

5th August, 2003

COMMUNITY SERVICES COMMITTEE MEETING

NOTICE IS HEREBY GIVEN THAT A COMMUNITY SERVICES COMMITTEE MEETING OF THE COUNCIL OF THE CITY OF RANDWICK WILL BE HELD IN THE COUNCIL CHAMBER, TOWN HALL, 90 AVOCA STREET, RANDWICK, ON TUESDAY, 12TH AUGUST, 2003 AT 5:30 P.M.

Committee Members: His Worship, the Mayor, Cr D. Sullivan, Crs Backes (Chairperson), Matson, Notley-Smith, Procopiadis, Tracey (Deputy Chairperson), and Whitehead.

Quorum: Four (4) members.

NOTE: AT THE EXTRAORDINARY MEETING HELD ON 5TH SEPTEMBER, 2000, THE COUNCIL RESOLVED THAT THE COMMUNITY SERVICES COMMITTEE BE CONSTITUTED AS A COMMITTEE WITH FULL DELEGATION TO DETERMINE MATTERS ON THE AGENDA.

1 Apologies

2 Minutes

CONFIRMATION OF THE MINUTES OF THE COMMUNITY SERVICES COMMITTEE MEETING HELD ON TUESDAY, 8TH JULY, 2003.

3 Addresses to Committee by the Public

4 Mayoral Minutes

5 Community Services

5.1 ACTING DIRECTOR PLANNING & COMMUNITY DEVELOPMENT'S REPORT 55/2003 - LOCAL HISTORY PROJECT – A MIGRANT'S STORY, MY NEW COUNTRY. 2

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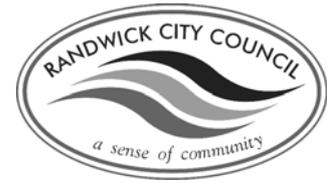
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GENERAL MANAGER

Director Planning & Community Development's Report 55/2003



SUBJECT:	Local History Project – A Migrant’s Story, My New Country
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DATE:	31 July, 2003	FILE NO:	98/S/0927
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REPORT BY: DIRECTOR PLANNING & COMMUNITY DEVELOPMENT

INTRODUCTION:

Approximately one third of the Randwick Local Government Area’s (LGA) population were born overseas, with a large percentage from culturally and linguistically diverse backgrounds.

At its last meeting, Council’s Multicultural Advisory Committee discussed the need to develop a project that would highlight the LGA’s cultural diversity.

The Committee identified that Council should develop a local history project which would focus on local residents from culturally and linguistically diverse backgrounds and their experience as a migrant living within Australia.

ISSUES:

The Community Development Section in conjunction with the Bowen Library has developed a short story competition.

This project will be funded through existing resources.

The competition will offer local residents an opportunity to relate their experiences as a migrant, and impressions of Australia, by either writing a short story or poem.

All participants will be asked to present their submissions in English, and those who may have difficulty with the language, will be encouraged to approach family members and/or friends to assist them in developing their submissions.

The project will be launched on 12 August, and all applications will need to be received by 19 September.

Apart from being publicised in the local press and on Council’s Web Site, all local schools will also be informed about the competition.

Depending on the number of applications received, it is planned that the entries will be placed on display at the Bowen Library.

Also, a booklet containing all the stories may be compiled and housed at the Library, as well as possibly, placing the stories on Council's Web Site.

All participants will receive a certificate to acknowledge their contributions, and the three most interesting entries will each receive a prize of a \$50 book voucher.

Councillor Peter Schick the Chairman of the Multicultural Advisory Committee has been involved in the project since its inception, and members of the Multicultural Advisory Committee will judge the submissions.

Presentation of the prizes will be held on Wednesday 15 October from 6.00-8.00pm in the Bowen Library Auditorium.

CONCLUSION:

The Library is intending to conduct at a later stage, a comprehensive local history study and this project will assist with the collating of information relating to local migrants' experiences and impressions of Australia.

RECOMMENDATION:

That Council support the local history project A Migrant's Story, My New Country.

ATTACHMENT/S:

Nil

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SIMA TRUUVERT
DIRECTOR PLANNING & COMMUNITY
DEVELOPMENT

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COLIN ROSENFELD
COMMUNITY DEVELOPMENT OFFICER
MULTICULTURAL/DISABILITY



Director Planning & Community Development's Report 56/2003

SUBJECT:	CHILDREN'S WEEK 2003
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DATE:	31 July, 2003	FILE NO:	98/S/3521
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REPORT BY: DIRECTOR PLANNING & COMMUNITY DEVELOPMENT

INTRODUCTION:

Children's Week is an annual event celebrating children and their rights, needs and talents. It also aims to celebrate childhood and sharing of culture and situations within the context of the family and community. This year Children's Week is scheduled for the week 18 –25 October 2003.

Past Children's Week events have been a huge success with the Eastern Zone of Playgroups playing an instrumental role in organising the event with assistance from Randwick City Council. The Eastern Zone of Playgroups is a non-profit community based organisation managed and run entirely by volunteers. Its membership comprises of over 500 families and consists of 19 playgroups located in the Eastern Suburbs. Due to the success of previous years events the Playgroup has been approached by the Children's Week Association to use this year's event to launch Children's Week across the State.

The Eastern Zone of Playgroups has approached Council to hold a joint event for Children's Week at Allison Park Randwick on Sunday 19th October. The group is seeking Council's support and involvement in staging the Playgroups "Family Fun Day".

ISSUES:

To build upon previous years success, the Eastern Zone of Playgroups is keen to organise the 2003 Family Fun Day in collaboration with Council. In working with Eastern Zone of Playgroups, community participation is enhanced through working with community-based organisations and drawing upon a wider base of resources such as human, networks, financial and technology. Organising an event such as a "Family Fun Day" requires significant resources to ensure its success. Developing networks and consolidating professional relationships with specialised services adds value to the event and allows for more effective use of resources. There have been initial discussions with Eastern Zone of Playgroups to address their requirements for assistance and support for developing a day of activities for their "Family Fun Day".

The activities that the Eastern Zone of Playgroups are planning for this year's Children's Week are similar to last year and includes trackless train, animal farm, toy towns for children, painting, garden patch and worm farms for children, food stalls, marquees for shaded areas and activities, emergency services with information and vehicle/s and low level soft play toy area. As planning is in its very early stages, types of activities may change. Eastern Zone of Playgroups have informed Council that fundraising by Playgroup members and financial support from the Children's Week Association will also be made available.

As part of Council's contribution to the day, it is proposed that the Children's Week \$2,000 funding within the Community Development Children's Services Budget be allocated for the implementation of the event.

In addition it is recommended that Council waive the following fees as it has done previously with Children's Weeks events. These costs include:

1. Supply and remove extra bins and remove rubbish (on 8, 240 litre bins emptied 3 times a day)	\$400 (tbc)
2. Connection to power supply	\$71.60 (tbc)
3. Connection to water supply	\$47.40 (tbc)
4. Administration fee	\$130
5. Stage Hire	\$1500
6. Banner Erection	tbc
7. PA System	tbc
8. Trestle tables and chairs	tbc
9. Park Hire	\$300

There is also a fee of \$2,000, which is a damage deposit for park facilities (turf, toilets etc.) that is required to be paid by Eastern Zone of Playgroups, it is proposed that this fee also be waived.

Total **\$4449 (tbc)**

In return for the contribution of funds and waiving of itemised services Council will request the following promotions from Eastern Zone of Playgroups:

1. A Council banner with Logo being prominently displayed on the "Family Fun Day" in Allision Park
2. Council Logo being prominently displayed on all promotional materials such as flyers, newspaper advertisements etc
3. Council to be mentioned as a sponsor in any radio advertisements
4. Council's sponsorship acknowledged in all local press and publicity.

CONCLUSION:

It is considered to be of benefit to Council that a collaborative approach be developed with Eastern Zone of Playgroups, drawing upon their expertise required to organise such an event for parents and their younger children and Council's ability to offer support by way of resources and infrastructure. The contributions from organisations such as the

Eastern Zone of Playgroups will greatly enhance the quality and variety of activities to celebrate Children's Week. This type of capacity building activity clearly demonstrates Council's ability to enhance the quality of life for local residents and enables local community organisations to identify their aspirations and work towards achieving their desired outcomes.

In supporting the Eastern Zone of Playgroup through the waiving of the above fees, increases the success of the "Family Fun Day" and enhances the quality and variety of activities that can be organised. The contribution and expertise that the Eastern Zone of Playgroup provides to the Family Fun Day greatly contributes to the success of the event, and realises a community event that residents of Randwick City are given an opportunity to participate within. Council plays a key role in working with the Eastern Zone of Playgroups to provide a free event for parents and their children.

RECOMMENDATION:

It is recommended that:

1. That Council contributes \$2,000 of allocated funding to celebrate Children's Week through the proposed Family Fun Day.
2. That Council waive the fees associated with hire fee, deposit, administration fee, trestle tables and chairs, rubbish bin provision and removal, connection to water and power, stage hire, banner erection, and PA system for the Eastern Zone of Playgroups' "Family Fun Day".
2. That Council contribution to the Family Fun Day is appropriately publicised.

ATTACHMENT/S:

Nil

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SIMA TRUUVERT
ACTING DIRECTOR PLANNING &
COMMUNITY DEVELOPMENT

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MELINDA LEVES
ACTING TEAM LEADER

Director Governance, Management & Information Services' Report 19/2003



SUBJECT:	BOWEN LIBRARY WEEKEND OPERATIONS
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DATE:	30 July, 2003	FILE NO:	98/S/0255
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REPORT BY: DIRECTOR GOVERNANCE, MANAGEMENT & INFORMATION SERVICES

INTRODUCTION:

The resolution of the Community Services Committee Meeting held on Thursday 13th August 2002 [Director Governance Management & Information Services Report 28/2002] was “a follow-up, comparative report be provided after another full year of Saturday/Sundays operations at the Bowen Library”(Notley-Smith/Whitehead). The following report provides information and analysis of usage on Saturdays and Sundays for a six-month period (26 weeks) January-June 2003.

ISSUES:

Hours of Operation

The Bowen Library operates to the following opening hours:

Monday – Friday 10.00am – 9.00pm
 Saturday 9.30am – 4.00pm
 Sunday 12 noon – 4.00pm

Weekday hours of operation commenced with the opening of the Bowen Library in 1991. This included opening the library on Saturdays from 9.30 to 12 midday. Saturday hours were extended from 12 noon commencing 10th April 1999. Sunday operations commenced on 25th March 2001.

In a normal week, without public holidays, the Bowen Library operates for a total of 65.5 hours. Weekend operations comprise 10.5 hours or 16% of the total hours of operation.

Promotion of weekend hours of operation

Weekend hours of operation at the Bowen Library have been heavily and regularly promoted through the following means:

A large banner hung out the front of the Bowen Library
 A new library guide in English and seven other languages

Articles and advertisements in the *Southern Courier*

The Library's *Check It Out* newsletter

The RCC website

A bright new sign located near the main entrance to the Bowen Library

Bookmarks and flyers handed to customers when they borrow library items.

Staffing weekend operations

Bowen Library weekend operations are currently staffed with a mix of permanent staff and contract library assistants. The general breakdown is as follows:

Saturday – 2 permanent staff and 5 contract staff [total 7 staff]

Sunday – 2 permanent staff and 4 contract staff [total 6 staff]

Patterns of usage on Saturdays at the Bowen Library have changed over the past twelve months, possibly as a result of increased customer awareness of weekend hours of operation. Peaks and troughs have moved significantly. Saturday morning usage levels have reduced and it is generally somewhat quieter until midday. From 12 midday until closing time it is considerably busier. This is best illustrated in Table 1, which is an example of a typical Saturday (22nd March 2003).

Table 1: Loans/renewals per hour - Saturday 22/03/2003

	10.00	11.00	12.00	13.00	14.00	15.00	16.00	TOTAL
LOANS PER HOUR	23	100	257	290	325	285	377	1657

Staffing levels have been adjusted to ensure that optimum staffing is in place for the busiest period of the day (see Table 2).

Table 2: Staffing levels for Saturday Operations

	9.00	10.00	11.00	12.00	13.00	14.00	15.00	16.00
STAFF REQUIRED	3	3	6	7	7	7	7	7

Sunday staffing levels remain unchanged. Some of the savings made from adjusting Saturday staffing levels may be required to provide additional assistance on Sundays (see Table 3).

Table 3: Staffing levels for Sunday Operations

	11.30	12.00	13.00	14.00	15.00	16.00
STAFF REQUIRED	3	6	6	6	6	6

As with the previous twelve months, during the quieter months, after the HSC and during the Christmas school holidays it is possible to reduce the number of staff working on weekends. The monetary savings are put towards training contract staff during the week so as to ensure the best possible weekend service.

Usage levels weekday and weekend

Analysis of usage of services

The *Director Governance Management & Information Services Report 28/2002* provided a detailed analysis on the similarities and differences in usage patterns between Saturday and Sunday operations. Since that time there has been a shift in this pattern (see Table 1).

Previously, Saturdays tended to be busy for a period immediately after opening until just before the lunch period. Then, after a slow period usage levels would increase from 2.00pm onwards until closing. Now, fewer customers attend the library in the early morning. Usage levels increase from 11.00 am onwards and remain constant until closing time. There is still an immediacy about customer usage on Saturdays, most likely as a result of competing demands such as sports events, shopping etc.

Sunday operations remain relatively unchanged. There has been an increase in the volume of loans and returns on Sundays but visits remain steady and customers tend to remain in the library for longer periods than they do on Saturdays. As with Saturdays, many customers are still in the library at closing time and appear reluctant to leave.

There is evidence to suggest that weekend hours could be amended to close an hour later, at 5.00 pm, especially during school terms. Library staff will conduct a survey of customer needs in the near future to determine if such a demand exists and to identify options for adjustments to hours of operation.

Weekend usage as a percentage of total usage

Hours of operation:

Over the six-month January – June 2003 period the Bowen Library operated for a total of 1679.5 hours with weekend operations accounting for 262.5 hours or 15.5% of total hours of operation.

Visits:

Total visits for the same period amounted to 169,482 or an average of 6,518.5 visits per week. Total visits for weekends amounted to 30,700, an average of 1,228 visits per weekend or 18% of total visits.

The highest volume of visits took place on the weekend 22 -23 March: 1673 visitors, equating to 26.5% of total visits for the week 17-23 March (6353 visitors).

Loans/renewals:

Total loans/renewals for the same period amounted to 268,932 or an average of 10,343 loans/renewals per week. Total loans/renewals for weekends amounted to 60,901, an average of 2,436 loans/renewals per weekend or 23% of total loans/renewals.

The highest volume of loans/renewals took place on the weekend 24-25 May: 2727 loans/renewals, equating to 25.5% of total loans/renewals for the week 19-25 May (11,136 loans/renewals).

Information Enquiries

Total information enquiries for the same period amounted to 21,047 or an average of 810 information enquiries per week. Total information enquiries for weekends amounted to 3,125, an average of 125 information enquiries per weekend or 15% of total enquiries.

Patterns of usage

It is interesting to note that total visits for weekends have plateaued after the initial full twelve-month period of Saturday/Sunday operation. The Bowen Library experienced a 10.3% increase in visits and a 3% increase in loans/renewals for the period January-June 2003 but this has not necessarily carried over into weekend operations. This may be as a result of saturation – where demand for service outweighs the resources available to satisfy that service.

This is especially possible on Sundays when customers tend to stay for longer periods of time and utilise the information services staff for assistance in research and homework help. If customers have learned from experience that there are less staff available to meet demand they may decide to utilise the service on weekdays. Sunday usage statistics show virtually no change in visitor numbers but a significant increase in loans. This is a matter that will need to be monitored. Customer feedback is needed for further clarification.

Nonetheless, usage levels compare very favourably with average total and hourly weekday usage, especially given the abbreviated hours of operation on weekends. In particular, hourly usage levels [visits, loans] testify to the volume of traffic moving in and out of the library on weekends.

Table 1: Average Usage – Bowen Library

	Average Saturday	Average Sunday	Total Saturday/Sunday	Average weekday
Hours open	6.5	4	10.5	11
Loans/renewals	1445	992	2436	1581
Enquiries	70	55	125	137
Patron visits	800	428	1228	1058
Patron visits per hour	123	107	117	96
Loans per hour	222	248	232	144

CONCLUSION:

The continued provision of library services at the Bowen Library on weekends remains extremely successful, with high usage levels on both days. Patterns of usage have changed, particularly on Saturdays, but also on Sundays where there is a reluctance by customers to leave the library at 4.00 pm when the library closes. This indicates that in future there may be customer support for an adjustment to hours of operation on both days to include a later opening time on Saturdays and later closing times on both days. This may be especially beneficial during the school and university terms. This would have some financial implications.

RECOMMENDATION:

- (a) That the Committee note the report; and
- (b) That the Director Governance, Management and Information Services investigate changes in hours of opening following the survey.

ATTACHMENT/S:

Nil

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MARK HUMMERSTON
DIRECTOR GOVERNANCE,
MANAGEMENT & INFORMATION
SERVICES

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JULIE JARVIS
MANAGER LIBRARY