

Shaping our Future

2004 - Today

Palmerston North City Library is one of the foremost public Libraries in New Zealand, with strong community support and participation witnessed by 75% of the population holding library membership and library issues currently at 20 items per annum for each individual in the City.

A vibrant and stimulating series of programmes and events are run throughout the year to nourish the needs of the community.

Committed as it is to providing excellent customer, the City Library prides itself on the 87% satisfaction rating from the last three Communitrak Surveys.

The Library provides a range of service points, from the award winning Central Library, three Community Libraries, a Mobile Library and a website. Contracts are in place to operate a library service at the Manawatu Prison, as well as a Corporate Library service within the Palmerston North City Council.

Community Cyberspace is the public access I.T. centre of the Library, providing access to computer technologies for recreational, educational and research purposes. The Library's collections, as well as a range of external databases, are available via remote access.

2005 - 2007 (Three Years)

This period is seen as a time of consolidation and gain for the Library.

From an already strong base, a number of areas have been identified as needing improvement over the next three years.

These areas include:

- Targeted customer groups
- Staff development
- Partnerships

We will set new standards for customer service, with a focus on :

- Ensuring that the increasing number of elderly citizens have a service that enhances their lives.
- A service that understands, welcomes and caters for the Maori population of the City.
- A facility, and a range of resources and services developed in partnership with our youth that meet their needs and exceed their expectations.
- Continue to grow and enhance the services offered to the ethnic community to enhance the enjoyment of their lifestyle in Palmerston North, and increase understanding and appreciation of the rich diversity they bring to our city

Partnerships will continue to be built in order to creatively enhance the value and enjoyment of the Library for the customer and add value for partners.

The Library will actively work to add to the economic growth of the City by the relevant support for the business community.

New and improved technologies, for example enhanced database searches, will be introduced in order to deliver a premium service to our customers.

New services will be introduced, including a fee based home delivery service of library materials.

Work with the Library profession to ensure that there is an adequate supply of professional staff to meet our needs.

2005-2015 (Ten Years)

In the ten-year timeframe we see the Library having a range of opportunities and challenges including:

- Regional library initiatives
- Enhancing the Library "experience"
- Electronic access to all information - including the provision of electronic reading materials, and all local history and news

What might this look like? One could imagine.....

The City Library will be one of the most significant libraries in the wider region.

There will be a waiting list of highly qualified staff, across all disciplines, waiting to work at the Palmerston North City Library.

A "visit" to the Library will be a memorable experience - offering both stimulation and sanctuary.

A physical visit will take you to the fun and cultural precinct, starting in The Square and continuing through the Library with a mixture of traditional and new experiences - an interactive video experience; the award winning high tech Youth Zone which has become the centre of interest for the youth of the City; the Kohikohinga Maori Zone with its cultural pa site and iwi history of the Manawatu in a variety of formats and media, is unrivalled; the Seniors Zone providing a range of complimentary services such as health and investment advice; access through finger touch interactive screens to not only personalised customer information, but also news on the latest Library products and services that meet their particular individualised needs.

A virtual visit to the Library will allow a researcher from anywhere in the world access to the Library's unique local history collection and to seamlessly move between Archives and other information held by all providers. Recreational readers will be able to download the latest novel or magazine onto their electronic paper or device, which will mimic a book, supplied by the Library to local members. Access to the Virtual Library will give access to a range of resources and services provided by the Library and also our partners.

The Library will have moved from targeting groups of customers to profiling and meeting the needs of individual residents. Non-users will be profiled and marketed to on the basis of what the Library can deliver for them. Customer satisfaction will be in the high 90 percentage.

The Palmerston North City Library is the most outstanding Library in New Zealand.