

# LIBRARY *Life*

## Mangere Bridge Library



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#### COVER IMAGE

Click and collect at Mangere Bridge Library  
(Auckland Libraries)

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#### EDITORIAL STATEMENT

*Library Life* is the digital magazine of New Zealand's Library and Information Association Te Rau Herenga o Aotearoa. Providing a voice for the views and news on issues relating to the GLAMIR sector. You may use material found in this publication in accordance with the Creative Commons Attribution 4.0 CC BY licence for any purpose if the original creator is acknowledged.

FROM THE

# editor.

## NĀ TE KAITĀTARI



ANGELA CAIRNCROSS

**Ngā mihi e te tou hau –  
happy new year**

Our thoughts go to Tonga as they recover from the devastation of the recent volcano eruption. We will keep in contact with the Kolovai Community Library in Tongatapu to find out how we can support them in their recovery efforts.

Here in New Zealand, we are holding our breath to see where Omicron will take us. We have been living with the consequences of the COVID pandemic for the last two years which has created much change in our lives, in the way we work and provide our services. But as IFLA secretary general Gerald Leitner recently commented “While it can hardly be called a positive, the pandemic

has at least made it clearer than ever that health is, to a major extent, an information issue.” This information role is shown clearly for several of the libraries and information services profiled in our feature article on libraries responding to the COVID pandemic. The article describes how libraries have responded to lockdowns, the need for sound information, and the way library and information services have retained engagement and accessibility with their communities.

The Wellington Archives building is over 50 years old and is at the end of its functional life. The building is full, has had leaks and requires significant upgrades, including seismic strengthening. Hot off the press in *Library Life* is the announcement of the plans for the new Archive building.

We look at who is on the Library and Information Advisory Commission (LIAC) and what their role is. And we provide information on the

joint LIANZA and SLANZA Tertiary Grants funding.

I had a great time visiting our featured library, Victoria University Law Library, drinking tea from china cups and exploring the beautiful colonial building it’s housed in. We meet my friend and chief librarian at the Ministry of Education, Flora Wallace and learn about her career. And we meet the first Bachelor of Library and Information Studies degree graduates from the Open Polytechnic. There’s so much more here to share with you, so happy reading.

**Submissions for the next edition of *Library Life* close on March 14 so let me know if you’re interested in featuring your library, have something to share, or would like to be part of a regular column. We are keen to feature more news and articles from tertiary, special, law and health libraries and library professionals so get in touch [angela@lianza.org.nz](mailto:angela@lianza.org.nz).**

# FROM THE PRESIDENT

## NĀ TE TUMUAKI



**ERICA RANKIN**  
LIANZA President

### Kōrero o te Tumuaki, Te Rau Herenga o Aotearoa

Kia ora koutou katoa,

Happy New Year everyone and welcome to the first issue of *Library Life* for 2022! I hope as many of you as possible were able to take a much-needed break over the holidays, whether somewhere exotic or in the comfort of your own home. I know that by the end of 2021 we were all in need of some rest and relaxation, some time to connect with friends and whānau, time to reflect over the year, and time to plan or just to be. It was great weather for the most part across the motu. I certainly took every opportunity I could to walk on the beach with Florence the golden retriever, to swim, to read and to eat al fresco with family. There may also have been the odd summer holiday mojito consumed on my part!

Looking forward, there are some exciting things on the horizon this year for libraries and, as we know, there are also some

challenges. It's great to see the progress being made on the LIANZA – SLANZA Tertiary Grants project, an NZLPP funded initiative which aims to attract people working in the library and information sector to achieve tertiary qualifications, upskilling the library workforce and positioning the sector well for the future. You can read more about this project in this issue. I urge you to consider making an application and taking advantage of this excellent opportunity to embark on a LIS qualification.

I am very much looking forward to attending, with LIANZA Council, the first annual hui with members from LIANZA regional, special interest and standing committees, being held virtually later in February. This really is significant as it reflects one of the recommendations of the recent LIANZA Strategic Governance Review. It will bring together this wider group to get to know each other better and to gain an improved understanding of the diverse work done by groups and individuals across the sector in support of LIANZA and our profession. A key outcome is to develop and identify areas of common ground and shared focus to inform LIANZA's strategy.

This work will also contribute to the upcoming GLAMIR hui which LIANZA have invited a wider group of associations and organisations to come together to kōrero and share, identify commonalities, challenges and

opportunities for support and collaboration. It's heartening to have these positive initiatives to look forward to and a sense of future possibilities for the sector. After a couple of postponements, I was looking forward to attending this hui in person, and we are working to make this possible.

I know that you will all be preparing for the latest challenge with Omicron on our doorsteps. It's been great to see the continued sharing of information and experiences between individuals and organisations. In my role at Christchurch City Libraries, it feels as though I have been up to my ears in Omicron planning since my return from leave. We are currently completing a review of our Business Continuity Plan through the lens of Omicron, with a high level of absenteeism and the need to be responsive to a rapidly changing situation across our network of libraries, the city, and the country. Keep sharing, supporting, learning and being creative. We are all in this together and we are up to the challenge.

Ngā mihi

**Erica Rankin**  
LIANZA President

# NZMS



For over 30 years NZMS has been at the heart of cultural heritage and preservation in New Zealand, empowering organisations to protect and preserve diverse collections. We are proud of our close partnership with libraries nationwide, and look forward to continuing our work together.

*Andy Kenton*

0800 NZMS 1990

[www.micrographics.co.nz](http://www.micrographics.co.nz) | [info@micrographics.co.nz](mailto:info@micrographics.co.nz)



Detail from the Lübeck Bible 1494. Courtesy the Macmillan Brown Library collection, University of Canterbury.



# LIBRARIES AND INFORMATION SERVICES RESPOND TO COVID

**A RECENT KŌRERO AT THE LIANZA 2021 CONFERENCE HIGHLIGHTED THE EXPERIENCE OF LIBRARIES DURING THE 2020 AND 2021 COVID LOCKDOWNS**



*Backlog at the Auckland Libraries distribution centre, on re-opening. Image credit: Auckland Libraries*

**Libraries and information services, like many other community and professional services, have been affected by the requirements of a pandemic environment. They have provided valuable information to help services better respond to the crisis. There have been requirements not to open facilities, to aid people obtain vaccination passes, and to monitor the vaccination passes of people entering facilities.**

We've all been required to become more digitally responsive, and libraries have grasped this need by finding new ways to reach their communities. They have had an important role during this time of uncertainty – creating a sense

of assurance and continuity and combatting misinformation.

Libraries and information services play an important role in connecting communities together – people come to libraries to be with others. And achieving this has been a challenge for libraries during lockdowns as it requires digital connectivity. But not all customers are online, and many come to the library to gain this digital access, suggesting a place for the sector to support the campaigns seeking to gain universal digital access across Aotearoa New Zealand.

While we see a gap in access to digital resources, the statistics show us that there's a large proportion of the country that

are online and making use of the digital resources libraries and information services provide. Public Library NZ statistics for 2020-2021<sup>1</sup> showed that there were nearly 14 million e-Resources taken out in public libraries alone last year. Furthermore, this is a 33.3% increase on the previous 2019-2020 year. Internet access in public libraries showed a big drop between these years, though not surprising given the closures everyone faced. Though the number of public computers available increased by 51.5% bringing the number to 2,575.

In this article we look at some of the responses and impacts of some public, health and special libraries during the most recent COVID lockdowns.



Image credit: Stuff.co.nz Jan 12, 2021<sup>ii</sup>



Click and collect at Mangere Bridge Library. Image credit: Auckland Libraries

## TO VAC PASS OR NOT VAC PASS

There was a flurry in early December 2021 as many public libraries helped people obtain their vaccination passes to gain access to restaurants, facilities, and community services. There was an overwhelming demand for this support from mostly older customers, with most libraries helping and some even laminating passes.

We don't know how many libraries are requiring vaccination passes for entry into their services. However, a poll of libraries attending a LIANZA webinar in December, showed that of the 85 libraries recorded: 41% were requiring a pass, 45% were not and 14% were unsure. A number were still considering their situation and some, such as health and school libraries, did not require them because of their client status. As the vaccination rate passed 93% nationally, and the threat of the fast-moving Omicron variant, sentiment from communities has swayed many libraries to require vaccination passes.

Yet requiring vaccination passes has been a difficult position for many librarians because it breaches the principle of equal access for all. This access issue is a strong prompt for

diversifying service delivery to keep access ways open.

In some libraries vaccination

Yet requiring vaccination passes has been a difficult position for many librarians because it breaches the principle of equal access for all. This access issue is a strong prompt for diversifying service delivery to keep access ways open.

pass requirements have put library staff in a difficult position. Protestors outside the Takaka Library in the Tasman District Council offices wrote slogans on the footpath and spat on the windows. Staff retreated into a back room for safety after protestors entered the building. A similar situation occurred in Featherston, in the Wairarapa, on 20 January.

## THE PRACTICE OF BOOK QUARANTINING

During the first lockdown in 2020 most libraries were quarantining returned books as it was unclear if COVID was spread by contact with surfaces such as books. However, come the second lockdown in August 2021 reports from overseas were that very few, if any, libraries were now quarantining returned

books. The focus had moved on to keeping people safe – hand washing, mask wearing, social distancing.

Libraries Connected in the United Kingdom in consultation with Public Health England, and in line with guidance published by the government, issued Public Library Service operational guidance in mid-July, 2021. This guidance included the information that there is

no longer any requirement to quarantine returned books and library resources, or to wipe down their surfaces.

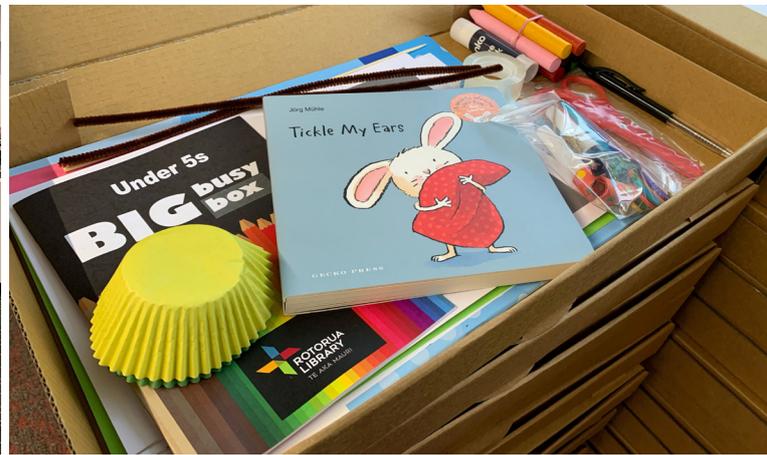
New Zealand libraries soon followed suit.<sup>iii</sup>

## AUCKLAND LIBRARIES EXPERIENCE

Auckland Libraries have 56 community libraries and recently completed a restructure within the Customer and Community Services directorate to combine libraries, arts and culture services, community centres and events (council, community and partner-run). They were combined into one very large Connected Communities department and 2021 lockdown had its challenges.



Mt Roskill Library – open again. Image credit: Auckland Libraries



The big busy box for under 5s. Image credit Te Aka Mauri Rotorua Library

“2020 definitely prepared us for the 2021 experience. We didn’t have the same sense of not knowing what we were up for. However, we didn’t expect that on August 17 we wouldn’t be coming back into libraries and other community facilities for three months – it wasn’t the short and sharp lockdown we thought it might be,” says Catherine Leonard, Head of Library and Learning Services at Auckland Council.

“What was different this time was that while we had the framework from the government for the whole country, Auckland was a bit different. For example, when the additional steps were introduced into Level 3, Council had to determine and agree what they meant for all our services. For libraries, could we do click and collect, what other risk assessments and controls were required, what did the physical distancing really mean in terms of space for staff and then for customers, how could we offer an equitable service across a very large region when we had staffing pressure points and very different customer needs? Comparisons with what other services in other parts of the county were doing, weren’t always useful.”

Catherine says they were very conscious of communicating

services clearly for customers while still working the processes out. The council policy on vaccination passes was another deliberation.

“There wasn’t a detailed rule book for all situations or all categories of service. Council had to consult and then decide what was best for staff and for customers. The consistent message has been that the health and safety of our staff and of our communities was the priority. Thinking about our communications was of utmost importance, both for staff and for customers. We learnt that sharing as much as we knew with staff, even if we didn’t have all the answers, was reassuring for everyone. For customers, we decided on some principles: keeping it simple, being sure that what we offered was clear and could be consistently delivered. Being a new department, we had to think about how this applied across all our facilities, services, events, and programmes. We had a lot of people to communicate with but also a lot of support from the council communications team.”

“We know our customers missed access to physical books during the lockdown and we were all very happy when we were able to offer a click and collect service. But that access alone

doesn’t provide the community and social connection – the regular visit, the conversations, participation in events and programmes, and the other in-person experiences people enjoy in our libraries. Our staff and our customers became increasingly aware of what we weren’t able to do and missed it.”

A broad range of digital services was consistently available. We knew to expect an immediate and ongoing increase in demand for eBooks and digital resources, based on the 2020 experience. In 2020 Auckland Council Libraries was one of only two library systems in the southern hemisphere to lend over two million eBooks. In 2021 over 3.5 million eBooks were borrowed.

“We hit the three millionth check-out on our Overdrive platform during the 2021 lockdown – over one million e-checkouts during the lockdown period alone. We were watching demand all the time and saw early in the 2021 lockdown that children’s material was particularly popular,” said Catherine. “Check-outs increased by over 100%. We’re assuming parents were keen to use our resources to help children stay entertained and engaged with reading. Lockdown also included a school holiday period this time round

so sources of entertainment were probably very important for parents. We also saw that weekends were the busiest time for check outs – both these trends were different from the lockdown in 2020.”

As well as eBook and audiobook platforms, Auckland Council Libraries provides LinkedIn Learning, Press Reader, Ancestry.com, many databases and e-journals, Beamafilm, its own podcast service and YouTube channel. “We kept reminding Aucklanders about the range of online resources via our communications channels. With an easy online membership process, Aucklanders can join and access resources immediately.”

Catherine says that as the lockdown went on, they became aware of the increasing need for access to specialised and research materials by students, academics, authors, and researchers. The library set up a direct phone line to the research team to connect customers with staff expertise and to provide access to physical material when staff could go into libraries. Initially, this meant phone or online sessions, then providing materials for collection at the door. Children and Youth Services librarians also provided virtual storytimes. “This was something staff had a lot of practice in doing in the 2020 lockdowns. They typically used the community library’s Facebook channel for posting these events as well as communicating local news and updates to their local communities.”

On introducing the requirement for customers to have vaccine passes to enter facilities, Catherine says there was

some anxiety from staff initially related to managing difficult or aggressive customer reactions and behaviour. “The reality has been in line with what the whole country has seen – a small but vocal minority who disagree with the vaccine pass requirement and may behave in confrontational and offensive ways. This is hard, but I think staff are doing a great job in managing and generally coping well. Council has been providing resilience training and launched a “No excuse for abuse” campaign in 2021, making it really clear that staff do not have to take abusive behaviour.”

Thinking about what we are heading into with Omicron, Catherine feels we need to be adaptive and bring a mindset to our work that continually

To be as inclusive as they could, Whangārei District Libraries kept their branch and mobile libraries vaccine pass free and set up a click and collect service for people who could not come into the Central Library.

challenges what and how we “dial-up or dial-down” services depending on circumstances.

“We need to adjust quickly and think about a sophisticated combination of offerings that’s not solely dependent on being either open or closed. Our customers are reflecting expectations they see based on a whole variety of different sorts of services and adjustments from other businesses. We still have some work to do here on how we make the most of the great talent and examples of locally created content (56 community libraries means 56 Facebook pages) on our regional platforms, and vice

versa. We also need to think about great online experiences alongside making it attractive to customers to come back into the library when the doors are open, and programmes and events are on offer. Of course, with each COVID variant, there’s something new and unpredictable to think about so we’re planning now for what significant staff shortages will mean for our service offer.”

## WHANGAREI DISTRICT LIBRARIES

Glenn Davidson, Outreach Services Team Leader at Whangārei District Libraries, says “Vaccine passes are a difficult part of this recent COVID period. We’ve trained our whole working lives to be welcoming to everybody in libraries and it’s hard to get used to not doing that.”

To be as inclusive as they could, Whangareei District Libraries kept their branch and mobile libraries vaccine pass free and set up a click and collect service for people who could not come into the Central Library.

Because the Central Library is a multi-purpose building vaccine passes are required.

“The 2020 COVID period has almost blurred into 2021. We were more prepared the second time around though it still wasn’t easy. But the transitions were.”

When COVID cases started appearing in the Northland area the library went mad. “So many people were coming in the few days before lockdown. I’ve never seen it so busy.”

“We did have an increase in eResource use and continued our Preschool Funtimes online.

We heavily promoted the availability of our 24/7 library service and digital resources. Even my 70-year-old dad learned how to download an eBook."

While there were many people engaging with the Preschool Funtimes in 2020, the audience dropped off in 2021. "There was a lot of chopping and changing of in-person versus virtual events, and we set up scheduled Facebook live events. We had our main followers but not in the numbers of 2020."

## ROTORUA LIBRARY TE AKA MAURI - INNOVATION AND EXPANSION

2021 brought positivity to the team at Te Aka Mauri, having emerged from the COVID lockdowns of 2020. New services were launched including Whakapuāwai, an employment literacy programme delivered by the new Community Learning Co-ordinator role funded by the NZLPP. People visited Te Aka Mauri for support and staff visited marae and community centres assisting with CVs and cover letters. Programmes for children were back in full force and community groups made use of the many spaces on offer.

"COVID returned with another curve ball called Delta and once again we closed our doors and returned to working from home. On reopening there was still uncertainty about when we could host events, so we put on our thinking caps to come up with alternative ways of delivering special programmes. Poems that would normally scroll across our screens instead became a free eBook reaching an even wider audience. The launch of our 6th edition of

local history stories became a pre-recorded video with contributors reading their stories to an audience three times the capacity of our event space," says Joanne Dillon Marketing, Communications and Events Lead.

He Kete Rau Mahara - Local Heritage Week went ahead in November 2021 as a virtual programme which was highly successful. These and story times made use of the YouTube platform and Facebook to engage with the local community and wider New Zealand. Popular **YouTube videos** during the week have been: Waiata mai, Living Book with Reverend. Tom Poata, Daughters of the Land Nga Uri Wahine a Hinehuone, and local stories such as Hoha te Taniwha.

"COVID has provided many challenges to the team at Te Aka Mauri but also plenty of opportunities to come up with innovative ways of delivering the resources and services our community loves and depends on."

"When we couldn't hold school holiday programmes, the Youth and Early Learning Team developed a series of holiday programmes in a bag for families to take home. These Busy Bags contained instructions and stationery needed to enjoy a range of crafts. Children made friendship bracelets, puppets and brightly coloured flexangles. From this idea came the Bigger Busy Bag which were put together to be delivered to children living in emergency housing, thanks to funding from Friends of the Library. They included more fun craft projects but also glue sticks, coloured pencils, and children's scissors – items that weren't always

at hand in motel rooms. Most recently we have assembled Big Busy Boxes which are being distributed by health outreach services to children who are having to isolate due to contact with COVID. We just had a request for 76 Big Busy Boxes for children isolating for 10 days in one motel complex. Each activity in the Big Busy Box is not only fun but also creates opportunities for language growth and learning."

## PARLIAMENTARY LIBRARY SERVICES TE RATONGA WHARE PĀREMATA

Parliamentary Service Te Ratonga Whare Pāremata were involved with accessing information and research from overseas to tackle misinformation and keep members of Parliament (MPs) up to date with COVID research. It became an important part of their library service work and included the provision of research on COVID timelines, legal changes and definitions, support for the cross-party Epidemic Response Committee, and providing details of COVID resources available for MPs and their electorate and community office staff.

The Manager of Collections and Information, Brent McIntyre, said the number of COVID related questions coming to the library staff proved how critical the role is.

"Boy, did 2020 change how research and education services are provided at Parliament."

"We found that once lockdown occurred there was a growing need for media reports on the



New Zealand Parliamentary Library Building. Image source [wikipedia.org/wiki/NewZealand\\_Parliamentary\\_Library](https://www.wikipedia.org/wiki/NewZealand_Parliamentary_Library)



The Counties Manukau Health Library

pandemic and we had to support this need."

"We had to track the spread and find out what other countries were doing to inform MPs and address the misinformation that was happening. Just like the MPs, the public had lots of questions and they came to Parliament to get answers."

Luck played a big part for the team before lockdown as laptops were provided pre-pandemic. Most staff had internet connections at home, though some had to be supported with monitors and other devices.

Working alongside the library, the Parliamentary Service Education team also pivoted quickly and set up a series of webinars on how Parliament and submission processes would work remotely. Teaching resources on democracy during a pandemic got great feedback from students and teachers.

"None of these things would have been done had the pandemic not hit us. It propelled us into an innovative space that I'm ultimately glad of," says the Education Lead Ben Logan-Milne.

The experience of working through a pandemic also helped during a recent restructure of

the library and research team especially around remote working and support for select committees, while for Education it meant more online delivery of educational experiences to encourage engagement with Parliament.

Manaakitanga of staff was crucial across both teams. People were juggling different commitments and supporting staff mental health was important. Teams found ways to connect and add variety to the workday through activities such as daily staff quizzes and check-ins.

The pandemic brought with it many challenges, which took new ways of working and thinking to deal with. Though both teams had to make some big changes to the way they functioned, ultimately, increasing access to services online was a positive step forward.

## AT THE COALFACE: THE ROLE OF COUNTIES MANUKAU HEALTH LIBRARY

During the first days of the pandemic, Counties Manukau Health Library decided to close their physical library early and offer a purely virtual library

service.

"In many ways we had anticipated this shift long before it became a matter of necessity. Our large collections of journals and clinical texts were digital. Our systems for access and management of our collections are cloud based. We have had in place for several years digital communication channels for both the request and delivery of services such as literature searching, evidence synthesis and interloan. We have long ago enabled remote access to collections, resources, and services to all our staff and to our partners in primary and community care," says Peter Murgatroyd, Library and Knowledge Services Manager and Convenor of the LIANZA Health SIG.

"The demand for our services during the COVID-19 pandemic was higher than ever. Responding with urgency to literature search requests from across the organisation cast a spotlight on the expertise and dedication of our library team."

During the pandemic the team provided staff with twice-weekly COVID-19 evidence updates that included the latest research and clinical guidance from a broad range of sources. Members of the library team were embedded

in projects and initiatives to roll out new service responses and to create frameworks for monitoring and evaluating the impact of new initiatives.

The application of technology to work both remotely and collaborate across multiple teams and initiatives proved to be highly effective and set the way of the future.

"I believe that in times such as these we must throw off the shackles of the past and embrace the opportunities to reimagine the value we can add and the contribution we can make to our organisations and communities. In the face of massive disruption and uncertainty the role of librarians as highly skilled and trusted knowledge navigators has never been more relevant or valued."

"In the ensuing two years, as we entered and exited various alert levels, light settings and lockdowns, the demands on our library service to provide research and support for our response to the COVID pandemic has continued unabated. We continue to curate and disseminate the latest evidence and respond to urgent requests for literature to guide our response and planning. In such a dynamic and fast changing information landscape, our library team remain an essential service."

## INFORMATION SERVICES - DEPARTMENT OF CORRECTIONS ARA POUTAMA AOTEAROA

A new service was provided to Department of Corrections staff during the COVID 19 lockdown between March and

May 2020. An incident team was implemented to coordinate the Department's response to the pandemic. It needed to protect those on custodial and community sentences and their whanau as well as 10,000 staff nationwide.

The team needed a regular current awareness service to supply vital information about hygiene, PPE, managing visits and other critical information to assist with managing a novel disease outbreak. Information was sourced from the World Prison Brief, an online database providing free access to

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information on prison systems around the world. The format designed aimed to be read easily with links to information from each jurisdiction. Information was used by the policy team who were tasked with providing advice to the incident team.

Jennifer Klarwill, Principal Adviser Information Services at the Department of Corrections says that this work was valuable to the policy team who were the principal advisors to the incident team during the early days of NZ's epidemic response when information demand outstripped supply. "They used this information as background research for informing their key

decision-makers. It saved them a lot of time by not having to do the literature searches," she says.

## VIRTUAL STORYTIMES

Many public libraries over the country engaged with their communities by offering virtual storytime sessions. Virtual story times were made possible by a **unique agreement between publishers, authors and libraries** coordinated by the Coalition for Books. LIANZA approached the Publishers Association of NZ (PANZ) and Copyright Licensing NZ (CLNZ)

the week prior to libraries being closed for Level 4 in 2020. The aim was to enable New Zealand public libraries to provide virtual story times during the pandemic, while ensuring New Zealand's copyright laws were not breached. This was achieved two days before the lockdown.

There were over 400 public library virtual storytime's registered in 2020 and 100's registered for sessions in 2021.

Waimakariri Libraries serves communities in Rangiora, Kaiapoi and Oxford across the rural plains of North Canterbury. Paula Eskett, District Libraries Manager says the libraries started recording virtual storytimes almost immediately during the first lockdown of 2020. Virtual Babytimes Preschool Storytimes and Toddler Times sessions were very popular with 11,900 engagements for the preschool first session alone.

Another popular resource was the Samoan language lessons with Beth and Silika Tavui and their dog Joey, who got 1,300 views on Facebook.



## Upper Hutt & Covid-19 archives project

Image credit: Upper Hutt City Council

Virtual Storytimes have continued over 2021 for Waimakariri Libraries with strong connection from audiences both online and in-person. Copyright exemptions were provided by some of the smaller publishers or by using material outside of copyright requirements. These virtual and in-person events have a well-known and experienced team able to provide the in-library experience from either home or at the library. The success of their 2020 online events was carried through with a children’s craft group created (in person and sometimes online) and a new Lego group in Rangiora.

### GOING VIRTUAL: PILOTING A VIRTUAL READING ROOM AT THE TURNBULL LIBRARY TE PUNA MATARANGA O AOTEAROA

In June 2020, the Alexander Turnbull Library, Te Puna Mātauranga o Aotearoa National Library of New Zealand, began



**Tracey**  
On maternity leave, in bubble with two young kids and husband WFH.

**Kiri**  
In bubble with whanau, including her kids and 90 years old father.



**Genevieve**  
Disability community advocate.



**Rochelle**  
In bubble with 3 teenage kids; began new job during lockdown.

## Oral history archive

Interviewees talk about lockdown.



**Jez**  
Children’s book illustrator, originally from Philippines; in bubble with two siblings.



**Lara**  
Working mother in bubble with three kids under 5.



Image credit: Upper Hutt City Council

a pilot project to offer secure remote access to selected digital archives via a virtual reading room, working in collaboration with Auckland City Libraries. The intention was to provide greater access to collections to people who could not go to the library in Wellington where most collection material was available – the need for this was made starker by the restrictions imposed by the pandemic lockdowns.

A virtual reading room is a way to provide digital access to digital collection items in a controlled environment. Researchers had to request access and agree to terms and conditions before being given access to the items they had requested from the library.

The main lessons Alexander Turnbull Library learned from the pilot says Valerie Love, Senior Digital Archivist at Alexander Turnbull Library, was that users during the pilot project have overwhelmingly appreciated having a virtual option for

research, and that it helped to address equity of access issues for people not able to physically get to the library. The library is currently working to implement a sustainable, longer-term service.

### ARCHIVING COVID: ONE PUBLIC LIBRARY’S EFFORT TO DOCUMENT THEIR COMMUNITY’S PANDEMIC EXPERIENCE

In early March 2020, as the COVID-19 situation worsened and the prospect of lockdown appeared imminent, the Upper Hutt Libraries Heritage Team began collecting content for a pandemic-related local history archive. Despite the trying circumstances, they felt it important to create an archive of these events as they were going on to ensure what was happening locally was documented as well as possible. As one of the team members, Reid Perkins, commented during his presentation at LIANZA 2021: “Public library collections need to capture their own



community's experience of major national and world events, otherwise the local perspective is lost."

The team began by collecting photos capturing the disruptions to everyday life caused by the pandemic, such as closure signs outside schools, queuing at supermarkets, empty motorways, etc. They also added pictures documenting acts of community solidarity and connection that arose during lockdown, such as chalked messages, street art and teddy bear displays (determining just how many of the latter to collect posing something of a quandry).

In addition to the photo archive, over a dozen oral history interviews were conducted

via Zoom with Upper Hutt residents talking about their lockdown experiences while they were still undergoing it.

The team was aware of potential objections to their approach, such as the relatively poor quality of Zoom interviews and insufficient planning time creating ethical risks. On balance, however, they felt these objections didn't outweigh the benefits of capturing something of the immediacy of their community's lockdown experience.

Along with the photographs these interviews were made publicly available through the Library's Recollect local history website. The team was aware

of potential objections to their approach, such as the relatively poor quality of Zoom interviews and insufficient planning time creating ethical risks. On balance, however, they felt these objections didn't outweigh the benefits of capturing something of the immediacy of their community's lockdown experience. **You can view their collection here.**

Omicron is at our doors as I write this article, and we are now preparing for the eventuality that many of us may go down with it. It's another challenge to face. But what I've learned is, that while the pandemic has exposed gaps, it has also accelerated change and innovation within the sector. We are more resilient than we thought before all this.



**Angie Cairncross:** is the LIANZA communications advisor and editor of *Library Life*. She has an honours degree in social work and social policy, and a diploma in editing and proofing. Angie has spent the last ten years working in the communications area for not-for-profits. She lives in Kāpiti with her youngest daughter.

i. *Public Libraries NZ 2020-2021 Data Summary*  
 ii. *Council staff retreat to back room as 'aggressive' protesters enter office* | [Stuff.co.nz](http://Stuff.co.nz) Jan 12, 2022  
 iii. *LIANZA and Public Libraries New Zealand on Book Quarantining 19/8/2021* [www.librariesaotearoa/blog](http://www.librariesaotearoa/blog)

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# NEW SPECIALIST BUILDING WILL HOUSE NEW ZEALAND'S HERITAGE



*Turning of the earth of Heke Rua Te Tai Awatea. Image credit: DIA*

**A formal ceremony on the Aitken Street site in Wellington on February 1 was livestreamed to a wider audience, as Internal Affairs Minister Jan Tinetti joined Taranaki Whānui Te Āti Awa representatives and other dignitaries at an event that included Te Huringa o Papatūānuku, the turning of the earth to mark the start of work on site.**

This new building will provide a state-of-the-art archives repository and specialist facilities for Te Rua Mahara o te Kāwanatanga Archives New Zealand, Te Puna Mātauranga o Aotearoa National Library of

New Zealand and Ngā Taonga Sound & Vision.

Taranaki Whānui Te Āti Awa representatives and design agency, Tihei, have worked alongside architects Warren & Mahoney to co-design this building with a te ao Māori world view, connecting the building to the whenua it sits on and acknowledging the people that lived here before.

“The new building will be on part of the original Pipitea Pā whenua. This was where we grew our kai, raised our families, and buried our dead. It’s easy to dump stuff on a building but we are all about integrating

our identity, our values and stories through design so that it gives life and soul to place,” Toi Pūkenga Tihei Rangi Kipa said.

When people enter the building, they will feel a sense of walking down into the whenua. In the plaza visitors will see references to the original pipi beds, gardens and kumara mounds. On the building façade, the names of Te Āti Awa hapū and references to their mana i te whenua will be placed facing Parliament.

“The waiata and design is about reigniting our presence back on Pipitea and throughout our takiwā to ensure that the existence of the mana whenua



Image credit: DIA

of Pipitea Kainga will never be forgotten. The bold poutama designs and debossing on the building's façade are ancient designs from our heritage, our whenua and our identity, making us visible on the landscape again," Rangi Kipa said.

The new Archives building will boast one of the highest performing façades in the country, minimising the energy required to maintain repository conditions and ensuring collections remain protected even in the event power is lost to the building. Base isolation means the building will be able to remain safe and fully operational after a major earthquake.

The building will also feature additional seminar and meeting rooms, secure loading and quarantine areas, state-of-the-art repositories and shelving, audio visual and film suites and conservation and digitisation facilities. It will be physically linked by a bridge to the National Library.

Kaipupuri Matua Chief Archivist, Stephen Clarke says when the new facility opens it will mark a transformational change in Archives New Zealand's ability to care for our memory of government and taonga.

"The opportunities with the new facility are massive. For Archives New Zealand, it will

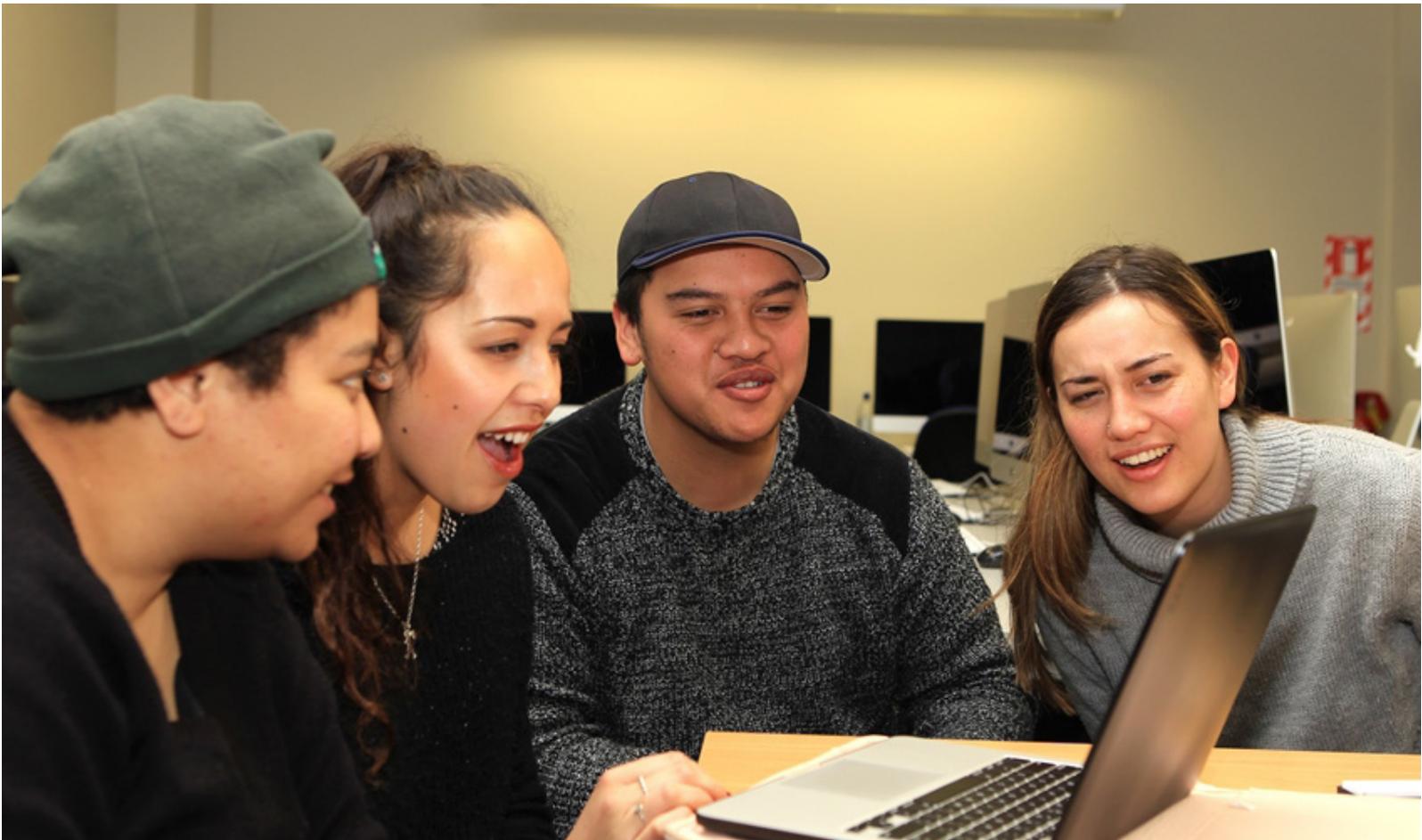
ensure archives are kept in the most modern facilities for conservation and care. But the biggest opportunity will be for the public to have greater access to view the wide range of taonga we care for on their behalf."

The new Archives Building is expected to be open to the public in 2026.

[Here is a link to the co-design videos to view.](#)

# FUNDING FOR LIBRARY AND INFORMATION QUALIFICATIONS

## LIANZA AND SLANZA TERTIARY GRANTS



**In June last year \$1.5 million was made available for an exciting LIANZA and SLANZA partnership to upskill the library and information sector workforce by attracting people to achieve tertiary library and information qualifications. The fund will be used to aid a qualification uplift across the entire library and information sector and introduce new people into the sector.**

This fund was made available through the Department of Internal Affairs New Zealand Libraries Partnership Programme (NZLPP). It aims to make sure that the workforce is qualified, future-ready and positioned to demonstrate the value and impact of library and information services in Aotearoa New Zealand.



**Erica Rankin**  
**LIANZA President**

*"This initiative aims to attract people working in the library and information sector to achieve tertiary qualifications, upskilling the library workforce, and positioning the sector well for the future. I urge you to consider making an application and taking advantage of this excellent opportunity to embark on a LIS qualification."*



**Sasha Eastwood-Bennitt**  
SLANZA President

*"School librarians, people working in the sector and new to the sector, I encourage you to take part in this exciting opportunity to upskill yourself. This is a significant project that will enhance your career and enable our profession to better respond to the needs of our students, staff and wider school communities."*

## FIRST ROUND OPENS IN MARCH

The first grant round opens from March 1 to March 31. This grant round is intended for students beginning study from trimester two this year. Further grant rounds will be held each October starting this year.



**Megan Ingle**  
LIANZA and SLANZA Tertiary Grants Project Advisory Group Chair

*"We are looking forward to seeing applicants from across Aotearoa New Zealand. These tertiary grants are intended to better support and reflect our diverse communities across the country, so I encourage people, especially managers and community leaders, to champion the opportunity provided by these grants. It is a chance for people already working in our sector to get started with a qualification and to reduce some of the financial barriers. It is also an opportunity to encourage people from our communities who we would love to see join our profession, giving them a stepping-stone into the sector through a qualification."*

## WHO IS THE FUNDING FOR?

This funding is open to all those working in the library and information sector and those who may be new to the sector. Applications will be accepted from people looking to gain tertiary qualifications in indigenous knowledge management, library and information studies. This includes qualifications relevant to public, school, tertiary, national and special libraries, and whānau, iwi and marae collections of taonga tuku iho.



**Rachel Esson**  
Te Pouhuaki National Librarian

*"The Tertiary Grants project funded through the libraries partnership programme, is one of the most exciting aspects of the programme and one I believe will have a hugely positive impact for the library sector. Increasing both the breadth and depth of our profession through funding education opportunities will mean an intergenerational uplift in skills across the sector."*

*We know that there are skills gaps in a range of areas particularly Mātauranga Māori and digital skills – here is an opportunity to start to address those gaps. I'm looking forward to seeing a wide range of people, from different backgrounds and experience take up these grants and bring their perspectives to our workforce.*

*I strongly encourage you to consider applying for a grant or encouraging your colleagues to. Not only will it benefit you and your organisation, but it will also be of value to the whole sector and the communities we serve. I can't wait to see what can be achieved through this extraordinary opportunity and thank you to LIANZA and SLANZA for working together so collaboratively to bring this together. Nā tō rourou, nā taku rourou ka ora ai te iwi. With your food basket and my food basket the people will thrive,"*

Grant application and criteria will be provided in late February through sector-wide channels.

# THE LIBRARY AND INFORMATION COMMISSION

## NGĀ KAIWHAKAMĀRAMA I NGĀ KOHIKOHINGA KŌRERO

**Allison Dobbie is the new chair of the Library and Information Advisory Commission (LIAC). She talks about the Commission and current commissioners.**

Back in July 2021 I chanced upon an advertisement seeking nominations for LIAC commissioners and decided to apply. I thought it would be an interesting way to stay in touch with key issues affecting the library and information sector in Aotearoa and to contribute to the discussion. I was surprised and delighted to be appointed a commissioner and then to be invited by the Minister Hon. Jan Tinetti, to become chair. In December I participated in my first LIAC meeting.

### ABOUT THE COMMISSION

The Library and Information Advisory Commission Ngā Kaiwhakamārama i ngā Kohikohinga Kōrero (LIAC) was established as part of the National Library of New Zealand Act 2003. It is a statutory body whose role is to report to the Minister of Internal Affairs on:

- library and information issues in New Zealand, including mātauranga Māori, and access to library and information services
- the role of library and information services, including mātauranga Māori, in the cultural and economic life of New Zealand
- any other matters requested by the Minister of Internal Affairs, issues and trends relating to libraries and information.

The Commission meets quarterly and usually meets with the Minister at each of these meetings.

### CURRENT COMMISSIONERS

A great strength is that commissioners are drawn from a breadth of experience across the GLAM and information sector, not just libraries. Current commissioners are:

- Vanisa Dhiru - Community Manager Internet NZ
- Te Paea Paringatai - Canterbury University Library (currently seconded to DIA as Director, Mātauranga Māori, Information and Knowledge Services)
- Mark Boddington - Legal Counsel, Scientific Software and Systems Ltd
- Paula Eskett - Manager Waimakariri Libraries
- Dr Spencer Lilley - Associate Professor Information Studies, Victoria University
- Myself, Allison Dobbie - formerly Libraries Manager at Auckland Council.

These brief job titles do no justice to the expertise which this group brings to their roles – the LIAC website will shortly be updated to include full bios. The National Librarian is also always an ex officio member of LIAC, and it is great to have Rachel Esson join us in this role. Appointments are for three years with the option to continue for another term.

### THANK YOU TO FORMER COMMISSIONERS

We build on an amazing foundation of former commissioners whose contribution to mātauranga Māori, information policy matters and support of libraries generally has been significant across several different governments. For example, the previous three-year-term of LIAC chaired by David Reeves of Auckland Museum had an important role to play in supporting the New Zealand Libraries Partnership Project (NZLPP), and in advocating for a strengthening of National Libraries independence within the Department of Internal Affairs.

### CURRENT FOCUS OF THE LIAC

There is no shortage of issues for LIAC to turn its attention to. COVID-19 responses have drawn attention to the lack of digital equity and digital

literacy in Aotearoa New Zealand and information literacy challenges regarding fact or fiction and loss of trust in 'official' information. Another big issue is the impact of a rapidly changing digital world on the relative rights of creators, publishers, repositories, and consumers and how each can adjust and adapt. Related topics here include copyright, the future role of libraries, ownership vs licensing of collections, controlled digital lending and open access. The commission will continue to advocate for Ngā Upoko Tukutuku Māori Subject Headings to be strengthened and applied across the GLAM sector. We will maintain interest in the NZLPP and other major National Library initiatives. We aim to build our awareness of developments in other library sectors too, such as school libraries and tertiary libraries. There is much to do, it will be extremely interesting.

Don't hesitate to get in touch, we rely on networks and wider sector communities to help keep us informed.

## CURRENT COMMISSIONERS



### ALLISON DOBBIE - chair

Allison began her library career in 1975 and has worked in public libraries across the country. She was city librarian

for Dunedin and for Auckland, becoming general manager of Auckland Libraries in 2010 leading the amalgamation of library services to its 1.5 million people. She has also worked in academic and special libraries in New Zealand.

She holds a Dip NZLS (1974) and an MA in librarianship from Victoria University of Wellington. She was awarded a LIANZA Fellowship in 2010.

She has contributed to developments in public library strategy, public lending rights, literacy, national digitisation initiatives, digital access, professional registration, and leadership development. She has also served on the Queen Elizabeth II Arts Council, Te Ara Online Encyclopedia Advisory Board and Talking Matters advisory committee. In 2019 she was awarded an MNZM for services to library and information management and the arts.



### MARK BODDINGTON

Mark Boddington is an experienced lawyer and knowledge professional. He

holds an LLM in information technology law from University of Edinburgh and undergraduate degrees from Victoria University of Wellington. He is currently the Group Legal Services Manager at Scientific Software and Systems.

Mark previously worked in academia, the private sector and for an international organisation. He has contributed to publications examining the role of digital media in society and has presented his own research at international conferences and meetings. He is an executive committee member of the Asian Pacific Copyright Association and has served on various boards and panels advising on information technology issues. He is the recipient of several legal awards and is a previous Winston Churchill Memorial Trust Fellow.



### VANISA DHIRU

Vanisa works at InternetNZ as the community manager.

Besides LIAC, she holds a commissioner role with the NZ National Commission of UNESCO, is a member of the He Tohu Advisory Board and a member of the NZ Libraries Partnership Programme Committee.

During her career Vanisa has held various leadership roles including CEO of Volunteering New Zealand, Executive Director of 20/20 Trust and President of the National Council of Women NZ. Based in Wellington, she is a member of the BMW Foundation Responsible Leaders Global Network, and the Manawatū regional Te Aho Tāmaka Leadership Programme.

Her key achievements include being listed on the '50 Women of Achievement 2016', supporting an NGO delegation to the United Nations in 2019, and being a finalist for Young New Zealander of the Year in 2010. She has been an executive judge for the NZ Awards since 2011.



### PAULA ESKETT

Paula is currently the Waimakariri District Council Libraries Manager.

Paula's library career started at Christchurch City Libraries before a move to Riccarton High School as their library manager, initially at the school, and then as part of the Upper Riccarton School and Community Library. She has carried this passion for learning, teaching and research throughout her career, as a content writer for the Open Polytechnic

LIS courses, in Services to Schools at the National Library, her work at CORE Education where she was the first non-teacher to be awarded a CORE Education eFellowship, and her LIANZA advocacy, and as a mentor to colleagues throughout the profession.

Paula has served on the LIANZA Aoraki committee, was the convenor of the LIANZA 2017 Conference, and was LIANZA President 2018-9. She has represented LIANZA with IFLA, including our World Library and Information Congress bid, Government ministers, and on multiple forums.

Paula has been a vocal advocate of the contribution that libraries make to the UN Sustainable Development Goals. She was awarded a LIANZA Fellowship in 2021.



#### **RACHEL ESSON - EX OFFICIO**

Rachel Esson is Te Pouhuaki National Librarian and is an ex officio member of the Commission. She was previously

Director of Content Services at the National Library of NZ and has held senior and strategic roles in academic and research libraries, including Associate Chief Librarian Research Collections at the Alexander Turnbull Library.

Rachel is a professionally registered librarian with a Masters in Library and Information Science (MLIS) from Victoria University of Wellington and holds a Certificate in Tertiary Teaching from the University of Otago. She has researched and published in evaluation of library services.

Before joining the National Library leadership team, Rachel was Associate Director, Library Academic Services at Victoria University and Medical Librarian (University of Otago, Wellington). She is a LIANZA Past President and was awarded a LIANZA Fellowship in 2019.



#### **DR SPENCER LILLEY (Te Atiawa, Muaūpoko and Ngāpuhi)**

Dr Spencer Lilley is an Associate Professor in the School of Information Management at

Victoria University of Wellington. Prior to this he had academic positions at Massey University in the School of Māori Knowledge. He trained professionally as a librarian and worked in special and academic libraries from 1989 – 2011. Dr Lilley's research interests are Māori/indigenous

information behaviour, specifically focusing on the indigenisation of cultural heritage institutions and professions. He was the recipient of a Marsden Fast Start Award from the Royal Society of New Zealand in 2018 to investigate how galleries, libraries, archives, and museums (GLAMs) are contributing to the revitalisation of te reo Māori (Māori language). He is a former LIANZA President and was awarded a LIANZA Fellowship in 2010.

Spencer is also a founding member, and honorary life member of Te Rōpū Whakahau and a professional member of the Association for Information Science & Technology. Spencer's whakapapa includes Te Atiawa, Muaūpoko and Ngāpuhi, Samoan and Scottish ancestry.



#### **TE PAEA PARINGATAI (Whare Tapu o Ngāpuhi)**

Te Paea is currently seconded to the role of Director Mātauranga Māori, within the Information and

Knowledge Services Branch of the Department of Internal Affairs.

She has been the Manager Customer Services, Central Library at the University of Canterbury. She is actively involved with international library networks, having served in the IFLA Library Services to Multicultural Populations Section, as chair of the Indigenous Matters Section and in her current role as one of IFLA's eight Professional Division Committee chairs.

She is professionally registered and a LIANZA Associate, also the first and only person to have served as president of LIANZA 2016-2017 and president of Te Rōpū Whakahau 2012-2016. In recognition of her leadership and influence, Te Paea was awarded the Te Rōpū Whakahau Meri Mygind Wahine Toa Award in 2016.

Te Paea brings culturally responsive leadership and management experience, applied mātauranga Māori praxis, local government, and working knowledge of the library and information management sector. Passionate about the intergenerational transfer of wealth and knowledge, she sees the role of libraries as essential for empowering citizenship, evolving thought leadership, and community convergence.

# MEGAN CLARK TALKS ABOUT HER LIBRARY CAREER



*Protest outside the hole in the ground that was to be the National Library with many of the class there protesting in support of the National Librarian Mary Ronnie. Image credit: Alistair Smith.*



*Megan Clark measuring hoki. Image credit: Megan Clark*

**Megan recently retired from Waipapa Taumata Rau, The University of Auckland, Te Tumu Herenga Libraries and Learning Services. She talks here about her library career which began before computers had screens.**

I trained in 1978 at the New Zealand Library School in Wellington. My pre-training experience had been in holiday jobs in the Papatoetoe Public Library. The librarian there, Miss Read, was an early role model who inspired me to want to be a librarian. I had graduated from the University of Auckland with a BA in politics beforehand. I loved Library School. Having wanted to be a librarian since the age of eight, I was excited to begin my diploma.

Thinking I would work in the Parliamentary Library because

I had studied politics, instead I had a six-month stint as a graduate supernumerary at the School Library Service selecting children's books. I was lucky to then secure the role of reference librarian at the Department of Health Library under the expert training and guidance of Bev Thomson, a key influencer. This role set me on the path to a career mostly in health library and information services. I loved this role and being part of the department. I also realised that public facing work was what I loved most and thrived in the role.

## THE INTRODUCTION OF COMPUTERS

I remember our first computer connected to the National Library of Medicine database (Medline). We did a week of

in-depth training to learn how to use the platform, gaining knowledge and skills. The computer did not have a screen, only a printer and the words came in at the speed of a slow typist. It was expensive so we would prep our searches and then run them, preferably with the user sitting beside us. If the information wasn't right, we would log-off and go back to Index Medicus for more headings or other search terms, in discussion with the user. Then we would log back on and have another go. This was a common strategy until databases were produced on CD-Rom arriving weekly for loading onto our work PC, and then being networked. It wasn't until 1994 that we began to log directly into an overseas computer and pay an annual subscription instead of the former pay-as-you-searched model.



*From left: At the LIANZA 2003 Conference in Napier are Megan Clark (LIANZA Health SIG convenor), unknown, Joanne Gard Marshall Medical Library Association US President) and Penny Carnaby (National Librarian).*

My next role was Library Manager at ACC. Another challenging and enjoyable position. There I implemented the first PC instance of InMagic software to run the library management system (LMS). After five years there I gained a position as Information Manager (Library Services) at The Treasury. I held this position for three years learning about economic and financial databases and indexing tools. These were on non-networked single use PCs.

I faced a restructure there and switched subjects again becoming library manager of the Fisheries Research Library. This was one of the best positions I held. Working with and for scientists was amazing. I heard talk of the World Wide Web and the main database ASFA was on CD-Rom. The scientists often liked to do their own searching which was new to me.

However, two years into this role my career took a major turn. During a women in leadership course at ACC I mapped out a career plan with the apex being medical librarian at the School of Medicine. The position became vacant, and I was successful in securing it. It was a difficult change as I was still enjoying my role at Fisheries yet knew the position might not come up again for several years.

So, in October 1994 I began at the Wellington Medical Library. It was a fabulous job with wonderful colleagues. There were lots of challenges, lots of new technology evolving all the time, a new LMS to understand, new methods of providing databases to customers and best of all, bright young students who were keen to learn how to find information for the care of their patients.

## A MOVE BACK TO AUCKLAND

Relocation to Auckland saw me appointed as the Philson Library Manager. I was so proud to be in this role at the University that started my career.

It was the first time I had worked closely with a team of library managers, a stimulating experience. The decolonisation, transformation, and education journey we embarked on remains as one of my most challenging yet wonderful experiences. I got really involved in the life of the Faculty of Medical and Health Sciences, including assisting with facilitating the Māori Health Intensive for second-year students to help understand why Māori have poorer health outcomes and seek solutions.

## CAREER HIGHLIGHTS

As Fisheries Research Librarian I wanted to find out how we in the library could better support the scientists when they went to sea. I volunteered as a science crew member on the RV Tangaroa for an 18-day voyage to the Chatham Rise. It was a middle depth trip mainly counting Hoki.

The trip taught me lots. Firstly, I was still a people person and the long hours alone on the boat out of sight of land was not my style and one should take light reading and lots of it. Secondly, the woeful scientific knowledge of one who didn't study science beyond year 11. I didn't know what a gonad was let alone that fish had them. How to tell a boy fish from a girl fish and what to do if your shark has babies while you are measuring it. I found out that library support was not needed at sea after all. But it was an experience I will never forget.

Being published in the Health Information and Libraries Journal (28(2)) alongside Professor Rowena Cullen and Rachel Esson in 2011 for our research, *"Evidence-based information-seeking skills of junior doctors entering the workforce: An evaluation of the impact of information literacy training during pre-clinical years"*, was a real highlight.

Following this the article won an award in the annual (US) Library Instruction Round Table, top twenty articles on library instruction and information literacy for 2011.

I was heavily involved in LIANZA Health SIG activities that included being convenor, co-organising workshops at conferences; and I led the production of the LIANZA Health

SIG submission to the Health and Disability System Review April 2019 under the auspices of LIANZA.

## CHANGES IN THE SECTOR

The sector has changed hugely over the years. But the one thing that has remained constant is the wonderful, enthusiastic, inspiring, and talented colleagues one gets to work with. The bright young things seem to get brighter and more talented each year and are so much more technologically capable than we ever dreamt of at library school. There our computer assignment used punch cards and to this day I am unsure what we were supposed to have done with them. Technology has enabled library and information staff to achieve greater success, assist their organisations, and streamline processes to create efficiencies. There are many and varied roles increasingly available that were never thought of when I studied. The librarians I have worked with over the years have embraced these changes to reach new levels of achievement.

## THE FUTURE OF LIBRARIES AND LIBRARIANS

Librarians of the future will need to have a good level of knowledge of Te Ao Māori, an understanding of the impact of colonisation, and a certain level of Te Reo fluency.

The modern librarian also needs computer science skills, an understanding of basic programming, to know how to create a web page, alongside an ability to challenge assumptions

and explore through a variety of methods what the customer wants. They need a high level of critical thinking skills and an ability to carry out research to improve practice.

They still need to be nosey. An enquiring mind and being confident to ask questions are an essential skill. A customer-facing librarian needs to really like people, to be empathetic and caring and to ensure they understand the different levels of privilege in our society and not assume everybody is on the same page.

Libraries and other like-minded organisations are still crucial to the knowledge of a country as well as for capturing, preserving, and disseminating the knowledge of that country. In a country like Aotearoa with such diversity it is more important than ever. Libraries enable inequity to be addressed by providing access to information and knowledge that not everyone has by virtue of their home or work situation.

They can enable all people to participate in society, create opportunities for learning, support critical thinking and literacy. These skills are all essential to modern society. It is evident that greater collaboration across sectors provides greater opportunities to achieve these goals. LIANZA conducted research that shows just how important libraries are to society. More than ever all our services need an understanding and awareness that the Principles of Te Tiriti o Waitangi underpin everything we do. Without a high level of cultural competency, it is hard to provide a high-quality library service.

# #WE ARE IFLA

## LIBRARIES AND THE SDG'S

### LIBRARIES CAN DRIVE PROGRESS ACROSS THE ENTIRE UN 2030 AGENDA



**IFLA**  
The trusted global voice of the library and information profession ([www.ifla.org](http://www.ifla.org)).

The International Federation of Library Associations and Institutions (IFLA) is the leading international body representing the interests of library and information services and their users.

In September 2015, the United Nations (UN) endorsed the **2030 Agenda for Sustainable Development**. Since then, IFLA (International Federation of Library Associations and Institutions) has been actively involved in the process of creating the Sustainable Development Goals (SDGs) and has advocated for access to information, culture, access to Information and Communication Technologies (ICTs), culture and universal literacy, all of which can be found in the 2030 Agenda.

Libraries play a vital role in improving outcomes across the SDGs. Libraries promote universal literacy. They provide access to information and advance digital inclusion. They preserve and provide access to the world's culture and heritage and serve as centres for research, as well as providing welcoming and inclusive public spaces and much more.

IFLA prepared a chart to show how libraries can drive progress across the United Nations sustainable development goals, [which you can see here](#).

### IFLA RESOURCES

**The International Federation of Library Associations (IFLA)** documents examples of how [libraries contribute to the United Nations 2030 Agenda](#) and provides a **toolkit** for libraries to use in support of their advocacy efforts. Librarians can read about what libraries around the world are doing in support of the SDGs by viewing IFLA's **Library Map of the World**, which allows the user to filter **stories** by country.

### ASIA AND OCEANIA SDG STORIES

The Asia and Oceania section of IFLA, which New Zealand is part of, has collated this collection of SDG stories from around the region. The collection

showcases how some libraries are supporting the SDGs.

LIANZA helped put this resource together and included in this collection are SDG stories from Rotorua Library Te Aka Mauri - **good health and wellbeing**, Auckland Libraries rough sleepers, and Waimakariri Libraries - free seed bank.

You can read SDG stories from libraries in Australia, Korea, Thailand, Singapore, Kazakhstan, Sri Lanka, India Jordan and Lebanon. If you are unsure how libraries contribute to achieving the SDGs this publication is a revelation!

[Take a look at the resource here.](#)

### MORE FROM IFLA

With a focus on indigenous librarianship, the latest IFLA journal may be of interest to you, particularly the article by Associate Professor Spencer Lilley, now at School of Information Management Victoria University of Wellington Te Herenga Waka.

#### IFLA Journal; Volume 47, Number 3

#### Transformation of library and information management: Decolonization or Indigenization?

Spencer Lilley, College of Humanities and Social Sciences, Massey University, New Zealand

#### Abstract

This article considers how colonization has impacted on Indigenous knowledge systems. It discusses the issues that need to be addressed by institutions, library and information professionals, and professional associations to ensure that they are able to meet the needs of the Indigenous people in their communities. The article addresses why this transformation is required and outlines the issues that will need to be changed through a decolonization or indigenization process.

# LATEST NEWS FROM NZLPP

## LATEST NEWS FROM THE NEW ZEALAND LIBRARIES PARTNERSHIP PROGRAMME



## New Zealand Libraries Partnership Programme

### BUILDING BACK BETTER AND COLLABORATING TO SUCCEED

Kaikōura District Library Whare Pukapuka is building back with better and more digitally inclusive services – five years after the 7.8 magnitude earthquake rocked Kaikōura as it tore through fault lines and demolished homes throughout Aotearoa.

Since then, the library has been on a journey of upgrading its services by supporting equitable access to information and technology, including putting its catalogue online to increase accessibility, allowing online membership sign-ups and other steps towards making the library more accessible. With support from Aotearoa People's Network Kaharoa (APNK) and the New Zealand Libraries Partnership Programme (NZLPP), both of which are led by the National Library Te Puna Mātauranga o Aotearoa, the library intends to continue being a staple of the community.

Aotearoa People's Network Kaharoa (APNK) which went live in July 2021 for Whare Pukapuka, offers computer hardware and high-speed internet for New Zealand public libraries to keep people connected by providing free and facilitated access to the internet and computer technology.

"When the country moved into the Traffic Light System there was no one in Kaikōura who could help people download and print their vaccine passes and many were left floundering. The library wanted to provide this service to everyone, and thanks to the APNK faster broadband, great scanning and printing capacity and extra digital literacy staff, we were able to help over 300 people over the first three weeks, including offering

to laminate passes," says Community Services Manager Susi Haberstock.

The NZLPP, a COVID-19 national recovery package worth \$58.8 million, was established to support librarians and library services across New Zealand through the impact of the COVID-19 pandemic.

The pandemic has highlighted inequities for Māori students in the New Zealand school system in Kaikōura and nationwide.

"With the support of the NZ Library Partnership Fund, we have employed a team of two whānau education advocates – their role is to work with whānau to understand how they can have greater agency over the schooling of their children through a wider understanding of what works, of what is available and the skills to access resources. Our hope for building back better is to establish stronger partnerships with the people using our systems and enable a space where whānau are resourced to be able to lead the process of changing our systemic failures so that all our students thrive," says Susi.

With the NZLPP funding coming to a natural conclusion at the end of June, Susi is looking at ways the library can continue improving and to deliver its vision of 'a world class library service which retains its community values.'

When Ebony Curtin, Manager, South Waikato District libraries (Tokoroa) and her team worked closely with existing local service providers, they identified a demand for one-on-one digital education for seniors who were not ready to take classes with SeniorNet.



Minister Jan Tinetti at the announcement of the NZLPP Strategic Partnership Grants in July, 2021. Image credit: Mark Beatty, National Library of NZ

Their council has appreciated their collaborative way of working, referring clients to existing services when appropriate, rather than re-inventing the wheel.

During the funding period, the team collected a large data set to use for future advocacy. Without NZLPP funding to hire staff into these roles as case studies, they would not have been able to collect the data for a business case to demonstrate the real need for ongoing council funding.

Ebony says she is happy to share her documents with other managers wanting to build business

## SUSTAINABILITY INITIATIVES

Now that we are more than halfway through the funded COVID recovery period, the National Library is preparing to place the NZLPP mahi into the hands of the sector. From January 2022 the programme will focus on the transition, with the view to wind up most of its activity by June.

Having listened to feedback, hearing concerns around sustainability, the NZLPP team want to ensure that our two-year programme can have longer term impacts so that libraries can continue to support their communities to thrive.

The programme went through a reset to address the concerns around sustainability, updating the programme team structure and governance.

The overarching objective of the reset is to prioritise our remaining resources to enable a sustainable and enduring libraries sector that meets community needs and is supported by decision-makers, by:

- laying the foundations for a strong data culture and data, research and evidence base on the

social and economic value libraries services deliver, and building a compelling narrative on the value of libraries to communities and Aotearoa

- building the infrastructure to support broadening and strengthening libraries workforce capability, and
- considering collaborative business models for the sector, and policy and funding options that support sustainable and equitable libraries services across Aotearoa.

Key areas included are:

- **Workforce Capability:** Sector workforce development — this project will work towards addressing inadequate sector capability, by developing a sector workforce capability framework.
- **Services to Libraries** — this project aims to identify service efficiencies and inform future sustainability options for National Library services to the sector, primarily APNK, EPIC, Te Puna and Kōtui.
- **Libraries sector data, research and evidence** — this project will work towards addressing the insufficiency of data about the libraries sector and evidence of the value of libraries, by developing a sector 'value proposition' and data, research and evidence strategy.

The team are also identifying options to assist libraries to more easily transition into the next financial year as the programme funding comes to an end.

*Contributed by Helen Heath, Senior Communications Advisor, New Zealand Libraries Partnership Programme.*

# SIX HOT PICKS



## SIX HOT PICKS AS CHOSEN BY JOHN GARRAWAY

### 1 FAVOURITE LIBRARY

Mine was my father's library. He had a library of several thousand volumes, both fiction and non-fiction. His collection was classified using an abridged version of the Dewey Decimal Classification, and I still have this copy. Growing up in a house surrounded by books gave me both a love of reading and information organisation – although a career in librarianship was not my childhood ambition.



### 2 MUSIC

I collect music and I used to work in record shops before starting in libraries. I have several thousand albums, mainly CDs and some LPs of long deleted New Zealand recordings. Two artists that always bring me listening pleasure are Van Morrison and Dusty Springfield, and if I had a jukebox playing *Brown Eyed Girl* back-to-back with *Son of a Preacher Man*, these would get me up to dance.



### 3 MOVIE

*Star Wars* (1977). Before it became known as *Episode Four: A New Hope*. This was the film I saw at least four times on the big screen as a teenager in pre video / DVD / streaming days. I have watched it many times since and it continually delights me.



### 5 GENRE

Reading is one of my relaxing activities and I mostly enjoy crime and mystery novels, or books about music (genres, record labels, biographies etc). I'm currently reading *The Windsor knot* by S.J. Bennett and a pictorial history of *Capitol Records*, both of which I got for Xmas.

### 4 GRATEFUL MEMORY OF LAST YEAR

Having spent about eight of the last eighteen months in various stages of lockdown, I am most grateful for living next to good neighbours. One of mine is a professional chef who shared her culinary skills during this time by periodically making and delivering amazing dishes for me to enjoy, an experience which I affectionately called *Neighbour Eats*.

### 6 LIANZA MOMENT

I've had many LIANZA moments over the years, but nothing tops receiving my LIANZA Fellowship at the Auckland conference in 2019. It is very special and humbling to have this recognition from your professional peers.



**John Garraway:** Manager of Business Services at Te Tumu Herenga / Library and Learning Services, The University of Auckland Waipapa Taumata Rau. John has been involved with LIANZA for most of his career and was president in 2005.

# STUDENT FOCUS



## SPECIALIST LIBRARY AND INFORMATION STUDIES DEGREE GIVE GRADUATES INDUSTRY RELEVANT SKILLS

The first group of learners to undertake the Open Polytechnic's Bachelor of Library and Information Studies are set to graduate in 2022 and are looking forward to using the knowledge, skills and abilities, they have gained during their degree studies to take their careers to the next level.

First offered in late 2017, the Bachelor of Library and Information Studies (BLIS) is delivered fully online and prepares learners for a career in library, archives, information, or records management.

Graduates of the programme learn how to provide culturally responsive library and information services. They learn to:

- analyse individual, organisational and community needs to design and deliver appropriate library and information services
- facilitate the creation, organisation and dissemination of new knowledge
- search for, critically evaluate and use information in diverse formats and locations
- develop leadership and management strategies related to the information industry

*Library Life* is pleased to introduce you to the first graduates of this programme: Amanda Dickson, Jack Helms, and Donna Le Marquand.



**AMANDA DICKSON**

An avid reader from a young age, Amanda Dickson worked as a classically trained cartoon animator before moving into the library and information studies field. Now, having graduated

with the BLIS, she has landed the position of sole librarian at Hutt International Boys' School. "I am loving the role and would not have received it without my qualification," says Amanda. "I've had the opportunity to remake the library, introducing contemporary collections and events such as *Out on the Shelves*, a nationwide library initiative to make books about rainbow youth or with LGBTQIA+ themes more visible. I am also liaising with my local public library to create quality experiences for my students. This is where I see myself for the foreseeable future."

She says she learned a lot about self-discipline through her studies and to not shy away from asking questions. She also extended her te ao Māori knowledge, which is also relevant to her work in public libraries.

Of her study experience, Amanda says the Open Polytechnic academic staff were always there to guide her. "I am very grateful for the tutors who encouraged me to think bigger and take on extra projects."



## JACK HELMS

Fellow graduate Jack Helms is looking forward to starting work in the industry, with a goal of working in his local library. He says he has always been passionate about reading, having taught himself to read from a very young age. He also has his own **book reviewing**

**website** where he reviews children and young adult books with the aim of encouraging reluctant male readers.

Jack says the most valuable study skill he learned during his degree was ensuring he thought carefully about tutors' comments when completing assignments. Time management was also an important skill, with Jack managing his study workload by ensuring he set time aside each day to complete course work.

On the future of the Galleries, Libraries, Archives and Museums (GLAM) sector, he says he hopes children will still read books rather than solely reading through screens. "Even though we have modern

conveniences such as easily accessible eBooks, the traditional printed word is still present and as popular as ever in our libraries. I grew up reading from a page instead of a screen, and I want the children of the future to be able to share that experience too," says Jack.

One resource he found valuable when studying is the *Crash Course* series published by Libraries Unlimited. The book series covers everything from library services for different age groups to using new technology such as RFID and eBooks in libraries.



## DONNA LE MARQUAND

School library manager Donna Le Marquand has also graduated with the BLIS and is looking forward to attending her graduation ceremony in 2022. Initially starting her study journey with Open Polytechnic by completing the Level 5 and 6 diplomas in Library and Information Studies, her passion for study was ignited, leading her to carry on and undertake the degree programme.

"It was a 13-year journey, but I am delighted and proud to have completed this degree at the age of 51, the same year my youngest child graduated."

Already working in the sector while she completed her studies, Donna has held diverse roles including assistant librarian for a medical publishing company, then 10 years working in special libraries, followed by a stint with the National Library of New Zealand. She has also worked as a school librarian in a primary school, a large high school and (currently) an intermediate school.

Donna says she has enjoyed her degree studies. "The courses are relevant and interesting. They have taken me on a professional and personal journey. Te Ao Māori in the Information Environment course included a noho marae stay. I really enjoyed this experience

and the opportunity to meet other learners face-to-face."

Since graduating, Donna has been working as a Library Manager in a large intermediate school in Auckland. Her role includes the purchasing and processing of all new material, supporting student learning by helping them find information and teaching them research skills. She also supports reading engagement which involves book talks, library displays, competitions, reading challenges, running a book club, and organising an annual Book Week.

**If you would like to find out more about the Library and Information Studies courses the Open Polytechnic offers, check out: <https://bit.ly/3zSgy2z>**

# CAREER PATHWAYS



**FLORA WALLACE**

**Flora Wallace, Chief Librarian,  
Ministry of Education Library  
Te Pae Aronui**

**A long and varied career in libraries, with breaks for overseas travel and work in the film industry, has given Flora Wallace an appreciation for the people she works with. You can read about her career in the library and information sector here.**

Flora Wallace was born and educated in Hastings. After high school she studied anthropology, archaeology, New Zealand history and Māori studies completing a BA at the University of Auckland Waipapa Taumata Rau. After graduating, she got a job in the circulation area of the university library and so began her library career.

Flora left Auckland and moved to Wellington in 1989 to complete the post-graduate diploma in library and information studies (now the Masters). She says, "I enjoyed the contact with people and the work in the circulation team, so I decided to train as a librarian".

Flora went on to work in a legal publishing library, a law library, and then in an international school library in Tokyo, Japan. When she returned to New Zealand from Japan, she worked in various media libraries (TV and Dom/Post).

An opportunity arose to train in continuity work in films and television. So, she took a break from libraries and worked as a continuity supervisor in TV, the New Zealand series 'The Tribe' amongst them. She also worked as a library contractor between the continuity contracts.

Her son, Cole, was born in 2003 and she found the long hours of film work unfeasible so went back to working only in libraries. She eventually took a contract at the Ministry of Education library where she moved from being contract reference librarian, to working on their systems, becoming a team leader as the library grew, and eventually becoming the manager, and now is chief librarian after a restructure changed her role.

## WHAT DOES A TYPICAL DAY LOOK LIKE IN YOUR ROLE AS CHIEF LIBRARIAN?

I manage a small special library with a team of three full-time librarians and two casual assistants. We provide a library service for everyone working for the Ministry of Education across the country, all the education agencies (NZQA, Tertiary Education Commission, ERO and Education NZ), and other specialist providers in learning support and resource teachers

who work in New Zealand schools.

We have an extensive collection in the learning support area. This is used by speech language therapists, occupation therapists, physios, psychologists, and others working for learning support in the ministry along with resource teachers and therapists in schools. These specialists are our biggest client group. We also provide library service and media updates to policy people and management across all the education agencies.

One of the best parts of working in a specialist library is working with a variety of different professionals who are passionate about the work they do.

I love the people I work with. They make every day brighter!

## DID YOU ALWAYS THINK YOU WOULD BE A LIBRARIAN?

I loved the library as a kid. I would go every week and get a pile of books, read them, and go back the next week for a new pile. The library was one of my favourite places to visit.

While it wasn't necessarily the career I intended to go into, I've found the work interesting, and it's offered me the challenge to develop my skills in the areas that suited me.

I get satisfaction from knowing that the people who are working with the children that need extra support – that they have the



information they need at their fingertips because the work they do is so important, and they are there for whānau all over New Zealand.

There are some challenges in working in a special library such as this and there has been a lot of change in the nearly 20 years that I've worked here.

We incorporated the libraries of ERO, NZQA, TEC, and Careers Services over 2007-2013 managing their collections and services as a cross-sector library service. This was followed by an internal restructure in 2017 and we are now in the middle of a ministry-wide restructure.

It's important to stay flexible and resilient in these times of change – and to be kind - change can be unsettling."

### ARE THERE ANY CAREER HIGHLIGHTS YOU'D LIKE TO SHARE WITH US?

My most recent highlight was getting our new website up and running. It involved a lot of work, and my team were fabulous,

especially Kirsty. Setting up a cross-sector library service was a rewarding challenge too.

### DO YOU HAVE ANY ADVICE FOR THOSE WHO ARE CURRENTLY FINISHING THEIR LIS QUALIFICATION/ DEGREE?

I'd advise anyone who is finishing their qualification to become professionally registered and to join the professional bodies like LIANZA and SLANZA and LIANZA SLIS. It shows that you are committed to the profession and to your professional development as a library and information professional.

A lot of my most important learning has been on the job and professional registration gives you the opportunity to reflect on what you learned while working.

### WHO OR WHAT WOULD YOU SAY IS ONE OF THE BIGGEST INFLUENCES ON YOUR CAREER TO DATE?

My ex-boss, Hilary Rendell, was a major influence on me and my

work. I came in as a contractor and she saw my potential and by supporting me into more challenging roles allowed me to grow. She was a good mentor.

### IF YOU COULD RECOMMEND ONLY ONE BOOK TO SOMEONE, WHAT WOULD IT BE?

I've read all David Mitchell's books and would thoroughly recommend him as an author. I'm currently reading his book *Utopia Avenue* and loving it.

### WHAT DO YOU THINK LIBRARIES WILL LOOK LIKE IN THE FUTURE?

Libraries have changed so much since I started in this profession – and I'm sure they will keep changing. This is important because we need to respond to the changing needs of our communities and be as relevant as possible.

# LIBRARY OF THE ISSUE

## VICTORIA UNIVERSITY OF WELLINGTON TE HERENGA WAKA LAW LIBRARY



*Victoria University of Wellington Te Herenga Waka Law Library. Image credit: Elliot McDougall*

**There's a lot that is unique about the Victoria University Te Herenga Waka Law Library. The library supports study, teaching and research for the Faculty of Law at Pipitea campus through an extensive range of online and print material. It is one part of the extensive university library situated in what's known as New Zealand's largest and grandest wooden building.**

### WHERE IS THE LIBRARY LOCATED?

The library is situated in the historic, old Government Building opposite the Beehive in Wellington. It once housed our entire public service. An outstanding example of New Zealand's architectural heritage

it's one of the world's greatest wooden buildings.

Completed in 1876, like many colonial buildings of the era, it was built to resemble a stone palace. This was to convey strength and stability in a young country undergoing rapid growth and change. The building makes extensive use of native kauri timber and the constant threat of fire meant it became one of New Zealand's first smoke-free buildings. It features two staircases, eight vaults, 143 rooms, 126 fireplaces, 22 chimneys, two hydraulic lifts, 64 toilets, eight verandas and seven porticos.

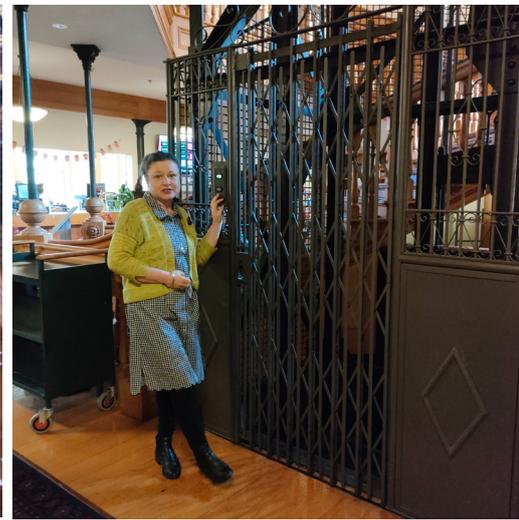
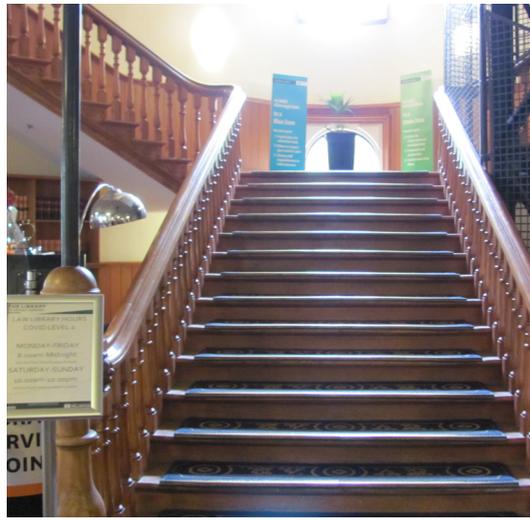
Limited restoration began in the early 1980s but by 1990 the building was empty. The Government decided to restore

the building and work began in 1994 under the management of the Department of Conservation. The work cost \$25 million and was completed early in 1996. It is regarded as a landmark in government-initiated heritage conservation.

Today, the Law Faculty of Victoria University of Wellington occupies most of the building that has been at the heart of New Zealand's central government activities since 1865.

### ABOUT THE LAW LIBRARY

The law library is located on four levels at the southern end of the building. There are rooms where the book stacks are kept - book rooms, subject librarian rooms,



Some of the team: Back: Peter Quin, Hannah Jenkin and Panna Patel-Gould. Front: Sacha Cotter, Christine Quill, Aimee Richards and Catherine Doughty. Image credit: Elliot McDougall

study rooms that can be booked, a Māori/Pasifika reading room, and service desk.

There are two teams at the library, the client services library staff, and the subject librarians. They maintain and shelve the collection, help students and faculty members to find reference materials, and digitise course materials. Subject librarians work closely with faculty members to help them and their students' information literacy skill development and assist with improving research output and teaching. The Pipitea teams also support students and staff from Victoria University's Wellington School of Business and Government opposite in Rutherford House.

The Law Library supports legal studies and research with primary and secondary law sources in print and electronic formats. The legal sources span many jurisdictions with focus on Aotearoa New Zealand and other common law jurisdictions. Some of the strengths of the collection are its strong emphasis on international law, legal sources from Pacific countries and recently, coverage to legal sources from China was provided.

Subject librarian Catherine Doughty says, "One of the things that makes my work so rewarding is the fact that the Law Faculty and the Law Library are in the same building. It makes for really

good networking and working relations, something that is so important in a subject librarian's role."

### SOME SPECIAL FEATURES OF THE LAW LIBRARY

In the library is a hydraulic lift rumoured to be haunted. There's also a collection of fine china that the team use for making cups of tea and in keeping with the colonial environs. Wonderful artworks, a magnificent native rimu staircase and a Christmas tree expertly compiled from law books, complete the scene.

# PROF REG



## THE COLUMN OF THE LIANZA PROFESSIONAL REGISTRATION BOARD

### BOK BOK BOK

**Ngā mihi o te tau hou! I hope the sparkly New Year is treating you well!**



Whilst on holiday at a farm on the Kapiti Coast I met these friendly Bok Bok Bokers! Momentarily they made me think of my LIANZA professional registration journal that was due and I couldn't resist sharing them. Fortunately, the rooster was housed far

away enough to not wake us with his morning clarion call.

This is a good time to mention planning professional learning for 2022. I find it useful for my year's planning to take stock of the learning activities that I have completed for my professional journal and identify any gaps from various BoK clusters and domains. In the recent past I used to cobble my notes and reflections for journal entries together in a three-month timeframe but I am trying to establish a bit of calm and order these days.

When I looked at the activities from which I had to select for my journal over the last three years, I could see that many of them were learning opportunities provided by LIANZA. Over 2021, I was astounded to receive an email almost every two weeks with offerings – and most were free. We are so fortunate to have these opportunities provided to us. Most are now virtual for ease of access and as a response to the COVID era. They fit many of the

BoKs and are relevant across the library sector span. For example, I was unable to participate in the *LIANZA Evaluation and Impact* initiative in 2021 due to my other study commitments. But the webinars that ran with participants sharing their learnings were valuable learning activities – and free! (*LIANZA are repeating the Evaluation and Impact project this year-ed.*) I have found the [LIANZA website](#) to be a super useful tool for finding learning resources and opportunities, particularly under the Events menu. I was unable to attend the entire LIANZA 2021 Conference, but I could look at the line-up of keynote speakers on the programme and investigate their work elsewhere (and attendees to the conference can still go back and listen to the sessions they missed on the virtual platform-ed).

The LIANZA TEL SIG Journal Discussion Groups under the *Communities* menu of the website is another free learning aid. Journal articles are selected each month and thoughtful questions are provided to stimulate reflective discussions. I recommend these groups as they connect us

with professional literature and with other library and information professionals.

The Professional Development menu offers a link to LIANZA webinars. View past webinars on the [LIANZA YouTube channel](#). These are excellent resources and useful if you

missed a session or want to revisit it. Make sure you register for [upcoming LIANZA webinars and events](#) in 2022.

Over 2021, I was astounded to receive an email almost every two weeks with offerings – and most were free. We are so fortunate to have these opportunities provided to us.



**Catherine Doughty:** RLIANZA | ALIANZA, chair LIANZA Professional Registration Board, law subject librarian at Victoria University of Wellington Te Herenga Waka. Information literacy advocate and teacher, life-long learner, quilter, fabricaholic, walker, coffee addict, wife, aunty and mama to two fur babes.

# ASK ME ABOUT LIANZA



**Emily Flaws, RLIANZA**  
**Senior Librarian, Children and Youth**  
**Ngā Pātaka Kōrero o Tāmaki Makaurau -**  
**Auckland Libraries**

## WHY DID YOU DECIDE TO BECOME REGISTERED?

I initially registered in 2012 when I returned to library work after a few years working in related organisations, as it was required for the position I applied for. I saw it as a great opportunity to reconnect with the profession and LIANZA.

## WHAT IS THE VALUE OF REGISTRATION?

I think professional registration is important for maintaining professional practice and standards and keeping what we do relevant. Being role models and promoting LIANZA membership and professional registration to new and younger colleagues will help to keep the profession alive. Maintaining the journal and reflective writing provides a self-assessment tool that encourages us to grab opportunities for mentorship, training, and development in the areas we need to focus on.

## MY EXPERIENCE OF THE REGISTRATION PROCESS

I have just completed my third revalidation. Highlighting the array of my work and achievements each year is inspiring. By reflecting on previous revalidations, you can ensure you are continuing to develop and learn. Self-discipline is required to maintain an active journal. The process can be made easier by keeping an open list with brief reflective comments throughout the period. Time in lockdown opened new opportunities for online learning and looking deeper into what LIANZA offers. Make time to work with peers and mentors on your revalidation and continue to positively support and encourage each other. It is challenging but ultimately rewarding.



# LIANZA PROFESSIONAL REGISTRATION

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

### AORAKI

Katherine Ogden

### HIKUWAI

- Janis Bishara
- Shanta Prakash
- Visnja Susnjar
- Sabine Weber-Beard
- Claudia Adams
- Ania Biazik
- Emily Flaws
- Jessica Hallam
- Jacquelyn Lesley McCormick
- Fiona O'Connell
- Sana Saleem
- Eileen Sione
- Aimee Speight
- Heather Steedman
- Patricia Webster

### MURIHIKU

Kathy Aloniu  
Andrew McPherson

### TE UPOKO O TE IKA A MAUI

Aubrey Kirkpatrick

### TE WHAKAKITENGA AA KAIMAI

Lesley Preece

# FREEDOM OF INFORMATION



## CHALLENGED BOOKS

**With the new year just beginning, the LIANZA Standing Committee on Freedom of Information has already been asked for advice on responding to challenges to books in a library collection.**

These books are published by Tross Publishing and cover the topics of the Treaty of Waitangi, Treaty settlements and Māori history from a perspective that the colonisation, discrimination and racism of the past has been overplayed, and Māori are getting away with greater entitlements by using the Treaty settlements unfairly.

This is not the first time books about Māori have been challenged for content that is inaccurate, racist and mis-informative leading and to harm for Māori exposed to it or to the people who have read and believed it. Last year there were also questions to the standing committee about books in libraries with mis-information about Covid-19 and vaccination, and about gender identity.

### LIANZA IS TALKING ABOUT IT

At the LIANZA Conference in 2021 there was a panel discussion on Freedom of Expression and the limits of inclusivity, with a range of opinions presented on what libraries should do, for example with anti-vaccination resources. The panelists acknowledged that the conversations around this issue can be uncomfortable, that libraries are not neutral, but that we need to be prepared to lean in to the discussion, listening to the range of opinions being offered and providing a space for these conversations to happen.

One panelist remarked that many of those listening would have studied and learned our practice about freedom of Information some years ago and that the context and debate has changed, partly driven by the rise of social media and how people use it. They talked about organisations deliberately using mis or dis-information as a tactic to achieve their aims, using the 'authority' of the library to 'validate' their opinions by its inclusion in the collection. They warned that we cannot allow libraries to be weaponised against marginalised communities by this practice.

A few years ago challenges to books were often conservative in nature, trying to restrict access to books with sexual content, particularly what some religious groups saw as 'deviant sexuality.' Recent challenges are coming from a social justice and inclusivity perspective, to books on gender identity, end-of-life choices, Māori history and politics. And to topics that generate some dispute such as the use of 1080 in pest control, climate change denial, and anti-vaccination.

Are different approaches to different topics required? Or is that a slippery slope? An audience question asked whether different approaches were needed between dealing with historical content and newly-produced publications. Other comments suggested public libraries have a different role than research or academic libraries in holding disputed content, and in particular ensuring health information is accurate and current, to avoid harm to consumers of the information.

### SO WHAT SHOULD WE DO?

#### Be prepared

One thing that emerged as a key point was that libraries need to be clear themselves about their policy and approach. Having the discussion and debate and articulating a clear policy and practice assists staff, customers and communities in knowing what they can expect and how they might engage with the discussion. Have the conversation and record the conclusion in a proactive way, so that libraries are ready when books are challenged or promoted for inclusion.

Libraries should have a clear findable collection development policy including what they will and will not collect and why. These policies can refer to national and international statements and guidelines such as those from LIANZA, IFLA and UNESCO. Policies and practices should be regularly reviewed.

Libraries should also pre-plan and document how controversial material is managed in the library including what collection it will be in, how it will be classified and described to provide context,

and the steps the library will take when content is challenged. They should document any challenges and decisions and be very clear about why the decisions were made.

### Promote critical thinking skills

The role of libraries in strengthening the critical thinking skills of those who use them was also highlighted. People will find misinformation in or outside the library – help them develop the critical skills to evaluate resources. Libraries can provide programmes, resources and staff training around assessing both print and on-line resources and encourage 'lateral reading' to determine an author's credibility, intent and biases.

The conference panel discussion was lively, informative, interesting and sometimes humorous. Playing on the name of one critical analysis tool the '**CRAAP\_test**', panelists presented two different approaches to policy and practice. 'Just don't buy the crap!' or 'contextualise the crap (and highlight the quality)'

Huge thanks to the people on the panel – Rob Cruikshank from the LIANZA standing committee of freedom of information who chaired the session, Catherine Leonard from Auckland Libraries, Laurinda Thomas from Wellington City Libraries, and Mandy Henk from Tohatoha.

### Further reading and resources

- [LIANZA-Statement-on-Freedom-of-Information-2020](#)
- [IFLA background paper Freedom of Expression and Inclusion](#)
- [IFLA Statement on Censorship \(2019\) – IFLA](#)
- [Understanding mis- and disinformation in Aotearoa New Zealand \(tepunahamatatini.ac.nz\)](#)

Summaries, reviews, and user tags can help provide context. Here is an example of a user review on a library catalogue.

- [https://discover.aucklandlibraries.govt.nz/iii/encore/record/C\\_\\_Rb2748468](https://discover.aucklandlibraries.govt.nz/iii/encore/record/C__Rb2748468)



# NEW LIANZA MEMBERS

*Welcome to all our new  
LIANZA members!*

#### HIKUWAI

Eileen Sione  
Melani Waanders

#### IKAROA

Emily Clough

#### MURIHIKU

Susanna Elliffe  
Giorgina Rocco

#### OVERSEAS

Dana Murphy

#### TE WHAKAKITENGA AA

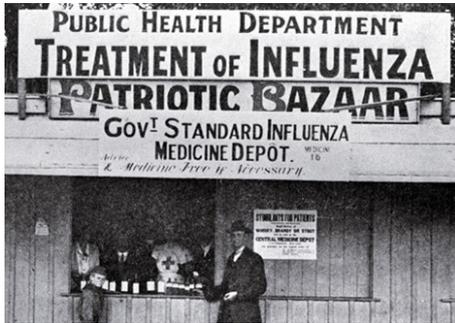
#### KAIMAI

Christine Lewis

# HISTORY CORNER



## LIBRARIES AND THE 1918 INFLUENZA PANDEMIC



*The medicine depot in Cathedral Square where the Government standard influenza medicine was supplied [1918]. Image: Christchurch City Libraries*

The 1918 influenza epidemic arrived on New Zealand shores with soldiers returning from World War I. Sometimes called the 'Spanish Flu,' because Spain was the first country to report its cases, this pandemic killed more than fifty million people worldwide, including about 9,000 New Zealanders. Unsanitary conditions on the front had led to influenza spreading rapidly among the troops, and wartime censorship meant it took too long for the scale and severity of the epidemic to become clear. Following nationwide mass gatherings at Armistice Day celebrations, New Zealand was hit hardest by the pandemic through November and December 1918.

During these months, libraries across New Zealand closed to stop the spread. The health minister set out comprehensive guidelines for tackling the pandemic, but it was locally formed committees who helped to coordinate relief efforts on

the ground. Libraries, schools, halls, and other indoor gathering places were instructed to shut their doors to the public, and private businesses soon followed suit. As the pandemic worsened, closures became as much a necessity due to lack of healthy staff as a preventative safety measure.

For libraries, another key aspect of the pandemic response was fumigation. Librarians worked with Health Department staff behind closed doors to disinfect entire buildings and individual books, some going so far as to repeat the process several times. Most libraries appear to have required borrowers to return all books and magazines, to ensure the entire collection was properly fumigated. Preventing the spread of germs via library books had already been a hot topic among librarians for some time; at the very first conference of the Libraries Association of New Zealand in 1910, two papers were presented on 'Book Disinfecting' and 'Infected Library Books.' With no vaccine and no antibiotics available to combat influenza, fumigation of both people and public places was one of the few lines of defence.

Unlike the COVID-19 lockdowns, there was no working from home. Library staff either continued their work in library buildings, or they took up

new jobs as lay nurses and volunteers. With medical resources stretched thin nationwide, it fell to members of the public to step in and help each other. Librarians left their posts to look after the sick, deliver food and medical supplies, coordinate local pandemic response committees, and support their neighbours and families.

For many librarians, the library closures had a silver lining in that they proved a great time to take stock and implement new ideas. The Southland Times reported in December 1918 that their local librarians had been hard at work during the closure; they used this period to weed the collection, alphabetise the fiction by the author's surname, create a new collection area for books about the war, and adopt the Dewey Decimal System for non-fiction.

By late December 1918, public facilities were reopening as the media reported influenza was 'on its deathbed.' The worst was over, and the role of libraries could return to normal. So close to the end of World War I, the massive scale of illness and death caused by this pandemic is often overshadowed - but New Zealand's response to the influenza pandemic had a huge impact on how we planned for and responded to future epidemics.



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