

# LIBRARY

TE RAU ORA

# Life



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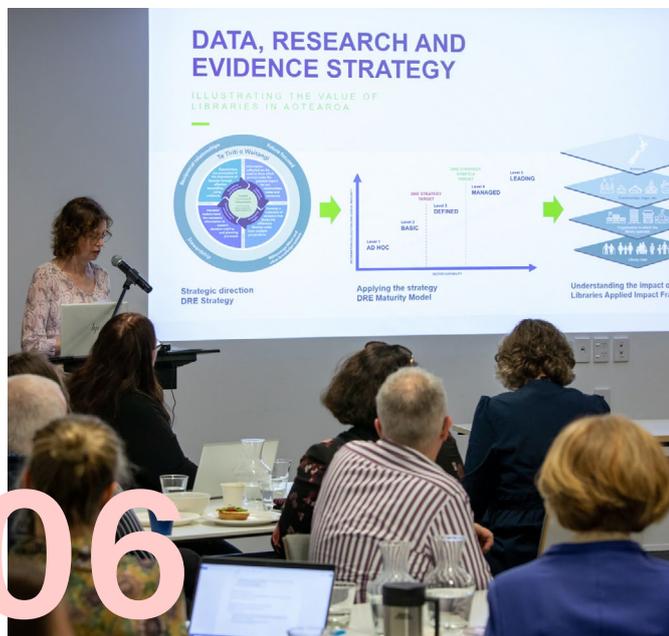
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NZLPP Sustainable Libraries Symposium, held on Nov 14 at the National Library of New Zealand Te Puna Matauranga  
 Image credit: Mark Beatty, NLNZ

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#### EDITORIAL STATEMENT

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FROM THE  
*editor.*

NĀ TE KAITĀTARI



ANGELA CAIRNCROSS

E ngā mana, e ngā reo, e hou mā, tena koutou katoa. Welcome to our final issue of *Te Rau Ora Library Life* for 2022.

I was pleased to be invited to the NZLPP Libraries Sustainability forum in Wellington in November and learn about the many projects and opportunities for the sector. Many resources have been made available from this NZLPP funding and I hope you make use of them in your library and information mahi. It was also a great pleasure to interview Anahera Morehu on her career for this issue. And to meet our history corner writer, Nicole Thorburn, when she was at National Library as the 2022 Helen Zwartz Scholarship recipient. These articles sit alongside many more from around the sector that I hope you enjoy.

Thank you for your contributions and reading this magazine. So far over 2022, there's been over 5,400 visits to the *Library Life* page, the same number of visits for the whole of 2021.

Kia pai tō pānui i tēnei putanga o *Te Rau Ora Library Life* – please enjoy this issue of *Te Rau Ora Library Life*.

Ngā mihi nui,

**Angie Cairncross**  
**LIANZA Communications**  
**Advisor**

# FROM THE PRESIDENT



**KIM TAUNGA**  
LIANZA President

Tēnā koutou katoa,

It's December already and I am thinking about the people in our profession who have contributed so much and the legacy they leave for us all to build on and try to emulate.

At our recent AGM we acknowledged the passing of Rosalie Blake, Sabine Weber-Beard and Mike Stachurski.

Rosalie and Sabine were stalwarts and active contributors to the wider profession. Rosalie had been retired for some years. She was a LIANZA Fellow and was a significant figure in public librarianship.

Sabine was very well known in our profession too, internationally recognised with her work in IFLA, and was loved and admired by many of us including of course her Far North District Council team, who made the lovely tribute video to her.

And Mike, an Auckland Libraries colleague of long standing most recently in the metadata and supply team within Libraries & Learning. He made a huge contribution through his

## NĀ TE TUMUAKI

specialist cataloguing work including preparing data for the Kura online heritage collection.

I can't begin to pay full tribute to these wonderful librarians but I do want to acknowledge them here at the end of this year and to send aroha to all their whānau, friends and colleagues.

I feel really lucky to have been able to attend lots of symposium, events and hui already this year **and you can hear more about the IFLA Asia-Oceania workshop in Bangkok here.**

The position of LIANZA president affords me some extra special opportunities to connect with people across the motu. One of the lovely things I got to do last month was to attend Sue Fargher's retirement celebration in Waipawa.

The Central Hawkes Bay District Council mayor and chief executive hosted the event celebrating Sue and her 28 years of amazing mahi. Within this edition of Te Rau Ora Library Life is a tribute to Sue, but I would like to express my gratitude and admiration here too. Doug Tate, chief executive highlighted how Sue "Got the big stuff across the line, that she was future focussed and forward thinking and that her work has had influence across generations". The mayor, Alex Walker, said that "Sue touched and cared for our community and everyone who came to the libraries was whānau". She also said that Sue's ethos to serve was at the centre of everything.

Heartfelt words and tributes flowed but what resonated most for me was Sue's gratitude that librarianship gave her the avenue to serve her community. She also expressed how special receiving a LIANZA Fellowship was and how grateful she was to be part of the community of libraries and librarians of Aotearoa.

The connections we make through LIANZA and libraries is very special. The mahi we all do across our sector in schools, tertiary institutions and a myriad of organisations and communities makes a difference.

Meitaki ma'ata, fa'afetai and thank you to everyone out there doing the mahi, it's a privilege to belong to this community.

I wish everyone well over December and January and hope it includes some rest, recreation, and whānau time.

Kia manuia,

**Kim Taunga**  
**Te Rau Herenga o Aotearoa**  
**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.



# NZLPP SUSTAINABILITY SYMPOSIUM



*NZLPP Sustainable Libraries Symposium, held on Nov 14 at the National Library of New Zealand Te Puna Mātauranga. Image credit: Mark Beatty, NLNZ*

**How do we keep the momentum going? This was the question asked by Te Pouhuaki Rachel Esson at the New Zealand Libraries Partnership Programme (NZLPP) Sustainable Libraries Symposium in Wellington in November. An inspiring event, the symposium presented project work developed through NZLPP \$58.8 million COVID recovery package to support libraries. This included the Data, Research and Evidence Strategy, the Workforce Capability Framework, strategic partnership grants, and Whiria te Tāngata. Feedback from the evaluation of the NZLPP was also provided.**

## EVALUATION OF THE NZLPP PROGRAMME

In January 2022, Te Puna Mātauranga o Aotearoa National Library of New Zealand asked Martin Jenkins to evaluate the short-term outcomes of the New Zealand Libraries Partnership Programme

(NZLPP), to help it understand the NZLPP's impact on the library sector and communities across Aotearoa. The evaluation included interviewing key stakeholders, surveying library managers and secondees, with visits to three libraries.

Matthew Fanselow from MartinJenkins explained the outcomes of the NZLPP identified through their evaluation. Three areas of NZLPP were evaluated: the secondee project, fee waivers and free public internet. The evaluation identified that the NZLPP has provided considerable benefits to library users and communities.

The secondee project aimed to expose non-library staff to the library sector and to provide professional development and upskilling for the library workforce. More than 200 secondees took part, bringing a diverse range of experience and technical skills to the library sector, including Māori liaison and engagement, archiving, digital learning, community engagement and outreach, learning

There was very little negative feedback with 95% of those surveyed agreeing that there were positive outcomes. The secondee project was one of the most positive response areas, while the fee waiver gave a much-needed boost to libraries. The most far-reaching outcome of the NZLPP was the impact on the workforce of secondees, expanding the range of perspectives and skills in the sector from te reo Māori to digital inclusion. Although many have moved on, over half of secondees indicated their desire to stay in the sector. Martin Jenkins reported that more than half of the library managers interviewed (60%) said they would be able to retain secondees beyond the end of the NZLPP. Many managers were able to use the success of the NZLPP to convince their council to let them retain the additional staff, or to recruit to fill the secondee's role if the secondee did not stay on at the library.

[Read the evaluation here.](#)

## DATA, RESEARCH AND EVIDENCE (DRE) STRATEGY

Fiona Scott Melton from Allen + Clarke provided an overview on the Data, Research and Evidence (DRE) Strategy developed for the NZLPP as a resource for libraries and information services. The resources in the Data, Research and Evidence (DRE) Strategy aim to help library staff effectively collect, analyse and use data to tell the library's story and plan for their library.

"These tools are designed to help realise the benefits having data and evidence can have to future-proof libraries in Aotearoa," said Fiona.

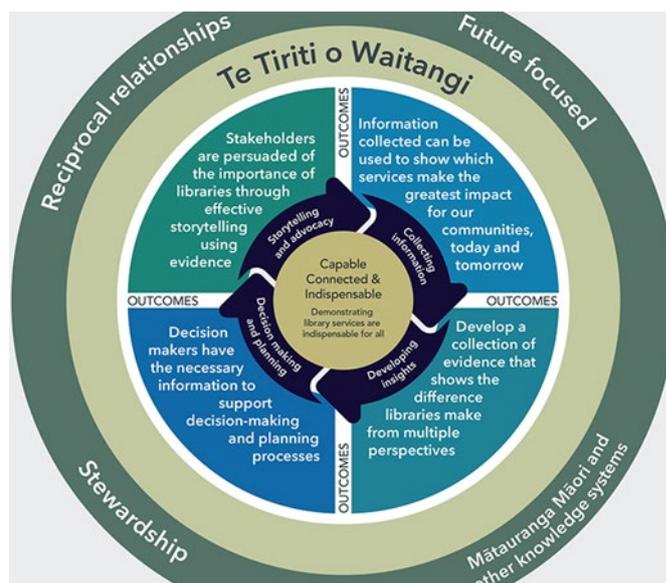
The strategy is based on a maturity model and increasing capability across the sector. It recognises that there is no level playing field and that each library will be at a different level in its ability to collect and evaluate data and tell the story of that research. The aim is for all libraries within Aotearoa to have reached a basic DRE maturity level or where possible a defined maturity level in the next five years. The DRE acknowledges the growing recognition of the need to embed Te Ao Māori perspectives and Kaupapa Māori into library services. This requires a fundamental change in approach, such as libraries co-designing future services.

This strategic framework sets out the future direction for data, research, and evidence in the

library sector through:

- a vision, to set direction
- a set of four values, driven by Te Tiriti o Waitangi, to guide behaviour
- four focus areas, to direct effort.

These elements are interconnected, and the interpretation of each element should be considered in the context of the entire framework, represented by the image below.



Individual libraries can assess their capability using the DRE Maturity Model in the tools available online below. Based on this assessment, they can decide the next steps to improve their capability.

[Find the Data, Evaluation and Research Tools here.](#)

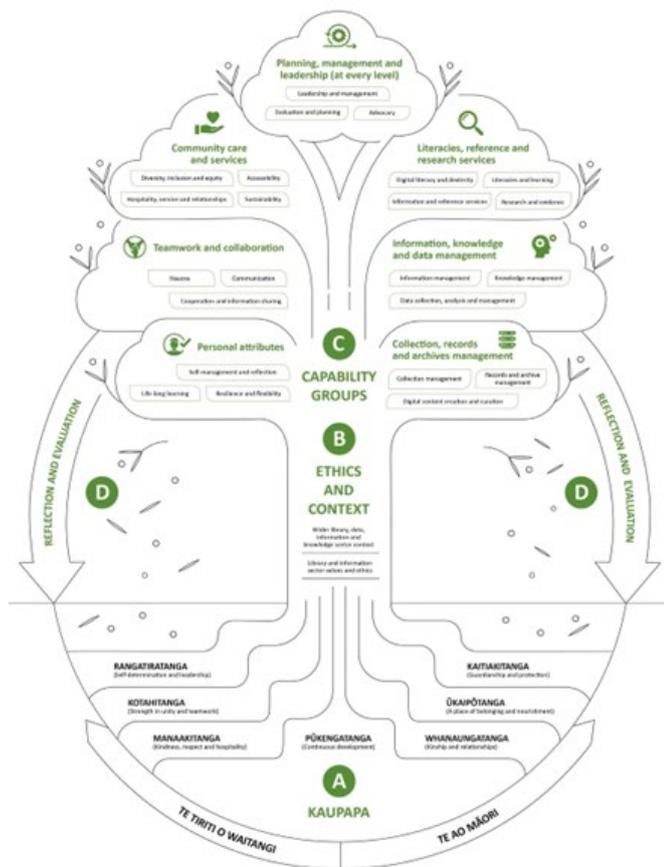
## TE TŌTARA WORKFORCE CAPABILITY FRAMEWORK

Another significant strand of the NZLPP programme is Te Tōtara, a workforce capability framework to strengthen a diverse workforce for the long-term sustainability of the library and information sector. A hybrid holistic model was created as a practical tool for reflection and development. Guided by Kaupapa Māori, cross-referenced with best practices, and adaptable to suit the many different library and information sector roles, the framework helps individuals, teams and managers think about their current level of knowledge, skills and behaviours, and to identify areas for growth.



Image credit: Mark Beatty, NLNZ

The model is based on Te Tōtara tree as shown in the image below.



The framework is currently being tested by the Kāpiti Libraries who have shaped it to their particular context, namely providing a shorter document more digestible for their library team. Kāpiti Libraries Manager, Ian Littleworth says “I’m excited to work on this framework. But it’s a big shift for staff – it’s going to take a whole heap of time, but if done right it will be an awesome tool!”

The detailed framework, implementation plan, module, and workbook can be found here: [Library sector workforce capability framework project | National Library of New Zealand \(natlib.govt.nz\)](https://www.natlib.govt.nz/).

## WHIRIA TE TĀNGATA - SUSTAINABILITY MAHI

The aim of Whiria Te Tāngata is to further the mahi of the projects commissioned by the NZLPP building on the capability and skills of the sector and using an ‘action-learning’ approach to:

- explore a cross-sector partnership model that focuses beyond the sector
- address the enablers for communication and collaboration
- and implement the data research and evidence strategy and workforce capability framework.

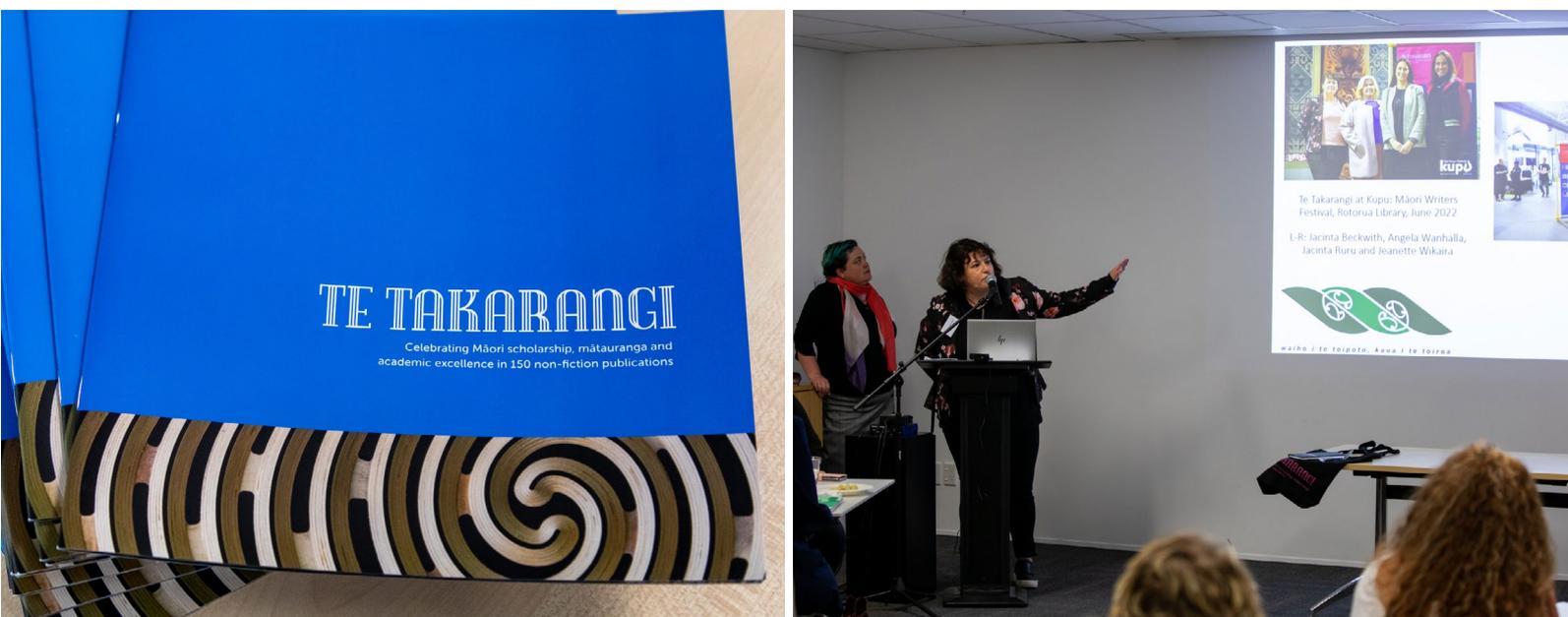
An eight-month learning and development opportunity for 12 library and information sustainability champions (kākaho) is central to this mahi. This is an opportunity for the kākaho to grow their networking, collective impact, and strategic leadership skills through both online learning and face-to-face noho marae.

With the support of their workplace, kākaho will apply practical skills to areas such as Mātauranga Māori, the workforce capability framework, supporting the implementation of the sector data, research and evidence strategy, collaboration in workforce development, and establishing the foundation for a sector-wide collaborative model.

## FINAL THOUGHTS ON THIS MAHI

Participants identified that funding clearly works, noting the significant amount of new sector projects and partnerships developed through NZLPP grants as examples of what can get done when funding is available. To keep building on these relationships and keep the work going, participants were keen to find ways to leverage this work for a wider impact in the sector. LIANZA, NZLPP and other sector groups will explore how we can do this through articles and events in 2023.

# NZLPP STRATEGIC PARTNERSHIP GRANTS



Jacinta Beckwith presents the Te Takarangi ki te Ao mahi at the Sustainable Libraries Symposium. Image credit: Mark Beatty, NLNZ

**In addition to the NZLPP projects already mentioned, NZLPP strategic partnership grants were made available to sector organisations and partnerships, resulting in a number of new and extended projects in the sector.**

## TE RŌPŪ WHAKAHAU MĀTAURANGA -TE TAKARANGI KI TE AO

is an acknowledgement and celebration of Māori-led scholarship across time and genres. Bringing together 150 non-fiction publications, this collection provides an overview of some of the most important Māori leaders, thinkers and authors of our time. The NZLPP grant enabled the project group to take the publications out to marae and communities. Te Takarangi starter kits will be released later in 2022.

## TE RŌPŪ WHAKAHAU - MATURANGA MĀORI PROFESSIONAL

**DEVELOPMENT** is an interactive workshop designed to provide a targeted development opportunity for information professionals, this was to be two days on a marae but changed to virtual with the COVID environment. Care packages were sent out to online participants to acknowledge a marae Kaupapa.

**SLANZA - A BIT SUS** is a pilot training programme for school librarians to develop knowledge and resources to support youth to counter misinformation. SLANZA worked in partnership with Tohatoha to train 15 school librarians. The use of an online 'escape room' activity was negotiated with the University of Washington. Due to the success of the first cohort additional funding was provided for an extra 23 school librarians to take part in the training.

## LIANZA/SLANZA TERTIARY GRANTS – both associations

originally put in similar bids to provide grants for tertiary qualifications, so were encouraged to combine forces to develop a co-governance model. The project aims to upskill the current workforce with library and information tertiary qualifications; attract new people to achieve tertiary library and information qualifications and gain employment in the library and information sector; and ensure the workforce is qualified and future-ready to demonstrate the value and impact of library and information services.

Foundations set early on, such as bringing on a project manager had many benefits. The operating model chosen resulted in Perpetual Guardian acting as grant administrators. There were 51 applications in March and 36 grants were made. Grants were made to 48 applicants in the October round. Grant rounds will be held in October every year. However, tuition grants

GRANTS  
AVAILABLE  
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FESOASOANI  
TUPE

# LIANZA SLANZA TERTIARY GRANTS

*Image credit: Auckland Libraries*

and support for additional study costs are only one part of the puzzle – it needs more people involved to get the message out about working in the library and information sector.

## **TAITUARĀ AND PUBLIC LIBRARIES NZ – LIBRARIES CO-CRE8 WELL-BEING PROJECT.**

This strategic project capitalises on existing assets: PLNZ's 10 years of public library statistics and Taituarā's web dashboards to demonstrate how public libraries contribute to the local government wellbeings. A library of best practice was set up through the Co-Cre8 team site. An Ask an Expert webinar series was provided, and surveys were set up to gather qualitative data. This is a series of dashboards that council and public libraries can use to provide evidence about on economic, social, environmental, and cultural well-being. Data gathering is based on verbatim coding. A report on the data gathered will be available towards end of 2022.

**HE KUPENGA HOROPOUNAMU** - A programme of work to inform and change libraries practice

and service design to achieve better outcomes for Māori communities through taking a kaupapa Māori approach, improving whānau well-being, and increasing confidence in using library services to support success in education. The governance of this project was shared by CONZUL, National Library of New Zealand, Auckland Council Libraries and University of Canterbury. Some of the early findings were that relationships with mana whenua are key; the need for better access to research and heritage collections - aligned to the school curriculum; provision of Manaakitanga spaces; heritage and taonga need to be more visible and available; more Te Reo and Te Ao Māori capability in libraries; and the creation of career pathways in libraries.

## **PŪTOI RITO COMMUNITIES OF READERS PHASE TWO**

– Pūtoi Rito Communities of Readers is a National Library of New Zealand Te Puna Mātauranga o Aotearoa initiative that aims to engage children and young people with reading for pleasure and wellbeing. Funding has enabled a second phase of the initiative in South Dunedin,

with proposal to extend to Dargaville and the Waikato. Pūtoi Rito Phase One demonstrated that reading is both an individual pursuit and a social activity that can be stimulated, influenced, inspired and actively enabled by others. Phase Two saw the project increasing community, mana whenua and schools' engagement, and expanding locations for books in support services and information sessions for social workers and carers.

This project shows that the more communities surrounding tamariki and rangatahi understand their influence in creating young readers and the potential impact of reading for pleasure, the more effective they are in encouraging and supporting reading.

*There were several other projects funded through the NZLPP, only the ones presented at the Sustainability Forum were included in this article.*

[Read more here.](#)

# THE DIGITAL PARTICIPATION LAB AT TE HERENGA WAKA

## RESEARCH FOCUS: VICTORIA UNIVERSITY OF WELLINGTON

**Libraries across Aotearoa New Zealand play a huge role in supporting people's digital engagement within the community. Partnering with other organisations such as the Digital Inclusion Alliance Aotearoa (DIAA), public libraries enable people to get online through initiatives such as Skinny Jump.**

They support the development of digital literacy in communities by making technology available and through digital skills training on a one-to-one basis and with programmes and classes.

**The Digital Participation Lab** based in the School of Information Management at Victoria University involves staff and students from across the school and focuses on the research areas of digital inclusion, digital resilience and digital sustainability. Some of our recent research has focused on how public libraries support digital engagement within communities.

Although statistics show that Aotearoa New Zealand is a very connected society – **the World Internet Project** states that 94% of our population are internet users – we know that inequalities in access to and use of digital technologies remain. Factors such as race, gender, education, and age can impact the extent to which people engage with digital technologies and, for disadvantaged groups, this can mean that they become further excluded, unable to fully engage and participate in society as more and more government

and commercial services move online. Governments around the world realise that steps need to be taken to address inequalities in engagement with digital technologies within their populations and have established strategies and initiatives to try to support more people's digital engagement.

### THE DIGITAL PARTICIPATION LAB

At the Digital Participation Lab, our current work in this research space includes a project funded by InternetNZ exploring the sustainability of digital inclusion activities because while there have been evaluations of digital inclusion programmes and initiatives, the longer-term impact on individuals and communities is more difficult to identify. For this research, we are focusing on three initiatives in partnership with the DIAA: Skinny Jump; Better Digital Futures; and the Ministry of Education's COVID-19 student access initiative. The first two of these have a link with public libraries which are key partners in Skinny Jump, helping people get connected with low-cost pre-pay broadband, and they also host 'Better Digital Futures' sessions to build seniors' skills and confidence with digital devices and the internet. For Skinny Jump, we surveyed 8,000 people who had signed up for the service between March and December 2020 and we had 508 responses. The service was popular with our participants: 93% of those who

had registered in 2020 still used it and the vast majority used it every day. Asked what they used their internet connection for, responses focused on paying bills, connecting with family and loved ones, and accessing government services online. Our results indicate that the internet connection available through Skinny Jump supports people in a range of important day-to-day activities, enhancing their quality of life and providing more convenient and flexible ways to access financial and other services.

Looking at the survey's open-text responses, we identified three core themes of access, affordability, and activity. Comments around access focused on ideas about access to the internet generally and what it means for people, with comments mentioning how it was "a life support" and "a human right". Affordability was probably mentioned the most with the cost-effectiveness of the Skinny Jump model highlighted by many. One participant mentioned how Skinny Jump had "lifted a weight" off their shoulders and allowed them to manage the costs of connection more effectively. Finally, comments related to activity traced how people used the internet and the idea of connections featured strongly here – keeping and building them – especially during the pandemic. Comments about using the internet for jobs and job seeking and for education and learning were also common.



*Digital Wellbeing for All is a 12-week programme delivered via Zoom for public library and community centre staff. Image credit: DIAA*

## HELP FROM SKINNY JUMP PARTNERS

About half of the respondents had received help from a Skinny Jump partner, a majority of which (62%) are libraries. The role that library staff play in supporting people's access and connectivity is an important one, brokering the interaction between people and technology to support digital inclusion within communities.

Some other research by the Digital Participation Lab indicates that library staff are keen to extend their own digital skills to support digital inclusion activities and programmes more effectively. The 'Digital Wellbeing for All' training, another DIAA programme, aims to build library staff capacity to deliver digital literacy support within communities, aimed at adults and particularly senior learners. Our evaluation of the programme found high levels of library staff confidence in digital skills before the training began which increased over the life of the programme. During times of stress and change caused by the pandemic lockdowns, the training provided tools,

resources and networking for participants. While many of the participants' libraries were already offering services like Skinny Jump, the workshop content offered "a good refresher". For other library staff, the training provided insights into working with adult learners, although this remained a little intimidating for some. Nevertheless, our evaluation showed that staff who participated in the training experienced a rise in confidence in their abilities and a wider appreciation of how what they had learnt would support their work in the library. There was a keen sense that the training would be beneficial in communities as it related directly to library staff roles in supporting digital skills, and it helped them as individuals through upskilling and developing their confidence with a wider range of digital technologies and services.

## ASSISTING LIBRARY USERS WITH DIGITAL ENGAGEMENT

Assisting library users with their digital engagement needs is now

an accepted part of the job for public library staff and business-as-usual for public libraries. The diverse nature of public library customers and their need for digital support means that library staff must be adaptable, flexible and willing to continue their own learning to ensure that they can provide appropriate support within communities. While the 'Digital Wellbeing for All' programme aimed to support library staff in providing small group classes within libraries, our research shows that people often have very specific queries that require one-to-one support. This can be challenging for libraries to provide, given their resourcing. A "one-size-fits-all" method for supporting digital engagement is cost-efficient and can be effective, as the success of Skinny Jump shows. A more nuanced approach may be necessary to help develop digital skills within the community, though, and to support people's access to and use of digital technologies and the internet on their own terms.



**Anne Goulding** is Professor of Library and Information Management at Te Herenga Waka Victoria University of Wellington. Her research focuses on the management of library and information services including how libraries support digital engagement within communities. She is a member of the Digital Participation Lab based in the School of Information Management which undertakes research on digital resilience, digital sustainability, digital inclusion, and the use of technology to improve services.

# FAR NORTH LIBRARIES UNDERGO A TRANSFORMATIVE JOURNEY



*Kaikohe Library. Image credit: fndc.govt.nz*

**Far North District Libraries have been busy! The library service has undergone a transformative journey after completing all major goals in their 10-year future libraries strategy in four years. This means an opportunity to reboot, refocus and deliver even more positive community outcomes for the remaining six years.**

**Roxanne Harrison and Nicola Smith have been gathering data about library trends to support the strategic reboot. This included a 'big questions' Future Libraries Inspiration session with staff and GLAMMIR sector leaders. They chat with *Te Rau Ora Library Life* about the session and its outcomes.**

## TELL US ABOUT THE APPROACH YOU TOOK

The best ideas are never usually cooked up by just one person. We were keen to get some innovators, change-makers, front-runners, and big-thinkers on board. We reached out to library leaders, our whanaunga in the museum sector as well as educators and high school makerspace specialists to join us in an online workshop

Together we looked at a few hearty discussion starters designed to draw out big thoughts and conversation, and maybe a little heated discussion.

We did lots of different types of research. For this session, we asked some of the sector's 'big questions' like do libraries matter

in the digital age? What skills do librarians need now and do qualifications really matter? But in a fun way designed to bring all views to the table. Rox facilitated this via Jamboard, so the session was a mix of conversation and hands-on activity.

## WHAT BENEFITS AND LEARNINGS WERE THERE?

It confirmed to us that libraries are innovative, interesting places to work in and that there's a lot of really cool stuff happening in Aotearoa's libraries. Partnering with other agencies is a focus. We still have books, but libraries are also spaces for other experiences, creative outlets, and events.



*The new Kawakawa Library and Service Centre located in the Te Hononga Hundertwasser Memorial Park. Image credit: fndc.govt.nz*

There was a practical benefit to us, a lot of what we'd identified through our prior research was echoed in the session. This helped focus our thinking about where libraries are heading and areas for our library service to focus on. "A key takeaway for me was the idea that libraries shouldn't, on their own, try to be all things to all people – that we need to hone in on our expertise and involve other experts where needed. To put it another way, don't ask your staff to Youtube 'basic pottery' and then run a basic pottery class..." says Nic.

## WHAT DID PARTICIPANTS SAY ABOUT IT?

The feedback was really positive, I think everyone enjoyed talking about what they were doing and hearing about the challenges and opportunities we often share. It was refreshing and pretty inspiring – we had someone request that we run it

again so they could send their staff members along!

There were strongly positive, forthright responses from our participants and some great discussions about libraries including a recommendation that we stop worrying about our future – assume we're going to continue to evolve in response to our communities and be as vital in ten years as we are now, then get on with it!

## HOW MIGHT YOU USE THIS FEEDBACK?

It's been useful. The main themes from the internal and external sessions were turned into a pānui for distribution. It will be used alongside other research to inform potential key focus areas for the next six years that we'll engage with our communities about.

Once our communities let us know which focus areas they want to see included, we'll draft the strategic plan to be approved by Council. We'll continue to use the session pānui as a reflection tool showing how much progress we've made from transactional to transformational library services, and the journey left to travel.

The last four years have seen us setting up new libraries and updating others, introducing RFID and new outreach services, and setting up a Recollect local history database. We've had a 500% plus growth in customer digital library platforms and tools, robotics, VR, and makerspace, alongside heaps of other fun and educative stuff. Plus COVID-19 and all its challenges and opportunities. So, thinking about our future strategically and planning what might be achieved during the next six years is really exciting mahi.

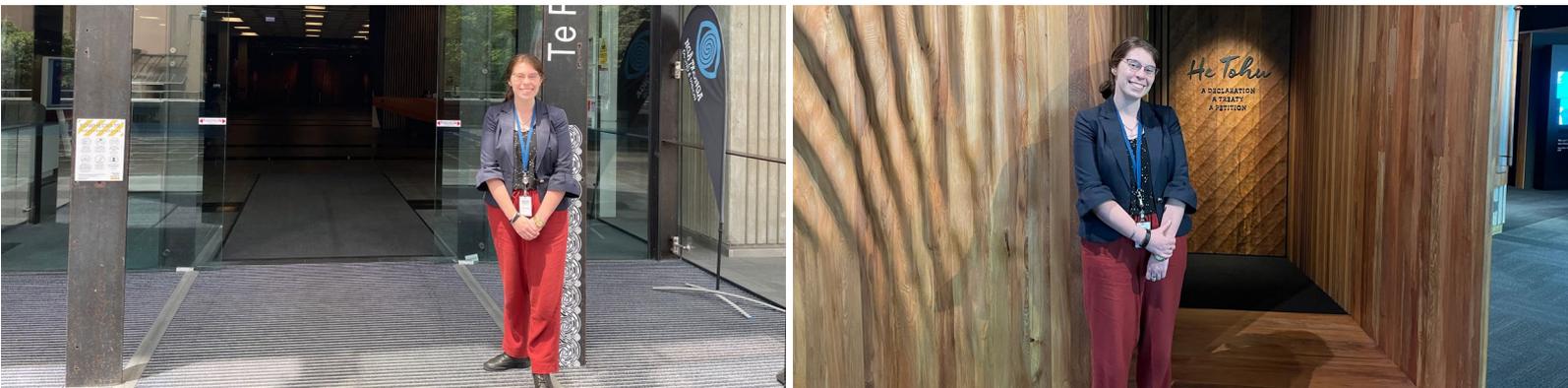


**Roxanne Harrison** is the outreach librarian and **Nicola Smith** is a library team leader at Far North District Libraries.



# 2022 HELEN ZWARTZ SCHOLARSHIP

## NICOLE THORBURN



Nicole Thorburn at Te Puna Mātauranga o Aotearoa National Library of New Zealand. Image credit: Lainy Li, NLNZ

**Nicole is a librarian at Thames-Coromandel District Libraries. This year she was awarded the Helen Zwartz Scholarship, which provides funding for librarians or staff working in a public library in one of New Zealand's smaller communities or Māori and Pacific communities, to undertake a week-long residency at Te Puna Mātauranga o Aotearoa National Library. Te Rau Ora talked to Nicole about her residency.**

Nicole has been at Thames Library, on the Coromandel Peninsula, for the past six years. She started her career elsewhere in the GLAMMIR sector, following her interest in New Zealand history into several different roles in community archives and museums. Nicole says she applied for the Helen Zwartz Scholarship because she has reached a point in her career where she wants to go out, learn from the best, and bring back new ideas to benefit her team.

Nicole considers herself a jack-of-all-trades at the library and has been able to develop into their local history resource expert, hone her customer service skills, and shape their 'voice' in online communication

with the public. Te Rau Ora Library Life has been the lucky recipient of Nicole's history research skills as she is a key contributor to our History Corner column.

Over a week in November, she visited Whanganui a Tara to learn more about the services at National Library, and how she could make use of what she learned in the Coromandel. Nicole had a great week. One highlight was going down into the basement and seeing the scale and breadth of the collection and learning about the way the books are stored and what was held there.

"I saw one rare book, *Aurora Australis*, in the Alexander Turnbull collection that had been published in Antarctica in 1908 by Ernest Shackleton and the British Antarctic Expedition team. They had learned how to print and produce books before the expedition so they would have a hobby when they were down there. They used what they had on hand – so the cover is made from an old bean box packet and the images were lithographs and etchings they'd done, and stories from their time there."

She describes herself as a massive fan of Papers Past and the inter-library loan network. She learned a lot from her session with the Papers Past team, learning more about what was being digitised and becoming more accessible. Nicole was pleased to learn about the Kōtui training and how her team could make better use of Kōtui. "There are more resources on Kōtui than we knew about and I can help my team get more out of this shared service."

Nicole also had the chance to learn from Wellington City Libraries and was impressed by her visit to the Newtown Library, their multi-lingual collection, and how they showcased their multi-lingual children's picture books. "Thames has a big hospital with a lot of migrant shift workers, and it really got me thinking about what we could be doing to reach out to this group in our community."

Nicole said one of her highlights was meeting David Zwartz and the rest of Helen Zwartz's whānau.



END  
OF YEAR  
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# LIANZA TE WHAKAKITENGA AA KAIMAI LIBRARY ASSISTANT DAY



Participants at the Te Whakakitenga aa Kaimai Library Assistant Day at He Puna Manawa, Tauranga. Image credit: Lisa Hayward

**Over the years Te Whakakitenga aa Kaimai have offered many successful library assistant days. In September the region's library assistant day was held at He Puna Manawa, the new temporary library space located in the heart of Tauranga. Library assistants from all over the region gathered for the first in-person networking event since before 2020, coming from as far afield as Ruapehu.**

The morning started with a whakatau with Tauranga library staff gathering to welcome visitors with a local waiata. Refreshments after provided attendees with a chance to have a chat before a tour of the library space. This included a behind-the-scenes look into service

delivery and collections and a chance to share the stories around the many significant Māori artworks located within the new library space. We then heard from Jessica King about her experience as a master's student at Te Herenga Waka Victoria University and the opportunities available to study in library and information qualifications.

The lunch break allowed more time to explore the library including the in-built café area.

After lunch, we were truly honored to have several special guests join us for a panel discussion. These included LIANZA president Kim Taunga and president-elect Richy Misilei, LIANZA executive director

Ana Pickering and Lee Rowe, Knowledge and Information Services Manager at Te Pūkenga, Toi Ohomai. It was an incredibly informative and inspirational panel, as each presenter shared the story of their career journey and the bumps they faced along the way. When asked if they had any advice for those wishing to progress their career, Kim talked about the importance of taking up opportunities and giving things a go.

We then broke for refreshments and our icebreaker: social bingo! Guests were tasked with having to hunt down someone with a tattoo, someone with more than two cats, or someone wearing a cardigan, difficult tasks indeed in a room full of librarians!



Image credit: Lisa Hayward

For our final segment of the day, we heard from Jody Smart on her journey from library assistant to heritage specialist. Jody talked about her experiences through the New Zealand Library Partnership Programme and gave advice to those looking to join the heritage sector including volunteering with local heritage groups and digital upskilling. We then heard from some of the Tauranga Libraries programmes team including Shannon Pawhau

(digital specialist), Lauren Jones (children and teens), and Tuoi Spencer (Māori programmes) about what an average day looks like for them, the challenges, and what they love about their roles. Their highlights included being able to dress up, being creative, and of course, getting to create awesome experiences for the community.

We concluded the day with a team Kahoot! This was heaps of

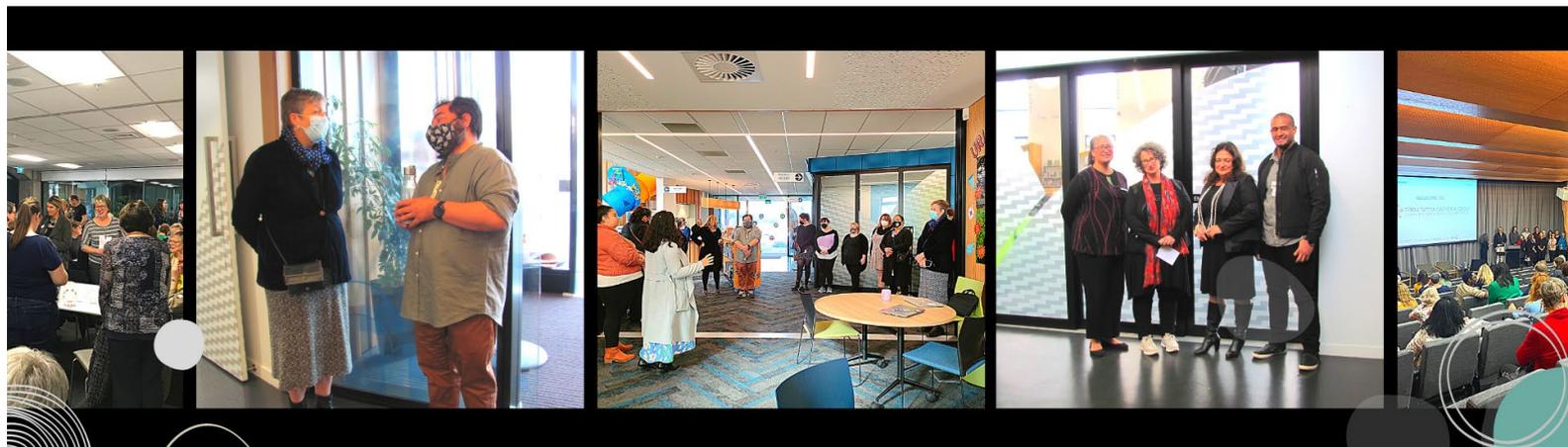
fun and quite a challenge, with a team from the Wintec Library taking first place. After handing out prizes we concluded with a karakia.

A huge thank you to all those who attended library assistant's day and all the people who made the day possible.

Nāu te rourou, nāku te rourou, ka ora ai te iwi



**Lisa Hayward** is the assistant community library leader for Mount Maunganui and the Mobile Library. She is a committee member for LIANZA Te Whakakitenga aa Kaimai.  
[lisa.hayward@tauranga.govt.nz](mailto:lisa.hayward@tauranga.govt.nz)



# JOIN LIANZA

PEOPLE & COMMUNITIES CONNECTED & EMPOWERED BY INFORMATION

# SUE FARGHER RETIRES FROM CENTRAL HAWKES BAY



*Sue Fargher, left, at her retirement ceremony with Mayor Alex Walker and Central Hawke's Bay CE Doug Tate. Image credit: Andy Fenton*

**Library Services Manager Sue Fargher began working for Central Hawke's Bay District Libraries 28 years ago, retiring recently at an event attended by many, from far and wide. Over the years she has seen the introduction of computer systems and online subscriptions, the creation of children's summer reading programmes, and most recently, the opening of The Knowledge and Learning Hub - Te Huinga Wai in Waipukurau. Under Sue's management Central Hawke's Bay Libraries have always punched well above their weight.**

Sue began her library career at Hastings Public Library between 1971 and 1974, starting at Waipawa Library in 1994. Central Hawke's Bay District Council Chief Executive Doug Tate said it was an amazing feat to have dedicated 28 years to a role that has formed such an

important thread in the fabric of their community. "Sue has been such an integral part of creating libraries of the future here - a taste of what we have started here together in Central Hawke's Bay. Far more than books, libraries are the critical connection for so many services and people," Doug said at Sue's retirement.

Sue received a LIANZA Fellowship in 2019, parts of which were read out to the audience at the event. Andy Fenton reported that for someone who initially didn't have a lot to say, Sue took the opportunity to acknowledge the people and events that made a difference during her library career. Andy Fenton, New Zealand Micrographics chair attended the event and commented, "We heard that over the years Sue's special gift was delivering new services, programmes and lots of author

events. She also looked out for those that needed looking out for and made sure the big organisations in her sector understood the needs of the smaller ones."

Rachel Esson, Te Pouhuaki, had this comment to make about Sue, "Sue has been a hugely positive contributor and supporter of libraries across the sector. She is known as someone who understands the needs of her community and proactively works to ensure that libraries support and enhance the well-being of those communities. She has been a generous supporter of the sector and demonstrated the huge impact libraries have for their communities. We wish her well and thank her for all she has done for libraries."

**[Hawkes Bay App | News - Retirement marks end of an era for Central Hawke's Bay District Libraries \(hbapp.co.nz\)](#)**

# WE ARE LIANZA

## #WEARELIANZA



**AMBER NICHOLSON**

### CAN YOU TELL US A BIT ABOUT WHO YOU ARE?

I'm a collections management librarian at Southland District Libraries, and I've been here for seven years. Prior to this, I was a library assistant at the University of Otago. Last year, I was proud to represent the Murihiku community on LIANZA Council. I'm now the chair of the LIANZA Murihiku Community committee.

### WHAT DO YOU THINK THE BIGGEST CHALLENGES ARE IN THE 21ST CENTURY FOR THE LIBRARY AND INFORMATION SECTOR?

I think we're still fighting for legitimacy – because libraries are a 'social good' it can be hard to quantify our impact. The sector is still underpaid and underappreciated, so librarianship as a career can be a hard sell. Lucky for us, unions (such as PSA and TEU) are working hard on our behalf for pay equity, and LIANZA can do

so much to raise the profile of the sector.

### WHAT ARE SOME KEY MOMENTS THAT STAND OUT FOR YOU DURING YOUR INVOLVEMENT WITH LIANZA?

I loved attending my first conference last year. Although it was a fully online conference, I still felt a sense of community and belonging which is so important. And I'm incredibly grateful that the Murihiku Community, especially Mark Hughes, has entrusted and supported me with the council and chair role. It's exciting to be involved in shaping the future of LIANZA.

### WHAT GOALS DO YOU HOPE LIANZA WILL ACHIEVE OVER THE NEXT FEW YEARS?

I would like to see LIANZA continue to join forces with other professional bodies in the GLAMMIR sector, to increase our reach and influence without stretching ourselves too thin. I'd also like to see further development of the LIANZA Connect platform – it has the potential to be a true community hub for the sector.

I'm looking forward to LIANZA 2023! It seems a long way off now, but as it's in Te Wai Pounamu it's practically local for me, and I can't wait to join my colleagues in person.

### WHY DO YOU THINK IT IS IMPORTANT TO HAVE A NATIONAL PROFESSIONAL MEMBERSHIP ORGANISATION SUCH AS LIANZA?

LIANZA makes connections – between colleagues, institutions, professional development, advocacy, and other groups – supporting professionals to become connected, confident, educated, and innovative.

"You should join LIANZA because the sector is full of amazing people and opportunities, and LIANZA is your professional, curated, supported gateway to all of them."

### WHAT WOULD YOU LIKE TO SEE LIANZA DO MORE OF?

I'd love to see LIANZA do a pull-out-all-the-stops, press-the-flesh tour of Aotearoa – make ourselves visible, available, and physically present to every sector professional. I realise that's wishful thinking, though! So, in lieu of that, I'd like to see more opportunities for in-person engagement, where we can meet with our sector colleagues and spend time together.

# CAREER PROFILE



## ANAHERA MOREHU

NGĀTI WHĀTUA, NGĀPUHI,  
TE RARAWA, TE AUPŌURI,  
NGĀTI KAHU

*Nāu te rourou, nāku te rourou, ka ora ai tātou.*

*With your basket and my basket we will sustain.*

Anaheha was born and bred in Tāmaki Makaurau Auckland in the rohe of Ōrakeiiriora, on the whenua of Takaparawhau, also called Bastion Point. She lived in Mangere and Mahurangi West moving as her whānau got bigger, and eventually returning to Ōrakei.

Her whānau travelled a lot when she was young through Northland where they have whenua. She did not realise until she was in her twenties that she belonged to many of the iwi from that area as well.

"I didn't realise I was Māori until about eight years old. My sister came home from school one day and sat on my dad's lap, she said, "Dad did you know there's Māori at school?" He said really who are they? Because we didn't distinguish between who

was Māori and who was not, at Ōrakei Primary School – most of us were."

Anaheha's grandparents were part of the generation not able to speak their reo at school and her grandparents from the Far North who were te reo Māori speakers, didn't encourage Anaheha's parents to korero Māori so she was raised speaking English.

"I used to do a lot of labouring work before I got into whare taonga (libraries). I was one of the first four women employed as a stevedore by the Ports of Auckland, driving machinery and lashing down containers. But my son was getting older, and I was spending all my time in shift work while he was raised by my mother." Anaheha decided it was time to look for a new career and started teaching information technology at Aims Resources.

Another change in career to libraries followed, as the personal assistant to the Tumuaki at Auckland Public Libraries, Bernard Makoare. "He was doing some mahi with Ngāti Whātua Ōrakei as they were wanting to build an archival centre that included a museum, archives, library, and education facility to learn crafts around raranga, toi whakaro, whāriki, and tukutuku, to bring those skills back to Ngāti Whātua Ōrakei. They wanted someone to work on this who had the skill set and was from the area." Anaheha took up this challenge. This was when she began her training at Te Wānanga o Raukawa in the Puna Maumahara programme in

Māori information management. It also put her on a journey into her te ao Māori side.

From there she got a role as the Kaiārahi at Auckland Public Libraries as team leader for the Te Rōpū Ratonga Māori. Later she moved to a role as Kaiwhakahaere Māori at the University of Auckland Waipapa Taumata Rau.

Anaheha is an on-the-job learner, improving her skill set through experiences in her mahi and through opportunities with LIANZA and Te Rōpū Whakahaere. She was LIANZA President in 2020-2021 and Tumuaki of Te Rōpū Whakahaere in 2010-2012. She also served twice on the LIANZA Council, was involved in LIANZA Hikuwai community, and on the LIANZA Standing Committee on e-lending and digitisation. She has been a stalwart member of Ngā Upoko Tukutuku Governing Group.

Anaheha is a strong supporter of LIANZA's professional registration scheme and was a board member between 2014-2022.

"Professional registration makes you reflect on your skill set. It gives you the opportunity to show what you've learned and achieved and shows employers what you can do." She encourages library and information professionals to use professional registration to help in the development of their career pathways, especially early career professionals.



*LIANZA past presidents from left, Rachel Esson, Erica Rankin, current LIANZA president Kim Taunga with Anahera Morehu*



*Anahera with Ruki Tobin at the 2021 New Zealand Book Awards for Children and Young Adults*

Anahera was instrumental in the adoption and implementation of the BOK 11 component of the LIANZA professional development scheme. Since its adoption, BOK 11 has been a practical measure for new and current LIS professionals to demonstrate and grow their capability and competency to engage in a bicultural New Zealand context.

In 2020 and 2021 Anahera was a judge and convenor for the Wright Family Foundation Te Kura Pounamu Award for Te Reo Māori for the NZ Book Awards for Children and Young Adults.

In early 2022 she was appointed as the Kaihautū Rātonga Māori - Director Services for Māori at Archives New Zealand Te Rua Mahara o te Kawanatanga. Archives New Zealand's intention for the Kaihautū role is to provide the resource needed to make the changes necessary for the future. In this role, Anahera says, she makes good use of her skill set.

"Bringing Nga Taonga Sound and Vision, the National Library of New Zealand Te Puna

Mātauranga o Aotearoa, and Archives New Zealand Te Rua Mahara o te Kāwanatanga (known together as Te Ara Tahī) under the one umbrella of Te Tari Taiwhenua, gives people of Aotearoa better access to the taonga that they want and better service for our communities."

One of the changes for Archives New Zealand and Te Ara Tahī is that Māori will be kaitiaki for their taonga tuku iho. This is a big shift for the sector, she says. It means expanding the sector to rethink the way they are engaging – less about getting people in the door and more about making taonga digitally available. It's also about engaging more with iwi and hapū, using a te ao Māori lens to relook at what taonga are, and telling histories from an iwi Māori perspective.

She has since stepped into the Chief Archivist role for the interim. Being able to take on this role allows her to lead this work further bringing her team with her. Archives New Zealand have recently announced their Utaina project with National Library and Ngā Taonga Sound

and Vision to digitise audio and visual media.

Internationally, Anahera has been an effective and influential representative for Aotearoa at the International Federation of Library Associations (IFLA) World Library Congress (WLIC). An example of this is in the development of the indigenous knowledge framework that was included by the IFLA Education and Training Section and confirmed in 2012 as part of the IFLA body of knowledge.

Anahera received a Te Rau Herenga o Aotearoa LIANZA Life Membership award this year, the first time it has been awarded since 2015. The citation for her award included these comments:

"Anahera continues to be generous with her wisdom supporting Mātauranga Māori and Tukua workshops, as well as championing indigenous knowledge management. LIANZA Council is delighted to award Anahera an honorary life membership. She has given Te Rau Herenga o Aotearoa far more than we can ever offer in

# LIBRARY OF THE ISSUE

## TE MĀTĀPUNA AT TE WĀNANGA ARONUI O TĀMAKI MAKĀURAU (AUT)



LIANZA President, Kim Taunga unveils the new name for the library at AUT.  
Image credit: Te Mātāpuna Library & Learning Services



Te Mātāpuna.  
Image credit: Te Mātāpuna Library & Learning Services

Te Wānanga Aronui o Tāmaki Makaurau (AUT) became a university in 2000. Built on a proud vocational education foundation, and is now Aotearoa New Zealand's second-largest university. And this year, for the first time, they were ranked New Zealand's second-placed university in the Times Higher Education (THE) World University Rankings 2023. Their library is, therefore, the youngest academic library in Aotearoa New Zealand. There are three branches across Tāmaki Makaurau – Waihorotiu, Akoranga and Manukau, ensuring students have access to welcoming study spaces with literature relevant to their courses on their campus.

### THE GIFTING OF A NEW NAME - TE MĀTĀPUNA

On July 22 they were gifted a new name – Te Mātāpuna, which has a whakapapa to the waterways of Tāmaki Makaurau. The name was given to the library by Dr Valance Smith, Taituwha King and Erana Foster. Being gifted such a beautiful name was an honor. The name was unveiled at AUT ki Waihorotiu on that day by LIANZA President, Kim Taunga.

Twelve months prior to the name unveiling, Troy Tuhou and the AUT Library Māori Engagement Group (LMEG) started work with Dr Valance Smith, Assistant Pro-Vice Chancellor Māori on this important kaupapa.

According to Kim Tairi, Kaitoha Puka (University Librarian), "The gift of Te Mātāpuna is an important pou that lets our community know that together we are on a journey to indigenise our services and work towards embedding more Te Tiriti o Waitangi honoring practices into our strategy, planning and practice."

Te Mātāpuna can be translated as 'the wellspring', it speaks to the special connection AUT has to the underground waterways, tributaries and rivers that continue to flow through Tāmaki Makaurau connecting us to both the Manukau and Waitematā harbours. Te Mātāpuna also alludes to the faces (mata) of those present within the space,



Image credit: Te Mātāpuna Library & Learning Services.

not only of the students, but of those who work within it.

'Ki' means 'at' or 'to', therefore it is the mātāpuna for the campus in which it resides. Each mātāpuna is seen as the fountain of knowledge for their campus. In that sense, the City Campus Library is known as 'Te Mātāpuna ki Waihorotiu', the North Campus Library as 'Te Mātāpuna ki Akoranga', and the South Campus Library as 'Te Mātāpuna ki Manukau.'

Te Mātāpuna ki Waihorotiu takes its name from the Waihorotiu Stream that still flows beneath Queen Street and runs into the Waitematā Harbour. Akoranga, meaning 'the place of learning', becomes 'the source of learning' for Te Wānanga Aronui o Tāmaki Makaurau for Te Raki Pae Whenua (North Shore). Te Mātāpuna ki

Manukau draws on the historical narrative of 'Te Manukanuka o Hoturoa' acknowledging the hapū of Waikato Tainui, and the importance of water in the southern part of Tāmaki Makaurau. Like water, knowledge is essential for life and growth, and Te Mātāpuna is a source promoting the growth and nurturing of knowledge within AUT – Ko te Mātāpuna o te Kete Aronui.

### MORE THAN TEXTBOOKS

Te Mātāpuna offers more than just textbooks! The library prides itself on delivering a number of learning services to complement its leading digital and physical collection. From workshops on key academic skills to one-to-one assessment advice and live chat with liaison librarians. But they don't stop there – ensuring

all AUT students feel welcome at their libraries, they offer dedicated whānau study rooms where students can study while their tamariki play and dedicated rainbow study rooms to welcome all from the LGBTTQIA+ community. They also support their academic community with embedded teaching and learning programmes, research support services, and open access publications.

Follow them on [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#) to find out what a day in the life looks like for Te Mātāpuna. Written by the Library Māori Engagement Group (LMEG) for Te Mātāpuna Library & Learning Services.

# PROF REG



**NATALIE SMITH**

**Natalie Smith works at Te Herenga Waka - Victoria University of Wellington as a Team Leader in the Collection Access team. She has worked in this role for a year now and was a subject librarian for psychology and biological sciences before that.**

**She gained a Master of Library and Information Studies (MLIS) from Te Herenga Waka - Victoria University of Wellington in 1999. Since then she has worked in many library roles and libraries, ranging from research librarian at the Parliamentary Library to a library manager at Sacred Heart College and onto academic libraries.**

**WHY DID YOU DECIDE TO BECOME PROFESSIONALLY REGISTERED?**

I decided to become registered to validate and reinforce my skills and abilities as a professional librarian. In 2016, I submitted my application and mapped my career against the Bodies of Knowledge (BoK) when I was working at WelTec (Wellington Institute of Technology). Looking back, I can see I mainly referred to the experiences I had gained in providing reference support and promoting information literacy.

**WHAT IS THE VALUE OF REGISTRATION TO YOU IN YOUR WORK?**

I am well supported in my workplace to retain my registration. At Te Herenga Waka - Victoria University of Wellington Library there is a reimbursement incentive to do this. I take pride in being able to promote this to newer colleagues when acting in a coaching and mentoring role. Being an active personal member of LIANZA and co-convenor of TEL SIG (Tertiary Libraries Special Interest Group), I am pleased to be registered to show my affiliation to our professional body. I am

encouraged when I see job vacancies with a preference for applicants to be professionally registered with LIANZA.

"I'm grateful for the LIANZA community and networking opportunities that being registered provide. I encourage those considering becoming registered to go for it, it shows a commitment to your profession and offers you career opportunities."

**CAN YOU COMMENT ON YOUR EXPERIENCE OF BECOMING REGISTERED?**

I relate the process of becoming registered as being like that of completing a performance review. Once you've done it, it's handy to refer to, and taking the time to do this helps with being a reflective practitioner. The process of revalidation is much easier when you've done it once and you gain a greater understanding of what is required. My tip would be to suggest that you keep a log of your entries as you go over the 3-year period and not leave it to the last minute.

# PROF REG



*Top of South Reader's Cup. Image credit: Colleen Shipley*



**COLLEEN SHIPLEY**

**Colleen Shipley began her career in a university library doing mostly circulation work and gained her library studies certificate at that time. She then became an assistant librarian at the New Zealand Wool Board. Prior to moving to Marlborough to become the librarian at Marlborough Girls College, she worked at the New Zealand Council for Educational Research Library.**

**WHY DID YOU DECIDE TO BECOME PROFESSIONALLY REGISTERED?**

I was working in my current job as a school librarian when professional registration came into being. My qualification is the New Zealand Library Studies Certificate, and I joined the scheme at the eleventh hour. For those of us with this qualification professional registration is a way to acknowledge the experience we have gained 'on the job.'

## WHAT IS THE VALUE OF REGISTRATION TO YOU IN YOUR WORK?

The professional registration process for me is a mixed bag. I start with good intentions but often must backtrack through my appraisal documents to collate my journal and write my reflections. I think this process would be easier if I was in a location where I could regularly meet with others doing this. Registration is valuable to me because the compilation of the diary and sharing this with senior management helps them understand how a school library works and how we add value

to the student's education and well-being.

## CAN YOU COMMENT ON YOUR EXPERIENCE OF BECOMING REGISTERED?

Being registered is like a three-yearly opportunity to take time to reflect on my job and my career progression. It gives me a chance to focus on the parts of the role that I love - there is nothing more rewarding than seeing a teenager develop or rekindle a love of reading for pleasure. I often feel school librarians don't get the recognition they deserve. Seeing the examples in the journal makes me realise we do a lot of management tasks albeit on a much smaller scale, such as budget preparation and management, reports to senior management and the Board, and event management as well as sometimes teaching.

# 20 YEARS ON..

## COLLEEN SHIPLEY - ON BEING A SCHOOL LIBRARIAN 20 YEARS AGO



*Before school reading. Image credit Colleen Shipley*

**When I was putting together my diary this year the timing coincided with my having worked at the college for 20 years. Though my job title was the same the work is hugely different, and I compiled this snippet that I shared with staff.**

On the 20th of May 2002, I began my job as the librarian at Marlborough Girls' College, but it was incredibly different from the job I have now. To celebrate I thought I'd share with you a little bit of what life was like back then. I apologise to anyone who comes across terminology they don't understand - just revel in your youth.

**FACT 1** The library housed the school's main computer rooms with others being used for computer classes. It was a busy place but mainly used for typing up assignments. The biggest

lesson for students was to save their work in case the computers 'crashed'.

**FACT 2** Research was done using books and encyclopedias - the hard copy version alongside Encarta on CD-Rom.

**FACT 3** Everything on the internet was true except Wikipedia which was only 16 months old.

**FACT 4** Internet Explorer was the go-to search engine and we multitasked while we waited for pages to load.

**FACT 5** If we wanted local information, we searched Index New Zealand and ordered articles by sending a fax to the National Library which sent the article back by mail within seven days!

**FACT 6** Photocopying was done using purchased \$2 photocopy cards on a separate piece of equipment to the printer.

**FACT 7** 'Tomorrow when the war began' was the most popular series while we waited for Harry Potter's 5th adventure.

**FACT 8** Booksellers visited in person, and we got lots of mail.

When people wanted you to do something for them - they came and asked in person. 20 years on - books aren't completely obsolete as predicted. But my librarians took great delight in reminding me that when I started in this job they weren't even born yet.



# NEW LIANZA MEMBERS

*Welcome to all our new  
LIANZA members!*

**AORAKI**  
Luke Sole  
Rose Calvert  
Libby Neumann  
Theresa Graham  
Kieran Mitchell

**IKAROA**  
Jacob Haden

**MURHIKU**  
Jill Bowie

**OVERSEAS**  
Zoe Waters

**TE UPOKO O TE IKA A MAUI**  
Tali Boardman  
Bridget Jennings  
Nicola Burtenshaw

**TE WHAKAKITENGA AA KAIMAI**  
Krista Yuen  
Kenneth Lewin



# LIANZA PROFESSIONAL REGISTRATION

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

**AORAKI**  
Phyllis Bennett  
Natasha Morris  
Brendon Moir  
Katherine Moody

**HIKUWAI**  
Jenny Cutting  
Adrian Jenkins  
Norasieh Md Amin  
Lana Gaevski  
Sally Johnstone  
Duncan Philips  
Philippa Templeton  
Arlee Turner  
Susan Waldmeyer

**MURHIKU**  
Dianne Mears  
Brett Moodie

**TE UPOKO O TE IKA A MAUI**  
Rita Havell  
Rebecca Slade  
Martine Backhouse  
Beth Vincent

# FREEDOM OF INFO



## "THAT'S A BIT SUS!" - SPOTTING AND CHECKING MISINFORMATION



Image credit: Jorge Franganil, Unsplash

**This article has been written by Zayna Hussien on behalf of Tohatoha. She talks about the part libraries can play in countering misinformation.**

The world is living through an infodemic, an overabundance of information that makes it hard to tell the difference between accurate information and misinformation. New Zealand is not immune. A recent study by the **NZ Classification Office 'Challenging Misinformation in Aotearoa'** (June 2021) found that approximately half of the New Zealanders surveyed had at least one belief associated with misinformation.

Misinformation is a complex problem that requires a collective effort from multiple organisations to address. Libraries are well-placed to counter it as we are a trusted profession. We can build on that trust to educate and equip our communities with the tools they need to better navigate their digital environment and build resilience to mis/disinformation. While the information environment has changed, our mission has remained unchanged: to help communities find accurate and trustworthy information.

### 'A BIT SUS' PROGRAMME

Tohatoha has worked on countering misinformation in New Zealand through the 'A Bit Sus' programme launched last year in partnership with SLANZA. It is a 10-week course aimed at upskilling librarians in evidence-based techniques and best practices for supporting youth and schools in countering misinformation and preventing its spread.

Funded through grants from the NZ Libraries Partnership Programme, InternetNZ, and the US Embassy, the programme includes an escape room activity for students developed by the University of Washington. The escape room is designed to have participants experience various misinformation tactics to increase their awareness of the spread of misinformation.

The first cohort included 15 librarians from across New Zealand completing the online course during Term 1, with the second cohort beginning at the start of Term 3. Participants learned evidence-based strategies and updated how they introduced information literacy in their school library.



# Fake News

Information literacy is a core tool that sometimes gets a bit rusty. Unlike the technologies we use, there is no sales rep and very little support to help stay current. Consequently, approaches may be outdated and fail to address the needs of our communities in the changing digital environment. Investing in ourselves and our libraries means we can counter misinformation more effectively using specific evidence-based techniques to teach information literacy skills.

## THE LATERAL READING TECHNIQUE

The preferred technique used by Tohatoha is lateral reading. Developed by researchers at Stanford University, it has a strong evidence base and is easy to use and teach, even when you only have a moment at the reference desk. Here's how it works: you leave the document, social media post, or whatever it is you are evaluating, and you open new search tabs. The three questions to answer are: "who is behind the information", "what does the evidence say," and "what do other sources say about this issue". Fact-checking as you go saves time and quickly allows you to triangulate where the work in question fits in the larger discourse.

## THE OPPORTUNITIES FOR LIBRARIANS

Librarians have so many opportunities to weave lateral reading techniques into our work with library users. Moving past a first instinct to shut down questions related to misinformation, we can use the opportunity to demonstrate and teach information literacy techniques that will help our patrons find better information –this time and in the future. The same goes for our work curating and collecting resources. The more and higher quality materials we make available, the more effective lateral reading techniques will be for everyone using our websites and our collections.

Misinformation is an old problem, and it is not going to go away. We need to prioritise educating our communities in information literacy as a core part of our work. No one else is better placed than we are to do this work and lead the way towards building solutions to the infodemic we are all living through.



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