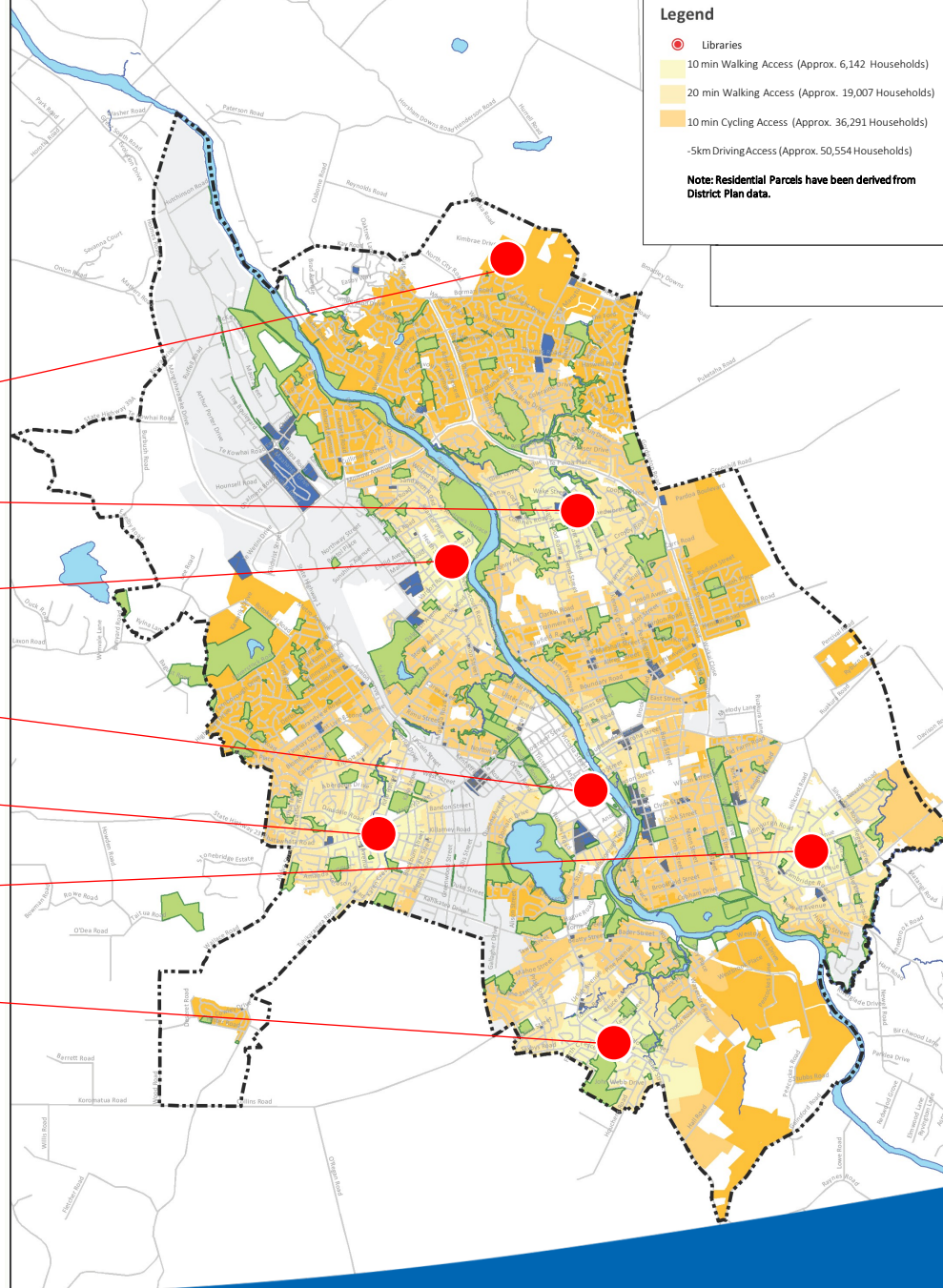
That access to libraries is vital to ensure all members of the community can afford to read, access information, and connect with others.

The need for the libraries to be community hubs for literacy and learning.

That libraries support literacy and promote reader development.

Location of Libraries

- Rototuna
- Chartwell
- St Andrews
 - Central
- Dinsdale
- Hillcrest
- Glenview



Visitation

Library	2018/19	2019/20	2020/21 YTD July 20 – May 21
Central	227,794	159,029	136,543
Chartwell	209,306	166,804	158,814
Hillcrest	89,175	58,430	73,953
Glenview	67,787	45,370	49,233
Dinsdale	92,230	80,953	84,180
St Andrews	103,398	66,933	58,755
TOTAL	789,690	577,519	561,478

NB: 2019/20 hours decline attribute closure during Covid lockdown.
St Andrews visitations for 2020/2021 are low as it was closed for renovations.



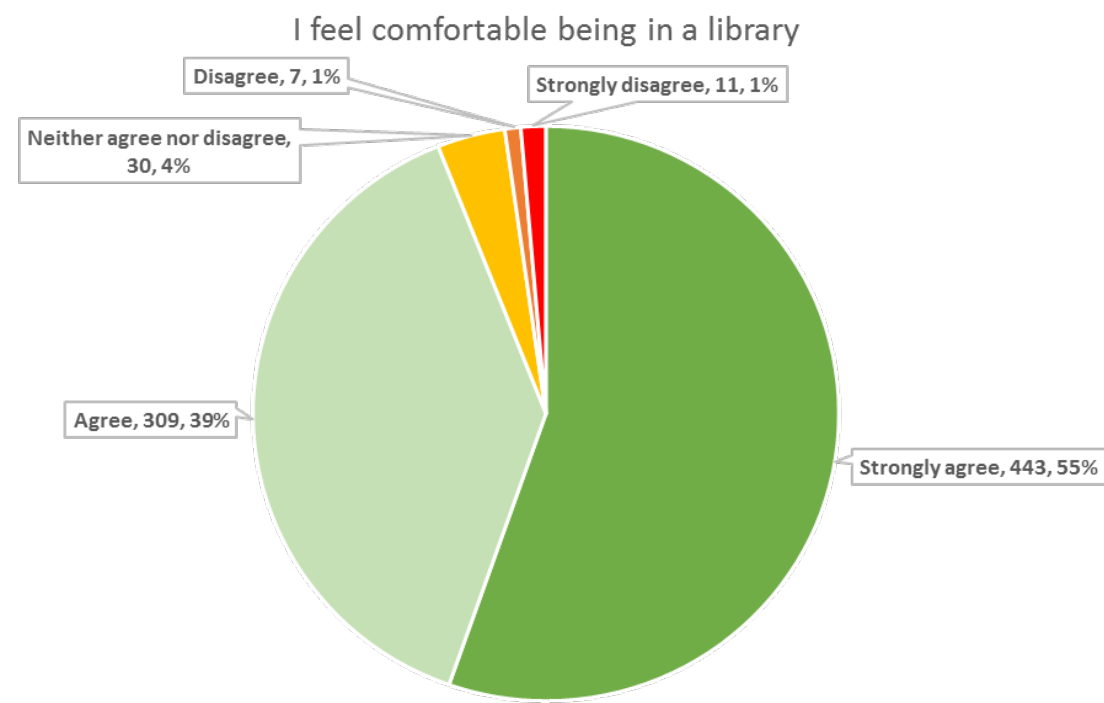
Hamilton City Libraries – Customer Satisfaction Survey

- Library customers are surveyed via iPad survey points located at each branch, and via an online email survey.
- Over 860 respondents to the survey in 2020
- We added additional questions to the 2020 Survey. These included:
 - When is the best time for you to visit a library?
 - Please tell us how strongly you agree or disagree with the following statements:
(Quantitative-Rating scale)
 - I feel comfortable being in the library
 - I feel the libraries are welcoming in general
 - What can we do to make you feel more comfortable in our libraries?
 - How can we make our libraries more welcoming?

Libraries as spaces where people feel comfortable to visit

Survey responses

I feel comfortable being in the library (800 respondents)



Top 10 suggestions to make people feel more comfortable in libraries

Themes from people’s responses	No. of responses
People happy with the current situation	632
Increase seating	21
Friendly staff	19
Comfortable seating	17
Reading areas	14
Managing antisocial behaviour	13
Café	12
Managing people who make noise	11
Good to have security by the door	7
Improve variety of books	6

Best day and time for people to visit a library

- Overall result: Of the 347 people who answered this question:
 - Most prefer visiting on the weekend (347 people)
 - Of these, 182 people suggested a time - most preferred time of visit is anytime between 10.00 am and 4.00 pm.
 - Second most preferred day to visit is a Monday (303 people)
 - Of these, 177 suggested a time- most preferred time of visit is anytime between 10.00 am and 5.00 pm.

Current Opening Hours

	CENTRAL		CHARTWELL		St ANDREWS, GLENVIEW, DINSDALE & HILLCREST	
<i>Day</i>	<i>Open</i>	<i>Close</i>	<i>Open</i>	<i>Close</i>	<i>Open</i>	<i>Close</i>
Monday	9.30 am	8.00 pm	10.00 am	5.30 pm	9.30 am	5.30 pm
Tuesday	9.30 am	8.00 pm	10.00 am	5.30 pm	9.30 am	5.30 pm
Wednesday	9.30 am	8.00 pm	10.00 am	5.30 pm	9.30 am	5.30 pm
Thursday	9.30 am	8.00 pm	10.00 am	8.30 pm	9.30 am	5.30 pm
Friday	9.30 am	8.00 pm	10.00 am	5.30 pm	9.30 am	5.30 pm
Saturday	9.00 am	4.00 pm	9.00 am	4.00 pm	9.00 am	12.30 pm
Sunday	12.00 pm	3.30 pm	10.00 am	1.30 pm	Closed	Closed

Central and Chartwell late-nights and weekend average visitation (March – May 2021):

	Central Mon, Tues, Weds, Fri	Central Thurs	Central Total Week nights	Chartwell Thurs only
5.00 – 6.00 pm	28	28	28	32
6.00 – 7.00 pm	17	21	18	29
7.00 – 8.00 pm	9	11	10	16
8.00 – 8.30 pm	Closed	Closed	Closed	4
Total after 5.00pm	54	61	56	81

	Central	Chartwell
Saturday Total 7 hours Central and Chartwell 9.00 – 4.00 pm	359	530
Sunday Total 3.5 hours Central 12.00 – 3.30 pm Chartwell 10.00 am – 1.30 pm	173	243

Reviewing Opening Hours – proposed approach

In the past opening hours have been considered as part of cost savings exercises and have not been popular with the community. This proposal is for a realignment of existing hours to maximise usage – **no reduction or increase in total hours**.

Proposal is:

- No change to St Andrews, Dinsdale, Glenview or Hillcrest.
- Some changes to Chartwell and Central only as these are the most visited libraries and both are located to late night retail (Thursday nights).
- Change late-nights at Central library to only one late week night, and retain Chartwell Library's late-night to coincide with late-night retail. Activate evenings with enhanced programming to increase visitation on the late night.
- Utilise the late-night hours from Central library to increase Sunday hours at both Central and Chartwell and adjust opening time of Chartwell to 9.30 am consistent with all other libraries.
- Implement a positive communications strategy to attract more visitors.
- Continue to improve the look and feel of all our libraires – places where people love to be.

A young girl in a purple hoodie is carefully placing a wooden block on top of a tall, precarious tower made of other wooden blocks. She has a focused expression. Next to her, a young boy in a black hoodie is watching her play with a slight smile. On the table in front of them are several clear plastic storage bins filled with more wooden blocks and other toys. A container of 'BUGS' brand magnetic fridge putty is also visible on the left. The background is a simple, light-colored wall with a shelf.

Libraries are more than books – they
are places of learning, enjoyment,
social connection – places to feel safe
and valued

Benefits of adjusting library hours

- Adjust hours to increase visitation during the times people most want to visit, with no cost impact
- Better alignment of hours across the libraries network
- Improve safety at Central Library by opening during hours of highest visitation
- Increased activation of the Central library over the weekend – bringing people into the Central City
- Align library hours with retail hours to optimise and leverage visitation (multiple reasons to visit)

Cons of adjusting library hours

- Reduced number of late nights at Central library (note: library would remain open until 5.30 pm on weeknights and after-hours drop off is still available)



Recommendation

That we adjust the opening hours to increase weekend access and maximise usage



Do you have any
questions or comments
about the Benefits and
Cons of adjusting the
current opening hours?

National Benchmarking

- **Auckland Libraries** proposed cuts to library opening hours in 2015 but ended up redistributing them after community feedback. "Auckland will have more libraries open on Saturdays and Sundays than we do now, which is when many people want to use them," a spokeswoman said. ([source](#))
- In October 2020 **Hutt City Libraries** "made adjustments to our library opening hours, including closing War Memorial Library on Sunday afternoons and reducing weeknight hours across our network. These changes reflect less community demand for library services on weeknights." ([source](#))
- **Upper Hutt Libraries** reduced their evening hours and increased their weekend hours in September 2020 following a study which showed only moderate usage after 5.00 pm and low usage after 6.00 pm most weekdays. ([source](#))
- This year **Christchurch City Libraries** proposed reducing the weeknight hours of their libraries, based on "when our libraries are at their busiest and when we can reduce opening hours with minimal impact." ([source](#))
- **Hastings District Libraries** started opening their library branches on Saturdays and late nights at Hastings Library branch as recent stakeholder engagement indicated demand for more opening hours. The Hastings Library now closes at 7.00 pm on Tuesday and Thursday evenings from October 2020. Furthermore, Sunday opening at the Hastings Library began from 10 January 2021, 1.00-4.00 pm. ([source](#))

Does this require a report to Council, or can it be rolled out as an operational adjustment?

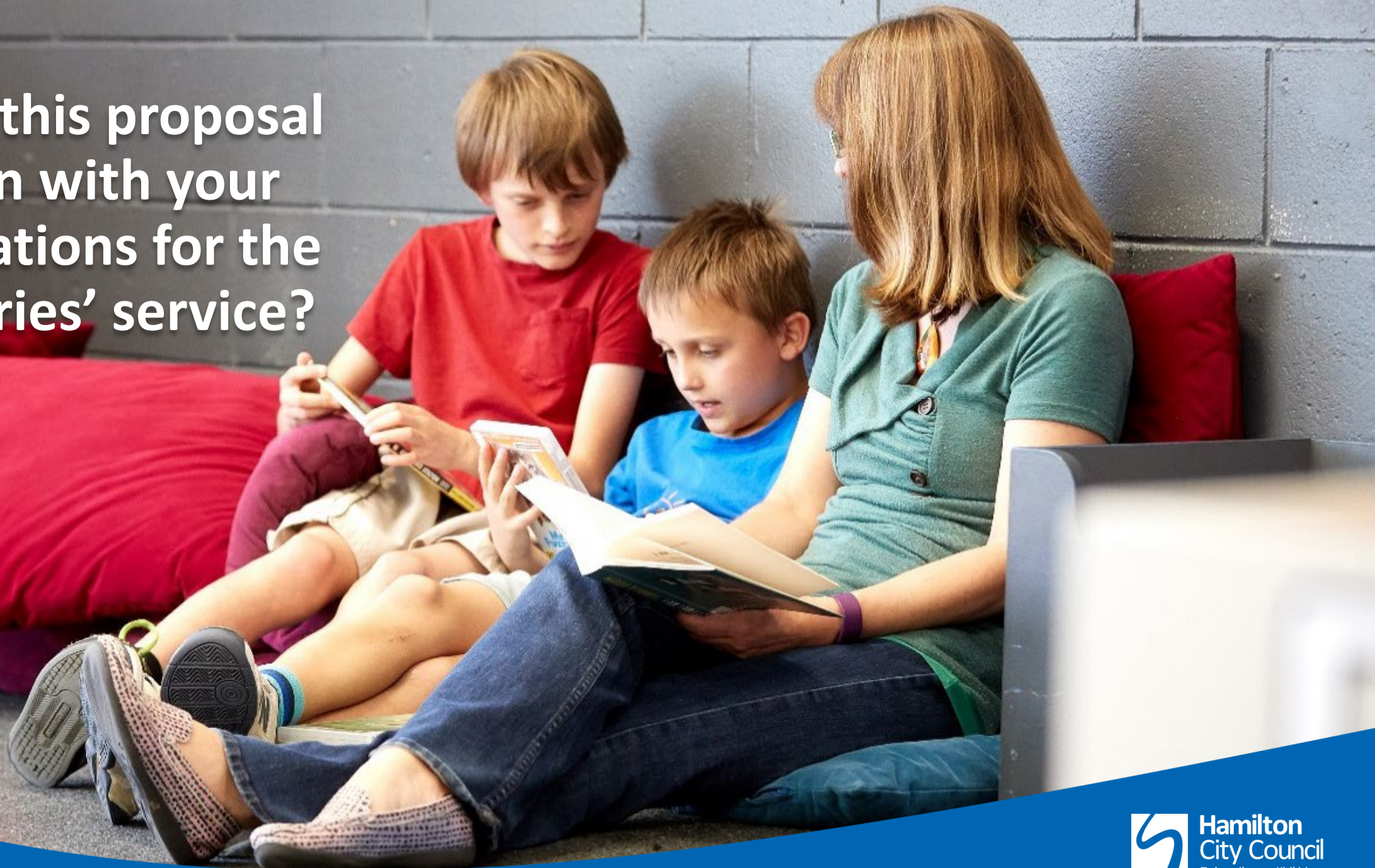
Noting there is no change in total number of hours.

Is there a preference for a trial period or does it make sense to implement the proposed changes?

NB: a trial period, if reversed at the end of a proposed period, will mean some administrative changes to staff rosters.



Does this proposal
align with your
aspirations for the
Libraries' service?



**Hamilton
City Council**
Te kaunihera o Kirikiriroa

**Is there anything further
that you would like to
understand before
making a decision?**

**Are there any other
options you would like
to see explored?**

