



Media Release

Monday 27 August

Changes to Selwyn library services will better meet customers' needs

Selwyn District Council libraries will be open for longer, with more consistent hours across the district's network of libraries from 2019.

Permanent extended hours will be in place across the Selwyn network of libraries by February 2019, with changes being incrementally introduced from November 2018.

Key changes:

- Weekday hours will be standardised across the district's libraries and be open from 9am-6pm, and Lincoln and Rolleston libraries will also each remain open until 8pm on one evening per week
- Saturday opening will continue at the four Libraries/Service Centres, with each library being open from 10am-4pm
- Lincoln and Rolleston libraries will also be open on Sundays from 10am-4pm.

The changes are in response to a six-month trial of increased library hours, as agreed to by Council in last year's Annual Plan (2017/18), to make it easier for people to use library services when it suits them.

The trial saw an increase in library usage on Saturdays and on weekday evenings. Feedback from a recent customer survey also showed that users and residents wanted to see more consistent hours across the four Selwyn libraries as well as a wider range of services and programmes.

Council Community Relations Manager Denise Kidd says the Council has actively listened to customers' feedback by making changes which are aimed at ensuring library services and programmes meet their needs.

"Libraries are a hugely important part of local towns and communities across our district," Ms Kidd says. "These changes are all about increasing the service levels and raising our performance so that we meet our residents' and users' expectations."

Earlier in the year the Council also looked at how it could improve the library outreach service, particularly for those living in outlying areas of the district.

The outreach services include the Council continuing to deliver programmes directly to schools as well as increased availability of digital resources, more flexible and responsive customer-focused services for users, a 24/7 digital library, more district-wide programme delivery and books-by-courier options for some users.

The changes are within the operating budget as set in the Long-Term Plan 2018-2028.

The Council is currently talking with staff about how these changes will be made.