



Wellington City Libraries and  
Community Spaces

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**Connecting our Communities**  
2014-2017

Absolutely Positively  
**Wellington City Council**

Me Heke Ki Pōneke



## **Our vision**

Open for creativity, connection  
and innovation





**ARBO  
OVE**



## **Our mission**

To connect our communities  
to knowledge, wonder and  
possibilities



# 2014 forward

In 2008, our five-year strategy, *Sparkling Imagination*, set the scene for Wellington's libraries. We made it easier to use the libraries, we introduced free wifi and we increased our collections of e-Materials. It is now time to plan for the next three years.

Our 2013 merger with community spaces increased the scope of our services, and provided us with new opportunities.

Libraries and community spaces foster innovation: We are open for thinking, reading, creativity and business. Libraries and community spaces are "people places": We are among the most visited places in Wellington, and are popular places to use technology. We aspire to be customer-led, and to adapt to customer needs as they change.

This service vision provides a strategic framework for the future.

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# Our priorities

## **Partnering to foster creativity, innovation and learning by:**

- Increasing collaboration to develop new services and programmes that enhance the lives of Wellingtonians.
- Being a customer-led organisation by collaborating with and reflecting the needs of members of the Wellington community.

## **Supporting new uses of libraries and community spaces by:**

- Providing opportunities for personal transformation.
- Exploring and discovering new ways to reach our communities.
- Providing opportunities for people to try new activities, gain new experiences and sample new technologies.

## **Providing buildings and spaces that are fit for purpose by:**

- Increasing the number of dedicated zones for quiet activities (eg study, computer work) or noisier activities (lectures, clubs, meetings, youth activities etc).
- Aspiring to provide buildings that lift the spirit.

- Reconfiguring spaces to be multipurpose and quickly adaptable for different uses.
- Building on our role as important social and knowledge hubs for the city.

## **Understanding our customers by:**

- Researching the needs of Wellingtonians and working with them to develop ideas and solve problems.
- Seeking to improve literacy by increasing the percentage of young Wellingtonians with an active library card.

## **Enhancing discovery, connection and accessibility by:**

- Offering our customers opportunities to take part in creative forms of expression.
- Enabling easier discovery of and access to content.
- Reducing barriers to customers' use and enjoyment of our facilities, services and products.
- Increasing our community centres' visibility, so that they meet their potential as a community resource.

## Our priorities (continued)

- Providing, and connecting customers to digital spaces for sharing stories and self-publishing opportunities.
- Further enabling online interaction with and between customers.
- Offering seamless, integrated technology for customers at the shelf or outside the library.

### **Building our financially sustainable future through:**

- Using technology to automate manual processes, manage physical stock and enable self-service.
- Proactively addressing capacity challenges so there is greater room for innovation.

### **Enabling connectedness and community growth by:**

- Providing free internet services to customers via wifi and PC.
- Offering our customers easy ways to access e-Materials.
- Enabling use of our online services by customers who have no access to internet-enabled devices.
- Supporting, enhancing and actively promoting community interaction in community centres, libraries and online.

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# Towards 2017

## **People:**

We want to enable people to transform their lives - personally, socially and economically.

Local libraries or community centres will play a crucial role in supporting lifelong learning.

Our partnerships with other organisations will be innovative. We will forge collaborative links with new people and groups.

We will foster a culture of 'possibility' among our staff, offering them development, opportunity and encouragement.

## **Spaces:**

Community centres and libraries are about connections; both face-to-face and via technology.

Wellingtonians tell us they want to use libraries to listen, present, share, study with others, learn, play, discover, meet, socialise and read.

We will rise to the challenge of finding ways to meet these community expectations.

## **Content:**

Libraries can spark creative thinking and the creation of new content.

Developing our role as curators and enablers, we will provide collections to anticipate the needs of our customers.

We will leverage technology in libraries and community centres to make discovery easy and effective.

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