

Service Points

Initiatives - Next 3 years:

Ensure our service points around the city cater for local/community needs:

- Establish a Highbury/Takaro branch library
- Extend the Awapuni branch library

Provide an exceptional standard of presentation, service & resources at all service points:

- New/extended libraries will follow the “Living Room of the City” standards
- Ashhurst Community Library will be revitalised
- Systematically upgrade the Central Library as the flagship
- Continue to enhance access to the Library’s website
- Create a poetic boulder garden at the Central Library

Maintain the highest standard of physical environment:

- Prepare & work with an Asset Management Plan (AMP)
- Ensure the basic functions of cleaning, security & health & safety control are maintained & managed to a high standard
- Ensure that the access needs of those disadvantaged in one way or another, are recognised in library planning and service arrangements

Initiatives - Next 10 years:

- Invest in a new Mobile Library bus
- Extend the space of the Ian Matheson City Archives
- Extend the provision of fixed service points throughout the city
- Provide an entrance to the library direct from The Square
- Undertake a major upgrade of the Central Library

Exhilarate

Amaze

24/7

Provoke

Astonish

Electrify

Funky

Alive

Motivate

Fantastic

Surprise

Inspire

Iconic



User Education

The "Living Room of the City" will encourage the development of skills necessary to become confident, independent users of library resources and services.