

OIR: 2627/14

22 July 2026

[REDACTED]
[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 query of **17 July 2026** requesting the following information:

1. *Please advise who decided to push forward cashless procedures at the Paraparaumu library.*

This is an operational decision based on data and business analysis. The Manager of Kāpiti Libraries and the Council's senior leadership team support this decision.

2. *Was there a vote and who decided to make the call?*

This proposal was presented to the Council's senior leadership team and endorsed.

3. *I disagree with the removal of a service but want to know the reasoning.*

Services are not being removed from the library, but the choice to pay for them with cash is. Cash payments at the library 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.
- 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.

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

- 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.

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

Given the low volume of cash transactions at the Paraparaumu Library, the costs associated with processing cash payments can, in some cases, exceed the value of the payment itself. Processing these payments also requires staff time that could otherwise be directed towards delivering library services.

Ngā mihi,



Brendan Owens

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