

Offices and Libraries

In July/August we asked which services matter most, and where changes could be made, to help keep rates affordable. Your feedback has helped shape proposals to reduce service costs and the amount funded through rates.

This proposal includes potential savings and other details that may change your views.

Please tell us what you think.

YOUR RATES YOUR SERVICES YOUR PLAN

LONG-TERM PLAN 2027/37



What we are considering

Council is considering a shift over time to one library, customer service centre and Council office location in **South Ruapehu** instead of two. Any buildings that are no longer needed could then be repurposed or sold.

As this cannot happen overnight, Council is also considering reducing opening hours of libraries and customer service centres in the short-term, to help reduce costs while long-term options are progressed.

If there is appetite for change it will take time to develop proposals. There are four possible scenarios being considered:

Option	Southern Ruapehu office, customer service and library considerations
1.	Continue operating the current Ohakune Library, Customer Service Centre and Council office, with services no longer provided from Raetihi.
2.	Continue operating the current Raetihi Library, Customer Service Centre and Council office, with services no longer provided from Ohakune.
3.	Develop a new shared facility serving South Ruapehu and relocate services from both existing sites over time. <i>*see note below on this option</i>
4.	Retain operations in both Raetihi and Ohakune (status quo)

Note on Option 3

Council's current Long-Term Plan includes working with Te Korowai o Wainuiārua to investigate and develop the Raetihi Community Hub, which could provide opportunities for a future shared community facility. Any future decision about libraries, customer services and Council offices could potentially align with wider community facility planning in South Ruapehu.

This project was included in the Long-Term Plan contingent upon external funding. The potential sale of current office and library assets may be able to help fund this option.

What we deliver

Council currently operates library and office service centres in Taumarunui, Ohakune and Raetihi.

These centres combine libraries, Council customer services and staff offices. People can pay rates, ask questions, access Council services and receive support, while staff use the offices to deliver services across the district. The Raetihi office also houses NZ Post and NZTA services.

The libraries provide books, internet access, study spaces, community programmes, digital services, printing and information.



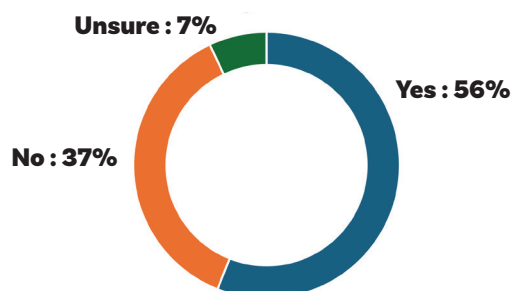
How does our level of service stack up?

Compared with similar rural and provincial councils, Ruapehu provides a relatively high level of service, with three customer service centres. This ranks us sixth equal among 29 small rural and provincial councils by number of customer service centres, with 15 providing only one customer service centre (including larger districts, such as Westland).

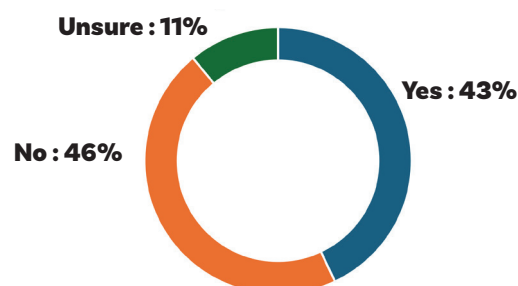
What makes Ruapehu unique is how close the southern facilities are to one another. At 11 kilometres apart, Raetihi and Ohakune are the closest two service centres in the peer group. A detailed comparison of councils and their offerings can be found on our website ruapehudc.govt.nz

What you told us

In the July/August survey we asked a number of questions on library levels of service including having three libraries and on operating a library in both Ohakune and Raetihi given their proximity.



Do you think Council should continue operating three libraries in Taumarunui, Ohakune and Raetihi?



Do you think Council needs separate libraries in both Ohakune and Raetihi?

What you could save

Council currently spends approximately **\$500,000** per year operating library, customer service and office facilities in South Ruapehu. The amount that could be saved depends on how services are delivered in the future.

Scenario	Indicative saving over ten-years
30% reduction in costs	\$1.5 million
35% reduction in costs	\$1.75 million
40% reduction in costs	\$2.0 million

These figures are indicative only and assume services continue to be provided from a single location. They do not include any potential costs associated with building upgrades, relocation, asset sales or development of a new facility. **Detailed work will need to be undertaken once a community preference is understood.**

Questions

1. Do you think Council should continue operating separate library and customer service centres in both Ohakune and Raetihi? Yes ☐ No ☐ Unsure ☐

2. If NO, which option would you prefer? (rank 1-3)

Retain the Ohakune facility ☐

Retain the Raetihi facility ☐

Develop a new shared facility in the future ☐

3. Where do you live?

- | | | | | |
|-------------------------------------|------------------------------------|----------------------------------|-----------------------------------|----------------------------------|
| ☐ Taumarunui | ☐ Ohura | ☐ Ongarue | ☐ Owthango | ☐ Ohakune |
| ☐ Waimarino | ☐ Rangataua | ☐ Raetihi | ☐ Waiouru | ☐ Other |