



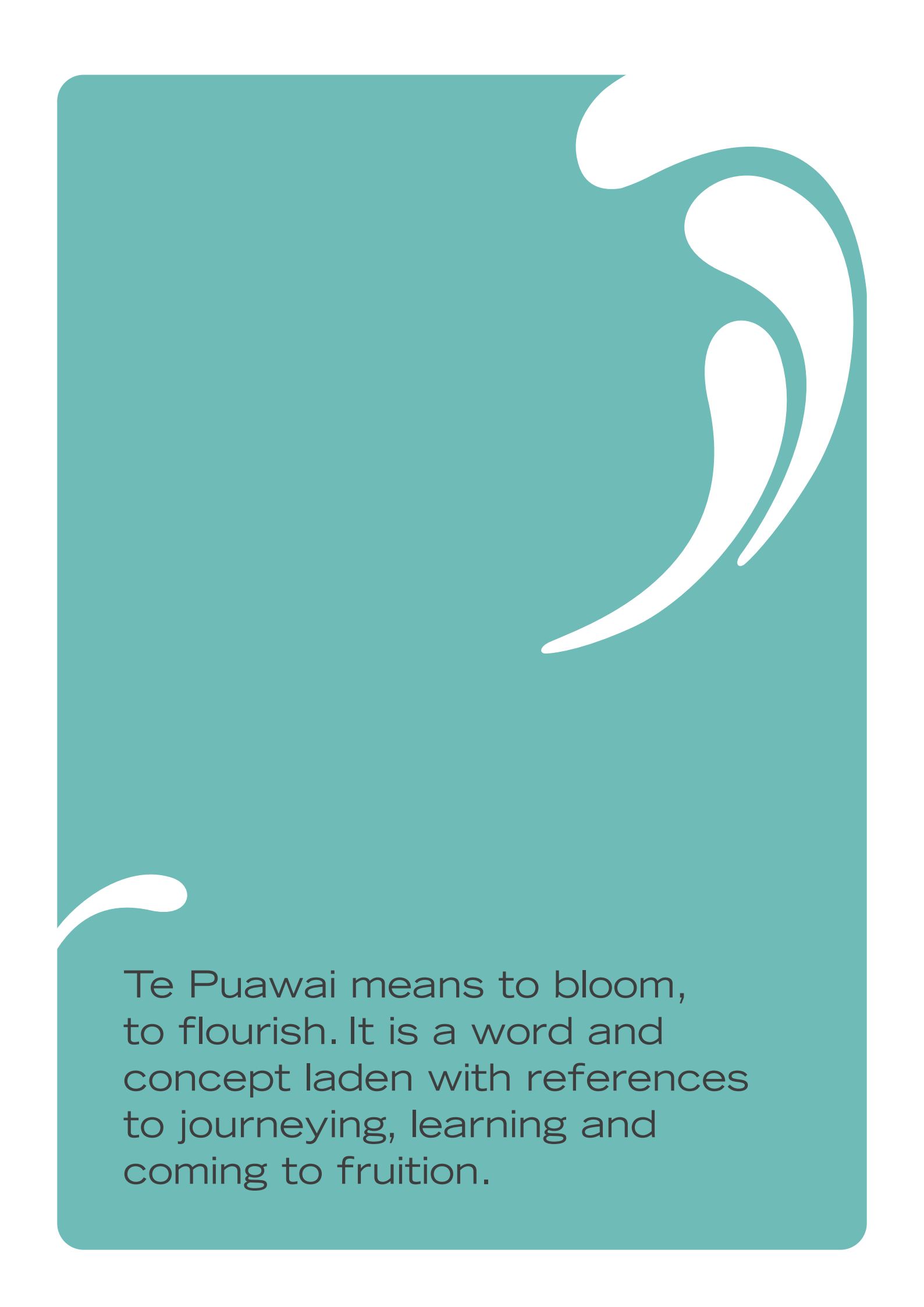
dunedin public libraries

Kā Kete Wānaka o Ōtepoti

TE PUAWAI THE LIBRARY PLAN 2025 – 2030

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The background is a solid teal color. There are two large, white, stylized swirls. One swirl is in the upper right corner, curving from the top edge towards the center. The other swirl is in the lower left corner, curving from the bottom edge towards the center.

Te Puawai means to bloom,
to flourish. It is a word and
concept laden with references
to journeying, learning and
coming to fruition.



TĪMATAKA KŌRERO

INTRODUCTION

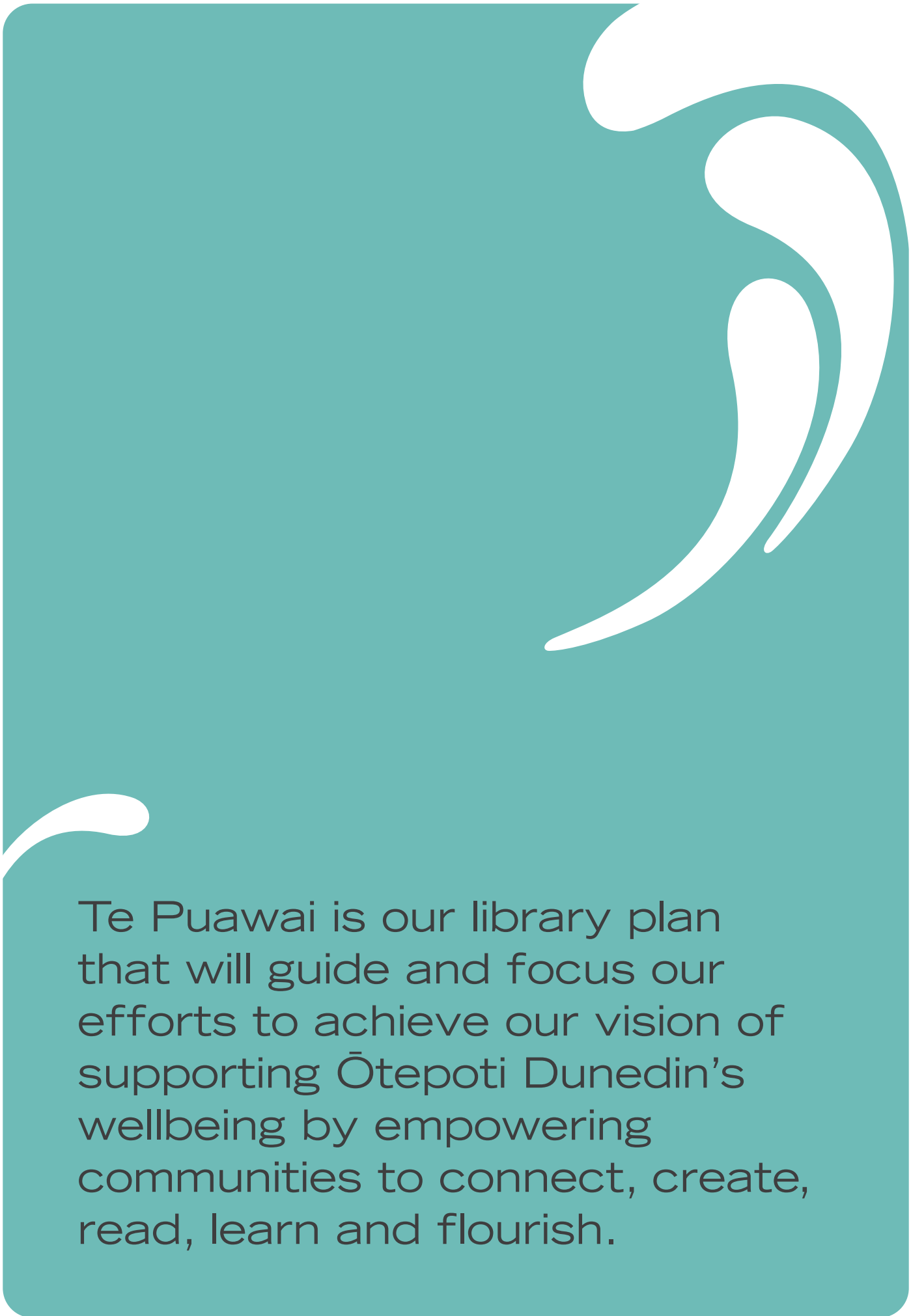
Ōtepoti Dunedin's network of six libraries, two book buses, digital services and resources are not just storehouses of knowledge; they are at the heart of Ōtepoti Dunedin's UNESCO City of Literature. Our libraries strive to provide space for community connection, reduce digital inequity, nurture reading and research – learning and creativity. They provide safe, welcoming places for relaxation and community building. Our libraries are a place where everyone is welcome.

The best plans are developed from the ground up. *Te Puawai – The Library Plan* was developed over 2024-2025. It is an expression of the values, vision and priorities of Dunedin Public Libraries because it has had input from over 800 members of our community – readers, visitors, stakeholders, supporters and community groups. And of course, our library staff, who are passionate supporters of the communities that our libraries exist to serve.

In developing *Te Puawai*, we thought about how the city's network of libraries and services can continue to serve changing communities in a changing world. We held staff workshops that provided insights and perspectives on the library's future, including what the library needs to focus on to create change and innovate. Together we shaped our library vision for the future and developed a set of core values to guide decision-making, behaviours, and ways of working together.

We recognised that it was important to engage with our communities. We received over 750 responses showing that Ōtepoti Dunedin is engaged with the vision, values and future direction of our libraries and our library services. We held 10 workshops to hear from members of the community who are engaged in using our libraries and those who are not regular library users. Insights received through community conversations have been integral to the development of *Te Puawai*.

Te Puawai gives us an opportunity to articulate our strengths and design a blueprint that will enable us to meet our vision. What follows is a framework that sets out our vision, values and priorities that will form the basis of where we want to put our focus over the coming years.

A large teal rectangular area with rounded corners. On the right side, there is a large, stylized white graphic that resembles a wave or a stylized letter 'D'. On the bottom left, there is a smaller, white, curved graphic element.

Te Puawai is our library plan that will guide and focus our efforts to achieve our vision of supporting Ōtepoti Dunedin's wellbeing by empowering communities to connect, create, read, learn and flourish.

TĀ TĀTOU WHARE PUKAPUKA OUR LIBRARY

Ōtepoti Dunedin UNESCO City of Literature
is a city of book lovers.

Six libraries and two bookbuses



Dunedin City Library



Mosgiel Library



Port Chalmers Library



Waikouaiti Library



Blueskin Bay Library



South Dunedin Community Library



Bookbus

Dunedin Public Libraries 2024 numbers



1,206,173

physical resources loaned

130,526

e-resources loaned



1,199,372

people visited our libraries



41

Bookbus stops each week from Portobello to Brighton



29,121

items issued to **152** house-bound customers through our Home Services programme

21,366

people use our digital services



77

volunteers involved in our Home Services programme



16

Rest Homes receive Home Services

8



weekly Justice of the Peace drop-in sessions

4,110

programmes and events delivered to **28,738** people who attend our programmes and events



Along with all these services, we can also help people find a good book!



Ōtepoti Dunedin UNESCO City of Literature is a city of Libraries

A University city with seven academic libraries

- University of Otago Central Library
- Robertson Library
- Health Sciences Library
- Hocken Collections
- University of Otago Law Library
- University of Otago Science Library
- University of Otago Classics Library

Six Independent Libraries

- Macandrew Bay
- Outram
- Middlemarch
- Dunedin Athenaeum and Mechanics Institute
- Hewitson Library
- CCS Disability Action Library



Ōtepoti Dunedin UNESCO City of Literature is a city of Writers Residencies and Literary Festivals

Writing Residencies

- Caselberg Trust Margaret Egan Cities of Literature Writers Residency
- Caselberg Trust Creative Connections Residency
- Elizabeth Brooke-Carr Emerging Writers Residency
- Te Pane Kākā o Tuwhare – The Hone Tuwhare Poetry Residency
- Te Ringatoi o Tuwhare – The Hone Tuwhare Creative Residency
- Te Ahi Ka o Tuwhare – The Hone Tuwhare and Dunedin Writers and Readers Festival Trust Residency
- Portobello Settlers' Cottage
- The Printer in Residence Programme

- The Robert Burns Fellowship
- Robert Lord Cottage
- Under Rough Ridge Writers' Retreat
- University Bookshop Otago Summer Writer in Residence In Association With Robert Lord Writers' Cottage Trust
- The University of Otago College of Education/ Creative New Zealand Children's Writer-in-Residence
- University of Otago Scottish Writers Fellowship

Two Literary Festivals

- The Dunedin Writers and Reader's Festival
- The Dunedin Young Writers Festival



Dunedin Public Library history

- 1908** Dunedin's first Free Public Library opened funded by a £10,000 grant from American philanthropist Andrew Carnegie.
- 1910** A Children's Reading Room opened, then the Children's Lending Library opened.
- 1911** Lending services began for adults.
- 1913** Dr Robert McNab donated 4,200 volumes on early voyages and NZ history.
- 1927** Walt Whitman Collection donated by Mrs J.W. Stewart
- 1928** The library began to supply children's books to schools.
- 1936** The library adopted a fee based rental policy for popular titles.
- 1938** The library's first hospital service was started.
- 1950** Addition of a Bookbus service and unveiling its gramophone collection.
- 1959** Mosgiel's first public library opened.
- 1969** The first Housebound Readers' Service was opened.
- 1981** Dunedin Public Library moved to its current location at 230 Moray Place.
- 1982** The automated circulation system was installed.
- 1986** The Taiehu Collection of Māoritanga was launched.
- 1989** Local council amalgamation resulted in the Dunedin Public Libraries network.
- 1991** Two new Bookbuses were purchased, expanding the service to 50 locations.
- 1993** The first fully computerised Library Management System was installed.
- 1997** Public Internet was introduced.
- 1998** Redevelopment of the City Library was undertaken to improve access.
- 2009** Rental charges were removed from books and magazine collections.
- 2011** Dunedin joined the Aotearoa People's Network Kaharoa (APNK), providing free internet and computer technology access for all.
- 2013** ebooks, eAudiobooks, and eMagazines were introduced to the collection.
- 2014** RFID technology was introduced including an automatic book sorting machine.
- 2014** Dunedin City was granted the UNESCO status as a City of Literature.
- 2016** Rental charges were removed from the CD collection.
- 2016** Scattered Seeds digital archive established with funding from the Dunedin Lebanese Community.
- 2020** Overdue charges for children and young adult borrowers removed.
- 2021** Overdue charges for adult borrowers removed.
- 2021** Spiritual and prayer spaces were opened in the City Library.
- 2023** Te Pahi Pukapuka, a new electric book bus was introduced.
- 2023** Rental charges removed from DVDs and Blu-rays.
- 2025** New library opens at South Dunedin.

TE KAUPAPA PURPOSE

The purpose of Te Puawai is to:

- » Outline Dunedin City Libraries' future direction and priorities for the next 5 years and beyond.
- » Align library services with other strategies, policies and plans whilst focusing on the complex, unique and specific activities of our libraries.
- » Provide the foundation for an implementation plan and monitoring framework to ensure we are achieving our intended outcomes.

Te Puawai is a 5-year plan with an opportunity to review progress in time for the next Long-Term Plan in 2027.

Te Puawai connects with other Dunedin City Council strategies, plans and policies including Te Taki Haruru – the Māori Strategic Framework, Te Ara Toi – the Arts and Culture Strategy, DCC's Social Wellbeing Strategy, as well as the Public Libraries of New Zealand Strategic Framework 2020 – 2025.

The next phase of Te Puawai will be the development of an implementation plan and a monitoring framework. The implementation plan will ensure that Te Puawai is actively being considered and actioned. The monitoring framework will ensure that we are measuring progress and success. It is intended that the Te Puawai implementation plan and monitoring framework will be developed in 2025.



Views from library staff, 2024

“We need to get out of the mind set of “we do it this way as this is how it’s always done.” Change is good and we need it to show we are current and progressive. If something doesn’t work, that’s ok, at least we tried.”

“It would be nice to have a library that the wider community know about, and it would be nice to work at a library where it doesn’t feel like work is going to waste and being unappreciated because the public aren’t aware of it.”

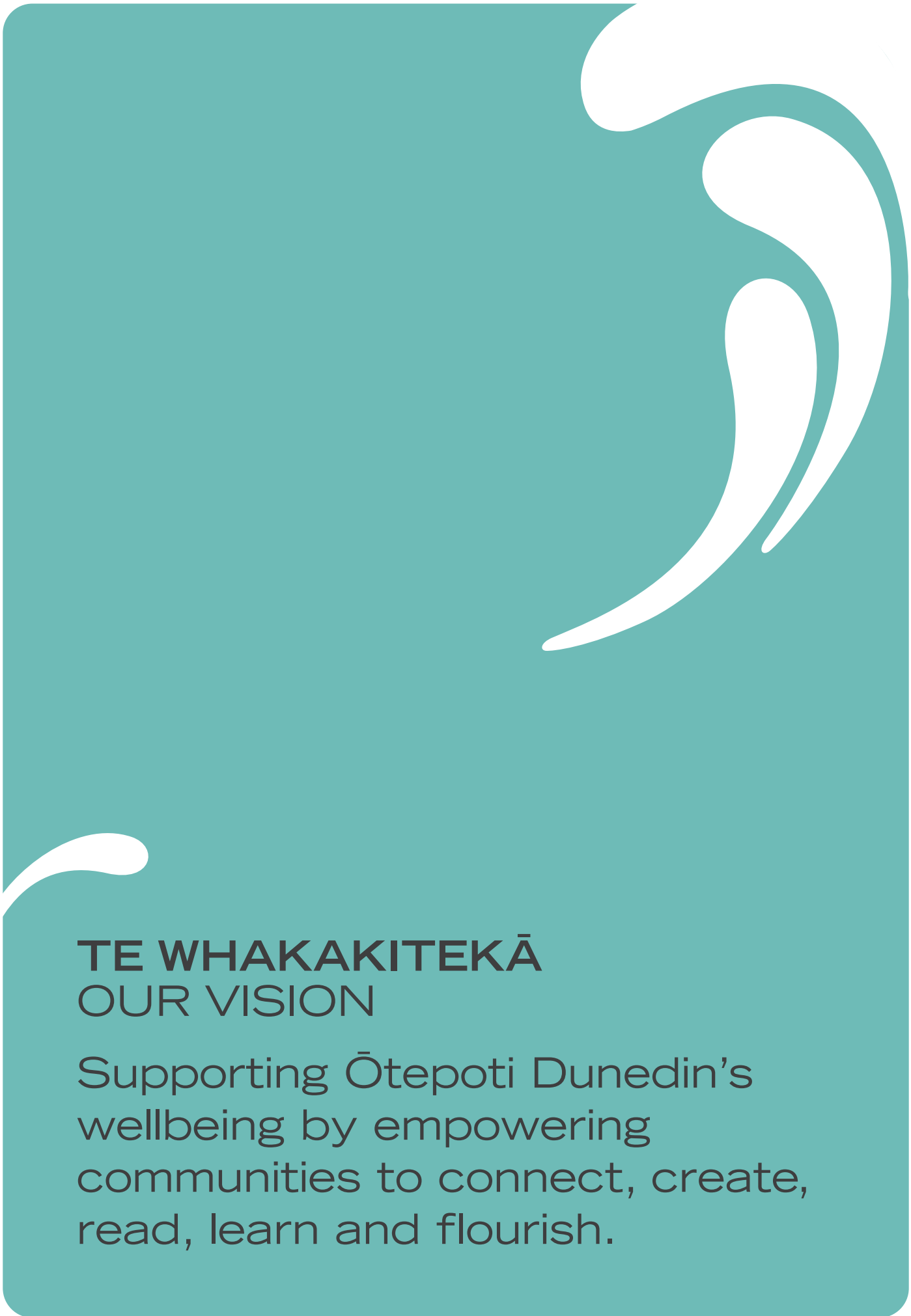
“Our library plays a vital role in society/our city for all people, children/families’ adults to connect to stories/information/creativity through books and reading.”

Views from the community, 2024

“When you don’t have much access, the library has been a centre of wellbeing in many ways, so just-thank you – it exists. And if you make a creative space – I will be thrilled.”

“Whenever I have time to kill when in town the library is my go-to place.”

“I appreciate the work happening to help support our community and its diversity. The library is there for people of all ages and cultures.”



TE WHAKAKITEKĀ OUR VISION

Supporting Ōtepoti Dunedin's wellbeing by empowering communities to connect, create, read, learn and flourish.

VISION AND VALUES



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Kā Kete Wānaka o Ōtepoti

TE PUAWAI FRAMEWORK

KĀ AROKA FOCUS AREAS	KĀ WHĀIKA GOALS	KĀ WHAKAAROTAU PRIORITIES
 COMMUNITY	Grow and strengthen our connections to the community.	• Create connections with authentic engagement and partnerships. • Champion lifelong learning and literacy. • Nurture a love of libraries in future generations.
 INNOVATION	Be innovative in our approach to how we work and deliver services.	• Create future-ready roles, structures and collections. • Grow a skilled team to drive community impact. • Ensure decisions are informed by community and data insights.
 DIGITAL ACCESS	Provide digital access for all communities.	• Boost engagement with digital collections and resources. • Reduce inequities in essential digital skills. • Expand digital access and visibility of collections.
 SPACE	Create welcoming and multi-purpose spaces.	• Develop spaces that are vibrant, welcoming, and reflective of the local community. • Ensure our service model is responsive to the community. • Enhance accessibility with community-friendly spaces and services.
 TE AO MĀORI	Integrate Māori culture and language across all our libraries.	• Engage with mana whenua to strengthen our partnership. • Prioritise cultural capability as a key library competency for all staff. • Reflect Te Ao Māori in our spaces, collections, and programmes.



FOCUS ON COMMUNITY

Our goal: To grow and strengthen our connections to the community

We are committed to fostering a thriving network of physical libraries, digital services, and activities that are deeply connected to the needs of the community.

By growing our community engagement and delivering creative programming, we will champion lifelong learning and literacy, ensuring our libraries continue to be a hub for personal and community growth. A key focus will be nurturing a love of libraries in children and young people. We recognise that we need to grow the next generation of library users so that our libraries are vital, welcoming spaces for reading, learning, exploration, and connection for future generations.

Our key priorities are to:

1. Create connections with authentic engagement and partnerships.
2. Champion lifelong learning and literacy.
3. Nurture a love of libraries in future generations.

First steps to success:

- Implement a whole of library, community centred capability focus, across all library roles.
- Develop and implement an audience strategy to inform and prioritise library programming activities and engagement with a key focus on children and youth.
- Develop and implement a library engagement, marketing and promotion strategy for programmes, services, resources, and experiences on offer.



FOCUS ON INNOVATION

Our goal: To be innovative in our approach to how we work and deliver services

Our people and our services will be agile for an ever-changing world. We will create future-ready roles and structures that will help position our people and our services to be dynamic and innovative.

Our community centred customer service model by providing necessary training and development, our highly skilled library teams will be focused on driving impactful, community-centred services informed by community engagement, data, and insight led decision making.

Our key priorities are to:

1. Create future ready roles, structures, and collections.
2. Grow a skilled team to drive community impact.
3. Ensure decisions are informed by community and data insights.

First steps to success:

- Implement a one library approach to delivering a community centred customer service model.
- Undertake regular community engagement (of users and non-users) and foster a culture of insight-led decision making.
- Embed the library's values across the organisation, building a strong culture that empowers our people and enables us to thrive.



FOCUS ON DIGITAL ACCESS

Our goal: To provide digital access for all communities

We aim to create equitable access to information and learning by boosting engagement with digital collections and resources. Reducing inequities in digital skills is a key focus, ensuring that all community members can confidently navigate and benefit from the digital world.

Our key priorities are to:

1. Boost engagement with digital collections and resources.
2. Reduce inequities in essential digital skills.
3. Expand digital access and visibility of collections.

First steps to success:

- Implement a whole of library digital capabilities focus, across all staff roles.
- Create and promote digital resources and services to support the diverse needs of the community.
- Investigate new technologies that can future proof our systems and services.



FOCUS ON SPACE

Our goal: Create welcoming and multi-purpose spaces

We will provide welcoming, vibrant, inclusive, multi-purpose spaces that reflect and serve the community's diverse needs and are designed to foster connection and learning. A welcoming and responsive team will ensure that every visitor feels valued and supported and has access to all the resources available to them.

Our key priorities are to:

1. Develop spaces that are vibrant, welcoming, and reflective of the local community.
2. Ensure our service model is responsive to the community.
3. Enhance accessibility with community-friendly spaces and services.

First steps to success:

- Work with Property Services to develop a plan for the ground floor of the City Library that is a welcoming and multi-purpose space.
- Our spaces are continually assessed and developed to meet the changing needs of our communities.



FOCUS ON TE AO MĀORI

Our goal: Integrate Māori culture and language across all our libraries

We are dedicated to meaningfully integrating Te Ao Māori across our libraries. We will prioritise building relationships with mana whenua and the wider Māori community – bringing Te Ao Māori into the centre of the library.

Through collections, programmes and services, our libraries will create an environment that honours and celebrates Māori culture, values and heritage while fostering a deeper understanding of Te Tiriti in the wider community.

Our key priorities are to:

1. Engage with mana whenua to strengthen our partnership.
2. Prioritise cultural capability as a key library competency for all staff.
3. Reflect Te Ao Māori in our spaces, collections, and programmes.

First steps to success:

- Implement a whole of library cultural capability focus across all library roles.
- Implement Te Taki Haruru – The Māori Strategic Framework so that Te Ao Māori informs our library services.
- Māori collections and resources are actively developed and promoted to encourage community engagement.

TE HAEREKĀ THE JOURNEY

Creating Te Puawai – The Library Plan

In developing Te Puawai, we thought about how the city's network of libraries and services need to adapt to stay relevant in our changing world.

Our library teams added their insights and perspectives on the library's future, including what we need to focus on to create change and innovate, shaping the vision for the future, and developing a set of core values to guide decision-making, behaviours, and ways of working together.

We also talked to our communities and sought feedback about our library services. We held several hui and surveyed both library users and non-users about what our community needs from our library services. Our communities told us that they value libraries as hubs of learning and connection and as a place to access help, information, and support.

Feedback from library teams and the community have guided the creation of this plan and will ensure Te Puawai's relevance to the community's needs and the city's aspirations.

Library staff engagement

We held:

- Library forum sessions
- Team sessions
- Small group staff sessions at all libraries
- Staff online survey.

We had a high level of staff engagement:

- Three all staff forum sessions held
- 11 group sessions delivered
- 38 online survey submissions
- 524 individual responses.

Library staff views

Library teams shared their views on the way forward for Dunedin Public Libraries. These are summarised below.

Increasing awareness: Better promotion of services and collections, including greater social media presence, will increase awareness and utilisation of library resources.

More engagement and outreach: Connect with different communities and ensure inclusivity.

Enhanced connection with readers and visitors: Offer personalised recommendations and build stronger patron relationships.

More events and activities: To provide enriching experiences and foster community interaction.

Relevant collections: To meet the community's needs and interests through physical and digital collections.

Adequate and valued staffing: To ensure staff are well-resourced, appreciated, and integrated into service roles.



Library staff comments

“We need to move away from expecting the community to come to us, we need to go to them.”

“I remember hearing a quote once that went something like “The public library is the living room of the city” I think that we already are that, but we could do even better making sure everyone feels at home here. A respected and valued shining light of learning for everyone.”

“We need to be relevant to the next generation but not forgetting our core values.”

“Libraries as cherished third places. Centres of connection - free resources and a place of community. A place where staff and members of the community feel safe, welcomed, free to be ourselves, free to ask questions and explore interests.”

“A warm welcoming space for all. Staff that are open and willing to help and think beyond their job description.”

Community engagement

We held:

- A customer survey
- Online survey
- Community group sessions
- Library booth at Polyfest
- Surveys were sent to schools, key partners and community organisations.

We had a high level of community engagement:

- 750 responses
- 3000 + individual text responses
- 665 online responses
- 91 paper responses
- Five group sessions.



Got five minutes to do a library survey?

We'd love to hear from everyone, even if you haven't used the library services before.

Fill out the survey here:
<https://tinyurl.com/dpfeedback>

CLOSES: Sunday 27 October



CITY MOSGIEL BLUESKIN BAY WAKOLUATI PORT CHALMERS SOUTH BOOKBUS

Community views

The community shared their views on the way forward for Dunedin Public Libraries. These are summarised below.

Creating awareness: We heard that many people in the community are unaware of the breadth of resources, services and support available through the library or how they can use the space for different activities. Building awareness through various means will be important in creating the future envisioned through Te Puawai.

Culture and community: Our diverse communities want to see themselves in our libraries. Libraries play a vital role in building an inclusive, culturally rich community. Enhancing Māori engagement and reflecting local Māori and Pacific identity within library spaces will foster a sense of belonging and pride. Libraries should continue to celebrate diversity and promote strong connections.

Promoting literacy and lifelong learning: Libraries are essential to promoting literacy and fostering a love of learning at all ages. Through opportunities to partner with schools and other community organisations, libraries can continue encouraging lifelong learning and promoting literacy.

Engaging spaces: We heard that welcoming and modern libraries should offer more spaces that encourage social interaction, well-being, and learning. Efforts to reduce barriers to access are essential, as are interactive communication, events and programmes that allow users to explore library resources in new ways. Designing spaces that serve diverse community needs will help libraries remain relevant and responsive to future generations.

Showcasing unique collections: We heard that the community needs libraries to develop new ways to connect with future users and raise awareness of the distinctive collections the library holds. Enhancing their visibility and accessibility will ensure their full value is realised.

Empowering with digital technologies: We heard that library users continue to require support to bridge the digital divide and equip them with the skills and confidence to make the most of digital services and resources. We need to raise awareness of our digital collections and resources, which will help connect more people to valuable library services and increase digital literacy.



Community comments

“The bus is the most wonderful thing coming to our neighbourhood – we absolutely LOVE IT!!”

“We’ve gone to some cultural programmes recently – te reo story time and a Chinese language event – and they were awesome! More events like that, please.”

“When I am feeling lonely it is the library I go to. I don’t necessarily talk to anyone, but a smile makes my day.”

“Lots of people (including myself) go to the library to catch up with friends somewhere warm and safe, while also returning or taking out books to entertain ourselves.”



Nā tō rourou, nā taku rourou
ka ora ai te iwi – With your
food basket and my food
basket, the people will thrive.

Tē tōia, tē haumatia –
Nothing can be achieved
without a plan, workforce
and a way of doing things.



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Kā Kete Wānaka o Ōtepoti