

**Elected Member Briefing – 23 April 2020**  
**Committee Room 1**

<b>Time</b>	<b>Topic</b>	<b>HCC Presenter(s)</b>	<b>Open / Closed</b>	<b>Time Req'd (mins)</b>
10.00am	Beale Cottage <i>(Community Committee)</i>	Joanna van Walraven	Open	60 mins
<b>11.00am</b>	<b>MORNING TEA</b>			<b>15 mins</b>
11.15am	Libraries Fees and Charges <i>(Community Committee)</i>	Stephen Pennruscoe	Open	45 mins
12.00pm	Eastern Pathways <i>(Infrastructure Operations Committee)</i>	Jason Harrison, Eeva-Liisa Wright	Open	60 mins
	<b>MEETING ENDS</b>			

15 March 2019

# Beale Cottage



**Hamilton  
City Council**  
Te kaunihera o Kirikiriroa

# Purpose of Briefing

- Outline current situation with cottage and gardens
- To answer questions and discuss future options
- To hear feedback on proposed options

## Structure

- Slides focus on new information and future options- Background, historical and policy context in Discussion Topic Summary
- We can answer questions as we go
- Info about Nairn st Cottage at end of presentation for information

# Current situation- House



- Vacant– opportunity reassess options and take good look at requirements
- Regulations for residential tenancy make private tenancy no longer an option
- Has annual condition report done to assess paintwork
- Gutters cleaned regularly, fumigated for borer etc.
- Works undertaken in accordance with Conservation Plan that was completed in 2004
- Review of Conservation Plan and Updated Conservation Works Schedule \$15k



# Current Situation- Gardens



- Lawns mowed and banks trimmed every 2-3 weeks
- Garden maintenance has been part of residential tenancy agreement so no current budget
- Has had occasional garden work by HCC apprentices
- Landscaping Plan 2005– historically accepted interpretation – but high maintenance

# New Information

- ISA has not been undertaken – low confidence that building will meet compliance
- If ISA below council policy level it cannot be tenanted for museum or community activities
- DSA and Structural upgrade to masonry chimneys would cost of approx. \$140k (including 30 % contingency)
- Note that any change of use would require structural upgrade

# External Funding Opportunities

More investigation is required to understand any potential funding opportunities, however:

- Beale Cottage has not been identified as a priority project- more difficult to find external investment
- Comparatively low Council investment proposed would result in a high level of effort for a potentially low reward

# Cultural Context – Te Ngaawhaa Whakatapu Ake

- Feedback from the TNWA “Look after the whare”
- Recognition of the cottage and land connection through time to both Maaori and Paakehaa
- Interpretation onsite mostly centred on Dr Beale and the cottage itself
- Identified opportunities to tell a richer story of the site (and surrounds) over time, including the stories of mana whenua, women and girls





# Current Situation

- Are there any questions on the current context?



# Options

1. Pilot Museum attraction (1 Year)
2. Commercial tenancy
3. Community arts facility
5. Implement Landscaping Plan
6. New interpretation
4. Remain vacant

- Note that any public use of the cottage (options 1, 2 and 3) would require structural upgrade to masonry

# Option 1: Pilot Scheme- Museum attraction

- Would require curatorial, educational and visitor service resource and higher levels of service for gardens and lawns (see option 5)
- Interpretation would be key part of visitor experience- basic approx. \$10k upwards
- Two visitor hosts costs of \$15-20k per annum (if open 1 day per week)
- Protection of delicate building fabric \$6k-\$10k
- Seismic work must be completed \$140k
- May require consent for change of use
- **Total approx. cost \$233k**

## Option 2: Commercial Tenancy

- Use of building supported by Heritage NZ – *if* the tenant meets strict criteria
- Limited to small, office-based business with limited parking needs, limits on numbers of staff
- Could still allow for public access by appointment
- Tenancy could offset costs
- Could review lease on an annual or bi-annual basis
- Would require Resource Consent/change of use
- Seismic work must be completed
- **Total cost approx. \$140k**

# Option 3: Community Arts facility

- Off street parking limited to 2
- Limits to number of people using it at a time
- Poor accessibility – single toilet facility not designed for heavy use
- Small room spaces would limit activities
- No ability to modify space, decorate etc
- Demand has been mostly for larger spaces but could be used for small exhibitions etc
- Parts of building could be closed off for protection
- Seismic work must be completed
- Resource consent required for change of use
- **Total approx. cost for option \$140k**



## Option 4: Landscaping Plan

- Garden soil re-fresh and replant with lower maintenance, heritage plants
- Broken asphalt paths replaced with hoggin-look concrete and Embassy bricks donated by Riff Raff Public Art Trust
- Native planting on banks to reduce mowing
- Gardens could be open to the public during daylight hours
- Option could include volunteer programme maintaining gardens- however would need to get it to workable level first
- **Approximate cost \$53k**

## Option 5: New Interpretation Panels

- Updated, inclusive timeline and other interpretation that tells the story of the place, cottage and the people of Hamilton
- Would be developed in partnership with Iwi, Haapuu and other stakeholders
- **Costs for 3 outdoor panels including research and fabrication \$10-\$12k upwards**

## Option 6: Remain Vacant

- Could remain open to public by appointment if DSA finds it is over 20% to the code
- Potentially more vulnerable to vandalism and problems with dampness etc
- No requirement to strengthen chimneys
- Would not meet objectives of Reserve Management Plan
- Could still implement other options (landscaping plan and interpretation)

# Feedback



- Do you have a preferred option/s?
- Is there any more information required for a decision?
- Any more feedback or questions?
- Next steps

# Comparative example: Nairn Street Cottage Wellington



- 1858- One of the oldest (mostly unmodified) houses in Wellington
- Curated cottage, heritage gardens and small visitor centre
- Was run by a trust- now part of Wellington Museums
- Open to public via tours- mostly as part of school programmes
- Has adjacent visitor centre with toilets etc.



# Nairn Street Cottage



- Annual operating costs \$30-35k (not including Capex or garden maintenance)
- Some costs offset by tours/school visits, occasional venue hire and donations/sponsorship
- WCC has just started maintaining heritage gardens -previously maintained by volunteers at a cost of approx. \$200 per week

# Example of Interpretation



- Nairn St Cottage visitor centre
- Very comprehensive example of interpretation that tracks time through international events, Wallis Family events, Wellington City events
- A simpler timeline could be done for Beale Cottage with input from Iwi/Hapu



# Implications of the removal of overdue fines for Hamilton City Libraries

## Elected Member Briefing

23 April 2021



# Purpose of Briefing

To inform Elected Members on the benefits and implications associated with the removal of Libraries overdue fines.

To get a steer from Elected Members on whether they would like Libraries Staff to pursue this further, and if so to what level?





# Why now?

Hamilton City Libraries charge overdue fines when customers are late returning items.

Overdue fines were introduced by libraries to encourage members to return their books and other items.

Recent evidence suggests this is not effective and has had the undesirable effect of creating a barrier to use.



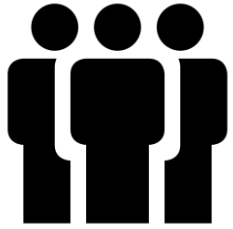


# Hamilton City Libraries context:

Overdue fines 1 July 2019 – 30 June 2020

Customers	Item collections	Overdue fines charged to customers
Junior/Young Adult customers	Junior/Young Adult collections	\$7,310.40
Adult customers	Adult collections	\$53,163.00
Junior/Young Adult customers	Adult collections	\$4,488.60
Adult customers	Junior/Young Adult collections	\$11,330.10
<b>TOTAL All users</b>	<b>All collections</b>	<b>\$76,292.10</b>

# How this impacts usage at Hamilton City Libraries



Overdue fines were intended to motivate customers to return books so other customers have access. In fact, they serve as a barrier to access and trust.

Each year 5,200 new members join Hamilton City libraries.



Overdue fines are driving customers away who need libraries most.

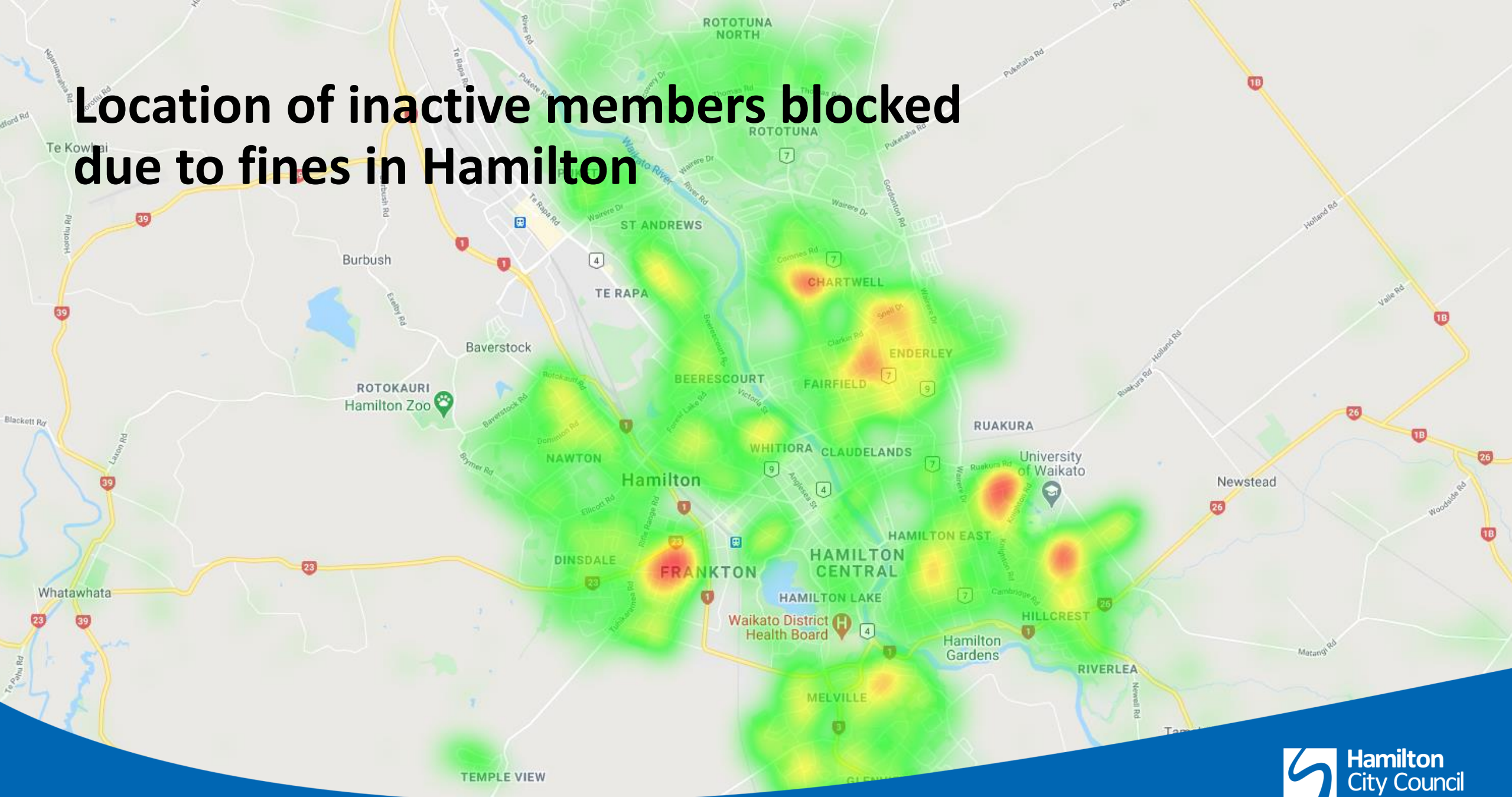
Each year about 1,550 Hamilton City Library members, who owe us more than \$10, stop using our services.



Overdue fines are increasingly being removed around the world to increase equity of access to information and resources.

16% of Hamilton City Libraries overdue fines are never collected.

# Location of inactive members blocked due to fines in Hamilton





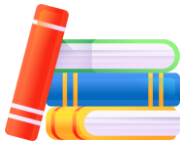
A young girl with dark hair, wearing a light purple hoodie, is carefully placing a wooden block on top of a tall, narrow stack of similar blocks. She has a focused expression. To her right, a young boy with dark hair, wearing a black hoodie with an orange and white graphic, is looking at her and holding a wooden block in his hands. They are sitting at a wooden table. In the foreground, there are several clear plastic storage bins containing various colored blocks (yellow, orange, blue). To the left of the bins, there is a small container of 'BUGS' brand magnetic fridge putty. The background is a simple, light-colored wall with a dark shelf above the children.

Any questions about  
the current Hamilton  
City Council context?

# Benefits of removing overdue fines



Remove a financial barrier.



Enable free and equitable access to information.



Increase customer membership and retention.



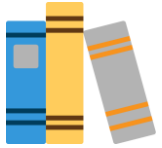
Removes barrier to membership that disproportionately impacts fixed income and vulnerable communities.



Increases borrowing and return of items.



# Benefits of removing overdue fines



Builds better literacy outcomes (more books read = higher literacy levels).



Increases customer satisfaction and reduces negative interactions between staff and customers.



There would be no material impact on the council's debt to revenue ratio if overdue fines were removed completely.



Saves staff time on payment transactions and debt recovery.



Increased trust in and enhanced reputation for Council.

# Cons of removing overdue fines



Loss of revenue.



Potential impact on other customers (slow return of books).



Impact on collections budget (need to invest more in high-demand material).




Negative views of other customers.



Partial removal of fines causing disgruntlement and confusion.



Need to manage historic debt.



Do you have any  
questions about the  
Benefits and Cons of  
removing overdue fines?



# What's happening around the world



As of 19 April 2021:

- 578 library networks\* around the world have gone fines free
- 296 are partially fines free
- 33 New Zealand libraries offer full or partially fine free services
- New Zealand has the highest fines in the world

Reference: <https://endlibraryfines.info/fine-free-library-map/>

\* Library networks can be states, cities or consortiums.



# Response to the removal of fines in New Zealand

33 out of 67 New Zealand libraries have removed fines for part of or all their customers.

- **Auckland Libraries** have been fine free for children since amalgamation in 2010 and have made the decision to go fine free for all: “To contribute to Council’s recovery response, and the benefits would primarily assist those communities who need us most – we would achieve great outcomes for a small cost.”
- **Lower Hutt Libraries** increased youth borrowing and membership.
- **Upper Hutt Libraries** borrowing increased by 8%.
- **Christchurch City Libraries** have been fine free for 0 - 18-year-olds for over 25 years.
- **Tauranga City Libraries** have been partially fine free since 2016 and have noticed no difference in usage or membership.
- **Dunedin Public Libraries** Qualitative surveys found that the dropping of youth overdue fines was a game changer for their lower socio-economic families.





# Recommendation

**That we should remove overdue fines on all junior and young adult items for all customers.**



# Potential implementation plan if the recommendation is supported

- Comms plan to be developed, including:
  - Stakeholder engagement.
  - Media releases.
  - Campaign to reconnect with lapsed users including those shown on the heat map.
  - Education for existing customers.
  - Scripts developed for staff use.
  - Campaign to attract new customers.
  - Website update.
- System changes by Kōtui (Library Management System).
- Develop a plan for potential debt amnesty.
- Report to the Finance Committee to address historic debt for fines for children and young adults.





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





**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?**

