

LIBRARY *Life*

TE HONONGA

Ngāti Hine Putaputake
Ngāti Hine is the name of the traditional Te Honoa Hine and others. Putaputake means the land of the Honoa. The traditional landscape of Putaputake has been depicted in the distinctive patterns of the Te Honoa and wai.

Maori Furuwa Kaitiaki
Maori Furuwa Kaitiaki is the name of the traditional Maori Furuwa Kaitiaki. The traditional landscape of Putaputake has been depicted in the distinctive patterns of the Te Honoa and wai.

**Te Hononga
The Joining
of Cultures**

Many of Hundertwasser's values about art and the environment are consistent with 'te tu o Ngāti Hine' or 'the customs of Ngāti Hine'. It is our relationship with our tūpuna (ancestors), whenua (land) and wai (water) that sustains us.

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COVER IMAGE

Kawakawa Library

Image credit: Sabine Weber-Beard

DESIGN

Jess Davidson

LIANZA Office & Design Manager

EDITOR

Helen Heath

helen@lianza.org.nz

ADVERTISING

Ana Pickering

LIANZA Executive Director

ana@lianza.org.nz

LIANZA Media Kit available on request

WEB

<https://librariesaotearoa.org.nz/library-life>

PHOTOS

LIANZA needs your photos of our community, libraries and library life.

We would love your photo to be selected for the cover! Photos need to be 300dpi & of high quality.

Please submit these to officeadmin@lianza.org.nz

FROM THE *editor.*



HELEN HEATH

Tēnā koutou

So much has happened since the last issue of *Library Life*! The election results came in just as we were getting ready to go live. We posted the responses to our burning election questions on the Libraries Aotearoa blog before the election but are reproducing them in this issue as they remain relevant for briefing the incoming Minister - whoever that may be!

LIANZA President, Anahera Morehu and LIANZA ED, Ana Pickering toured Otago Southland this month. In this issue of *Library Life*, we have a bunch of great photos from their library tours and feature Bernie Hawke's presentation from their social evening on the role Dunedin played in the historic formation of the Libraries Association of New Zealand in 1910.

NĀ TE KAITĀTARI

We held our extremely popular panel discussion - Libraries Looking Forward, which you can watch on the LIANZA YouTube channel if you were one of the few that missed out. In this issue, four attendees from New Zealand, Australia and the Pacific who joined the panel report back and reflect on their personal highlights of the event.

With the advent of Māori Language week we have a report back from Te Rōpū Whakahau about one library's celebrations and an interview with Auckland Museum's Mātauranga Māori Advisor, Geraldine Warren, and Cataloguing Librarian, Nina Whittaker, about their wonderful resource on about how to use Ngā Upoko Tukutuku (Māori Subject Headings), and what it means for anti-racism in information access.

The public debate continues about the weeding of the National Library of New Zealand's Overseas Published Collections. After seeing his response on social media, we asked Anton Angelo from the University of Canterbury to weigh in with his views on the

subject.

Earlier this year, LIANZA and Public Libraries of New Zealand supported research on digital inclusion undertaken by the Institute of Education, Equity Through Education Centre, Massey University, and funded by InternetNZ. The research report was recently released by Dr Maggie Hartnett and her team. In this issue we talk with Maggie in depth about the report's recommendations.

We have a new regular column starting up, which features libraries from around New Zealand and the Pacific. This is a place to proudly share your libraries and where taonga. What is special about your building or spaces, your communities and staff? What initiatives, programmes or services will our readers be keen to learn about? If you are interested in having your library featured, get in touch! All this, along with our regular columns, and much more – in this issue of *Library Life*. Sit back, relax and enjoy the read!

Noho ora mai,
Helen Heath



If you want to contribute to *Library Life* e: helen@lianza.org.nz

FROM THE PRESIDENT

NĀ TE TUMUAKI



ANAHERA MOREHU
LIANZA President

Kōrero o te Tumuaki, Te Rau Herenga o Aotearoa

Te pō, te ao. Te ao, te pō
Te hahunga, te kimihanga
Nā Tāne i toko
Nāna i māwehe, tauwehea ai, ka heua te pō
Maea te rangi e tū iho nei
Maea te papa e takoto nei
Maea te uruora
Ka heua te ao, ka heua te pō
Nā Tāne i toko ki te whai ao
ki te ao mārama
Tihewa mauri ora

Ahakoia ko tēnei te wā o Mahuru Māori, ki te kore koe e mōhio, e kōrero ai te reo rangatira, ka tuhi ahau i te reo rerekē, hei āwhina i a tātou katoa.

Due to the many of us who are still learning or haven't begun the journey, I will be writing my kōrero mainly in English.

I te wā ka noho mātou o Tāmaki i te papa tuatoru o te Huaketo Karauna, ka whakaaro atu kāore tātou i te hoki ki te papa tuawhā. Many of us didn't expect to go back into lockdown. There are many viewpoints and on a personal level I would say that my thoughts cannot be shown in this forum. It would however be prudent to mention, did we learn anything from the first lockdown? If we did, what were these learnings and how did they impact individuals, their whānau, their whānau whānui (wider family unit) and their hāpori (communities)? Kia tūpato tonu tātou i ngā mātātaki o te ao nei. Kia

kaha Aotearoa!

Ko tēnei tētahi waiata i kangakanga atu ai mātou o Ngāi iwi Māori ki te ao hoki. Tino pai rawa atu te waiata nei, hei tohutohu mō tātou katoa: <https://www.youtube.com/watch?v=rVhd21jpjGQ>

What are some of the challenges for us in the near future? What impact will the new government have on us in where taonga? LIANZA sent some 'burning questions' to political parties and **you can read them here.**

What can we do as regions to keep aware, or keep connected during these times? Over lockdown, LIANZA experienced a huge increase in demand for virtual events and we have substantially increased the amount of online events and webinars to meet this demand. LIANZA offered over 20 online meetings and events and engaged with over 1200 professionals between the end of March and May 2020. The desire to connect and share ideas virtually has increased dramatically and the demand for an association to bring the community together is more important than ever.

Remember to check out **the LIANZA events page** to see what is being offered by LIANZA and the special interest and regional communities. Opening these up to those outside is another way for LIANZA members to be aware of what the rest of the GLAMMI sector are doing.

Ka wehe a Bill i tōna tūranga rangatira ki Te Puna Mātauranga o Aotearoa, nō reira, he mihi maioha ki a koe e te rangatira i tō ake ara whakamua. Nui ake ō manaaki ki a mātou o Aotearoa, nō reira, tēnā ko koe, tēnā ko koutou o tō whānau hoki. With Level 3 in Auckland, LIANZA Hikuwai members missed an opportunity to not only discuss the New Zealand Libraries Partnership Programme and to meet the National Library senior leadership team, we also missed an opportunity to say our own farewell to Bill Macnaught and to give him our best wishes into the future. To those other LIANZA members and regions who are lucky to host Bill and his team, fantastic. Enjoy the catch up, the kōrero and the sharing of ways into the future for the library sector.

It was fantastic to see **the recent work of SLANZA** in their campaign "**School Libraries Transform**" to make the country and government aware of the importance of school libraries. Well done SLANZA Chair Glenys Bichan and the SLANZA team.

LIANZA was also delighted to offer the Evaluation and Impact initiative to library staff from across the sector, with the support of the New Zealand Libraries Partnership Programme. This initiative has the potential to significantly improve the evidence used to tell the story of the impact that libraries make for our communities.

One of my roles for LIANZA is Ngā Upoko Tukutuku which was once previously known as Māori Subject Headings. In meeting its Te Ao Māori framework, the Governing Group noted that the English name did not meet the vision which is: *Ngā Upoko Tukutuku provides ubiquitous access to Taonga*. The change also benefits the GLAMMI sector. In saying this, please use tereo@dia.govt.nz to send terms through to **Te Whakakaokao** and continue the expansion.

Many organisations are utilising this time to review work practices as well as strategic direction. LIANZA's vision is: *People and communities connected and empowered by information*. LIANZA has been working on a new strategic governance model and participating in different kōrero to ensure this model enables a thriving strong association. I noted that National and State Libraries Australia have just **posted information about their direction**.

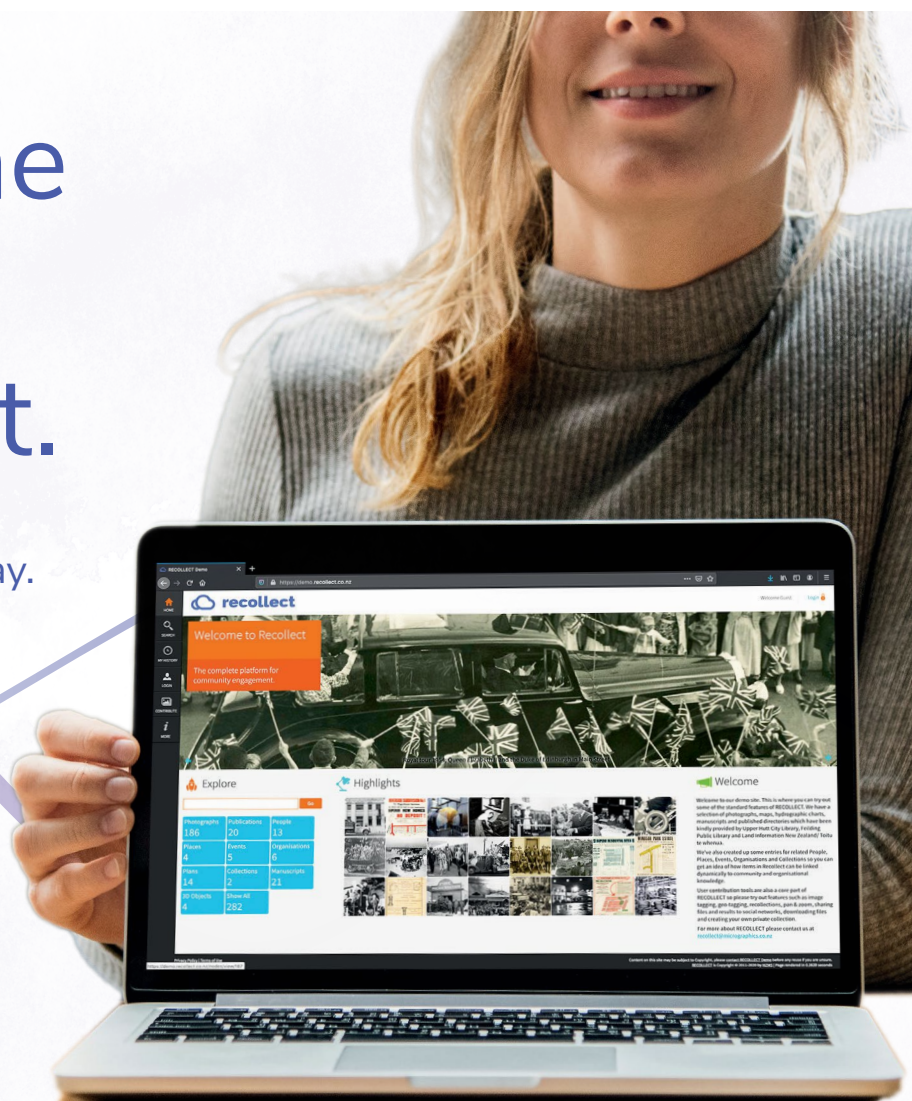
LIANZA's mission is: *strengthening our members to be innovative and responsive to future information needs*. In saying this, what impacts will these new strategies mean for us, or, how can we further impact on a national and international level? If you are taking part in different discussions that impact upon us as an organisation, individual or community, fantastic. Our voices can be in the singular or collective.

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DIGITAL INCLUSION

PUBLIC LIBRARIES AS SPACES FOR DIGITAL INCLUSION: CONNECTING COMMUNITIES THROUGH TECHNOLOGY



Earlier this year, LIANZA and Public Libraries of New Zealand (PLNZ) supported research undertaken by the Institute of Education, Equity through Education Centre, Massey University, which was funded by InternetNZ. The research report was recently released by Dr Maggie Hartnett, Associate Professor Mandia Mentis, Associate Professor Alison Kearney, Dr Lucila Carvalho, and Dr Philippa Butler.

The research aimed to find out how public libraries in New Zealand meet the digital needs of their users and communities. Data was gathered through three surveys developed for library managers, library staff, and library users and conclusions are presented using four overarching categories of access, motivation, capability, and trust. The report found that “public libraries see themselves as effective at supporting users’ digital needs, and staff are interested and engaged in developing their own digital skills to support the needs of their communities. (p. 1) The report recommended that libraries prioritise development of a digital strategy, promote partnerships with external partners and address identified barriers that hinder the digital needs of library users (p. 49). The authors suggest that the recent \$58.8 million government funding boost to libraries from the NZ Libraries Partnership Programme may help support these recommendations.

HELEN HEATH CAUGHT UP WITH RESEARCH LEAD, MAGGIE HARTNETT TO LEARN MORE ABOUT THE REPORT’S RECOMMENDATIONS.

KIA ORA MAGGIE AND THANKS FOR TAKING THE TIME TO EXPLAIN YOUR RESEARCH IN

MORE DETAIL. READING YOUR REPORT, I WAS QUITE SURPRISED TO DISCOVER HOW FEW COUNCILS AND PUBLIC LIBRARIES HAVE DIGITAL STRATEGIES IN PLACE.

I don’t know if we were surprised – it was what it was. I think for some people the connection between the council and the library was really clear, for others it was not. I think partly because, for some of the bigger libraries, the pathway through strategy is perhaps clearer than for some smaller libraries.

I THOUGHT IT MIGHT BE USEFUL FOR OUR READERS IF WE USED THE REPORT’S RECOMMENDATIONS AS TALKING POINTS. BUT FIRSTLY, I JUST WANT TO NOTE THAT THE NEW ZEALAND LIBRARIES PARTNERSHIP PROGRAMME GOALS SEEM TO BE WELL ALIGNED WITH YOUR RECOMMENDATIONS AND YOUR REPORT SEEMS REALLY WELL-TIMED.

Yes, I think so, although not by design! But it’s a very positive situation and hopefully, the report helps provide some context from which decisions can be made about the allocation of funding.

THE FIRST RECOMMENDATION IS: ‘PRIORITISE THE DEVELOPMENT OF A DIGITAL STRATEGY FOR THOSE PUBLIC LIBRARIES WHERE A STRATEGY DOES NOT CURRENTLY EXIST AND LINK IT TO THE COUNCIL DIGITAL STRATEGY.’ IT LOOKS LIKE THERE MAY BE A NEED FOR A COMMUNITY OF PRACTICE THAT PERHAPS LIANZA CAN FACILITATE. I’M THINKING OF WORKSHOPS, DIGITAL STRATEGY TEMPLATES, PEER SUPPORT, KNOWLEDGE SHARING. HAVE

YOU GOT ANY THOUGHTS ABOUT THAT?

We didn't actually look at the content of the digital strategies, we asked if they had one; if the council had one; and if they were connected. I think that's probably a really good idea, learning from each other is a really powerful way to get things moving forward for everybody. So, a community of practice would be an excellent way to support – particularly for libraries with fewer resources available. I imagine many libraries would need some guidance around what goes into a digital strategy. LIANZA is a central player in this space and the issue is not going away. You provide a really important service to the wider library communities in which you sit. In order for libraries' approach to be coherent, to have a sense of purpose and direction, strategy makes complete sense. It's all very well for research to come up with recommendations but then there needs to be a mechanism for them to be put into place, obviously! That's where your networks come into their own.

YES, I THINK ONE OF LIANZA'S STRENGTHS IS BRINGING MEMBERS TOGETHER. THE NEXT RECOMMENDATION IN YOUR REPORT IS: 'PROMOTE FURTHER DEVELOPMENT OF PARTNERSHIPS WITH EXTERNAL PARTNERS (E.G. APNK NETWORK, SPARK JUMP, STEPPING UP PROGRAMME) THAT SUPPORT DIGITAL INCLUSION.' (P 49) ONE OF THE THINGS THAT HAVE COME OUT OF THE PARTNERSHIP PROGRAMME IS THE EXTENSION OF THE APNK NETWORK TO ALL LIBRARIES.

Yes, I saw that, which is fantastic! We aligned really well there too!

IT'S OBVIOUSLY A REALLY TIMELY REPORT!

Yes, because what came through really strongly in the research was the value of those things. From the point of view of the librarians, but also of the library users as well. How libraries provide those supports and expertise that a lot of library users are looking for – the technology for a start, but also that support and expertise. One thing that came through clearly for me is that libraries seem to be very good at creating these partnerships. They recognise that they don't have to do all of it on their own and there is expertise out there – people and organisations that are doing a good job and it's just a matter of partnering up with them so they can offer a wide range of services that library users are looking for.

YES, EARLIER THIS YEAR, *LIBRARY LIFE* FEATURED LIBRARIES THAT ARE WORKING SUCCESSFULLY IN PARTNERSHIP WITH THE DIGITAL INCLUSION ALLIANCE AOTEAROA AND WE ARE KEEN TO SHARE MORE SUCCESS STORIES. MANY LIBRARIES DON'T HAVE THE TIME OR CAPACITY TO DO IT ALL ON THEIR OWN AND THEY KNOW THAT THERE IS NO POINT IN RE-INVENTING THE WHEEL.

Libraries are very good at leveraging their networks and creating collaborations with other groups that benefit everybody. You don't have to do everything yourself – that's the key. You don't necessarily need to have all the expertise yourself either. There are ways you can provide those services without having to employ a whole lot more digital expertise. That's not to say that the existing library staff are not wanting to upskill, but there's another way you can provide that expertise, which I think is really important.

ESPECIALLY WHEN YOU ARE WORKING ON THE SMELL OF AN OILY RAG!

Well, exactly! That came through really strongly as well. Although fortunately there is now this new funding.

SO, THE NEXT RECOMMENDATION IS 'INVEST IN PROFESSIONAL LEARNING AND DEVELOPMENT TO ADDRESS IDENTIFIED BARRIERS THAT HINDER THE DIGITAL NEEDS OF LIBRARY USERS INCLUDING LACK OF STAFF KNOWLEDGE, TIME AND CAPACITY, FUNDING, AND PHYSICAL RESOURCES (E.G. SPACE, EQUIPMENT).' (P 49)

This was a biggie – it came through so strongly from the library staff survey. By and large, most of the staff said they were really interested in upskilling and they saw value in it. They spend a reasonable amount of time working with library users who want to learn these new skills or want to know more about their own devices, or how to do things. But so much of it is done in their own time – they're learning things outside of work hours, or while they've got someone in front of them that wants some help and they'll give it a go. While all of that is really admirable and probably a characteristic of many library staff, it is only one aspect of learning and there probably needs to be more focus in their strategic plan on how libraries are going to upskill their workforce. Because things continue to shift, there's an expectation that we upskill the library users, but once they get upskilled they're going to want to try new things, in which

case, library staff will need to be able to do new things.

I think there is a place for more formal professional development (although there is some out there) for staff that is accessible. Often they can't find the funding or the time, so for whatever reason, they end up relying on their own resources and having to figure it out for themselves. From what we saw in the survey, the vast majority of staff would jump at it.

THAT'S FOOD FOR THOUGHT! YOUR NEXT RECOMMENDATION IS: 'PRIORITISE THE CREATION OF DIGITAL SPECIALIST ROLES IN LIBRARIES.' I GUESS THAT ALSO COMES UNDERNEATH THE UMBRELLA OF A DIGITAL PLAN?

I think so, and we recognise that will be dependant on the size and resourcing within particular libraries but it does seem that those things are connected up – those libraries that had a digital specialist role also had a digital strategy and tended to also be linked up with the strategy at council level so there was a plan of action, essentially. It's a way in which you can organise your resources to ensure you are meeting those needs. Having people in these roles means you can support not just library users but staff as well.

IT WOULD ALSO AID A COMMUNITY OF PRACTICE BY CREATING A NETWORK OF CONTACTS TO HELP REACH THE WIDER LIBRARY COMMUNITY AND GET INFORMATION OUT THERE TO PEOPLE THAT NEED IT.

NEXT ON THE LIST IS: 'PROVIDE ADDITIONAL EXPERTISE AND SUPPORT FOR SPECIALIST GROUPS OF LIBRARY USERS, INCLUDING THOSE WHO ARE BLIND OR HAVE LOW VISION, THE DEAF AND HARD OF HEARING, AND THOSE WITH PHYSICAL IMPAIRMENTS AND COMPLEX NEEDS.'

The way to do this might be to ensure the people who have that interest and expertise are able to share their expertise so that people have a way of moving forward. So, if librarians see a need for a specialist service within their library community, they have resources they can draw on to make decisions on how they might change that.

There is the recognition that these services are really important to provide for these different groups of users, who have particular needs. But

there is also the recognition that libraries aren't necessarily doing the job that they would like to be doing for those users at this stage. That's often because there is so much stuff that we have to keep on top of in a profession that we can't have expertise in all areas, we do have to rely on others.

THE NEXT POINT IS: HAVE THE AMOUNT OF TIME STAFF CURRENTLY DEDICATE TO SUPPORTING LIBRARY USERS' DIGITAL SKILLS (INCLUDING FOUNDATIONAL SKILLS) RECOGNISED AS AN IMPORTANT PART OF THEIR WORKLOAD.

One of the things that came up when we first started talking to people is that a lot of this work is hidden. We had comments made to us that, for some libraries and library staff, their councils had no idea what they were doing. These councils still saw libraries as places you go to borrow a book – that's all! So, when libraries explain that many staff are dealing with complex digital requests from their users, they'd be met with blank stares or the response "that's not what libraries do!"

THAT MAKES ME WONDER WHEN THEY LAST SET FOOT IN A LIBRARY!

Exactly, part of what we hoped to do was to make that visible and I think we really have. What's come through really clearly is that it is an ongoing and regular part of library staffs' role. It's every day and what they have to be able to manage is really quite broad. This should be acknowledged in their written job descriptions and then planned for.

SO THAT DOVETAILS INTO THE NEXT POINT, WHICH IS TO INCLUDE ONGOING PLD REQUIREMENTS AS PART OF LIBRARY STAFF ROLES.

It does, as soon as you recognise that it is part of their role, there is a responsibility then to provide the training and ongoing skill development that's needed to meet the requirements of the role.

THE NZ LIBRARIES PARTNERSHIP PROGRAMME FUNDING CERTAINLY LENDS ITSELF TO THE NEXT POINTS:

- **PRIORITISE AND FUND A SYSTEMATIC APPROACH TO PROFESSIONAL LEARNING DEVELOPMENT SO THAT ALL STAFF CAN DEVELOP THEIR DIGITAL CAPABILITIES TO SUPPORT THE**



- **ONGOING DIGITAL NEEDS OF USERS.**
- **PROVIDE ADVANCED DIGITAL PROFESSIONAL LEARNING AND DEVELOPMENT OPPORTUNITIES TO STAFF WHO HAVE PRE-EXISTING DIGITAL CAPABILITY AND INTEREST, THEREBY ENABLING THEM TO SUPPORT LIBRARY USERS SEEKING TO DEVELOP THESE SKILLS.**

The people who responded to the survey who were able to do advanced digital skills, such as help people with 3D printers and coding, came into library work with those skills already, they didn't acquire them as part of their role. I think this is an area that's going to grow – Makerspaces in libraries, coding clubs in libraries – those kinds of things will continue to grow, so there will need to be people in those spaces that can provide support. What is clear is that there are people in libraries who are interested and keen to do that. To make it work really well, we'll need to identify and encourage those people to develop those skills and use their capabilities to provide those services and perhaps support other staff within their libraries to develop those skills as well.

AND AS YOUR REPORT POINTED OUT, IT SEEMED TO BE THOSE STAFF THAT HAD BEEN RECRUITED MORE RECENTLY THAT SEEMED TO HAVE THESE SKILLS.

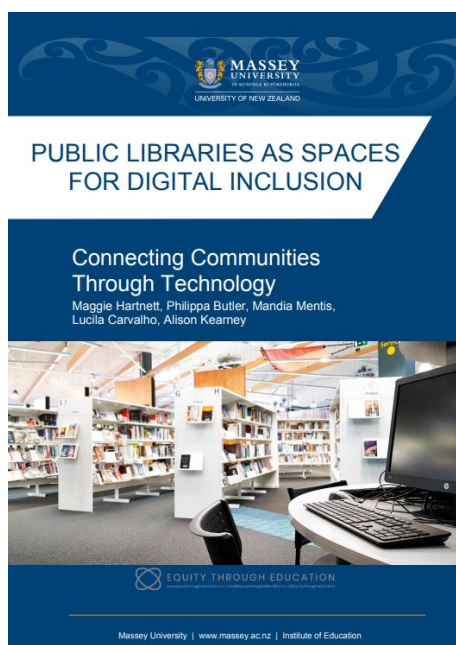
It would be really interesting to follow up where

these people had developed those skills, what experience they had in their background that enabled them to bring those skills with them.

That the digital curriculum has been introduced into New Zealand schools now and is expected to be taught from this year. Part of the digital strand is computational thinking, which is bigger than coding but encompasses coding. What's going to be interesting over time is as we see those students come through the schooling system and go on to do other qualifications and move into professions – including the library sector – whether we see a change over time with more people coming through not only being about to use these technologies but to develop them and think about them in a broader context.

THE LAST POINT IS: PROVIDE TARGETED SUPPORT TO DEVELOP LIBRARY USERS' ONLINE SAFETY CAPABILITIES. I GUESS ONCE WE SUPPORT THE LIBRARIANS WE CAN SUPPORT THE USERS.

Something that came through strongly is that the mechanisms in place to help people with the really basic stuff are going to continue to be important. The partnerships that libraries develop with other organisations are going to continue to be important because foundational skills are shifting, so there is always going to be a need for that support for library users.



The survey identified that library users are not so good at understanding online safety, so there is an opportunity there – not just about things like not getting hacked or having your identity stolen – but, increasingly, the trust aspect, which is where librarians come into their own – how to access information that is from safe and trustworthy sites, how to determine what’s reputable and what’s not. That’s an opportunity libraries could be maximising to really help people within the wider community to develop the skills they really need for today.

THE LIANZA STANDING COMMITTEE ON FREEDOM OF INFORMATION IS DOING WORK IN THAT AREA AND IT WILL BE INTERESTING TO SEE HOW THAT DEVELOPS.

That need is only going to increase as things become more sophisticated and we only need to look at the misinformation being spread around this last COVID outbreak – it shows that New Zealand is not immune to this and we need more critical thinking!

FAKE NEWS IS FAR MORE CLICK-ABLE THAN BORING FACTS!

Absolutely, and once you’re in that whirlpool, it’s very hard to get out of it. We need the antidote to

that more than ever with everything that’s going on around the world in all sorts of different ways.

THANK YOU FOR YOUR TIME, YOUR REPORT IS A GREAT RESOURCE AND HOPEFULLY, IT WILL HELP INFORM THE NEW ZEALAND LIBRARIES PARTNERSHIP PROGRAMME.

It’s been great talking with you, I do hope it has some benefit to libraries because they are such a valuable resource within our communities that have been unappreciated in many ways, it seems to me. I’m often astounded by what libraries and librarians are able to offer.

WE ARE LOOKING FORWARD TO YOUR WEBINAR ON DIGITAL INCLUSION, OCTOBER 28, SEE YOU THEN!

Hartnett, M., Butler, P., Mentis, M., Carvalho, L., & Kearney, A., (2020). *Public libraries as spaces for digital inclusion: Connecting communities through technology*. Massey University, Institute of Education. <https://drive.google.com/file/d/1KILhd7L2--Xrfsh6-nDbzm4WpwsJfQyE/view>



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BURNING QUESTIONS

Asking political parties to answer 'burning questions' provides an opportunity to highlight the importance of the library and information sector to our politicians.

You'll remember that back in July we put out a call, crowd-sourcing questions that our members want to ask of list or electoral candidates from any political party. **We compiled a list of questions** that got sent to government ministers, opposition spokespeople and other political candidates.

LIANZA received responses from the Green Party, Labour, National and from Hon Tracey Martin, Minister of Department of Internal Affairs.

We posted these on our blog just before the election but, since the questions remain relevant, we are reproducing them here as well.

LIANZA has written to the out-going Minister of Internal Affairs Tracey Martin to thank her for her support of libraries and to wish her well for the future. Her vision for the sector is evident in her responses.

DIGITAL INCLUSION

Supporting digital inclusion has become everyday work for libraries and library staff (Hartnett, 2020). With public libraries in 314 towns and cities around the country, plus libraries in schools, tertiary institutions and prisons, our sector plays an essential role in facilitating digital inclusion.

What would your party do to ensure that libraries can effectively implement strategies to increase digital inclusion in their communities?

LABOUR: is committed to working with libraries to increase digital inclusion across New Zealand. That's why we've funded an extension to the National Library's Aotearoa Peoples' Network Kaharoa (APNK) public internet service to all public libraries to provide free access to the internet and devices for members of the public. And why we've recently launched a digital literacy programme to help seniors from a diverse range of backgrounds, increase their trust in using the internet, keep in contact with friends and family and adjust to rapidly changing technology.

TRACEY MARTIN: To some extent, I have already begun to implement the vision New Zealand First has around our libraries and how they can assist in addressing digital inclusion. Firstly, however, I would like to make a distinction discovered during Covid. We have two groups of people in New Zealand that require digital support. Those who are digitally excluded – meaning they do not have access to devices or the internet for a variety of reasons. Then we have those who are digitally

willing – meaning they have access to devices and internet but require support to be enabled to use them.

I believe that there should be a partnership between Local Government and Central Government to fund our libraries to deliver digital support services – this might be through specific lessons for the digitally willing or greater provision of devices and internet for those that are excluded. The recent announcement I made as the Minister for Internal Affairs of funding 170 librarians to be trained to support digital access for their local communities is the beginning of that vision.

THE GREEN PARTY: wants to implement Internet NZ's five-point plan for digital inclusion, including making internet connectivity and devices affordable for those on low incomes and ensuring accessible digital skills training for working people and small businesses. Libraries are well placed to assist in delivering this outcome; they often play an important role as community hubs where people come together to learn and share.

The five-point-plan includes:

1. Making connectivity affordable and accessible for Kiwis on low incomes and who have recently become unemployed.
2. Making devices available to low-income Kiwis of all ages and groups at low (or no) cost.
3. Ensuring there is wrap-around support for the newly connected, including help with digital skills, motivation and trust.

4. Funding digital skills training and other support for displaced workers and our small businesses.
5. Longer-term Internet resilience with investment in our telecommunications infrastructure.

NATIONAL: New Zealand's libraries and other public places are vital for community development and engagement, particularly for the most vulnerable and digitally excluded. National is committed to reducing the digital divide through growing digital literacy engagement, better connectivity solutions and ensuring all from our most dynamic business to the most vulnerable in our ageing communities can be a part of our changing digital nation without being left behind as the technology changes. As your members may know, National recently released its Tech Strategy for New Zealand which will work to get more New

Zealanders connected. We have also committed to ending the cost for kiwis accessing Government online by working to zero-rate the data cost associated with accessing government websites whether someone is in Thames or Manapouri. We'll have more announcements in this space during the campaign and it is also important to acknowledge once the current digital infrastructure rollouts end, new questions must arise how we as a nation support the next round of connectivity to close the digital divide through better-targeted education on safety and technological innovation to show more of the amazing ways it can benefit and shape lives. Our local libraries and other community establishments such as CAB and SeniorNet institutions will be an integral part of these discussions. You can see more on National's Tech strategy here and National will be further releasing policies in this space over the coming days.

ECONOMIC DOWNTURN

Libraries are integral to lifelong learning with events, creative spaces, programmes and information sharing that can make more of an impact on the community than just lending material. As the last non-commercial space available to many people, libraries play an incredibly important role in engaging with and meeting the needs of their local community. Libraries help connect people to information on literacy, health, job applications, computer and internet training, resume writing, housing and everything else, all for free (Balchin, 2019). Libraries play a vital role as community hubs where people can get practical help during tough economic times, providing spaces where people can meet, relax, exchange ideas, learn, share and read, regardless of their income, faith, employment or housing status. Post-Covid-19 there is an increase in angry, scared, grief-filled people who have never needed to access government and social services before and shame, embarrassment and despair are key reactions. Libraries are experiencing an upsurge in people needing support to move ahead with their lives.

How would your party ensure that all NZ public libraries are enabled by local government to support the increase in need in their communities?

LABOUR: believes New Zealand's librarians and public libraries play an incredibly important role in our communities, providing vital services to New Zealanders, particularly during difficult times.

That's why we've waived the National Library's subscription charges to libraries for two years to help protect their services and to protect jobs,

In addition to boosting the incomes of low income New Zealanders and rolling out new front-line mental health services, we're investing \$30 million over two years to protect 170 librarian jobs and upskill librarians in public libraries so they can provide greater support for library users and help bolster reading and digital literacy.

TRACEY MARTIN: Again, I would point to the **recent investment of \$60 million dollars**, which is how we see central government being able to support local libraries to deliver services that we know the need for will increase over the next few years. Libraries are safe places for our communities and an obvious go-to for informed friendly advice.

THE GREEN PARTY: We know that adequate funding for our public libraries is hugely important to their ongoing success and the Green Party wants to make sure libraries can continue to develop and respond to the increasing need in our communities. In the wake of COVID-19, it is important that public and social services are still accessible and the Green Party will ensure there is funding available.

NATIONAL: No response.

COMMUNITY SUPPORT

Young people in New Zealand are facing a mental health crisis, with unique challenges faced by young Māori and Pacific people, particularly girls (Menzies et al., 2020). Our youth suicide rate is the second-worst at 14.9 deaths per 100,000 adolescents, more than twice the average among the 41 OECD countries surveyed (UNICEF, 2020). Again, the children most at risk are Māori, and children living rurally and in low-socioeconomic areas.

How would your party leverage and support the role that school, public and tertiary libraries play in providing safe community spaces and support for our youth?

LABOUR: is committed to improving the mental health of New Zealanders, with a particular focus on young people. We're already rolling out new mental health services to ensure people struggling with mental health or addiction issues get the help they need as early as possible. Already, we've put mental health support in all primary and intermediate schools in the Canterbury region through Mana Ake, and free support for 18-24-year-olds in Wellington and Wairarapa through the Piki programme. We'll continue this important work by making mental health support available to all primary and intermediate school-age students in the country and continued roll-out of nurses in secondary schools.

We're also establishing a new role of New Zealand Reading Ambassador for children and young people to advocate for, and promote the importance of, reading in the lives of young New Zealanders, their whānau and communities, helping create a 'nation of readers.' The Ambassador will complement activities in schools and the community to increase reading for pleasure by children and young people. We know from research that reading for pleasure makes a huge difference to a child's wellbeing and their potential for life-long success.

TRACEY MARTIN: By ensuring that local libraries remain open and running education programmes to ensure that our young people understand that they are free safe places. I also believe that if we can empower our young people to "take a breath" in the calm environment that our libraries can provide through quiet time (it is not as it used to be but still more than many other places). Enhancing the offerings of libraries such as listening books, music and reading for pleasure – all ways to escape from one's life for a small period of time.

THE GREEN PARTY: Our education policy recognises that our schools can act as community hubs and learning centres, with integrated community services, such as health, welfare cultural and library services. We want our libraries and schools to be able to participate in collaborations so that wrap-around services are available to our young people. We would provide additional funding to foster and resource this in our communities.

Libraries are neutral, safe public spaces that provide opportunities for our young people to grow intellectually, emotionally, and socially. Libraries need support for a broad mandate to create community spaces that cater to the needs of our young people.

National recognises the importance of community and school in supporting our youth and in preventing suicide. National will establish a Mental Health and Wellbeing Commission, and a Suicide Prevention Office tasked with addressing New Zealand's mental health challenges.

With a global trend of increasing psychological distress in young people, there is a need for understanding the underlying causes so that the next generation of mental health services are able to address these causes through prevention and intervention. With New Zealand following this international trend of increasing psychological distress in our young people, National believes the way to address this trend is by taking an evidence based approach.

NATIONAL: is committed to undertaking research in mental health to build an evidence base of

what works in New Zealand. Some say that mental health is 50 years behind physical health. With all the developments in physical health over the last 50 years, mental health has a long way to go to catch up.

National will fund a new, fit for purpose baseline study of children and young people. This will enable us to understand the context and conditions underpinning the mental health of New Zealand's youth and help inform the next generation of mental health services. National will be responsible for implementing the recommendations of this review, including any recommendations around the roles of school, public and tertiary libraries.

SCHOOL LIBRARIES

There is no requirement for New Zealand primary and secondary schools to provide library spaces or services. This results in a lack of equity for students; some have access to a school library led by a school librarian and many do not have a library at their school or access to a library service. A recent international report shows that only 64.6 percent of 15-year-olds in NZ have basic proficiency in reading and maths (UNICEF, 2020). A survey of all New Zealand schools in 2018 and 19 highlighted that a school library is essential for promoting and supporting reading for pleasure, supporting the achievement of literacy standards, strengthening inquiry learning and teaching and enhancing students' social and emotional learning and well-being (National Library of New Zealand, n.d.).

What will your party do to address the inequitable access of NZ primary and secondary students to a school library staffed by a qualified librarian?

LABOUR: School libraries and librarians contribute significantly to the development of the reading habits and literacy skills learners need to succeed in education. It is important children and young people can access reading materials and resources that engage their thinking and support their learning.

Schools are responsible for deciding how they use their funding to best meet their students' educational needs, including the size, location, resourcing and staffing of library spaces. Therefore, a key priority for Labour will be to ensure that schools get enough funding and that it is fairly distributed. Our Fiscal Plan has set aside enough money for each Budget for us to be able to continue to meet cost pressures in education, health and other public services. And we will scrap the blunt and outdated decile system and implement an Equity Index for schools and early learning services, and increase the proportion of funding that is allocated on this basis. This is a huge step towards addressing the inequities in our public education system.

We have also ensured that school librarians are also now paid at least the living wage.

It's also important that New Zealand kids have a warm, dry, fit for purpose library that they can enjoy reading in. Schools around New Zealand had been putting off urgent property improvements because they couldn't afford it. That's why we announced the biggest capital injection for school maintenance funding in at least 25 years, with almost every state school receiving up to \$400,000. Already through that, we're seeing that money being spent on school libraries.

TRACEY MARTIN: I do believe that there needs to be a full review of the provision of qualified librarians for our compulsory schooling sector. There will require an urban and a rural solution to this issue as some of our more rural schools are too small to require a full-time librarian but a cluster of small schools could be funded to employ one say one day per week at each school.

THE GREEN PARTY: Libraries are a crucial part of school communities and foster curiosity and ideas in the minds of Aotearoa's future generations. The Green Party is committed to ensuring Aotearoa's schools, both primary and secondary, have access to a school library staffed by a qualified librarian. We support adequate and targeted funding so primary and secondary students have access to library services.

NATIONAL: We will ensure more schools have the funding they need for dedicated school library facilities through our \$4.8B commitment to additional school infrastructure. We know that too many schools are currently forced to sacrifice their school library due to roll and property pressures and our additional funding will ameliorate this for many.

Our commitment to additional resourcing for school teacher aides, additional school teachers and for responding to children with additional learning needs will reduce the current pressure on operational budgets that leads to so many schools feeling forced to sacrifice their resourcing of library resources.

We have committed to studying and replicating measures that successful schools take to lift student achievement rates. As you point out, library access is often identified as one such driver and by studying this more carefully we will better be able to replicate the practices of successful schools.

DIGITISATION OF LOCAL KNOWLEDGE

Libraries play a role in ‘telling stories of the now’ for our future generations; collecting, preserving and providing access to the documentary heritage of their local communities. Libraries are playing a key role in documenting the national and local response to the COVID-19 pandemic. Digital preservation of heritage information and making it available in digital form is expensive and lack of funding, resources and time are challenges facing libraries. Without accessible documentary evidence of where a society has come from, it cannot understand itself or move forward.

What will your party do to enable more libraries to digitise the documentary heritage of their local communities?

LABOUR: Protecting New Zealand’s taonga, including increasing access to information through digitisation, is a priority for Labour. That’s why we’re making a significant investment in the work of Archives New Zealand and the National Library, including a new purpose-build Archives facility in Wellington. This will mean that we will have a single campus that holds and preserves our unique documented history and taonga. This investment included specific funding to support the digitisation of high-risk audio-visual collections that are such an important record of New Zealand’s society and history in the second half of the last century.

TRACEY MARTIN: I would like to pursue a conversation with Archives New Zealand and the National Library about how central government could fund initiatives to support the digitisation of

local communities heritage – I see an added bonus to this proposition the opening up of this as a career possibility for some of our students knowing that there is a large amount of this work that is required in many nations around the world and a shortage of these in New Zealand.

THE GREEN PARTY: recognises that the arts and cultural heritage have an inherent value to our communities. We will ensure there are resources available so that documentation, heritage collections that are important historically and culturally, can be digitised.

NATIONAL: is supportive of moves to digitise New Zealand’s heritage and the roles libraries play in this. We will consider future initiatives to support libraries (and other bodies) in this role based on relevant evidence. National has supported the uplift given to the digitisation of New Zealand’s literary history and audio visual taonga during this Parliament across our national archival institutions such as Nga Taonga Sound and Vision, Archives New Zealand and the National Library and it is clear that as more content is being sent to these institutions we also have to look at what needs protecting at the grassroots in our local communities. Some local government authorities have been taking a proactive effort in this space and other institutions have sought funding from different Crown entities as well as private and NGO resources but others haven’t had the opportunity and it could see heritage, particularly in our smaller centres, lost to time. National will commit to ensuring constructive engagement takes place to grow community initiatives to digitally archive their heritage and ensure the memories of Aotearoa’s past are preserved.

SUSTAINABLE DEVELOPMENT GOALS

Libraries play a key role in helping the New Zealand government to fully engage in its commitment and obligations to the global UN 2030 Agenda and the Sustainable Development Goals (Greer & Morris, 2019). Libraries play a vital role in helping our country to make progress on many SDG’s including:

SDG 3 – Ensure healthy lives and promote well-being for all at all ages

SDG 4 – Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

SDG 5 – Achieve gender equality and empower all women and girls

SDG 11 – Make cities and human settlements inclusive safe, resilient and sustainable

SDG 16 – Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels

What will your party do to ensure that New Zealand makes progress to the UN 2030 Sustainable Development Goals and would you appoint a lead agency for this work?



vote.nz



Image credit: <https://vote.nz/>

LABOUR: remains committed to the implementation of the 2030 Agenda for Sustainable Development and achievement of the 17 Sustainable Development Goals and will continue working alongside our international partners to achieve those goals. New Zealand has already started work on a number of goals, through a combination of domestic action, leadership on global issues and support for developing countries.

New Zealand's Voluntary National review outlined challenges and successes, identified areas where work needed to be done and provided a baseline for future reporting. We will continue working to advance the 2030 Agenda for Sustainable Development, both at home and around the world.

TRACEY MARTIN: As co Minister for the development of the Child and Youth Wellbeing Strategy I would continue to work across all government departments to deliver on that strategy – Rt. Hon. Jacinda Ardern and I have created the Child and Youth Wellbeing Unit to lead that work. As the Minister for Seniors I have developed the Better Later Lives strategy for the wellbeing of our older citizens – as the lead Minister for that delivery on the multi-Ministerial group I would continue that work. Education and the understanding of diversity is the key to creating a peaceful and inclusive society – I would continue my work as Associate Minister of Education around anti-bullying and discrimination – I would continue my work as the Minister of Internal Affairs around violent extremism and the support of community programmes to

grow understanding.

THE GREEN PARTY: Sustainable development is crucial to the protection and restoration of our natural environment and the realisation of a fair Aotearoa where everyone can get by – two principles which underpin the Green Party's key policy priorities. For too long, successive governments have put short term profit before our people and the planet, risking our future. They have prioritised economic growth at the expense of community wellbeing and the environment.

The Green Party strives for climate, environmental and social justice in everything we do and we know none of these goals can be achieved in isolation from each other. We think all arms of Government should be leading Aotearoa towards meeting the UN 2030 Sustainable Development goals. We need to take action on all of these goals because they work best in unison. We would be open to consideration of a lead agency if a need for greater coordination were demonstrated.

NATIONAL: recognises the importance of the UNSDG and the role of libraries in supporting some of those goals. National would continue to support reporting against these goals and will support our Pacific neighbours in reaching them, but sees no reason to appoint a lead agency at this point in time.

ACCESS TO RESEARCH

New Zealanders deserve access to publicly funded research and our researchers require access to international research, but most research information is hidden behind international paywalls. This limits access to information and innovation that underpins our economy. Students, researchers and the general public require access to this content and access is their right, as citizens and taxpayers, for purposes of education, historical research, development of government policies, for innovation in science and technology (Greer & Morris, 2019).

Would your party support a move to “open access” publishing for publicly-funded research?

LABOUR: will continue with a review of the whole Copyright system. The last significant review of the Copyright Act was completed more than a decade ago, and much has changed in that time. The digital environment has created new opportunities to disseminate and access works. We expect that any changes to the accessibility of publicly funded research will fit within this wider review. Kiwis are increasingly using digital content over the internet, sharing platforms and streaming services, so our copyright regime must be robust enough and flexible enough to deal with the challenges of technological advances.

TRACEY MARTIN: We would be very interested in pursuing this concept further and at first blush would be supportive.

THE GREEN PARTY: Yes. We are committed to open data and data sharing and have all the results of publicly funded research published and held in the public domain, with proceeds from patents, licensing, etc. being reinvested in the funding pool.

NATIONAL: is apprehensive for this proposal due to the myriad of other concerns that may be attached to such a proposal. Many Universities and Tertiary institutions have very supportive access provisions available to students and academics due to an international agreement in this space but there is a sizeable cost involved for those institutions as well as a need to ensure our research reaches around the world for the benefit of all, the cost being associated with the publication and dissemination of that research as well as the time and commitment a teaching institution, organisation or other entity has put into the proliferation of new and innovative

academic content. We would believe firmly that any decisions around this would have to be led by the industries primarily involved in the dissemination of the information due to the sizeable financial commitment such a decision could unwittingly invoke as questions related to copyright of the institutions, and the creative rights of the content creators also have to be carefully considered in light of an open access publishing model which could see significant revenue impact as a result of a mandated open access regime. We are willing to continue the conversation in this space with the appropriate stakeholders.

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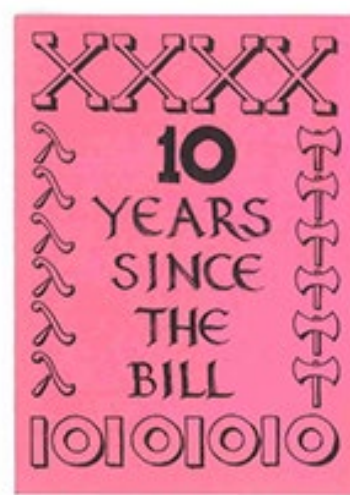
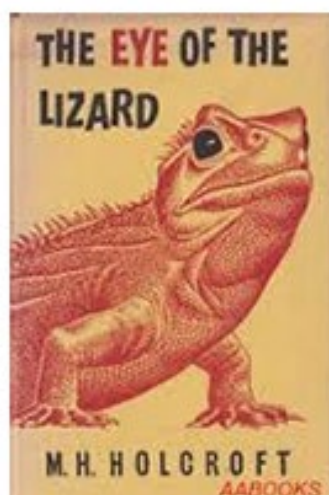
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NGĀ UPOKO TUKUTUKU

NGĀ UPOKO TUKUTUKU AND THE ROLE OF CATALOGUING IN CREATING EQUITABLE ACCESS



To celebrate Te Wiki o te Reo Māori, Auckland Museum released a wonderful resource on about how to use Ngā Upoko Tukutuku (Māori Subject Headings), and what it means for antiracism in information access.

Mātauranga Māori Advisor, Geraldine Warren, and Cataloguing Librarian, Nina Whittaker, chose ten varied books from their collections, assigned Ngā Upoko Tukutuku, and then wrote about that process of finding the right headings, and what it means. Nina and Geraldine kindly allowed us to reproduce the introduction from their blog post here and then answered some questions about the project.

NINA WRITES:

As the museum's cataloguing librarian, I spend my days creating what I think of as 'dating profiles' for the books in our collections. There is nothing more exciting to me than the idea that someone, somewhere, is searching for this book with all of their soul, and that person and pukapuka might one day match through the data I create. This also leads to sadness when I see records for books where the data excludes people from finding the match of their dreams.

The conventional approach to cataloguing creates a very particular 'dating profile' for a book - one based on the English language, and on Western ideas of information classification and hierarchy.

When we describe our books from this Western perspective, we reduce the chances of anyone matching with the book using Māori ideas and language. Instead of looking for pakiwaitara, you have to search for 'Folklore—New Zealand'; instead of mana whenua, 'Land tenure—New Zealand'. To catalogue a book in Aotearoa New Zealand today, we must do better to create matches between each book and Māori communities, Māori language, and Māori ideas.

The Māori Subject Headings Working Party was created in 1998 to create a list of 'Māori language terms that enables quality access and findability for te Reo Māori language users and Te Ao Māori thinkers.'¹ The kaupapa was developed through the dedicated work of many people, including Rangiiria Hedley and Whina Te Whiu, who connect our museum to this vital mahi.

Officially launched in 2006, Ngā Upoko Tukutuku (Māori Subject Headings) are structured around Māori ways of knowing, Māori organisation of knowledge, and te Reo Māori. Including these keywords in our records gives our books a fighting chance at matching with an Aotearoa audience that speaks te Reo Māori and embraces Māori knowledge. Since its launch, it's been recognised around the world for its mana.²

However, Ngā Upoko Tukutuku are often used just for materials on Māori topics. This is strange – why would a culture only want to know about itself? Judging from our bookshelves, people are

curious about many things: botany, war, history, cooking, the many cultures of the world... That we don't afford the same curiosity to those seeking information from a Māori perspective increases racial inequity in access to knowledge. As Māori information advocacy group Te Rōpū Whakahau ask, 'if Māori youth are first-language speakers of Māori, are educated in Māori culture, why would they want to find material that only describes information by, for and about Māori?'

With this in mind, I partnered with our Māori Resources & Mātauranga Advisor, Geraldine Warren, to select ten books as broad and as varied as the Museum collections themselves. We wanted to showcase what Māori Subject Headings can look like on books about the Pacific, or Shakespeare, or illustrated birds. We wanted to showcase how these keywords not only increase access but also enhance the meaning of records – for all audiences.

And so for each of the ten books, Geraldine selected a broad range of Māori Subject Headings that explained their kaupapa. Then, in conversation with Documentary Heritage team members Te Whai Mātauranga-Smith and Leone Samu, we wrote down some whakaaro (thoughts) that arose from the pairing of each book with its headings.

It is our hope that these examples will provide inspiration to readers and cataloguers alike on how Māori Subject Headings can be used to create stronger, more accessible records. This mahi will not only increase equity in access but will also serve to hold high mātauranga and reo Māori as the indispensable heart of Aotearoa's intellectual life.

[Read the full article here.](#)

THANKS SO MUCH FOR EXPANDING ON YOUR BLOG POST FOR US NINA AND GERALDINE. WE ARE REALLY CURIOUS TO KNOW WHICH WAS THE MOST CHALLENGING BOOK TO COME UP WITH NGĀ UPOKO TUKUTUKU FOR?

Memoire sur les races de l'Océanie (Cauvin, Imprimerie Nationale, 1882) was really difficult, as the subject headings for pseudoscience, eugenics and phrenology are still in the making. We wanted to be able to describe the content as it was intended to be read at the time (a scientific text) while also conveying the colonising and racist context of its methodology.

In the end, we assigned the following subject headings: Iwi taketake (indigenous peoples and

cultures), Pūtaiao (science), Whakahāwea iwi (racial discrimination), Taipūwhenuatanga (colonisation).

WHICH TITLE DO YOU THINK HAD THE MEANING OF ITS RECORDS MOST ENHANCED BY NGĀ UPOKO TUKUTUKU?

Geraldine: *Land of Birds: an illustrated tribute*. It shows the importance assigned to the natural world, the role of eco-systems which connect people, plants, fellow inhabitants and environment.

Nina: *A practical scheme for soldier settlement on cheap lands*. Being able to use clear, te reo Māori words for land confiscation and colonisation allows these books to stand as testimony to the cultural and historical contexts in which they were created.

IS THERE A WAY TO TRACK THE USE/ SEARCH OF NGĀ UPOKO TUKUTUKU TO SEE TRENDS IN RESEARCH?

Currently, the best way to track Ngā Upoko Tukutuku (that I'm aware of) is through OCLC Worldshare, if you have access. You can search for 650s with \$2 reo, although this is clunky and doesn't show trends for non-OCLC members.

However, the Ngā Upoko Tukutuku team at the National Library is really helpful, and have provided me with spreadsheets in the past to help me with my metadata. I'm sure they will have a better way of accessing that data set!

CAN YOU EXPAND A BIT ON HOW MĀORI WAYS OF KNOWING AND MĀORI ORGANISATION OF KNOWLEDGE CAN IMPACT ON THE WAY PEOPLE RESEARCH?

Ko te manu i kai i te miro, nona te ngahere.
Ko te manu i kai i te mātauranga, nona te ao.

Māori history and culture have continued to evolve through interaction with the environment. Iwi/hapū/whanau learned conservation and stewardship because depletion of resources showed the fragility and interconnectedness of the world. They became kaitiaki and lessons they learnt are recounted in korero.

For example, Rata chopped down a tree without appropriate permission from Tane Mahuta, so the birds, lizards, insects and spiders worked together throughout the night to rebuild the tree. Rata repeated this violation until he angrily confronted those kaitiaki who informed him of his error of

ways. He admitted his mistake and accepted that tikanga that must be followed, the mauri of resources must be respected, and the kaupapa of the deity who controls resources through generations acknowledged in full.

Mātauranga Māori structures empirical experience, knowledge, processes and philosophies in eco-systems of connection. It is a complex, adaptive and holistic system which cannot be understood through the sum of its individual parts. Rather than breaking down knowledge into small bits, mātauranga allows for a much broader tapestry of cause and effect. As such it has a huge strength in understanding other, complex, adaptive systems – culture, language, climate change, public health...

It also has the potential to enormously enhance documentary heritage collections in Aotearoa. For example, Te Whai Mātauranga Smith recently used a whakapapa research framework to assess the full historical significance of one of our collections, and this led to a broader, more accurate, and locally embedded assessment.

IF OTHER LIBRARIES ARE INSPIRED TO FOLLOW YOUR LEAD, DO YOU HAVE ANY TOP TIPS FOR THEM TO GET STARTED?

As Shia LaBeouf once said, **just do it!** Pick up a book and head to the Ngā Upoko Tukutuku site. You'll have to search creatively (pro tip: always check both singular and plural terms!) – just like you would in a library database. Search for a range of terms, broad and narrow, to cover the topics in your pukapuka. You might start off with only one or two Ngā Upoko Tukutuku, and that's all right. The more you practice, and get to know the database, the smoother it will get. And, if you just can't find the word you're looking for... let the Ngā Upoko Tukutuku committee know! It's an ever-expanding database and this is one way we can support its growth.

Top 5 tips to up-skill at Ngā Upoko Tukutuku:

- When you have five minutes to spare, wander through the **alphabetical list** or **top terms** and

write down five new Ngā Upoko Tukutuku on a sticky note.

- Have a 'tag-a-thon' with your team. Work together and discuss results.
- Take a free tikanga class through Te Wānanga o Aotearoa or another provider. The more you understand Māori worldviews, the better you'll get at assigning the right words.
- Learn te reo Māori – through in-person classes, or home-based study (I love Scotty Morrison's awesome Māori Made Easy series). You'll learn extra words by using Ngā Upoko Tukutuku, which will supplement your vocabulary!
- Check out the National Library's Te Puna/OCLC records – they assign Ngā Upoko Tukutuku to many of their new records, and this is a great way of seeing examples of other work in this area.

As researcher **Melissa Bryant points out**, the use of Ngā Upoko Tukutuku is a way for libraries to show demonstrated commitment to the principles of Te Tiriti:

'[Ngā Upoko Tukutuku] increase the mana of libraries as well as library users. Participation in the project has provided opportunities for the National Library to take steps towards fulfilling its legislative mandate to support mātauranga Māori/indigenous knowledge systems.'

THANKS SO MUCH FOR TAKING THE TIME TO TALK WITH US, TĒNĀ RAWA ATU KOE!

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Nina Whittaker;
Cataloguing Librarian

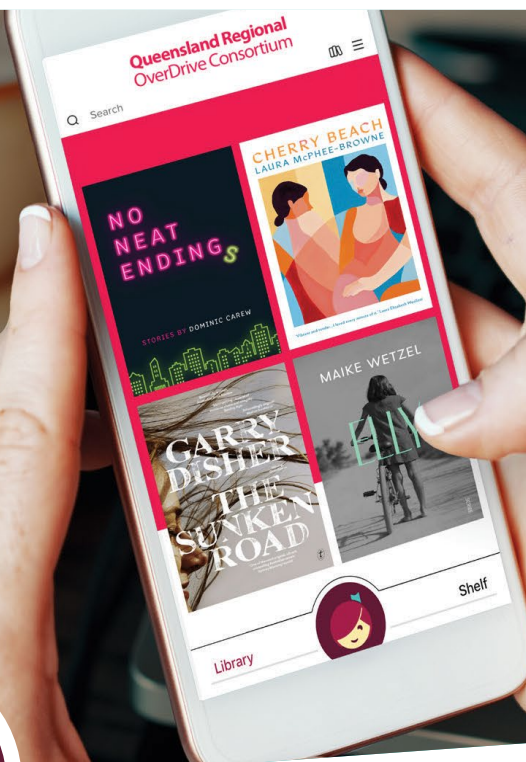


Geraldine Warren;
Mātauranga Māori Advisor

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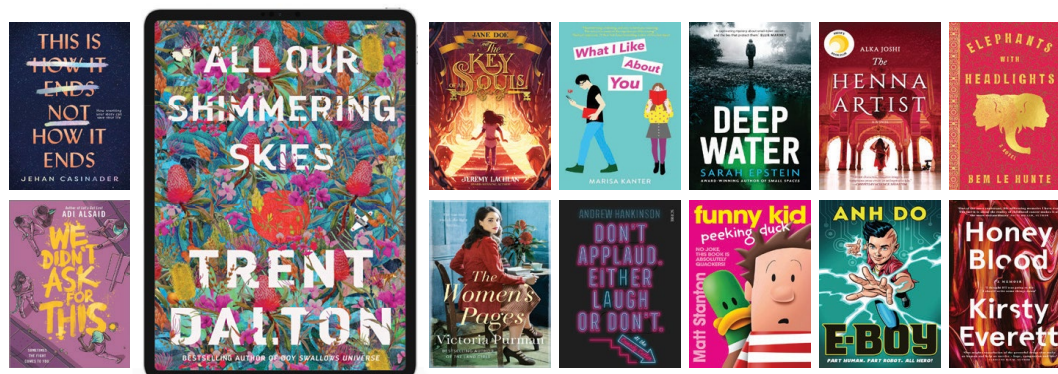


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Recognition received from our peers provides insight into the positive impact our work makes on the people around us. This helps illuminate the purpose behind even the small tasks we do every day and helps build a bond in the sector. It also shines a light on our best role models!

Every year LIANZA recognises professional excellence and honours the contributions made by its members to the library and information profession in New Zealand

LIANZA Professional Recognition Awards are managed by the LIANZA Credentials Committee and include: Associateships, Awards of Professional

Excellence, Letters of Recognition, Joint Letter of Recognition for Bicultural Development and Fellowships.

Thanks to the LIANZA Credentials Committee for their thoughtful consideration of the 2020 nominations and applications. The committee includes Lee Rowe (ALIANZA), Bernie Hawke (FLIANZA), Joan Simpson (ALIANZA), Alison Fields (FLIANZA), Dyane Hosler (ALIANZA), Justine Lester (ALIANZA) and was chaired by Laurinda Thomas (ALIANZA).

Laurinda Thomas says, 'It was a real pleasure for the committee to consider the nominations and applications this year, which were of such a high standard. It was a real delight to be able to recognise our colleagues with their credentials'

LIANZA ASSOCIATESHIPS

A LIANZA associateship is a significant professional achievement and demonstrates commitment to professional learning, the impact the applicant makes in their workplace and contribution to the wider library and information sector. Applicants can apply for a LIANZA Associateship right from the early stages of their career.

Congratulations to Elizabeth Marrow, who has been awarded a LIANZA Associateship.

Elisabeth Marrow is a worthy recipient of the LIANZA Associateship.

Throughout her career, Lis has demonstrated her strength in outreach and meeting community needs. At Hutt International Boys School, Lis made the Library the heart of the school community, creating a Live Lounge event of performance and collaborative sessions, with the boys identifying the library as a safe and fun place to be in the school.

As the Branch Librarian for Eltham and Kaponga Libraries, Lis has demonstrated her care for the community and their interests through initiatives such as the Human Library, running Fun Palaces, and the Shared Reading initiative, as well as helping the local community during COVID-19, by reaching out to those members of the community experiencing loneliness.

Lis has taken an active role in her own professional development and in sharing her knowledge with others, through her involvement with professional associations, speaking at conferences such as LIANZA, SLANZA and APLIC.



LIBRARY LIFE CHECKED IN WITH LIS TO ASK HER A COUPLE OF QUESTIONS.

Firstly, congratulations – your award is so well deserved. Because people need to put themselves forward for an associateship, I can imagine there might be a bit of imposter syndrome nagging at the back of your mind when you do it, even if you really deserve it! Can you please comment on why you applied for the associateship and if you would advocate that others do so also? Did you get a nudge from a friend or colleague?

My prompt to apply was twofold – my manager at the time was Cath Sheard, she suggested I apply a while ago. My imposter syndrome definitely held me back until I was at the Christchurch presentation and realised that friends and

colleagues of mine from across the LIANZA and SLANZA world had, or were given, a LIANZA associateship and things became clearer. However, I still waited another three years before actually doing something – so there is that.

What would you say to people who feel awkward about putting themselves forward?

I would say to anyone considering it – DO IT. It is odd putting yourself in the limelight – not an easy thing for librarians at the best of times as most of us are introverts. However, actually looking at your career and seeing what you have achieved was empowering for me. I was doing that while applying for a dream role, which I got by the way!

I have recently started that role – in Picton and it is a blast. The library is only a couple of years old and the community and my new team are very welcoming and supportive of the new manager – even if she is from the north, LOL. Picton is glorious – I am hanging out for summer – my first few days here felt like being back on [the Greek Island] Hydra – the light, the walking, only missing the donkeys LOL. So onwards and upwards.



Congratulations to Peter Murgatroyd, who has been awarded a LIANZA Associateship.

Peter has a rich background as a library professional, in law, tertiary, national and special Libraries. His work has taken him from New Zealand to the Solomon Islands, Vanuatu and back to New Zealand.

Peter's work in libraries comes from a place of service to the community, and 'what will serve this community and user best?' This has been exemplified through his work as the Library and Knowledge Services Manager for Counties Manukau Health, where his team collaborate with projects to provide embedded, research-based evidence that contributes to clinical practice.

As the University Law Librarian at the University of the South Pacific, he developed a guide to researching South Pacific Law, which is still considered to be the definitive resource on the topic, recommended by the Library of Congress.

Peter has been an active member of the profession across multiple countries, including as president of the Vanuatu Library Association, Vice-President of the Samoa Library Association, and convenor of the LIANZA Health SIG. He is also on the editorial board of the Journal of Health Information and Libraries Australasia. Peter is a skilled communicator who continually shares his professional knowledge and expertise.

Peter Murgatroyd is a worthy recipient of the LIANZA Associateship.



Peter Murgatroyd receiving his LIANZA Associateship from LIANZA President-elect, Erica Rankin.

LIBRARY LIFE CHECKED IN WITH PETER TO ASK HIM A COUPLE OF QUESTIONS.

Firstly, congratulations – your award is so well deserved. Because people need to put themselves forward for an Associateship, I can imagine there might be a bit of imposter syndrome nagging at the back of your mind when you do it, even if you really deserve it!

Thank you. It's all a bit late for imposter syndrome – I have been doing this for a long time now. Indeed, it was almost the other way – had I left it a bit late to apply? Some highly valued colleagues whom I have known and worked with since my days as a new graduate have gone through this process many years ago and it seemed at first a little strange to be applying now.

Can you please comment on why you applied for the associateship and if you would advocate that others do so also?

For me, it was more a realisation that with experience (and age!) colleagues are increasingly looking towards me for input, ideas, support and leadership and also – perhaps as a nod to my age and 'kaumatua' status – giving greater weight and respect to my views on professional issues.

In my younger days, I took a certain amount of pride in being a bit of a rebel and a devil's advocate and whilst I certainly still enjoy challenging people with new and disruptive ideas, I think the greatest contribution I can now make at this stage in my career is to embrace the role of leader and mentor to the next wave of professionals coming through after me. Making visible my professional commitment over a long period via the Associateship is part of my acceptance of that role. Giving visibility to professional commitment both

amongst your peers and also in your workplace is something that has real value and I would encourage colleagues who have been actively involved in LIANZA over many years to apply and don't feel like they have missed the boat. It was also heart-warming to receive messages of congratulations and appreciation by friends, family and colleagues from across many sectors – and in my case countries – and I realised how important those relationships continue to be to me.

Did you get a nudge from a friend or colleague?

No – I don't think I did – although I have recently had a challenge from a colleague also with an LIANZA Associateship challenging me to see who might be made a Fellow first (no names Michelle!)

What would you say to people who feel awkward about putting themselves forward?

Kāore te kūmara e kōrero mō tōna ake reka – The kūmara doesn't speak of its own sweetness. This well known Māori proverb is an encouragement to be modest and discourages people from being arrogant and pompous. Librarians tend to care deeply about their work and be doers rather than people who seek the spotlight and very rarely do they feel comfortable speaking about their own 'sweetness.' Whilst this beautiful proverb is one we can all take something from, we shouldn't feel awkward about celebrating our profession and our commitment to it. In many ways, the associateships are a celebration of our collective work together for very little, if anything lasting and meaningful, can be achieved by oneself. Kahlil Gibran said that 'work is love made visible'* It is time to share the love!

*From The Prophet (Knopf, 1923)



Philip van Zijl, Library Manager. Image credit: Daniel Birchfield



Image credit: <https://www.waitaki.govt.nz/>

LIANZA FELLOWSHIP

A fellowship is the highest level of professional attainment awarded by LIANZA. It's awarded to a personal member of the association who has demonstrated outstanding leadership, teaching or research qualities, contribution to LIANZA, held library or information management position(s) for at least 10 years and as a result, has made a significant contribution to the advancement of librarianship and/or information management. Nominations for fellowships must be made by two LIANZA fellows or associates, who provide statements in support and testimonials from at least two members of the library and information profession. Nominees do not need to hold LIANZA Professional Registration or be LIANZA associates prior to being nominated for a LIANZA Fellowship.



Congratulations to Philip van Zijl, who has been awarded a LIANZA Fellowship.

Philip van Zijl is awarded the Fellowship of the Library and Information Association of New Zealand Aotearoa for his sustained and professional leadership in the fields of public & tertiary librarianship and professional association work.

Philip's career has spanned several decades, with the library profession being his obvious love both before and after his arrival from South Africa in the 1990's to embrace New Zealand life. He has held a number of public and tertiary library roles including those at Toi Ohomai Institute of Technology, and at public libraries in Taupo, Tauranga and Waitaki.

He achieved notable results with planning and redesigning of buildings, technological advances and raising the profiles of the libraries, the staff and various groups within the communities he served. He is noted for his support for and fluency in te reo, support for Māori and Pacifica communities, and acknowledgement of Te Ao Māori in spaces. He has embraced being part of New Zealand, showing inclusivity for all peoples, notably the Pasifika community in Oamaru, drawing them in to be part of not just the library but also the wider community.

His involvement with professional association groups and networks is equally impressive, with active contributions to SOLGM, IFLA, PLNZ and the LIANZA Otago/Southland Committee. He thinks and acts both locally and globally, for the benefit of all.

Philip is an enabler, natural facilitator, host and team builder. He supports his staff to achieve the highest goals regardless of where it takes them in their own careers and lives. He is happy to grow people to be useful and successful in any role, not just within his own library network, a rare trait in today's world. He gives without counting to cost and is a role model for others in leadership.

Philip is well-deserving of the award of Fellowship of the Library and Information Association of New Zealand Aotearoa.

Philip says: 'When I read the email from LIANZA informing me that I was awarded the Fellowship by our Library Association, I was very surprised but proud of this accolade. I want to acknowledge Julia Sutherland, my wife, for her support, patience and counsel over the years. Of course, she was the first I shared this news with.'

You can read more about Philip in this issues' **We Are LIANZA** column.

LIBRARIES LOOKING FORWARD



We asked four attendees from New Zealand, Australia and the Pacific who joined the recent LIANZA Libraries Looking Forward panel to report back and reflect on their personal highlights of the popular event.

New Zealand, Australia and Pacific nations are experiencing uncertainty as to what the 'new normal' could look like. There has been a wealth of inspiring kōrero about a post-COVID-19 recovery and the opportunity to build a society that prioritises our interconnections with each other and the planet.

This online LIANZA event explored how libraries are responding to the global pandemic, sharing different perspectives and providing new insights about the impact that libraries are making in our countries and regions. Our panel from 'down-under' discussed their ideas for the future, the opportunities that lie ahead and how we can work together to strengthen libraries to connect and power our communities.

The LIANZA Libraries Looking Forward panel:

- Christine Mackenzie, President, International Federation of Library Associations and Institutions
- Marie-Louise Ayres, Director-General, National Library of Australia
- Elizabeth Fong, University Librarian, University

of the South Pacific, Suva

- Jane Cowell, CEO, Yarra Plenty Regional Library, Melbourne
- Mirla Edmundson, General Manager, Auckland Libraries
- Chris Cormack, Technical Lead - Koha and Kaihuawaere Matihiko, Catalyst, Wellington
- Chris Szekeley, Chief Librarian, Alexander Turnbull Library, Wellington
- Sue Roberts, University Librarian, University of Auckland
- Bill Macnaught, National Librarian, Tui Te Hau (National Library of New Zealand),.

The panel was facilitated by Tui Te Hau, Director of Public Engagement, National Library of New Zealand.



Our first report is from Brendan Fitzgerald. Brendan is the director of 641 DI, a Melbourne-based consultancy working with the public libraries, the NFP sector and government agencies. He facilitated with Dr Matt Finch the very successful LIANZA Futures and Impact

workshops last year f. Brendan writes:

Library leaders from across New Zealand, the Pacific and Australia recently gathered in the 'Great Conference Hall of Zoomland' to explore how libraries had responded to the global pandemic. Entitled 'Libraries Looking Forward', it could just as easily have been called 'riding the winds of change', as the experience of COVID-19 has blown us in all directions.

Expertly facilitated by Tui Te Hau (National Library of New Zealand), and taking the shape of a traditional Q&A format, the discussion set out to explore the impact and opportunities that the pandemic offered libraries.

Whilst there was a general view, akin to that not so old saying about never letting a 'good crisis go to waste', in that the pandemic offered libraries an opportunity to reposition themselves, there was also a strong reminder of the need to 'balance the brutal truth with bright optimism to the future'. This is especially the case for Pacific island libraries where the impact of COVID-19 on their economies is likely to set their libraries back some years.

How we focus on working with colleagues across the region to build capability and co-operation across organisations and countries was highlighted as central in ensuring our response included those that may not be in a position to rethink or reposition as easily as others. How can we practically build on such things as the **INELI-Oceania relationships**. Can we support and expand capacity in virtual sharing and build more virtual collaboration across the region based on the experience arising from the Pacific Virtual Museum?? Can we share expertise and build a community with stronger capacity to experiment?

THERE IS AN UNWRITTEN RULE IN THE LIBRARY SECTOR THAT WE ALL SHARE ... WE NEED MORE EVIDENCE OF IMPACT.

Another theme was the importance of research on the impact and value of libraries. The importance of telling these stories, and telling them widely and well was discussed. Building long standing research partnerships with the university sector was seen as one important way to develop rigour around measuring impact. Additionally, leadership from our national, state and regional libraries working collegially to tell the story of library impact was seen as important. The need to gather and

share those stories, within the profession (but more importantly outside) was highlighted. The Library Map of the World on IFLA's website was highlighted as one tool to share globally the impact of libraries.

Overall, there was a strong feeling that, despite some forecast turbulence ahead, the pandemic gives libraries the chance to rethink the way things have been done in the past. And it is this that could be the really big opportunity for libraries. The question of how our collections and services truly reflect the people of our region rather than those of our collective colonial pasts. Can we create new strategies to build relationships, collect stories and engage with our communities? Can we rethink our skill sets to take full advantage of this opportunity for change?

It is clear that the fabric of people's lives has changed (and is changing) as a result of COVID-19, and so too has the library world. As such, the strategies needed to sail through these changing oceans will require higher degrees of experimentation (including failure) along with a greater openness to the risk of navigating uncharted routes.

As with all thoughtful discussions more questions were left hanging than answered including the big one as to what actually is this 'new normal', and was there ever a normal in the first place?



Ania Biazik is the Manager at Birkenhead Library and Civic Centre. She is a graduate from INELI - Oceania. INELI-Oceania is based on the highly successful International Network of Library Innovators (INELI), a project of the Global Libraries initiative of the Bill & Melinda Gates Foundation, which since 2011 has provided emerging library leaders with opportunities to connect with each other - to explore new ideas, to experiment with new services and to learn from one another.

If you were not able to attend the live panel event, then take the chance to tune into this LIANZA webinar. This is kōrero worth hearing. Oceania library leaders shared their insights on challenges and opportunities in the new normal'

If you were not able to attend the live panel event, then take the chance to tune into this LIANZA webinar. This is kōrero worth hearing. Oceania library leaders shared their insights on challenges and opportunities in the new normal' post-COVID19 world. This conversation was kindly facilitated by ever-eloquent Tui Te Hau. I would highly recommend reviewing the [IFLA Trend report 2019 update](#). It ties in well with the themes discussed at the webinar.

The webinar highlighted innovation and nobody doubts that libraries and their staff rose to the challenge of closed physical libraries – operating 24/7 in digital space; addressing digital divide; negotiating with vendors; and shifting to outcomes mode of working. Our organisations received a stream of acknowledgements and positive media coverage. However, what I enjoyed the most in this discussion is that the debate resurfaced challenges around silent voices from our diverse communities; the drive to decolonise libraries and increase access to unique taonga from the Alexander Turnbull library. The financial reality of academic libraries is brutal due to decreased funding from the international students' fees. The challenge is real in the Pacific nations due to increased economic isolation.

It's been reassuring to hear that the national librarians in Australia, New Zealand and libraries across the Pacific are vocal in their advocacy and work towards high impact reports and stories. Christine McKenzie's motto: 'Let's work together' summed up for me the spirit of this webinar and what we may expect in the future in our profession.

So, over to you to click here and listen to the panel event.



Lillian Pak is the Programme Development Manager at Hutt City Libraries. She presented at LIANZA19 Conference on Hutt City Libraries collaborating with Taita College to raise NCEA achievement, literacy levels, and to provide learning experiences within the school that support learning engagement, career and study pathways. Lillian writes:

COVID-19 had had a huge impact globally. To date, there have been almost 35 million cases and over 1

million deaths worldwide. It has affected everyone, every country and every industry, including libraries.

The 'Libraries Looking Forward' discussion was focussed on the effects of COVID-19, how libraries have responded, the insights gained, how the pandemic is shaping the future of libraries, and the opportunities that lie ahead.

Much of the discussion felt familiar. We all faced the same challenges and made similar decisions at our own libraries. We all sympathised when Mirla Edmundson (General Manager, Auckland Libraries) spoke about the extremely difficult decision to close 55 community libraries because the health and safety of the community and her staff was the priority. We could all relate when Elizabeth Fong (University Librarian, University of the South Pacific, Suva) outlined concerns about digital access and equity in her community, and spoke about how her library distributed devices in response. I could sense the collective nod when Marie-Louise Ayres (Director-General, National Library of Australia) explained how her library saw a huge increase in the uptake and use of digital resources during lockdown, and when Jane Cowell (CEO, Yarra Plenty Regional Library, Melbourne) noted that her library saw a 600% increase in the use of e-resources.

What was clear throughout the webinar is that library staff are passionate about and committed to the communities they serve. Panellists described how amazing and capable their library staff were at adapting, learning quickly, and being agile. Lockdown saw many library staff quickly re-deployed to support pandemic management projects such as contacting the elderly (i.e., welfare and wellbeing checks), distributing affordable modems, and providing technical support on the phone to help residents get online and use online resources. Library staff were also agile and creative in connecting meaningfully with their communities through developing online resources, moving their programmes online, running virtual storytime sessions, creating online communities, online homework help, piloting online reading rooms, etc.

Chris Szekely (Chief Librarian, Alexander Turnbull Library, Wellington) conveyed what we have come to realise when he stated that he believed these developments would remain after the crisis. This sentiment was echoed by others on the panel. This is now our "new normal". As Sue Roberts (University Librarian, University of Auckland) explained, we will be approaching new services, programmes and projects with a different



perspective where we will be balancing the brutal truth while being optimistic; looking even more towards partnerships; working more remotely; and moving from a presenteeism mode to an outcomes mode. We have clearly proven libraries are nimble and innovative and that we can successfully run hybrid models. The importance of the libraries is not measured by the head counts through the doors; but, the significant impact we have on our communities (This personally reinforced for me how important it is for libraries to examine how we monitor and evaluate what we do and how it impacts our communities).

It was reaffirming to hear the panel describe the positive and sometimes unexpected impacts their COVID-19 initiatives had on their communities, and how libraries are continuing to mobilise to support our communities for the post-COVID-19 world. Libraries proved how essential they are. We offer a solid presence of connection, support and education for everyone. The success stories were inspiring to hear. But, as Christine Mackenzie (President, International Federation of Library Associations and Institutions) noted, we need to continue to share these good news stories. This was a good reminder that we need to be storytellers and create powerful elevator pitches that speak our truth, that generate enthusiasm, and that garner interest and support for libraries – especially in times of economic restrictions.

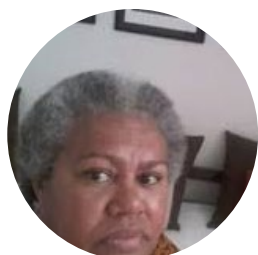
A few of the panellists reflected on how their library's pandemic response built their brand and reputation and how this translated into increased community support. In Auckland, community consultation of the emergency budget resulted in the proposed cuts to Auckland Libraries' hours not materialising. Yarra Plenty Regional Library received an increase in their budget because their community asserted libraries should be what is invested in. National Librarian Bill Macnaught (National Library of New Zealand) spoke about the \$60 million investment in libraries, especially public

libraries, by the New Zealand government.

As we plan and move towards the post-COVID-19 world, we were reminded by Christine Mackenzie that libraries are more than just proponents of the UN's 17 Sustainable Development Goals (SDGs). Libraries are also a vital vehicle to achieve the SDGs in a world that better understands interconnectedness and the power of our communities. Libraries play an important role in education, skills development, digital access, equity, economic recovery, social wellbeing, etc. We are an integral part of the fabric of people's lives.

Towards the end of the panel discussion, the panellists began to touch on areas where New Zealand libraries needed further work and improvement to help achieve the SDGs. Chris Cormack (Technical Lead - Koha and Kaihuawaere Matihiko, Catalyst, Wellington) spoke about decolonising our libraries and the importance of doing so. Chris Szekely added to this by expressing the need to have our collections better reflecting the people in New Zealand. He also spoke about the need to form stronger relationships with our different communities to achieve this and in a way where they also have real agency to do so. Although representation and equity have been long-identified gaps, it was encouraging to hear that libraries are having those discussions. I hope LIANZA will facilitate future panel discussions on these topics.

Thank you, Tui Te Hau, for facilitating the discussion and for asking the questions that elicited such interesting and insightful responses that were honest but also provided hope. As I reflected on the webinar over the weekend, I was reminded of a quote from T.S. Elliot – 'the very existence of libraries affords the best evidence that we may yet have hope for the future of man.'



Ela Qica is Senior Librarian at The University of the South Pacific (USP), which is the premier provider of tertiary education in the Pacific region. She is also part of the leadership team for the Pacific Libraries Network. Ela wrote her thoughts on the discussions from a Fijian perspective:

The 'new normal' will no longer return us to how we were. Instead it will dictate for us how we do things differently aside from 'business as usual'. Libraries will have to relook at their role because it has changed especially during the onset of the pandemic COVID-19. For example, libraries that did have digital collections, an integrated library system, were not fully closed because users were still able to acquire information from the digital collections; extend the loan period of their items online; access the e-books; online journals; databases; and OERs. These services could continue and were offered to their advantage. Libraries that did not have this were totally closed and so were their services.

There were five key points I took away from the discussion:

Point 1: Libraries that still have yet to acquire an integrated system or digital collection must seriously consider acquisition of the same for users to access collections virtually. There are open access applications like KOHA for an integrated library system and Greenstone for digital collections whose experts are here in the Pacific to assist as well.

Point 2: Libraries that do have digital platforms and integrated library systems for users must also upskill their staff in the use and connectivity of

gadgets that avail: tablets, mobile phones, laptops. They will need to know if users need help with (i) how to connect (ii) how to find the resources (iii) how to save, download etc. The subject of user education extends from the library resources to the gadgets used.

Point 3: Libraries that only have physical collections and were closed, should consider activities that take the library to their communities. For example, establish reading sessions over the radio or tv stations for children by working with the Ministry of Education and the City Council or library staff offering help sessions to students in a community hall. Most villages have community halls that can be used to benefit village children in library related activities.

Point 4: Libraries need to form partnerships and collaborate across disciplines at all levels so that we help our people, our economy and nation with information that supports progress and moves us forward. We all work on reduced budgets and may not be a priority on the agenda of governments but where libraries are a line item in budgets of, for example, the Ministry of Education, professionals can help the 'brave' para-professionals who have leadership roles in these libraries. The establishment of a community of professionals linking together as service providers is a great idea!

Point 5: Libraries continue advocating their work with the help of Library Associations through social media, a visit to the community village library to publish something unique about that village that needs sharing and publicising with others. Librarians and library staff have been at the forefront of establishing these communal libraries turned to study spaces for school students in the evenings. The results of these stories can be shared as our feedback with IFLA to fulfill SDG goals and our governments to recognise the value of our role for the community and the nation.

A NEW NAME FOR LIANZA OTAGO SOUTHLAND



LIANZA President Anahera Morehu and Executive Director Ana Pickering visited libraries in Otago Southland region from October 13-15. They were thrilled to share the new name for this LIANZA region gifted by tangata whenua, which will now be known as LIANZA Murihiku.

It has been a long journey for LIANZA Otago/Southland region in seeking a Māori name. This regional community had its beginnings as the Society of Otago Librarians affiliated in 1937 as the Dunedin Branch and it is the final LIANZA region to adopt a name in te Reo Māori.

LIANZA approached tangata whenua, the local rūnaka (rūnanga) and after discussion they have given us the name of Murihiku.

E kore e mimiti te puna kōrero i te tangata whenua, nā rātou i manaaki tō tātou ara whakamua, hei whakamana ai tātou katoa. Koia pū te kōrero, nāu te rourou, nāku te rourou, ka ora ai tātou.

We are indeed humbled to be part of the energy in bringing the appropriate kōrero back as provided by tangata whenua. The rūnaka said that they wanted to bring the name back into usage for the overall area and have giving LIANZA both Murihiku ki te toka (Southland), Murihiku ki te raki (Otago). As our LIANZA region is a combination of both we were grateful to utilise Murihiku in its full context.

In the article by Michael Stevens (2011), Sir Tīpene O'Regan informs that the name originated from

Hawaiki and was bought by ancestors to Aotearoa. Furthermore we noted that Muriwhenua and Murihiku represented the northern and southern extremities of Te Wai Pounamu.

We thank the tangata whenua, the LIANZA members who have been proactive in helping guide us to have the opportunity not only in strengthening our relationship with tangata whenua, but also to engage with true manaaki. We also thank our beautiful region for all their hard work and the successful naming ceremony that took place at the regional gathering on Wednesday October 14 at Dunedin Public Library.

Hoi rā, ehara taku toa i te toa takitahi, erangi he toa takimano. Kia kaha tonu tātou, ka whakamanahia ngā tangata o te ao.

Rārangi Kōrero

Stevens, M.J. (2011). "What's in a name?": Murihiku, colonial knowledge-making, and "thin culture". *Journal of the Polynesian Society*, 4, 333-348. http://www.jps.auckland.ac.nz/document/Volume_120_2011/Volume_120%2C_No._4/%26%2334%3BWhat%26%2339%3Bs_in_a_Name%26%2334%3B%3A_Murihiku%2C_Colonial_Knowledge-making_and_%26%2334%3BThin-culture%26%2334%3B%2C_by_Michael_J._Stevens%2C_p_333-348?action=null

DUNEDIN – THE BIRTHPLACE OF THE LIBRARIES ASSOCIATION OF NEW ZEALAND

BERNIE HAWKE, LIBRARY SERVICES MANAGER DUNEDIN PUBLIC LIBRARIES, SHARED THE HISTORY OF THE ESTABLISHMENT OF THE LIBRARIES ASSOCIATION OF NEW ZEALAND AT THE 110TH BIRTHDAY OF LIANZA AND THE 25TH ANNIVERSARY OF ITS PARTNERSHIP WITH TE RŌPŪ WHAKAHAU IN DUNEDIN ON WEDNESDAY, OCTOBER 14

Dunedin is a special city, renown not only for being the home of New Zealand's oldest university, for the first free public library and New Zealand's first UNESCO Creative City of Literature, but also for its role in the establishment of the Libraries Association of New Zealand, the predecessor of the Library and Information Association of New Zealand Aotearoa.

In preparing my remarks tonight, I would like to acknowledge the wonderful work by former author and University Librarian Jock McEldowney in his history of the New Zealand Library Association 1910–1960.

On January 26 1910, the Dunedin City Council resolved that:

It is desirable to convene a conference of representatives from public libraries of New Zealand for the purpose of discussing matters affecting the general conduct and management of libraries in this Dominion, and that such conference be held in Dunedin at Eastertide.

The conference was held on 26 and 28 March 1910 and was attended by 15 delegates from seven libraries as far afield as Auckland, Wellington, Christchurch, Wanganui and Dunedin.

The Dunedin representatives at the conference were W.B McEwan, the inaugural City Librarian of the Dunedin Public Library, and Mark Cohen, editor of the Evening Star newspaper, and a key advocate for the establishment of the Dunedin Public Library.

It was in fact Mark Cohen who has encouraged the Dunedin City Council to convene the conference.

In 1909 Mark Cohen attended an Imperial Press Conference in London, later visiting Canada and the United States and was so impressed by the

libraries, the librarians and the library associations with which he came into contact that on his return he was inspired to promote the establishment of a Librarian's Association.

It is intriguing to imagine the passionate conversations between Mark Cohen and Bill McEwan in the day, and also to marvel at the influence of Mark Cohen with the Dunedin City Council of the day.

The papers presented at the conference covered a range of operational matters including adapting the Dewey Decimal Classification scheme to New Zealand requirements, disinfecting library books (from bookworm, not the Spanish Flu virus that did not emerge until 1918) and a prescient paper by Mark Cohen on the use of mobile book stock sent from library to library in boxes (anticipating by a quarter century the development of a rural library service in New Zealand).

An enduring outcome of the conference was an agreement to form the Libraries Association of New Zealand, not a Librarian's Association as originally envisaged by Cohen, but an association representing libraries, which at the time was primarily local authority public libraries.

The rest as they say is history, as the Libraries Association of New Zealand has evolved into the New Zealand Library Association and eventually into the Library and Information Association of New Zealand Aotearoa embracing individual librarians and an extensive range of libraries in its membership purview.

And so, it is fitting that Dunedin should again be the venue for a meeting of librarians and information specialists, 110 years on from the establishment of the first libraries association for New Zealand.

TOUR OF LIANZA MURIHIKU

LIANZA PRESIDENT ANAHERA MOREHU AND EXECUTIVE DIRECTOR, ANA PICKERING VISIT LIBRARIES AROUND THE REGION FROM OCTOBER 13-15.

HERE IS A VISUAL DIARY OF THE SOME OF THE LIBRARIES VISITED, THE PEOPLE THEY MET AND EXPERIENCES THEY HAD IN THIS BEAUTIFUL REGION.



Lorraine Johnson cutting the cake



Bernie Hawke, Jacinta Beckwith and Mark Hughes cutting the cake



LIANZA Birthday Cake



Ana Pickering, LIANZA Executive Director



Alex Bassett and Sue Gwilliam at Frankton Library



Anahera at Franton Library



Lorraine Weston-Webb and her team at the temporary library in Gore



Debbie Duncan and her team from Balclutha, Tapanui, Owaka and Lawrence



Mark Fraser and team at Winton Library, Southland District Council



This little car got us safely to libraries all over the region!



Anahera and Philip van Zijl at Palmerston Library



Cheese rolls for lunch in Lumsden



With Aimee Pieterse at the Maniototo Library in Ranfurly



With the team at Alexandra Public Library



Fooling around on the one-way Ophir Bridge



Anahera and Ana on the shores of Lake Wakatipu

LIANZA HEALTH SIG STUDY DAYS 2020

TWO ATTENDEES FROM THE RECENT LIANZA HEALTH SIG STUDY DAYS REPORT BACK



**Ko Taupiri te maunga
Ko Waikato te awa
Ko Tainui te waka
Ko Waikato te iwi
Ko Ngāti Hine te hapū
Ko Tina Verschoor tōku ingoa**

Tēnā koutou katoa

This year's LIANZA Health SIG Study Days were held September 14-15 at Tūranga, the main branch of the Christchurch City Libraries network in the Square in Ōtautahi, Christchurch.

Peter Murgatroyd began with a karakia to set the scene for the day followed by acknowledgements of thanks to Christchurch City Libraries (CCL) for providing the venue for free; and to Wolters Kluwer for contributing \$500 towards the sponsorship of two participant registrations and also sponsoring the Study Days Dinner on Monday night. McGraw-Hill kindly donated two book prizes of \$200. A draw to identify the lucky winners was held at the closing of the event on Tuesday.

Erica Rankin, CCL Community Libraries Manager and LIANZA President-elect then shared the challenges and reflections on the lead up to the opening of Tūranga. As the Establishment Manager of the project, she worked as the intermediary between project managers, architects and Library SMEs.

Engagement with the public to inform the library design and development was through a campaign called 'Your Library Your Voice'. Community feedback included the desire for open plan, culturally inclusive, outdoor area, 'Harry Potter' staircase, espresso bar and aquarium. All these aspects were incorporated in the build with creative modification of the aquarium idea with a virtual fishbowl.

Cultural narratives were woven into the building design in consultation with the local iwi Ngāi Tūāhuriri. This was evident in a beautiful artwork embedded into the acoustic panels of our conference room depicting the creation story of Ngāi Tahu. You can read more about the Tūranga cultural narrative on the [CCL website](https://www.ccl.org.nz/).

Next was a presentation to Peter Murgatroyd who was awarded a LIANZA Associateship. Peter is the Library and Knowledge Services Manager at Counties Manukau Health, where he also manages the Ko Awatea LEARN elearning platform supporting 50,000 District Health Board (DHB) staff throughout New Zealand. His experience is wide-ranging – spanning law, tertiary, national and special libraries including being a 'barefoot' library volunteer in the Solomon Islands and campus librarian at University of South Pacific in Vanuatu.

This was followed by the ice breaker where 25 of us introduced ourselves revealing where we hailed from including libraries in the Ministry of Health, DHBs, Corrections, as well as tertiary and special libraries. With a handful of us from Christchurch, others had travelled from Northland; Auckland; Waikato; Bay of Plenty; Rotorua; Gisborne; Wellington; the West Coast; and Otago.

Adele Wilkinson (MHERC) and Jane Keenan of Christchurch City Libraries (CCL) presented on the Reading-in-Mind health initiative which provides books on mental health topics selected and reviewed by health professionals and CCL staff. MHERC also posts books out to those who cannot come into their library to borrow a book. This scheme is promoted on the [Pegasus Health website](#).

Kim Slack (CCL) and Darral Campbell (Manager, Dementia Canterbury) shared about the Dementia Canterbury / CCL initiative supporting small groups of people with dementia in community-based activities based in local community libraries, the Museum, Art Gallery (Artzheimers) and Botanic Gardens. One of the most rewarding activities for Kim is the Life Stories Programme where the storyteller is paired with a volunteer to record their life story over a six-week period culminating in a booklet. This finished product becomes a treasured taonga that supports revitalised memories for all the whānau. This short [Vimeo video](#) highlights the value of this programme for many families.

Paul Focamp (CCL) shared another initiative designed to attract more men to the Library. It involved a collaboration between CCL, Canterbury Men's Centre and Sport Canterbury to organise an event in 2019 entitled Focus on Men. Two of the most popular attractions, not surprisingly, included the craft beer / home brew demonstration and the 'smoothie bike'. This latter experience required the participant to use pedal power on a stationary bike to create their smoothie. It also provided an opportunity for Sports Canterbury to encourage sign up to a 'Green Prescription' funded by the

Ministry of Health, designed to help people lead more active lives.

After lunch, Julie Milne (Hillmorton Hospital Librarian) and Tony Farrow (Manager of Specialist Mental Health Services at Hillmorton (SMHS)) talked about how they approached the task of getting staff to undertake mandatory training so their clinicians applied evidence-based best practices in their day-to-day work with mental health and addictions. Tony was quick to extol the high value work Julie carried out in her Library role to support this initiative. Talking with Julie later in the evening at The George dinner function, I also discovered her further awesomeness. After suffering multiple strokes at a young age, and being told she would never walk or talk, Julie at the age of 60 cycled the length of New Zealand raising awareness and thousands of dollars for the Stroke Foundation. [Find her story on Stuff website, March 13 2018](#) and be amazed!

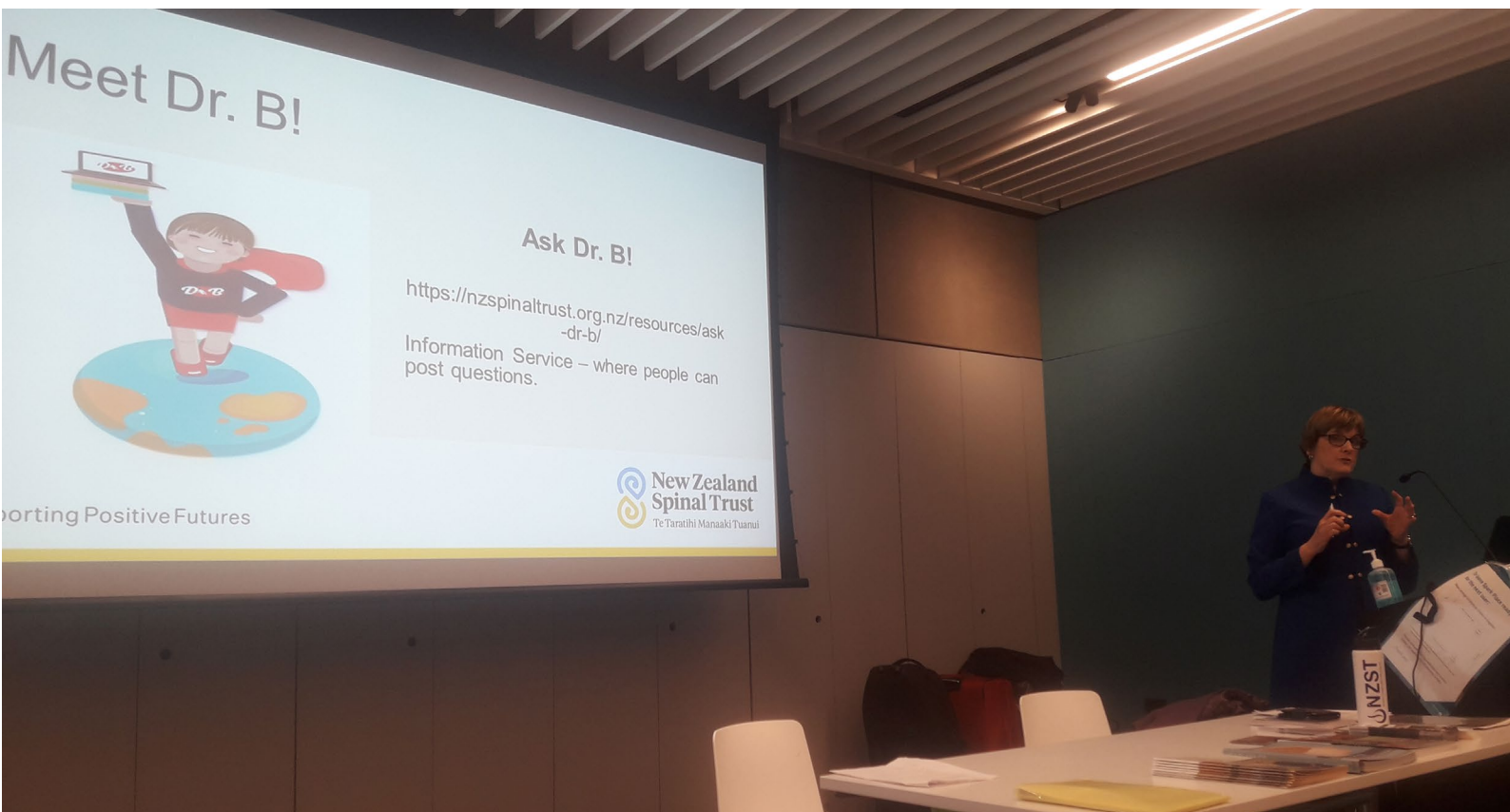
Next, Angela Broring, Manager of the Waikato DHB Library, talked about how to align Library business with the wider organisation by telling the library's story to support new plans. In developing this story, the library gathered evidence from its users via open questions; surveys; focus groups; usability testing; observation; and benchmarking. One genius idea was to get people to finish a 'break-up' letter to the Library beginning 'I like you but ...'. Key areas of focus included customer service; collection development; access to resources; health professionals; physical space and library staff. In conclusion, flexibility was a top priority to optimise the strategic planning process.

Kareen Carter, Health Sciences Librarian on the Wellington Campus of University of Otago, discussed using key performance indicators (KPIs) to inform the quality assurance of the library for its stakeholders. All KPIs need to be linked to the Strategic Plan. Three key questions to ask in this process are:

1. What is the library trying to achieve?
2. If achieved what does success look like?
3. And what kind of measurements should be taken?

Kareen recommended the following resources:

- Appleton, L. (2017). *Libraries and key performance indicators: a framework for practitioners* (1st ed.). Cambridge, MA: Chandos Publishing.
- NHS Library and Knowledge Services (n.d.). *Value and impact toolkit for knowledge and*



impact services. Retrieved from <https://kfh.libraryservices.nhs.uk/value-and-impact-toolkit/>

- NNLM (n.d.). *Valuing library services calculator*. Retrieved from <https://nnlm.gov/mcr/training/program-evaluation/calculator>

Rounding up day one covered our combined reflections from COVID-19 experiences which included:

- Challenges recognising reliable from unreliable COVID resources
- Library staff were deployed to support in the emergency department auditing PPE use and removal etc.
- The hospital was emptied out to pre-empt the influx of flu patients and no-one came which meant clinicians had time for other projects meaning library staff carried out more literature searches.
- All staff worked remotely
- Increased number of COVID-related literature requests
- We never closed as we had no capacity to work from home.
- Lots of cleaning
- No COVID requests but increased literature searches for projects
- Seating was removed to enforce physical distancing
- We received 6 emails a minute during COVID

lockdown, over 60,000 in total.

Learnings from Covid

- We didn't need to be there 9:00 am to 5:00 pm
- An 'email us' sign sufficed when staffing was not possible.
- Parking was a lot easier
- Recommended read by Porter & Hook (2020) *How COVID-19 is changing research culture*.

Day two of the study days began with Megan Clark, Academic Engagement Adviser for the Faculty of Medical and Health Sciences, University of Auckland providing thoughts on the [Health and Disability Review report](#) released on 16 June 2020. The document recommends creating a new Crown Entity, Health NZ and reducing the number of DHBs from 20 to 8-12 which will require a new look at e-resource procurement and opportunities to partner with the new entity. There is also a need to find a minimum level of access to health information for all health professionals no matter where they work.

Ideally, Health NZ will recognise the value of working towards having one platform for all health professionals to reduce duplication. For example, [Health Info Canterbury](#) and [Health Navigator](#) could become one website as the source of reliable health information. Similar examples prevail regarding learning platforms for health



professionals and access to medical literature. How this report will impact will be up to the governing party after the elections this year.

Peter Murgatroyd then shared the UK's National Health Service (NHS) Library vision namely, *Knowledge for Healthcare*, with a goal that:

NHS bodies, their staff, learners, patients and the public use the right knowledge and evidence, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation to achieve excellent healthcare and health improvement.

For more information on Knowledge for Healthcare go to: <https://www.hee.nhs.uk/our-work/library-knowledge-services>.

Examples of national e-resource portals for health professionals include:

- **National Institute for Care Excellence (UK)**
- **NHS Education for Scotland**
- **Norway e-resources for health**

Angela Broring of Waikato DHB Library then shared information about the initiative in New Zealand supporting Open Access to quality research. You can read more in a report by Mandy Henk et al. (2019) called *Centring our values: Open access for Aotearoa* at <http://hdl.handle.net/10092/17801>

Angela also outlined a new livechat software they have recently adopted at Waikato DHB

Library, which is user-friendly; economical; and easy to instal with great technical support. The chat software company is Libraryh3lp. For more information visit: <https://libraryh3lp.com/>

The final presentation was by Bernadette Cassidy about reinventing library services following the closure of the Allan Bean Centre (ABC), which was built in 2001 at Burwood Hospital in Christchurch. It was irreparably damaged in the Christchurch earthquakes. In a snap decision by the DHB, Staff were given 15 minutes to vacate the building in 2014 and the building was demolished in 2015. The ABC Library has since been rebranded as the Resource Centre (ABC Library) NZ Spinal Trust and a new online support portal has been set up called Ask Dr B. Find out more about Dr B at <https://nzspinaltrust.org.nz/resources/ask-dr-b/>. The books are mostly stored in a container awaiting the day, as yet unknown, when they will find new life in a new building. What a day that will be!

We thanked Bernadette Cassidy and Julie Milne for organising a fabulous event and I wish to thank Wolters Kluwer for sponsoring my attendance at this thoroughly enriching two-day event where I have met so many inspiring people, many of whom do amazing jobs in sole charge roles. It is interesting to see that the challenges for health libraries are very similar to the challenges experienced in tertiary libraries as we all seek to prove our value amidst the constant threat of erosion of spaces and services. Nō reira. He waka eke noa. And so, we are all in this together.



Tina Verschoor; Knowledge Advisor for the Health Practice and Te Puna Wānaka Departments, Ara Institute of Canterbury, Christchurch.

I was delighted to be given the opportunity to attend the Health SIG Study Days held in Christchurch, by my manager of the Canterbury Medical Library, and very much appreciated the sponsorship generously provided by Ovid Wolters Kluwer.

Health SIG Study Days are a welcome opportunity to meet and engage with other health librarians to learn about new initiatives, new developments in service delivery and to discuss key issues currently facing our health library sector and these two days were no exception.

The address on the first morning by the LIANZA President-elect Erica Rankin was inspiring as she set the tone for the rest of the programme. Erica outlined her intermediary role of engaging with project managers in the building of the Christchurch City Library, Turanga- relating to issues around service planning and customer experience. The main point taken from this session is that building relationships is key when collaborating with project managers and architects to reach an end goal. This point was reiterated in other presentations.

The following sessions provided an insight into the design, delivery and promotion of services offered by libraries engaging and partnering with communities. These included recommending Books on Prescription (MHERC Reading in Mind, a collaboration with Pegasus Health). Jane Keenan made a call to engage more clinicians to review books for this service. Christchurch City Libraries have also collaborated with Dementia Canterbury in developing life history books and arranging small group activities to improve the well being of people living with dementia. The Dementia Canterbury initiative was of particular interest to me as I keep Burwood Hospital staff who are directly involved with this organisation abreast of current information on dementia.

Libraries are an integral part of any organisation so it is vital to align our library services to the wider organisational strategies. Presentations on strategic planning and library metrics (delivered by Angela Broring and Kareen Carter respectively), provided a

timely reminder to review the purpose of the library usage statistics that we collect as well as those provided by our vendors.

Library services also need to evolve to meet new goals (e.g, improving a library service with previous limited services) or adapt to new and changing circumstances (eg: on the loss of a library building). This was evident in the sessions delivered by my Canterbury colleagues, Rebecca Phibbs, Julie Milne and Bernadette Cassidy. My Canterbury Medical Library colleague Rebecca provided an overview of the links and services developed over time with the University of Otago, Centre for Postgraduate Nursing Studies.

The Covid-19 pandemic has had an impact on us all both personally and professionally. It was interesting to hear, given the exponential explosion of information on Covid-19 how we shared this with our respective patron groups. Many publishers are now providing open access to COVID-19 related publications.

OVID Wolters Kluwer representative Dan Hamid outlined new features for searching OVID databases. COVID-19 free content has also been extended to subscribers of their service.

WHAT DID I LEARN?

Engage with stakeholders in any endeavour on which you embark, build relationships be it for projects, services or with the community and explore what services your user groups want before developing or delivering services (ie: co-design). Providing personal face-to face service is still essential, especially in sole charge libraries, despite the importance of providing accessible, online resources. The dinner at Bistro 50 at The George generously provided by Dan Hamid, from OVID Wolters Kluwer was a fun night with many laughs, and provided another chance to network with colleagues.

Thank you to the organising committee for arranging such an interesting and varied programme.



Debra Morgan; is a reference team member of the Canterbury Medical Library, University of Otago, Christchurch with responsibility for managing and delivering library services at Burwood Hospital, a DHB Hospital based in Christchurch. She started her career in health libraries in the early 80's following a brief stint in public libraries following graduation and still retains a passion for health librarianship. When she's not working, she enjoys discovering new cafes and restaurants to dine at, listening to jazz or classical music and, for exercise, a spot of tai chi.

LIANZA RES SIG EBLIP

EBLIP: GROWING EVIDENCE-BASED DECISION-MAKING PRACTICES IN NEW ZEALAND INFORMATION PROFESSIONAL COMMUNITIES



This article is written in memory of Heather Lamond who passed away earlier this year. The LIANZA Research Special Interest Group (RES SIG), acknowledge and thank Heather for her generous contributions to her work on the published paper on which this summary is based. Heather is also acknowledged for her work on the LIANZA RES SIG committee and for her contribution to the library and information professions in New Zealand.

You can find the published article 'Evidence Based Library and Information Practice: A New Zealand Perspective' by Heather and fellow LIANZA RES SIG committee member, Alison Fields in the July 2020 issue of the *New Zealand Library & Information Management Journal* (NZLIMJ) – Ngā Pūrongo.

For a taster, below are some takeaways, but for the full story, [do read the article](#).

WHAT IS EBLIP?

EBLIP or Evidence Based Library and Information Practice is a growing practice among librarians whereby relevant evidence is gathered and used appropriately in decision making. It has its origins in the medical and health care profession (Todd 2008) and although it may not be a recognised practice in New Zealand, there is much evidence that the practice is alive.

WHY SHOULD I PRACTICE EBLIP?

- Personal and professional development
- Practicing EBLIP develops critical thinking to help solve problems and improves decision-making capability and outcomes
- Enables working collaboratively with others
- Sharing findings and experiences enables the

profession to develop

- Evidence based justifications enable influence over stakeholders

(Clapton, 2010; Nguyen and Hider, 2018)

WHAT DOES EVIDENCE LOOK LIKE?

Evidence can be observational, obtained through formal or informal feedback from clients or colleagues; the research literature, internal statistics and even intrinsic, intuitive thoughts based on experience.

HOW COULD I IMPLEMENT AN EVIDENCE BASED PRACTICE?

Following a simple research method, the idea is to:

- Develop a research question or decide what the problem is you are trying to resolve and what the gap is.
- Decide what data or evidence you need to gather to answer the question.

Lamond and Fields report on the 5As developed by Hallam (2018) to help you think more deeply about how to unpick what the research problem is about and what data or evidence is needed. Try following these five steps to help guide your thinking:

- Articulate: What do I already know?
- Assemble: What are the best evidence sources to answer this question?
- Assess: How does the evidence I have apply in my context?
- Agree: What is the best decision based on all the evidence?
- Adapt: What worked? What didn't? What can be improved?



Heather Lamond.

WHAT IS STOPPING ME AND WHAT CAN I DO?

There are always barriers to overcome and certainly under these current COVID-19 circumstances so much seems challenging. In their article, Lamond and Fields list a number of barriers, but also suggest ways to overcome these hurdles.

For now, set aside the barriers and think about your own experiences and how you may already be using this practice. Can you and are you willing to share it, because what is lacking in New Zealand and the profession, is not the practice, but the sharing of these experiences and outcomes.

LIANZA RES SIG deliberately set out to address this gap by running the *Research by Librarians for Librarians* (RLL1 and RLL2) events in recent years.

These events were designed specifically to provide opportunities to encourage practitioners to not only grow their confidence in presenting but also to share how and what they discovered through their practice of collecting evidence, some of which was used for decision making.

Examples of some of the research presented at RLL1 and RLL2 include the following presentations and we hope they can inspire you to share your own findings at the upcoming joint TEL SIG/ RES SIG event - **Tātou Tātou Gather & Grow** in Wellington February 2021.

Tertiary libraries:

- Geraldine Hay and Sanya Baker. 2016. RLL1. 'Online service evaluation in a low-resource environment.' <https://lianza.recollect.co.nz/nodes/view/2588>
- Sheryl Baster and Stephanie Reid. 2016. RLL1. 'Designing user research for website development' <https://lianza.recollect.co.nz/nodes/view/2593?keywords=baster&all=1&whole=2>

Public libraries

- Danielle Carter. 2016. RLL1. 'Using whānau feedback to improve the Auckland Libraries Summer Reading Adventure' (RLL1) <https://lianza.recollect.co.nz/nodes/view/2590>

School libraries

- Senga White. 2018. RLL2. 'Beating heart of the school? Teacher and librarian perspectives on the school library.' [https://lianza.recollect.co.nz/nodes/view/5225?keywords=senga white&all=1&whole=2](https://lianza.recollect.co.nz/nodes/view/5225?keywords=senga%20white&all=1&whole=2)

For more specific help, there are a few other resources to assist when considering a research project. LIANZA RES SIG created the **Research Toolkit** to help identify what to consider when undertaking a research project. In addition, Jo Simons' LIANZA presentation, **'Having a look see**

EBP... by stealth, flying rigour under the radar' nicely supplements the Lamond & Fields 2020 articles.

If you are not able to present but are keen to be involved in the research community in some way, the **LIANZA RES (Research) and TEL (Tertiary Libraries) Special Interest Groups** would be more than happy to welcome new committee members. These are congenial groups that work collaboratively to provide the profession with relevant events.

For more details, please contact:

LIANZA RES SIG: contact the Chair, Annie McKillop, at ann.mckillop@aut.ac.nz

LIANZA TEL SIG: contact Marisa King at marisa.king@vuw.ac.nz and Natalie Smith at natalie.smith@vuw.ac.nz

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Contributed by Claudia Adams, on behalf of the LIANZA RES SIG.

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Claudia Adams is a committee member of the LIANZA RES SIG and Knowledge Navigation team Leader, at Plant & Food Research Rangahau Ahumāra Ka. She has experience in a number of roles in tertiary education libraries and the research environment. Her interests include creative pursuits like collage and mixed media and she can often be found digging in her garden.

LIANZA EVALUATION & IMPACT

This article will be of great interest to the 69 participants in the LIANZA Evaluation and Impact initiative that started this month. Participants are involved in four workshops and will undertake an evaluation-based project as part of a community of practice over nine months. There are three cohorts involved in this initiative which is supported by the NZ Libraries Partnership Programme. All participants will be sharing their learning with colleagues at regional events and the conference during 2021. <https://lianza.org.nz/professional-development/professional-registration/>

MASKS & FUNDRAISING SUCCESS



Glennys Espie, Margaret Woodford, (Cedars of Lebanon Club) Zaklina Cvjetan, Jill Bowie, Barbara Blake (Library staff) and Richard Joseph (Cedars of Lebanon Club president)



Dunedin Public Library has a special connection with the local Lebanese community. In 2015 they generously donated a gift to the library to establish a digitisation centre and our digital archive **'Scattered Seeds - He Purapura Marara'**.

Beirut, like Dunedin, is a UNESCO designated Creative City of Literature, which is another link between our cities.

After the devastating explosion in Beirut on August 4, our social club decided to raise money for the people of Beirut.

At the exact moment we got going with our plan

to sew and sell face masks, it was announced that folk would need to wear them on public transport. Timing is everything – thanks Jacinda!

A talented and generous bunch of mask-makers got busy sewing, The library social club had a morning tea to kick things off, and almost like magic we have raised \$1305! It has been good to show our support, and also to provide our staff with a colourful and timely supply of cotton face-wear.

Report from Jill Bowie, Digital Outreach Co-ordinator, Dunedin Public Libraries.

OBITUARY FOR NEKEITERANGI PAUL (NŌ NGĀTI PIKIAO)



Teaching a New Zealand history class in 2015 with Aurelia Arona and a history student. Image credit: Duncan Shaw-Brown



It was with great sadness that the library community learned of the passing of Nekeiterangi Paul on September 1, 2020. Nekeiterangi had a huge impact on the people he worked with in Ōtautahi Christchurch and was instrumental in the bicultural transformation of the libraries he worked for.

Beginning his library career in the late 1990s, he worked at Christchurch City Libraries until 2004 at Ngā Pounamu Centre in the old Central Library. He became an important link for the community, being able to assist whānau to search for and access Māori information and information in te Reo Māori. He worked on many significant projects during his time there including the indexing of the Ngāi Tahu

claims material; the Libraries Bilingual signage project alongside the Ngāi Tahu Language Unit (which was of national significance); the libraries' Māori names; and the creation of information for the website such as the whakapapa guide.

His work at CCL formed part of the bedrock that is the foundation, which staff continue to build on through current service offerings and bicultural organisational aspirations. He left a legacy for staff to continue to look after and nurture, as well as something enduring for the community.

Joining the University of Canterbury as Māori Resources Librarian at Te Puna Rakahau o Macmillan Brown | Macmillan Brown Library at the beginning of 2004, Nekeiterangi was welcomed by Vice-Chancellor, Professor Roy Sharp with an official pōwhiri. Over the past sixteen years, Nekeiterangi enhanced the mana of UC, through his steadfast pursuit of the integration of mātauranga Māori and te ao Māori into the life of the University.

Nekeiterangi's appointment was the first dedicated specialist Māori professional role at UC Library. In that same year UC got its first Assistant Vice-

Nekerangi's appointment was the first dedicated specialist Māori professional role at UC Library. In that same year UC got its first Assistant Vice-Chancellor Māori with the appointment of Tā Tipene O'Regan in September 2004. Coming into such an environment, library staff at the time have described how Nekerangi's presence and knowledge of mātauranga Māori immediately transformed the working environment of the library.

During his time at UC, Nekerangi helped multiple generations of staff, students and community members by generously and patiently sharing his knowledge. He described the nature of his mahi as fitting into one of three categories: Māori seeking information about Māori; Māori seeking information about anything; or anyone seeking information about Māori.

A skilled and dedicated professional librarian, his warm personality and charismatic style attracted many people to Te Puna Rakahau o Macmillan Brown. Over the years he has helped many Māori to reconnect with their culture and whakapapa, especially those who didn't know where to start. Library staff have also benefited from his patience and encouraging help in learning te reo Māori and

learning about te ao Māori.

He has acted as kaitiaki for the Ngāi Tahu archive held at Macmillan Brown, respectfully caring for the collection and providing research access in accordance with the wishes of mana whenua.

A major achievement and lasting legacy is UC Library's bicultural strategy Ngā Awa e Rua, the first version of which was written before the existence of UC's bicultural strategy. This was the culmination of many years of dedicated and persistent work to advance UC Library's bicultural journey, and continues to inspire and guide the staff.

From a professional perspective he was an inspiration to many Māori library professionals who followed in his footsteps. He was hugely respected for his contribution to library services, research and the profession – in Canterbury, but also to the wider community, and indeed the country – as a member of Te Rōpū Whakahau. For many of us, he also took on a support and mentoring role, assisting us in our technical and professional skill development in our careers and providing support and safe harbour when needed. He will be truly missed.

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OBITUARY FOR SHERYL REED



We were all saddened to hear that Sheryl Reed had passed away 5 October 2020. Sheryl was a very important part of Napier Libraries, and her contribution was transformational. We remember Sheryl as a very kind, warm and bubbly person, with a slightly wicked sense of humour.

Sheryl was passionate about libraries – she felt very privileged to do what she did. Sheryl often remarked that she didn't feel as though she 'worked' as she loved her job so much. During her time here, Sheryl launched us into the 21st century with mobile shelving, CCTV, self-check machines and a Facebook presence. There was the Food for Fines amnesty; movie showings; Elderberry Tea with Tales for our visually impaired customers; PlayStation and Xbox gaming stations; Borrow a Librarian; Epukapuka; and even a flash mob dance.

Sheryl was proud of her achievements and loved celebrating milestones with the team. Sheryl led the Taradale branch rebuild; turned a leaking roof garden into a new pop up community social space; refurbished the Napier branch; introduced our customers to giant chess in the forecourt; and, most importantly, purchased a dishwasher for the staff room.

Sheryl was particularly proud of the new carpet

for our Napier branch, which was made out of old fishnets and echoed the sea that is so prominent in Napier. One particularly memorable day – when the old carpet was being removed and the new carpet laid – Sheryl starting walking across the room to help move some shelves, when her brand new shoes stuck fast to the newly glued floor. Sheryl thought that this was hilarious and couldn't stop laughing for the rest of the day.

Sheryl absolutely adored her family and young grandchildren. She was passionate about literacy and one of her great joys was to read them stories over Skype. During her retirement, Sheryl planned to spend a lot of time visiting her family and was looking forward to reading to her grandchildren in person.

Sheryl was passionate about libraries and their importance in our community. She was part of the Words on Walls project, where literary quotes were painted on walls around the city. After she retired in 2017, Sheryl continued as a member of the Hawke's Bay Readers & Writers Trust to continue bringing wonderful authors to the Bay.

She will be greatly missed.

Emma Shephard-Walwyn
Napier Libraries



Image credit: <https://www.napier.govt.nz/napier/facilities/napier-libraries/>

Sheryl was my manager and mentor for 14 years and became a very special friend.

Sheryl adored her family, loved her large group of friends and treasured her wonderful neighbours. She sang in the Cantare Choir and thoroughly enjoyed the practices and performances and spending time with the other talented singers in the choir.

For seven years, Sheryl was an active member of the Hawke's Bay Readers and Writer's Trust and was Chair for at least four years. She recently said that she had loved every moment, working with such a dynamic team and enjoyed the excitement of the festival each year.

Sheryl had a gorgeous garden that gave her heaps of pleasure. She had a great sense of humour and

made the most of every day. She was warm and compassionate and loved people and libraries and certainly left her mark on Napier Libraries.

We had lots of fun on the social committee for the Hawke's Bay LIANZA Conference and thoroughly enjoyed being part of the project team for the rebuild of Taradale Library.

We often caught up for brunch or lunch and by text or email, and it was wonderful to see Sheryl relaxing and enjoying her retirement.

Sheryl will be greatly missed and remembered with love.

Chrissy Arnold
Waimakariri Libraries

LIANZA 2003



HELEN ZWARTZ SCHOLARSHIP

ALEX BASSETT - HELEN ZWARTZ SCHOLARSHIP RECIPIENT FOR 2020

Wakatipu Libraries Team Leader and LIANZA Council member, Alex Bassett was the lucky recipient of the Helen Zwartz Scholarship for 2020. The Te Puna Foundation hosted Alex at National Library of New Zealand for her ten-day residency during September.

Helen Zwartz worked at the National Library of New Zealand over two periods during the 1950s and 60s. The scholarship was generously established in Helen's memory by her husband, David, to afford other librarians the opportunity to work with the National Library.

Alex is from Queenstown Lakes District Libraries and has a keen interest in learning about the different ways libraries engage with communities and how libraries make collections accessible.

Helen Heath caught up with Alex before she returned home, at the end of September, to find out how her residency went.

KIA ORA ALEX AND THANKS FOR TALKING WITH US. CAN YOU TELL OUR READERS WHAT YOU HAVE BEEN DOING OVER THE LAST TEN DAYS?

Well, I've had quite a full itinerary. Part of the application for the scholarship was to write a proposal on what I wanted to learn about and how it would be applicable to my library in Queenstown. I've only been in Queenstown library, so it's offering me a different perspective on how other libraries do things. It's really good to gain more insight into the industry at a national level. It's pretty exciting! My proposal was centred in bringing collections to life – with public engagement and community work. That includes public programming and new initiatives more than the smaller details. I've spent some time in the legal deposit and cataloguing but I've spent more time learning about outreach.

DID ANYTHING REALLY STAND OUT TO YOU?

I enjoyed the whole thing! It was honestly the best week, professionally, I've ever had. It was so nice to meet different people and to see how all the

components link up. I enjoyed chatting with the social media and website guys about how they build up a brand and how they go about new ways of making content accessible online. I also enjoyed talking to the Services to Schools team because they are just so onto it in terms of mirroring the curriculum and what they want to do. Then it was really interesting to see the exhibition side of things. I went out to a school in Brooklyn, they did a workshop on the [Precious exhibition](#).

SO DO YOU HAVE A TOP SOCIAL MEDIA STRATEGY THAT YOU'D LIKE TO IMPLEMENT?

I'm really interested in their planning process and the framework they use to tie it into their wider strategy - it's really well done. So, we will be making sure we align with our strategic goals in a similar way. Everyone has been very supportive and helpful.

THERE'S A REAL GENEROSITY OF SPIRIT IN THE NATIONAL LIBRARY I THINK.

And a good culture! It was also good to meet in person with Rachel Esson LIANZA Immediate Past President and Ana Pickering,, LIANZA Executive Director. And it was nice to see Bill Macnaught again before he retires. So, it's good the residency could go ahead and I could get the chance to come.

YES, I HEARD IT WAS A BIT TOUCH-AND-GO FOR A WHILE?

Yes, I was looking forward to it for ages. It was around this time last year that I applied for it – it's almost been a year. A lot changed in that time.

WHAT MONTH WERE YOU SUPPOSED TO COME?

May - right in the thick of COVID. We thought it would be fine and then it wasn't! I didn't book the flights until things were all confirmed and here we are in September.



Alex with National Librarian, Bill Macnaught at National Library, Wellington.

IS THERE ANYTHING YOU'VE SEEN AT THE NATIONAL LIBRARY THAT YOU'D LIKE TO TRY AND REPLICATE BACK HOME?

We've got some quite old local history items in the collection and I'd really like to find a way of showcasing that material more effectively as they're just in the back cabinet. So, when I get back, I'm going to brainstorm with my team ways we can do that and maybe get some exhibition furniture so we can have them on display and rotate items. On a bigger scale, refining our social media – being a bit more streamlined and less reactive and ad-hoc. I want to think about how we want to hit our targets, not just what our targets are.

IF SOMEONE WAS LOOKING TO APPLY FOR THIS SCHOLARSHIP IN THE NEXT ROUND (WHICH WILL NOT BE UNTIL 2021) WHAT ADVICE WOULD YOU GIVE THEM?

Well, this is my second application, I applied before and wasn't successful. I think it helps to have a very specific interest area and not be too broad.

DO YOU THINK THAT'S WHAT LET YOU DOWN THE FIRST TIME?

Yes, I was just keen for it all. But, I needed to think

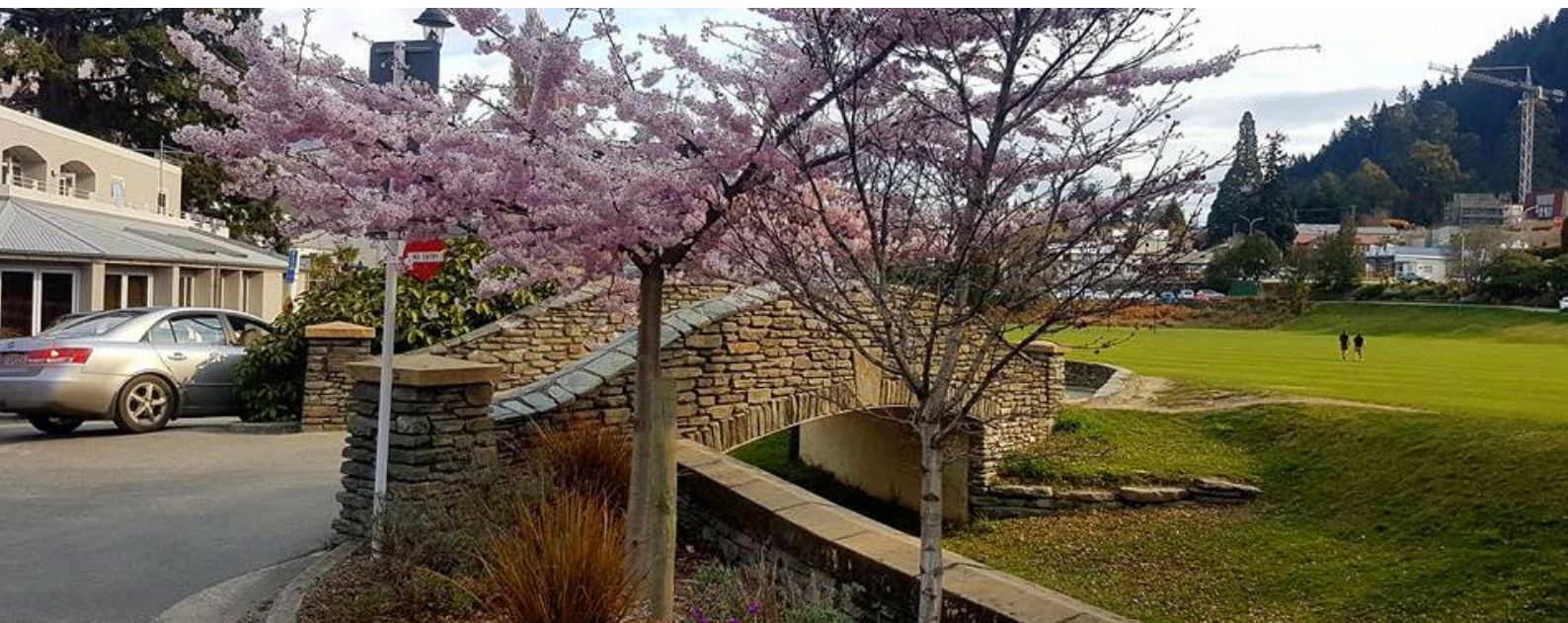
more about how it would benefit my community, rather than just generally seeing behind the scenes. It's about how the National Library can help rural community libraries be the best they can be in their own context – not trying to replicate a big-budget national programme but what can be translated to a smaller scale. I was interested to learn about the way the National Library works with partnerships and co-design – liaising with existing businesses and groups to get funding or investments.

HOW DO YOU THINK THAT MIGHT APPLY TO YOUR OWN LIBRARY WHEN YOU GO BACK?

I think just really investing in those relationships, being consistent with it and having a specific plan. To approach people with an idea about how your idea can be mutually beneficial, not being vague. It's not their job to come up with ideas. You want to make it as easy as possible for them to say yes.

WAS YOUR VISIT WHAT YOU WERE EXPECTING?

Yes, it was! It was really thoughtful and organised. It was great to meet so many people. Seeing people in person makes for a better connection than on the screen – on Zoom. In Queenstown, we do



Queenstown Library.

feel a bit isolated. Not just from other large library networks like Wellington or Christchurch, but you feel isolated within your region too – all the cool stuff is in Dunedin. We're up and coming but we are still small and far away.

HOW HAS THE DOWNTURN IN TOURISM AFFECTED THE LIBRARY?

It's affected Queenstown a lot. Our numbers are not terrible but we are down about 2,000 visitors a month because we don't have the transient migrant workers and people have been leaving the whole time. I don't know what that will look like going forward really.

SO, IT'S MORE IMPORTANT THAN EVER TO BE ASSESSING YOUR SERVICES RIGHT NOW?

Yes, and looking at our actual needs, rather than the perceived needs. It's quite easy to roll out services without looking in-depth at what the community really needs and what people are concerned about. So, I think we'll probably have a focus on well-being, supporting council and other organisations such as CAB to help people going through terrible times.

HOW ARE YOU PLANNING ON COLLECTING INFORMATION ABOUT WHAT PEOPLE WANT AND NEED?

We did some surveys around lockdown and we'll probably start that again – gathering feedback with a more formal approach – then looking at what we are learning – so we know where to direct our

energy. There are still lots of people printing CVs so there must be activity but long term prospects for migrants are disappearing – it will just be 'short time, good time, gone.' It was like that before, to some extent, but there was some aspiration for staying long-term and getting sponsored and residency. I think that's drying up. COVID is obviously going to affect kiwi businesses but the migrants' voices are not always heard. There's a surprising socio-economic divide in Queenstown. People think it's affluent but it's not. There are so many people who can't afford to turn their heating on. Some people have been given a rent break, others haven't.

IT'S PROBABLY OVER THE NEXT TWELVE MONTHS THAT THE FULL IMPACT WILL BECOME APPARENT.

Yes, I feel sad for Queenstown. It's so glittery and so nice – everyone is happy; there's not much crime; so many different nationalities together, but it was not ever a sustainable model for the town itself - it was so vulnerable and no one was really planning for anything bad to happen. But that will have to change now.

THAT'S A SOBERING THOUGHT, OUR BEST WISHES GO OUT TO YOUR REGION.

THANKS SO MUCH ALEX, BEST OF LUCK BACK IN QUEENSTOWN. WE'LL KEEP AN EYE OUT FOR YOUR SOCIAL

THE VIEWPOINT



WEEDING IS ESSENTIAL FOR HEALTHY LIBRARY COLLECTIONS



Paraparaumu library. Image credit: Nikki Shaw



National Library of New Zealand (CC by 4.0). Image credit: Mark Beatty

The public debate continues about the weeding of the National Library of New Zealand's Overseas Published Collections. We asked Anton Angelo, University of Canterbury to weigh in with his view on the subject.

LIANZA has already written responses for concerned citizens in support of the weeding on [Libraries Aotearoa](#) and [Newsroom](#).

ANTON ANGELO ON PULLING BACK THE CURTAIN ON VALUES-LED LIBRARY PRACTICE

Librarians are good at working behind the scenes to make it as easy as possible for users to get the information they need. Useability and usefulness are key criteria in any system we design. There is a downside though: the work that goes into it, and the hard choices we constantly make, are not always seen by our users.

We can be surprised when our patrons – the community we care so deeply about – are not aware of our values-led practice

and are sometimes shocked or outraged.

Nothing shows this more than the process of weeding. We have finite space, finite budgets and finite staffing. Our collections are defined by regulation, cultural practice and the ever changing desires of the communities we inhabit. Our collections are not static, they change over time as new material is constantly added conforming to our collection plans, and the forces of our finite resources make us de-accession material that no longer matches our strategies. Even if we had infinite resources, weeding is still best practice for a healthy collection.

For our users, who want the latest book or paper, or to read a classic; if we've done our job, there it is, or we know of a collection that will have it and we can guide them to it, or get it for them.

It's a bit like the [Shepard Tone](#) – an auditory illusion that sounds like it is always climbing in pitch, we always have all the new things, but they don't hear the way the older lower tones are dropped out. Without Tardis-like libraries, where does all the stuff

go?

Recently the National Library announced they were looking at deaccessioning their overseas published collections – material that does not fit their regulatory or policy mandates. This is no small matter, there are over a half million items in those collections alone, about the size of a medium academic library. As ever, librarians consulted, discussed, wrote internal documents and probably even literally wrung their hands. Something though, has to give. You can see the development of the National Library and Librarian's thinking explicitly and [transparently displayed on their webpage](#).

The reaction on social media was pretty immediate:

- **Sue Tolliss**
Here we go book burning erasing history!
- **Chris Day**
Marxism at work – tear down the statue's, destroy the books, what next?

Not all of the comments on the Radio New Zealand story about the project were quite so pure

fake news:

- **Christopher Templeton**
Unfortunately what is being disposed of is by far both relevant and useful. New Zealanders do not grow up in an intellectual bubble – we are influenced by trends, ideas, and movements from around the world. For example, the political idea of socialism was not home grown in New Zealand, but rather the idea was adopted by New Zealanders from writings and ideas from overseas. And it is those type of publications that are being gotten rid of. So for anyone researching political history in New Zealand they will be unable to access the writings and ideas that informed and influences politicians here, because there will no longer be copies left in New Zealand.

This is a good representation of a misunderstanding of how libraries work, and how international collaborations and interloan have improved as we have wholeheartedly adopted internetworking as a fundamental part of our processes.

- **Brian Gill**
So the taxpayers in UK, North America and Australia can pay to keep the world's English-language books available in libraries but we don't need to bother? Great attitude.

And sometimes the project directly conflicted with some individual's specific interests, which is always going to be the case.

- **Christopher Templeton**
Alec Morris - Because a lot of the books that are being culled informed and continue to inform ideas, design, and thinking that effects (sic) New Zealanders. For example, ecclesiastical architecture. That school of architecture was for the most of the 19th and 20th centuries a transplant of European design and practices. Therefore, almost all the books relevant to the study have been written and published overseas. Exactly the focus of the books being culled from the National Library.

There were some excellent (if impractical on occasions) suggestions for the deaccessioned material:

- **Alan Beck**
[Seamen appreciate your spare books and magazines] – Missions to Seamen collection box, Dunedin, NZ.
- **Rose Cowan**
Terry Pratchett for Dargaville please.
- **Dellwyn Moylan**
Marie Mcanulty - maybe you could ask for some for your "Little Libraries"

In responding to these concerned people I kept my

comments as factual and informative as possible: Libraries are not book museums – they are reflections of commitments and regulation; calling this a book burning was provocative, and uncalled for – the implication this is an ideological cull of illegal ideas is offensive in its own right.

The answer to 'why can't you keep everything' is that healthy collections are ones that are relevant and in use. Finite resources are one contributing factor for some libraries, but weeding is something that all libraries must do, as part of good stewardship of their collections. The National Library has pivoted in the face of criticisms to become even more transparent, and put resources into finding other homes for the deaccessioned material.

I know we are a reticent bunch in public, but in cases like this when our processes can be inadvertently opaque to provide a more seamless service become contentious we need to support each other. Offering a library tour showing our processes from beginning to end I think would surprise and delight our detractors, and maybe even win them over.

[The entire Facebook discussion can be seen at <https://www.dropbox.com/s/tuxbiovc47vzcec/Facebook.png?dl=0> - screenshot taken 28 Sept 2020]



Anton Angelo; Research Data Coordinator at the University of Canterbury. Twenty years ago I fell in love with communications technology. Helping others connect with each other, and information they need, is one of my greatest satisfactions.

SIX HOT PICKS



SIX HOT PICKS FROM MARGE AINSLEY

1 STAYING HOME

I'm pretty used to working from home having been freelance since 2008. I live in an area where we have specific local lockdown restrictions when compared with the rest of the country, so I've not really been anywhere since mid-March apart from the odd local walk. I've been enjoying reading **The New Wilderness by Diane Cook** at the end of the work day in the sunshine. But I'm missing seeing new places as I love travel – if you are too, try **Window Swap** (but be warned – it's a bit addictive!).



4 RUNNING

Last year I turned 40, so I recruited 40 people to run the Great North Run in Newcastle to raise £40,000 for Alzheimer's Research UK. We raised £38,000 so this year a few of us went back (virtually!) to finish the job off (check #GNRVirtual and #GNRReimagined on twitter for the details). Last week **we reached our £40,000 goal** thanks to many kind supporters and donations. I think that's about \$77,000 NZD. Running has kept my mental health and wellbeing in check over lockdown and I'm now on the lookout for my next running challenge ... maybe I should set up a LIANZA Strava Club for the evaluation cohorts?!

2 PODCASTS

I help run **Museum Freelance** which is an organisation that supports and champions freelancers in the UK working in libraries, museums, archives, galleries and heritage sites. I was interviewed for the **Being Freelance podcast** about what we do at Museum Freelance, but also about my freelance journey. If you're interested in life as a freelancer it's a great podcast as there are interviews with freelancers all over the world working in different industries. My other favourite podcasts are **How to Fail by Elizabeth Day** (failure being one of my favourite topics especially with evaluation – we need to talk more about it!) and **How to Own the Room by Viv Groskop** (I'm still learning a lot when it comes to confidence and public speaking!).

5 TELLING STORIES

Being an audience development and data geek I'm always reading about new approaches to public engagement and looking at how the information we collect from audiences can be communicated to share our story. I've been reading all about **Morris Hargreaves McIntyre's COVID Audience Mindsets** to understand more about how audiences are changing their attitude and behaviour in visiting cultural venues; and I've been playing around with various infographics packages to build on my skills. I like **Andy Kirk's Visualising Data Resource Bank** and you can go down a huge rabbit warren with **Information is Beautiful** – you've been warned!

3 MUSIC

I've always been interested in music and have a second business as a **music and events photographer** (but that's another story!). Music has kept me going during lockdown and – despite the grave concerns around the music industry, venues and freelancers' livelihoods – it's been interesting to watch how organisations have tried to get music out to audiences beyond their venues (if you've not tried **Concert Roulette** then you absolutely should!) I'm fortunate to be working with the fantastic **Get it Loud in Libraries** as their external evaluator for the next couple of years – a dream contract! They typically work in geographic areas that are outside major cities with low live music provision – especially for young people and families.

6 FAMILY

Alongside my work and side projects I've two caring roles with my family. My step-son is profoundly autistic and my step-father is in the advanced stages of mixed dementia. I take much support, guidance and also smiles from **Stories about Autism**, a blog and podcast about the lives of Tommy, Jude and their Dad, James. And if you've got anyone living with dementia in your life or are interested in resources for reminiscence through music, I've just come across this **BBC Music Memories** resource which allows you to select music from various different countries or genres to help loved ones reconnect with the music they grew up with.



Marge Ainsley is leading the LIANZA evaluation and impact workshops and co-facilitating the accompanying community of practice over the next twelve months. Based just outside Manchester in the UK, she's been freelance for 12 years and specialises in evaluation, audience development and marketing for libraries, museums, galleries, archives and heritage sites. You can find out more about Marge's work **on her website**.



STUDENT FOCUS



AMANDA DICKSON

Amanda Dickson is a student at the Open Polytechnic and part-time Kaitiaki at Wainuiomata Community Hub. She transitioned to libraries after a career in classical hand-drawn animation.

KIA ORA AMANDA AND THANKS FOR TALKING WITH US.

WE HEAR THIS IS YOUR SECOND CAREER AND THAT YOU MOVED INTO LIBRARIES FROM DIGITAL ANIMATION. WHAT WAS YOUR PREVIOUS CAREER LIKE?

My previous career was as a classical (hand-drawn) animator and ink and paint artist. I always had a passion for storytelling – reading aloud, picture books, music, film. At the age of seven I decided I

wanted to be a cartoon animator, a dream I fulfilled when I was 18 and started training under ex-Disney acclaimed animator, John Ewing. I went on to work in a well-established animation studio in Auckland that mainly created advertising with the odd television programme for kids on the side.

WHAT MADE YOU DECIDE TO CHANGE CAREERS AND WHAT WAS IT ABOUT LIBRARY WORK THAT ATTRACTED YOU?

My love of classical hand-drawn animation did not survive the transition to digital animation, as it didn't hold the sense of wonder and storytelling that inspires me. My previous career It was long hours, and high pressure, but a job I loved. Without the same passion for digital animation that was soon to take over, I eventually left to pursue new adventures.

I visited libraries, talked to librarians. In the early 2000s I was discouraged, being told that there were no jobs – that old-school librarians never died. After a spell in government departments and working on a Scooby Doo online game I went back to the library. Things had changed! Libraries were now

inventive, more inclusive, vibrant places, and I wanted to be a part of it!

WERE THERE ANY TRANSFERABLE SKILLS YOU BROUGHT WITH YOU?

I have found many skills transferable to library life: team work, communication, inventiveness, storytelling and creating beautiful things that engage the imagination.

CAN YOU DESCRIBE YOUR LIBRARY JOURNEY UP TO THIS POINT?

My connections to libraries began as a child with my love of books and stories. I was a regular visitor at school holiday programmes and was transported by the reading of *The Hobbit* by a librarian.

HOW LONG HAVE YOU BEEN STUDYING AND WHAT QUALIFICATION ARE YOU CURRENTLY STUDYING TOWARDS?

I began studying full-time in 2017, but have since been working and studying part time towards a Bachelors in Library and Information at the Open Polytechnic.



Image credit: <https://www.facebook.com/WainuiomataCommunityHub/photos/1767521973406285>

CAN YOU TELL OUR READERS ABOUT YOUR EXPERIENCE IN THIS PROGRAMME AND ITS BENEFITS TO LIBRARIANSHIP?

I have been at the cutting edge of the Open Polytechnic's revamped library degree which has been exciting. In particular the Te Ao Māori paper and those with a social focus have been really valuable and transferable to my workplace.

WHAT MADE YOU DECIDE TO STUDY FOR A LIS QUALIFICATION RATHER THAN JUST WORK IN LIBRARIES WITHOUT ONE?

I don't have a degree, and this has always been a regret. Levels 3 and 4 certification in classical animation don't mean much in the real world! I also wanted to future proof myself to be as flexible as possible, as I have had an interest in the many corners of GLAM.

DO YOU HAVE A PART-TIME JOB? IF SO, HOW DO YOU JUGGLE STUDY AND WORK? AND CAN YOU TELL US ABOUT WHAT YOUR JOB INVOLVES?

I currently work as a part-time Kaitiaki at Wainuiomata Community Hub. This is a role that incorporates library assistant tasks with community outreach

goals. It is crazy and no day is the same, but I can also stretch my artistic muscles in delivering holiday and after-school programmes. I currently have a drama and writing workshop for kids after-school and have an upcoming nail art workshop in the school holidays. I have also created and delivered a successful zines club aimed at teens. I have become the go-to-person for displays and even created a series of film review videos during lockdown to promote access to one of our free platforms. The biggest thing I enjoy about my job is the people I work with. They care about the community and this inspires me so much.

WHAT ADVICE WOULD YOU GIVE TO SOMEONE CONSIDERING STUDYING TOWARDS A LIBRARY QUALIFICATION?

I think this is a great time to study for a library qualification. Libraries are changing and, although on the job skills are vital, learning in-depth gives so much more context around where we are headed, particularly in terms of the changing digital world.

DID YOU KNOW RECENT GRADUATES AUTOMATICALLY QUALIFY TO APPLY FOR RLIANZA?

Victoria University of Wellington Master of Library and Information Studies and Open Polytechnic qualifications are recognised by the LIANZA Professional Registration Board as meeting the LIANZA Professional Registration Bodies of Knowledge (BoKs). Graduates who are LIANZA members just need to pay the initial application fee of \$57.50 and submit an application form with a copy of their qualification to become professionally registered. You then start collecting professional evidence over the next three years in order to revalidate. RLIANZA shows your peers and employers that you have demonstrated a commitment to professional standards, and to developing and enhancing competence.

READ MORE >
<https://lianza.org.nz/professional-development/professional-registration/>

CAREER PATHWAYS



PHILIPPA ROBINSON

In this column, we interview library and information professionals – finding out how they got to where they are and any advice they have for students or new professionals. Our latest interview subject is Philippa Robinson, Research Library and Archives Manager at Auckland Art Gallery Toi o Tāmaki.

KIA ORA PHILIPPA AND THANKS FOR SHARING YOUR CAREER PATHWAY WITH OUR READERS. FIRST UP, CAN YOU TELL US ABOUT YOUR CURRENT ROLE? WHAT IS YOUR JOB TITLE AND WHAT DO YOU DO DAY-TO-DAY? CAN YOU ALSO TELL US WHAT QUALIFICATIONS YOU HAVE?

Kia ora, thank you for the invitation to participate. I am the Research Library and Archives Manager of the EH McCormick Research Library at Auckland Art Gallery Toi o Tāmaki. We are part of the larger curatorial and learning department. There are three of us in the team, including the Librarian/Archivist and Librarian, Access and Discovery. We manage all publications,

serials, art archives, artists files and research for the gallery staff as well as the public. The library is open to the public and we welcome external researchers.

As one of the few remaining specialist fine arts libraries in the country, we are establishing closer connections to tertiary institutions and increasingly working with artists. This involves ensuring our collection is relevant to current research interests, acquiring new artists archives and ensuring the archives are open, discoverable and accessible. Our online content is continually being added to which also assists researchers who are unable to visit us in person.

We work closely with the curators, here at the gallery, on new archival acquisitions and we support their exhibitions by providing research and archives for display. The library also has its own dedicated exhibition space, on the mezzanine floor adjacent to the library. This space allows us to showcase some of our amazing archive collections. We align this display with other exhibitions in the gallery. For

example, our current display highlights our photographic archives collections and has run alongside *Civilisation, Photography Now*.

My undergraduate degree is in Art History and Film and Media Studies from Auckland University, I completed my MLIS from Victoria University in 2009. I also have a Post-Graduate Diploma in Museum Studies from Massey University.

WHERE YOU ARE NOW SEEMS LIKE SUCH A NATURAL PROGRESSION FROM YOUR UNDERGRADUATE DEGREE THROUGH TO YOUR POSTGRADUATE QUALIFICATIONS, HOW PLANNED WAS THAT?

It was always a goal, but it was not a straight line to get there! Art History has always been my main interest in work and study. I worked as a Gallery Assistant at Auckland Art Gallery when studying for my undergraduate degree. My pathway has been through special libraries (tertiary, law and museums) as I am most drawn to documentary heritage collections. When



E H McCormick Research Library, Auckland Art Gallery Toi o Tāmaki. Image credit: <https://www.aucklandartgallery.com/>

the position came up at the Auckland Art Gallery it felt like a natural progression and back to where I started. I was fortunate enough to be offered the role and I love it. It is a great place to work – wonderful collections and people, not to mention the incredible building and spaces.

I SNOOPED AROUND YOUR LINKEDIN PROFILE AND SAW YOU SPENT TIME IN PAPUA NEW GUINEA, HOW DID YOU END UP THERE?

While I was living in London, I had a volunteer stint in Nairobi, Kenya, where I worked on an arts project in one of the slums. On returning to New Zealand I signed up to job alerts via VSA (Volunteer Service Abroad) as I was interested in doing more volunteer work. The library project, in Arawa, Central Bougainville, was a joint initiative between Lloyd Jones (author of *Mister Pip*, a novel inspired by Lloyd's time reporting on the crisis in Bougainville) and the Bougainville Heritage Foundation (a local heritage and cultural foundation). Lloyd was asked if he would assist in re-establishing the community library. The VSA came into the project with the build of the library. Once the building had been built the VSA advertised

for a library manager. The timing was perfect for me and it was an amazing and enjoyable experience. I was tasked with setting up the library and mentoring the new team to take over. It has gone from strength to strength. It is still operating and has become a real hub of the community not just as a library but a meeting place and cultural centre. The current Manager, Allan Gioni, has a background in arts and culture and also runs cultural workshops out of the building. This is helping to rekindle and keep alive languages, arts and cultural practices, much of which was lost during the crisis.

CAN YOU TELL US ABOUT YOUR PREVIOUS ROLES AT THE WALSH MEMORIAL LIBRARY AND AUCKLAND WAR MEMORIAL MUSEUM?

I started at Auckland War Memorial Museum on my return from Bougainville, as Manuscript Projects Librarian, under Theresa Graham. This was another step in my career and learning, the manuscript collection is immense and rich. It was a privilege to work with such a collection.

I left there to take up the position of Library and Archives Manager at the Walsh Memorial Library

at MOTAT. Another progression for me and my first established management role. This is a fascinating place and it was an interesting time to go into the role as the library underwent quite a lot of change at that time. The entire space was reconfigured and updated. The collections were re-housed (an ongoing project) and catalogued in more detail, and a new collections online platform created and implemented. There is also an exhibition space in the library so we worked closely with the exhibitions team to display the library collections.

YOU'RE PART OF OUR FIRST COHORT IN THE LIANZA EVALUATION AND IMPACT INITIATIVE RUNNING OVER THE NEXT YEAR, WHAT ARE YOU HOPING TO GAIN FROM THIS PD?

This initiative is very exciting and I am grateful to be a part of it. As librarians, I'm not sure we always know our worth or our value add to our institutions. Personally, I am looking forward to being better able to collect specific data on our activities and then evaluate this more effectively. Mostly, I am looking forward to finding new ways of reporting on the work we do, how this impacts our users and generating new audiences.



Installation view of Ruth Buchanan's 2013 *The Curtain* artist project. Image credit: <https://www.aucklandartgallery.com/>

IS THIS THE CAREER YOU ALWAYS INTENDED TO GO INTO?

I came to libraries later in my career. Art history was my focus and working in galleries and museums my intention. After a time working at the National Gallery bookshop in London I realised that information and research was what I wanted to focus on. When I came home, I got my first library job and enrolled in the MLIS. Being able to assist others in their search for information was what led me there. Libraries are the cornerstone for discovery.

I am an advocate for public libraries and special collections. The retention of archives is imperative for remembering and learning our histories. In times of crisis and war, libraries are often the first community space to be destroyed – it can really impact people and their community. Bougainville is an example of this. The result is a great loss to the history and cultural identity of a community.

WHAT WAS YOUR IDEA OF WHAT LIBRARIANS ARE AND WHAT THEY DID BEFORE YOU BECAME ONE?

The library was where I spent a lot of my time as a child. My parents instilled in us that search for information. Librarians are

integral to helping with that. If you know where to look you can find anything. I really enjoy research and finding information. I was lucky enough to have the support of many librarians growing up and in my tertiary study. Librarians are a gateway, encouraging deeper research both in-person and online.

More than just this though, librarians are information managers and web developers – building catalogues and databases full of information. They are much more than just the face behind the desk. Libraries and librarians are integral in discussions on changes to copyright legislation, they work across all sectors and encourage open access and open source information.

IF YOU WERE MEETING SOMEONE WHO HAD JUST FINISHED THEIR UNDERGRADUATE DEGREE AND WAS CONTEMPLATING DOING A POSTGRADUATE LIS QUALIFICATION WHAT WOULD YOU SAY TO THEM? WHAT SORT OF PERSONAL ATTRIBUTES DO YOU THINK YOU NEED TO GO INTO LIS WORK?

The postgraduate LIS qualification is a great foundation for working in libraries. It is a hugely rewarding career, whether in public, special or tertiary libraries. It also gives a good grounding for entry into

other pathways, pairing other interests with that of information. It is a community of practice, a kaupapa of learning and partnership.

Anyone considering this course needs to be committed to the ideologies that surround information sharing. Have a certain inquisitiveness, desire to learn and to encourage others to learn. Be an active 'doer' and always look for new ways of enhancing current systems.

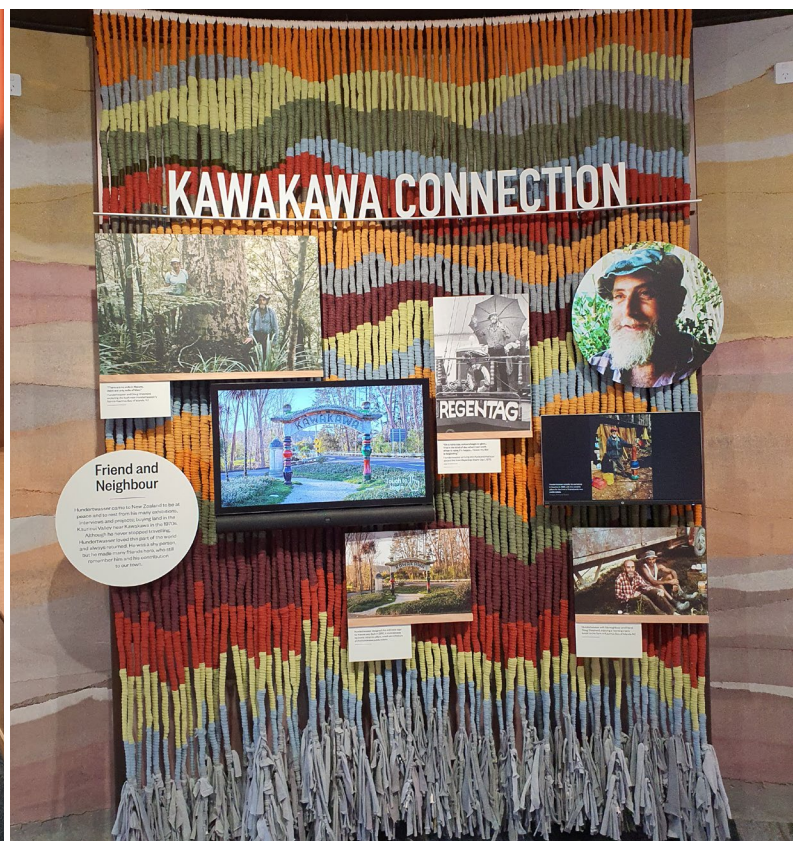
HAVE YOU GOT ANY LIBRARIAN MENTORS/ PEOPLE WHO INFLUENCED YOU OR YOU ADMIRE/ LEARNED FROM? WHAT DID THEY TEACH YOU?

I have learnt a lot from all my teachers and am especially grateful for my network of peers and colleagues. I am learning every day and feel lucky to be surrounded by creatives who are a constant inspiration and guide my thoughts and practices.

THANKS SO MUCH FOR TALKING WITH US PHILIPPA!

LIBRARY OF THE ISSUE

TE HONONGA OPENING



NEW REGULAR LIBRARY LIFE COLUMN

This new column features libraries from around New Zealand and the Pacific. This is a place to proudly share your libraries and where taonga. What is special about your building or spaces, your communities and staff? What initiatives, programmes or services will our readers be keen to learn about?

If you are interested in having your library featured get in touch.

This issue of *Library Life* spotlights the opening of Te Hononga in Kawakawa on Friday October 9. LIANZA President, Anahera Morehu, was pleased to attend. Sabine Weber-Beard, Senior Librarian and Systems Librarian, Far North District Council reports back.

Finally, long-awaited Te Hononga opened its doors. After the blessing dawn ceremony, Noma Shepherd formally welcomed all on behalf of the Hundertwasser Memorial Park Trust and thanked all trustees; funders; construction team community volunteers; Mayor John Carter; Minister Shane Jones; Minister Kelvin Davies; and Prime Minister, Jacinda Ardern. Waihoroi Shortland entertained us on behalf of Ngati Hine and then invited the Prime Minister to hongi on behalf of all present. Together they unveiled the bird sculpture

on top of the centre and then it was time for Jacinda Ardern to cut the ribbon, have an official Te Hononga tour and she then cut the cake.

Then all the guests were allowed into this amazing building. Te Hononga – The Joining of Cultures. An inspired by Friedensreich Hundertwasser community hub that includes council service centre; public toilets and showers; an art gallery; interpretative centre; community workshop; and expanded car and coach parking.

And the new Kawakawa Library!! Featuring an amazing children's area with an activity stage; a large porthole window seat; reading nooks; more computers; better Wi-Fi; and expanded book collections in Te Reo and English.

You are all welcome to visit us in



HISTORY CORNER



NEW ZEALAND'S FIRST READING LIBRARY - 'THE NICEST ROOM IN NZ'

Sarah Selwyn – wife of New Zealand's first Anglican Bishop George Selwyn – didn't hold back when it came to sizing up some of New Zealand's earliest missionary buildings.

Setting up residence in 1842 at the Te Waimate Mission House 20 minutes drive from Kerikeri – now cared for by Heritage New Zealand – didn't exactly fill her with enthusiasm for our earliest examples of colonial architecture.

She complained that living in the house was like living in a wooden box and that when it rained outside it rained inside as well – a case of taking indoor-outdoor flow perhaps a little too far.

'There was one building, however, that Sarah approved of and which her husband Bishop George also loved – the Stone Store, or more specifically the reading library that was established by the Selwyns on the second floor,' says the Manager of the Kerikeri Mission Station, Liz Bigwood.

The bishop loved the building so much, he had vague notions that he and Sarah might retire and live in what he described as 'the beautiful stone building.'

Sarah, ever fastidious about her lodgings, was a little critical of

the wood panelling that covered the stone walls in the library as a result of crumbling mortar 'injuring' the bishop's books – though even she noted that the library was 'by far the nicest room still in NZ.'

The only downside to what was an otherwise ideal ecclesiastical retreat was the piles of clutter that had amassed as a result of the Stone Store's stint as a missionary store house.

'Whenever he left the haven of his library, the bishop had to avoid tripping over all manner of what he called "utilitarian treasures" – everything from bales of blankets, iron pots, barrels of all kinds, rusty rat traps and saws, old chainsaws and even grindstones,' says Liz.

Samuel Kempthorne – the Church Missionary Society equivalent of a hatchet man who was working to secure a lease from Selwyn of the Stone Store – was perplexed by the quantity of goods, and no doubt the sheer inefficiency of the operation, recording that 'It is almost incredible the quantity of useless stores, lumber, old iron pots, tools etc etc which are here and at many other stations.'

Nevertheless Bishop Selwyn was able to see past the immediate mountains of dross at the Stone Store, recording a particularly

satisfactory day at the office in one diary entry:

'A delicious day in my library. Books all arranged around me. Such a sight is not to be seen in New Zealand so refreshing and inspiring. I now purpose to devote a day and a half every week to quiet reading.'

'With its thick stone walls, the Stone Store reminded Selwyn of Powis Castle in England where he had served as a chaplain,' says Liz.

'People can still enjoy the special ambience of the Bishop's ecclesiastical library on the second floor of the Stone Store. We also have interactive displays that tell the wider story of the Kerikeri mission, and the interactions between Pakeha and Maori that took place here.'

This History Corner column was contributed by Heritage New Zealand. Heritage New Zealand Pouhere Taonga is the leading national historic heritage agency. For more information on the Kerikeri Mission Station (which includes the Stone Store and Kemp House) along with other Heritage New Zealand properties in Northland visit: www.heritage.org.nz

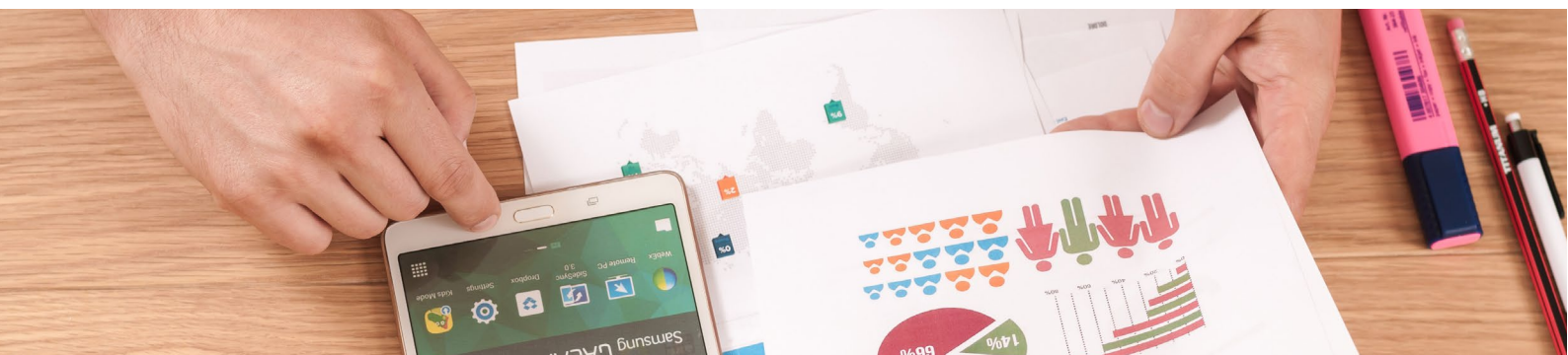


Nicole Thorburn; (@nicole_thorburn); is a library assistant and heritage geek at Thames-Coromandel District Libraries. She studied history at the University of Waikato, and worked in both museums and archives before moving into libraries.

PROF REG



THE COLUMN OF THE LIANZA PROFESSIONAL REGISTRATION BOARD



As I write this column, we're celebrating Te Wiki o te Reo Māori and counting down to the general elections. As a nation, our response to Te Wiki o te Reo Māori is not always great – you only need to read the online comments on news articles to see that. Hopefully, as library and information specialists we are considerably more open-minded and engaged.

BoK 11 is the main opportunity in your revalidation journal to tell the LIANZA Professional Registration Board what you have learned; implemented; or shared around awareness of indigenous knowledge paradigms which, in the New Zealand context, refers to Māori. Perhaps during Te Wiki o te Reo you made an extra effort to use te reo on a daily basis with customers. Maybe your workplace introduced whakatau or pōwhiri for all new staff and you'd like to reflect on what you've learned through that process. When you're writing your journal, ask yourself:

- What did I learn or practise in this area?
- What did I share with others in this area?
- How did this impact my work?
- What did I do as a result of this activity?

For some people, the general election is a time of reflection about what libraries mean; how we assist people to participate in the political process;

impacts of the digital divide; the effects on libraries of cost shifting and so on. With two referenda underway as well, there've been additional opportunities to share information with people and start conversations in a safe environment.

It might be that your library considered a display on euthanasia or cannabis, for instance, and then decided not to for some reason. Management might have been concerned about perceptions or possible complaints, or maybe you discovered your collection is strongly weighted in one direction. Again, this is a chance to reflect on what happened and what you learnt as a result. I know I've had some interesting conversations with staff recently about how we present information around transgender issues, especially for the teens.

If any of that resonates with you, consider how it fits with the BoKs and tell us what you did; shared; learned; or changed as a result. Remember your journal is as much about critical reflection on your daily practice as it is about attending training, conferences and so on. What we bring to our roles is shaped by a million small things, and as a board we like hearing about those small 'aha' moments.

As always, if you need some feedback or a bit of direction, email the LIANZA Office and Jess can put you in touch with one of the board – we're happy to provide some guidance.



Cath Sheard; Chair – LIANZA Professional Registration Board. Libraries & Cultural Services Manager, South Taranaki District Libraries. Leadership, kindness. Artist, wife, pet mum, lover, introvert.



I have undertaken this journey to keep myself up to date with developments in the GLAM sector. Journaling gives me time to reflect on my learning and keeps me on track with my goals. I 100% recommend that others undertake LIANZA Professional Registration, it's not hard and you will get a lot out of the process.

Shobna Hillman
National Library of New Zealand



I started seriously considering the LIANZA Professional Registration journey because I needed to, if I wanted to advance my career at Auckland Libraries. Attending the Registration Panel Q&A session at LIANZA Conference 2019 was a big help in the challenging process of writing up Bodies of Knowledge (BOK) – along with Philip Miles' work to provide a powerpoint presentation on the registration process. One thing I would highly recommend, especially to all the male librarians out there, is to carefully read and follow 'The Manual', which are the few sentences on **the LIANZA (BOK) web page**. It would have made the process so much easier if I had carefully read that before I started! I recommend registration to everyone because you will see a bigger picture of the 'Library World' and learn how you can fit into it!

John Mata'afa
Auckland Libraries



LIANZA PROFESSIONAL REGISTRATION

Congratulations to all LIANZA members who have recently gained or revalidated their LIANZA Professional Registration

HIKUWAI

Fred Ling
Alola Robertson
Sarah-Jane Rowland
Kirsten Allan
Fleur Coleman
John Mata'afa

IKAROA

Maria Brewerton
Fiona Harkness
Nicholas Keene

TE UPOKO O TE IKA A MAUI

Kirsty McNeill
Shobna Hillman

OTAGO SOUTHLAND

Louise Booth

TE RŌPŪ WHAKAHAU



TE WIKI O TE REO MĀORI AT TE KŌPUTU A TE WHANGA A TOI



During Te Wiki o te Reo Māori 2020, the programmes team at Whakatāne Libraries collaborated with the Eastern Bay of Plenty Coastguard, council colleagues and local schools from Te Mahoe and Te Orini for an event using te Reo Māori to learn a maritime communication – semaphore. Tino Rangatiratanga flags were set up for students to communicate te Reo words and phrases in semaphore signals.

Learning to communicate with flags was just one part of the morning's activity, which included shared reading with buddies; water safety instruction; a boat trip up the Whakatāne River; and a barbecue lunch. The Whakatāne Library team has been fostering an outreach relationship with district schools like Te Mahoe, through visits, reading buddies and reading programme initiatives. The library aims to provide positive learning role models, literacy support and leadership development for our tamariki.

To support the community to learn and use te Reo Māori every day, the programmes team also created a Hononga Kupu activity of matching pairs of words, phrases and Reo sign language to their English equivalent. In creating the activity, the team discovered the versatility of te Reo Sign Language comprising signs that are unique to Te Ao Māori as concepts like Mana and Whakapapa. These translate well into hand actions that can convey meaning through movement.

Mo te wiki o te Reo Māori 2020 i mahi ngātahi te kahui hōtaka o Te Kōputu i te taha o Te ope haumarua o Tangaroa ki te moana a Toi, Te tari kaunihera tatu noa ki Te Kura o Te Mahoe me Te Kura Kaupapa Māori o Te Ōrini ki Ngāti Awa. Ko te whainga he ako i ngā mahi hauata moana me te whakamahi hoki i te reo Māori.

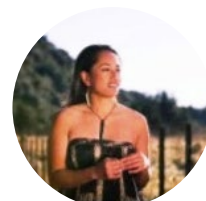
Koinei tētahi o ngā mahi i whakawatea mo tētahi o ngā rā i taua ata ko te panui tahi, ngā tohu hauata moana, te haerenga ma runga waka moana ki runga i te awa o Ōhinemataroa (Whakatāne) me te kai tahi te mahi. Kua roa matou o Te Kōputu e mahi tahi nei i te taha o ngā kura o te rohe, penei i Te Kura o Te Mahoe, ma roto i ngā kaupapa ako ki te panui i te wahanga o te raumati. Ko ētahi o a matou mahi he whakatairanga i te ako me te tautoko i ngā kaupapa whakawhanake i o tatau tamariki.

Ko tētahi o ngā mahi nui he hapai i te hāpori ki te ako i te reo Māori ia ra, ko te hononga kupu tetahi o ngā kaupapa i pikauhia e matou, kia orite ngā kupu, kia whakamahi hoki i te reo rotarota. Ko tetahi o ngā mea nui i kitea i roto i enei mahi he hononga kei roto i te reo rotarota ki ngā ahuatanga o Te Ao Māori me ngā tikanga penei i te Mana me te Whakapapa. Kei roto i ngā mahi a ringa.



Written by **Louise Anderson**;
Whakatāne Library & Exhibition
Centre, Te Kōputu a te whanga a Toi.

Translated into te reo by **Mere McLean**;
Whakatāne Library & Exhibition
Centre, Te Kōputu a te whanga a Toi.



FREEDOM OF INFO

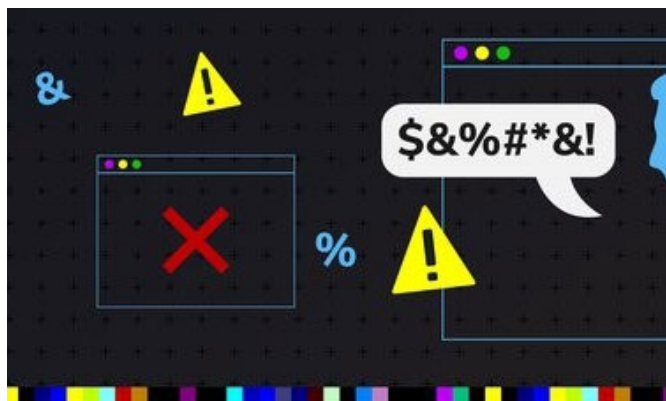


FREEDOM OF ACCESS TO INFORMATION & FREEDOM OF EXPRESSION

When you think of freedom of information, what springs to mind? Book burning? Fake news? Privacy?

Check out these reads:

- **Burning the Books:** the Head of the Bodleian Library in Oxford, Richard Ovenden, [explores the history of attacks on libraries and archives](#).
- **Misinformation** – This is a great resource for librarians and our users: Mozilla has introduced **Misinfo Monday**, a weekly update series that offers tips and advice on dealing with online misinformation.



SAVE THE DATE - GLOBAL MEDIA & INFORMATION LITERACY WEEK 2020

IFLA is partnering with UNESCO on Global Media & Information Literacy Week 2020. This year it will be celebrated through interactive, virtual events hosted by the Republic of Korea. Save the date: October 24–31, 2020. [Click here](#) for the programme or design your own activities for your users.

COVID-19 AND PRIVACY

IFLA is hosting [Track and Trace: COVID-19 and Library Privacy Webinar](#) on September 30, 2020.

The world is rapidly digitising in response to the COVID-19 pandemic and in preparation for the 'new normal'. Many people work from home using commercial online tools and platforms, schools and

universities employ distance learning solutions, libraries have increased their remote services, and contact tracing and exposure notification technologies are being developed and launched. The data privacy implications of these issues are multiple and complex.

- **Library privacy protections in the new normal.** Library services needed to adapt during the pandemic – from online programming during lockdown to footfall counters and temperature checks as they have re-opened, and beyond. What are the key privacy considerations, and how should libraries adapt their practices to protect users' privacy and confidentiality?
- **Finding the balance.** Libraries clearly should do all they can to protect the health of users and staff alike. Yet, how to find the balance when these steps have implications on privacy? What can libraries do to address the tensions between contact tracing, screening, and confidentiality?
- **Helping users protect themselves** – building trust in the online world. Rapid digitisation has exacerbated existing digital divides, brought about an increase in cybercrime and placed heavier demands on people who are less comfortable with their digital skills. What digital skills and competencies do communities need to ensure equitable and safe access to online information in the new normal? And how can libraries – longstanding providers of equitable learning opportunities – help communities develop these skills?

Keep safe, keep personal information safe, keep our freedoms safe. Noho ora mai.

Louise LaHatte, Stephanie Colling & Rob Cruikshank

LIANZA Standing Committee on Freedom of Information.

PASIFIKIA



LATEST NEWS FROM LIANZA PIMN



Talofa, kia ora and warm greetings from PIMN! As we navigate these unprecedented times, our hope and our prayer is that you and your kainga/family stay well and keep safe during these uncertain times.

We held our Annual General Meeting on August 18 via Zoom, as Auckland was still under Covid-19 level 2.5 restrictions. There was a great turnout with talanoa on the work and achievements of PIMN as a collective, also highlighting and celebrating PIMN members' new work roles.

Richy Misilei's Convenor report thanked everyone and acknowledged all the work achieved, especially PIMN leadership for the 2019 LIANZA Conference. With special acknowledgement to Judy McFall-McCaffery for her leadership and support. The experience, learning, sharing and relationships gained within that period leading into the conference; the conference itself; and post-conference was a definite highlight and

our members are extremely appreciative of the convenorship role. We acknowledged PIMN members gaining new roles within Auckland Libraries, Libraries Lead and Coach roles, Richard Misilei (Māngere-Ōtāhuhu, Ōtara-Papatoetoe), Trina Roycroft (Devonport-Takapuna and Kaipātiki Local Boards) and Elenoa Mo'a Sili-Mati, Acting Manager Partnerships and Innovation. It is very encouraging to see Pasifika in these senior spaces of leadership in the profession. We also acknowledge with warm congratulations Peter Murgatroyd on his LIANZA Associateship, and are proud of him as a PIMN kainga.

Richy Misilei stepped down from the role of Convenor. John Mata'afa and 'Asilika 'Aholelei stepped down from the Secretary and Treasurer roles respectively. As the 2020 PIMN Convenor, I sincerely thank Richy and John for their service during their time of leadership and guidance, especially when I jumped on board to help with Conference

2019 work with very little experience. I am truly grateful for the learning and laughs and continued collaborations. Malo `aupito Richy and John, and for your ongoing support.

The new 2020 PIMN Komiti are: 'Asilika 'Aholelei (Otahuhu College), Convenor; Sana Saleem (Unitec), Secretary; and Eirenei Taua'i (Massey Uni), Treasurer.

We look forward to meeting and continuing to work together – sharing, promoting and implementing PIMN goals; supporting and enhancing the improvement of Pasifika in the profession; and sharing information, ideas and lived experiences with LIANZA kainga, for the further development of our profession and our communities.

Malo `aupito. Ngā mihi nui
'Asilika 'Aholelei

MANAGING DIGITAL

MANAGING DIGITAL AND DIGITISED RESOURCES



Libraries are increasingly responsible for preservation, digitisation and sustainable management of information of all kinds and formats. They are also now working to preserve and digitise business information, heritage collections and other material. The aim is to ensure good practice, compliance and continued accessibility by users within ethical cultural and privacy frameworks. These aspects raise many challenges and opportunities for making valuable resources and collections organised and accessible in trustworthy and accountable ways.

If you are interested in discovering good practice ways to manage information,

the Bachelor of Library and Information Studies (BLIS), offered online at Open Polytechnic, caters to information-related needs across the three information professions: libraries, archives and records.

Elective courses in the degree cover more specific industry practices that include preservation, digitisation and the sustainable management of digital information. These are LIS612 Preservation and Digitisation, LIS609 Digital Asset Management, LIS608 Principles of Information Management and LIS610 Archives Management. These courses recognise that all libraries have digital information assets of some kind that need to

be actively managed, whether or not these are separate from core collections.

LIS612 Preservation and Digitisation examines the ongoing challenges around preservation of different information formats, taking standards, the business context, legislation, cultural knowledge, and ethical requirements into consideration. It provides content that helps practitioners ensure the longevity and accessibility of valuable information, minimising potential damage or risk. This can be done by preserving non-digital resources as well as creating digital images of fragile physical items.

Open Polytechnic

KURATINI TUWHERA

LIS609 Digital Asset Management addresses digital assets in the broadest sense, considering the organisational environment and its impacting standards, context and cultures on digital objects of value. It covers sustainable principles and practices around the acquisition, description, discovery and retrieval of digital assets. These include significant or heritage collections (e.g. digitised photographs), teaching resources, organisational records, reports, intellectual property (e.g. logos, branding design and presentations) and the systems and software that manage them.

LIS608 Principles of Information Management gives guidance on how to manage business-related information in organisations such as libraries so that this information is accessible, well-governed, secure and compliant from business and legal points of view. It provides an overview of the key principles around information management as well as foundational definitions, impacting factors, strategies and standards that can affect and facilitate the creation, capture, use, management and disposal of information.

LIS610 Archives Management focuses on fundamental theory and practice around archives and their care. It helps information professionals from all backgrounds gain understanding of the value of archives and associated good practice, and establish how to manage the different forms of archives and other heritage materials they are responsible for.

Principles of Information Management and Archives Management can also be done as individual certificates of proficiency (OP7304). All elective courses are also available in the Level 6 specialist diploma – the *New Zealand Diploma in Records and Information Management*.

You can find further information about the library and information studies programmes at Open Polytechnic at: <http://bit.ly/2xdZDK3>



WE ARE LIANZA

WE ARE LIANZA



PHILIP VAN ZIJL

In this column we talk to members from all walks of life and stages of their careers to see who and what makes up LIANZA.

KIA ORA PHILIP AND THANK YOU FOR TALKING TO LIBRARY LIFE.

YOU'VE BEEN A LIANZA MEMBER SINCE 1997. YOU RECEIVED A LIANZA ASSOCIATESHIP (13 YEARS AGO) AND NOW A LIANZA FELLOWSHIP. YOU MUST HAVE SEEN A LOT OF CHANGES TAKE PLACE OVER THE YEARS, DOES ANYTHING IN PARTICULAR STICK IN YOUR MEMORY?

Computerisation, in the early eighties and of course the internet in the mid-nineties. Can we imagine our lives without these now?

YOU'VE HAD AN INCREDIBLE CAREER IN SEVERAL PUBLIC AND TERTIARY LIBRARY ROLES INCLUDING THOSE AT TOI OHOMAI INSTITUTE OF TECHNOLOGY, AND AT PUBLIC LIBRARIES IN TAUPO, TAURANGA AND WAITAKI. YOUR CAREER IN LIBRARIES HAS BEEN IN BOTH SOUTH AFRICA AND NEW ZEALAND. YOU'VE WORKED ON PLANNING AND REDESIGNING OF BUILDINGS, TECHNOLOGICAL ADVANCES AND RAISING THE PROFILES OF THE LIBRARIES, THE STAFF AND VARIOUS GROUPS WITHIN THE COMMUNITIES YOU SERVED. CAN YOU SHARE WITH OUR READERS WHAT YOUR PERSONAL CAREER HIGHLIGHTS HAVE BEEN?

There are two highlights:

Firstly, the restructuring and rebuilding of library services in post-apartheid South Africa. Representing the ANC's Education desk, I was part of a national delegation to plan for future education structures. As the sole librarian present, I challenged the delegates that library services deserved their own planning commission. I believed that libraries should be the foundation of support to achieve an equal footing with the rest of the education sectors. Consequently, libraries were

funded and were constituted as a separate unit in the planning process for education in the post-apartheid National Policy Investigation.

The second highlight would be, with my impending retirement, my pride in the team that I leave behind at Ōamaru Public Library. They are the best and most innovative team that I have worked with, initiating new ways of working and embracing constant change over the years. The customer service focus has created a lively and harmonious environment in which a wide cross-section of ethnically and demographically diverse community are encouraged to make the library their own 'third place.' It is a joy to come to work. My leadership style is based on the African philosophy of Ubuntu: 'You are who you are because of all those people that stand beside you, stood behind you and the ancestors that came before.' I believe that you need to trust the process and not let your ego get in the way. You need to know your own strengths and failings. Consequently, you will be trusted, change will more readily be accepted and library staff are enabled to lead from any position 'He aroha whakatō, he aroha puta mai' If you give kindness, you will receive kindness.



Philip van Zijl at the Oamaru Library, the subject of a blog recently posted on a European website. Image Credit: Daniel Birchfield

WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES FOR LIBRARIES IN THE 21ST CENTURY?

To quote Alvin Toffler's *Future Shock* from 1970: 'The Illiterate of today is not those that cannot read or write, but those who cannot learn, unlearn and relearn.' This still rings true after 50 years, particularly in this period of misinformation, fake news and social media influence. In competition with these, librarians will have to work harder to become trustworthy information navigators, directing people through relevant and hugely diverse resources. They will have to be connected with their communities, understand their needs and have in-depth knowledge of how people learn and can best access what they need.

Why do you think it is important to have a national professional membership organisation such as LIANZA? What would you like to see LIANZA do more of?

LIANZA, working with the National Library of New Zealand, Public Libraries NZ of New Zealand and International Federation of Library Organisations (IFLA) will be a powerful lobby

group to influence decision-makers locally, nationally and internationally. One good example is the post-COVID-19 NZ Libraries Partnership Programme. This wasn't just good fortune.

THANKS SO MUCH FOR TAKING THE TIME TO TALK WITH US.

More about Philip:

Philip van Zijl started his professional career as a high school teacher-librarian in Cape Town, South Africa in 1975. His next job was Campus Librarian at the University of Bophuthatswana (one of the so-called 'independent' apartheid states) in 1982, Philip was the , before taking up a position of manager of the resource centre at a polytechnic, just outside Durban, South Africa, from 1986 until 1994. He then started a restaurant, specialising in traditional South African food in Durban, before coming to NZ as a tourist in 1996.

He saw a job advertisement in a fish n' chips wrapper, successfully applied for the library manager's position at the then Waiariki Polytechnic (Toi Ohomai Institute of Technology) in Rotorua, starting in January 1997. Philip was the manager at the Bill Robertson Library

(serving the Dunedin College of Education and the Otago Polytechnic) in Dunedin from April 2003 to the middle of January 2007, when there was a merger between the University of Otago and the Dunedin College of Education.

His next position was District Library Manager at Taupō. Philip then accepted a position in Tauranga, where he was responsible for the collections, reference as well as the children and teen's teams, working under Jill Best, in August 2008. Philip started his present position as manager of Waitaki District Libraries in Ōamaru, in February 2011.

In South Africa, Philip was actively involved in anti-apartheid structures and served on several organisations and structures in the period before and after the fall of apartheid.

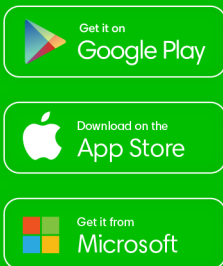
In New Zealand, Philip has continued his pursuit for equity of provision and access for tangata whenua and Pasifika people, through active affirmative action recruitment practices. Philip was awarded a LIANZA Associateship in 2007. He has served on the LIANZA Bay of Plenty and Otago/Southland committees and was the regional councillor for Bay of Plenty in 2010/11.

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