

OIR: 2627/4

22 July 2026

[REDACTED]
[REDACTED]

Tēnā koe [REDACTED],

Request for Information under the Local Government Official Information and Meetings Act 1987 (the Act) (the LGOIMA)

Thank you for your email of **3 July 2026** requesting the following information:

1. Are the photocopying machines going to change to a card payment type?

Yes, this change will be rolled out across the district.

2. If so what type of card required to use machine?

Any debit card, credit card or contactless payment system on your phone.

3. And what is the cost of new machines compared to the ones used now?

A new stand-alone system, screen, and Eftpos machine are required to enable a photocopier machine to be self-service.

Cost of Self-Service kiosk for photocopier:

- \$9,810 install cost
- \$1,868 per year

4. How does the system work currently when using cash and what are the reasons for change?

Currently staff handle every piece of photocopying and printing requested by the public. The cash payments involve more than the point-of-sale process of a staff member entering the payment in the library management system, counting your notes or coins and providing change. It requires:

- bringing the till out and locking it away each day.

Please note that any information provided in response to your request may be published on the Council website, with your personal details removed.

- a secure place to do this and use of a safe.
- two staff to be onsite for when transferring the tills for safety reasons.
- a staff member to go through the process of balancing the till and preparing the regular cash deposit for the bank.
- a staff member is required to be present for the cash pick up, and associated security sign off for an Armourguard collection.
- the council's finance team inputting cash takings and monitoring the reports and deposits to ensure they match. If there is a discrepancy time is invested in resolving these.
- occasional trips to the bank to break down notes into coins is required.

5. *Approx how much cash is received on a monthly basis and why is it a problem?*

All the small actions listed above amount up to a significant investment of valuable staff time and dictate a library layout design centred around the security of the tills.

Cash taken at Waikanae and Paraparaumu Libraries:

- 2024 average cash / month = \$988
- 2025 average cash / month = \$913

Processing cash payments incurs costs that, for some transactions, exceed the value of the payment received and requires staff time that could otherwise be directed toward delivering library services.

6. *Why has a decision been made before asking the Community what they want?*

This is an operational decision based on data and business analysis. We know that in 2023, Stats NZ reported just 7% of New Zealand's transactions were made in cash. It's not a new trend as in 2019 "a Reserve Bank survey of the public's cash use has found that nearly nine in every 10 New Zealanders prefer to pay for things without using cash." <https://www.rbnz.govt.nz/news-and-events/news/2019/10/strong-public-preference-for-cards-and-electronic-payments-quantified>

7. *Is it true that the Library is funded by the rates each community member pays therefore should have the majority of say?*

Libraries are Council Facilities and funded by rates. Rates pay for experts to run libraries and make good financial decisions. We know from our data that most of our customers are already paying by Eftpos, and the percentage choosing to pay by Eftpos has been increasing each year for the last 10 years.

8. How many people currently use the library?

An estimated 204,000 people came into Paraparaumu Library in the 2025-26 year.

9. If you lost 50% of patronage with this change how would that impact the Library. Would there be a reduction in staff and therefore people would lose their employment?

This change is not linked to a reduction in staffing.

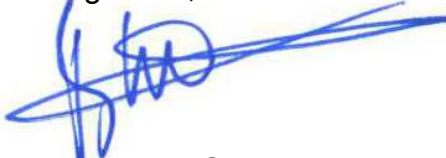
10. Why do our elderly have to endure further stress in their lives because of this change?

The majority of our customers are already choosing cash free payments. If a person is finding any aspect of cash free payments in their life stressful, libraries are uniquely placed to help their customers gain confidence to use digital payment processes with help programmes like Digital Seniors and Digital Drop In (which are offered for free at the library).

11. What other payments are received at our libraries other than the photocopying, new books etc? Please advise.

The libraries currently charge for printing, photocopying, 3D printing and the replacement cost of books when ruined or lost by the borrower. If someone wants to borrow a book from another part of the country, they are asked to pay for postage.

Ngā mihi,



Brendan Owens

Group Manager Customer and Community
Kaiwhakahaere Rōpū - Kiritaki me te Hapori