

LIBRARY *Life*



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**COVER IMAGE**

Marisa King (left) and Natalie Smith from
LIANZA TELSIG alongside the new posters.

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PHOTOS

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community, libraries and library life. We
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the cover! Photos need to be 300dpi &
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FROM THE

editor.



HELEN HEATH
Guest Editor

Tēnā koutou

What a year we've all had so far and we are only half way through! As I say in this issue's Viewpoint on SDGs, libraries have a more important role to play than ever with a global recession looming. Recently there has been a wealth of inspiring kōrero about thriving in a post-COVID-19 world and strategies for strengthening and amplifying the essential contribution of our libraries.

Public libraries are the only place in many communities where people can access information that will help improve their education, develop new skills, find jobs,

NĀ TE KAITĀTARI

build businesses, make informed agricultural and health decisions, or gain insights into environmental issues. We know that tertiary and school libraries will continue to play a pivotal role in supporting learning to provide services to support the life-long learning of New Zealanders. In the face of massive disruption and uncertainty the role of special librarians as highly skilled and trusted knowledge navigators has never been more relevant or valued.

I recently read an article arguing the case for reframing **state investment as encouraging economic growth – not just an expense**. While it has been heartening to see libraries receive a healthy allocation in the recent budget announcements, investment in libraries at a local government level will be crucial over the coming years and will contribute to post-COVID recovery in New Zealand.

I invite you to read on and get to know our new LIANZA President-elect Erica Rankin in the We Are LIANZA column. New regional councillor for Te Whakakitenga aa Kaimai, Mel Chivers, has chosen this issue's Six Hot Picks. Regional councillors for Ikaroa and Otago Southland – Kristen Clothier and Alex Bassett contribute to a mini feature. Elizabeth Orr writes to *Library Life* with an open letter to LIANZA members about pay equity, alongside an update from SLANZA on their pay equity case. You can hear about work being done by librarians towards digital inclusion; as well as our regular columns and profiles.

I felt proud to play a small role in this important national association after reading all the contributions to this issue!

Noho ora mai,
Helen Heath



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

FROM THE PRESIDENT

NĀ TE TUMUAKI



RACHEL ESSON
LIANZA President

I write this column buoyed by the news that the New Zealand government has just announced a significant support package for the library sector – 58.8 million dollars to help keep librarians in jobs and supporting the communities they serve. This is a huge opportunity for the library sector to work together to determine how we ensure this support has the biggest positive impact it can. The National Library of New Zealand will be developing a libraries partnership programme to co-ordinate the support package implementation and LIANZA will have a vital role to play in bringing the sector view to that work.

Twelve months ago, in June 2019, LIANZA and the National Library signed [a relationship agreement](#) that committed the parties to working together to develop sector capability and workforce planning – with this new government funding that agreement to work together will be more important than ever and we will need your help.

It will be important for the library sector to focus on developing the skills and capabilities we need for the future. It may be hard to predict exactly what that future will hold but it will be a future that will see big changes both for us and our communities as we adapt to working in increasingly digital ways. We need to continue to develop our digital

skills and continue to work to remove barriers to accessing information – for example, through national licencing, digitising New Zealand content and increasing digital literacy skills. Aotearoa New Zealand is small enough for us to work together to develop national strategies for building collections and providing the best access we can for our communities.

This is an exciting time to step up and become involved with your professional association. I'm looking forward to working with our three new councillors Kristen Clothier (LIANZA Ikaroa) Alex Bassett (LIANZA Otago Southland) and Melanie Chivers (LIANZA Te Whakakitenga aa Kaimai). And a special welcome to our new President-elect Erica Rankin. I know all of them will bring energy and enthusiasm to their roles and I hope they find their time on LIANZA Council as rewarding as I have.

It was an emotional moment stepping into the LIANZA President's role in July last year especially when the beautiful pounamu was passed onto me by the previous president, Paula Eskett. The wairua and responsibility that comes with the taonga and the role has substance and weight. I was grateful for the support of the council and the office team in helping me get up to speed with what being president of LIANZA was all about. I was expecting the twelve months ahead of me to be largely focused on preparation for Aotearoa New Zealand to host the World Library and Information Congress (WLIC) in Auckland 2022. I was looking forward to the LIANZA conference to be held in Manukau and I thought I would be spending some time attending and contributing to LIANZA events around the country.

Only one of those three things happened - the conference. It just goes to show we really don't know what is ahead of us. The New Zealand International Convention Centre fire meant that we couldn't guarantee a venue for WLIC in 2022 and the lockdown response to COVID-19 has unfortunately meant cancelling many LIANZA



regional events that I was planning to attend. Cancelling in-person events hasn't stopped LIANZA from providing networking and advocacy, I have been so proud of the way we have adapted to hosting online forums and discussions and I'm currently attending the **LIANZA Lead Coach Connect series** on leading and connecting in a virtual world.

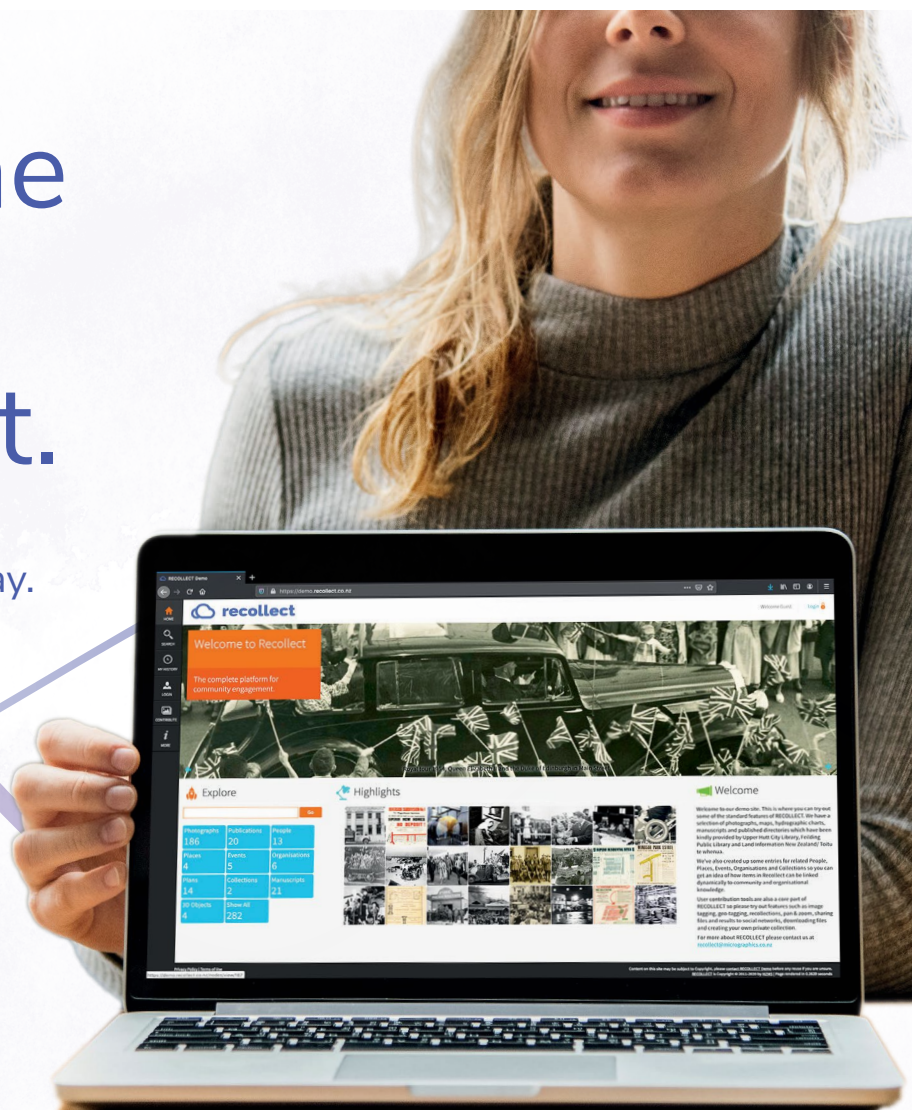
Although it has been an extremely tough few months for libraries; for Aotearoa; and for the world, if we remember that #WeAreLIANZA – together we can change our world for the better.

Rachel Esson
President

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DIGITAL INCLUSION & LIBRARIES



We need to ensure no one is left behind as Aotearoa works to recover from COVID-19.

#DigitalInclusionNZ

Librarians have known the importance of digital inclusion for a long time. However, the global pandemic we are all living through has thrown into sharp relief just how vital it is. LIANZA was one of the first 20 organisations who pledged support for a **digital inclusion plan** submitted to the New Zealand Government by InternetNZ in May. Digital Inclusion is also identified as essential to deliver on the UN 2030 Sustainable Development Goals (see also our item on SDGs in this issue).

In this digital inclusion special Helen Heath, from the LIANZA Office, learned more about ways that librarians around New Zealand are working towards connecting and empowering their communities. She spoke with Laurence Zwimpfer, Operations Director and trustee of Digital Inclusion Alliance

Aotearoa; Michelle Bryant from Nelson Public Libraries; and Leilani Glassie from Mangere East Library.

THE DIGITAL INCLUSION ALLIANCE AOTEAROA

The Digital Inclusion Alliance Aotearoa (DIAA) is a new organisation, established in July 2018 in collaboration with the 20/20 Trust. Its aim is to expand the reach of digital inclusion initiatives, so that everyone in New Zealand has equitable opportunities to participate in the digital world.

DIAA has three initial **digital inclusion programmes**: Stepping Up, Skinny Jump and DORA. All of these programmes are delivered in partnership with local organisations nationwide, principally libraries.

The Alliance's largest digital inclusion programme is **Stepping Up**, free community-based training that builds digital skills and knowledge in small easy steps.

Skinny Jump is a programme designed to help more New Zealanders gain access to affordable broadband at home; providing heavily subsidised connectivity to thousands of households at risk of being digitally excluded due to cost. Jump is a flexible prepaid service, offering 30GB of data for just \$5, a quarter of the price of the cheapest commercial services available. Skinny Jump is closely associated with Stepping Up, with many Stepping Up partners running Spark Jump set up sessions. It shares the same coordination and support staff.



DORA Bus Training

DORA is a 33-year old school bus from Central Otago that was converted into a high-tech digital learning centre for the Stepping Up training programme in 2012. From August 1 2018, responsibility for managing DORA transferred to DIAA. Laurence Zwimpfer, MNZM, is Operations Director and trustee of DIAA.



KIA ORA LAURENCE AND THANK YOU FOR TALKING WITH *LIBRARY LIFE*. BACK IN APRIL YOU TOLD LIANZA:

A We have been so busy responding to the huge demand for Jump since last Wednesday – over 1100 requests in just 10 days, when we normally get 2–300 a month. Librarians around the country have been absolutely fantastic in continuing

to support their communities, despite the extra challenges created by COVID-19. They are continuing to accept inquiries from their communities, helping them fill in the Jump application form over the phone and then providing phone support when people ask for help when the modem arrives. Over 50 librarians have participated in our Zoom briefings this week; it has been a fast moving initiative and we are providing regular updates.

CAN YOU TELL US HOW THINGS HAVE CHANGED OVER COVID-19 LOCKDOWN?

We have now reached over 4000 modems issued since March 25. This has only been achieved because librarians have remained accessible (by phone) to their communities during the COVID-19 lockdown and have continued to help people sign up for Skinny Jump.

We see libraries and librarians as trusted local community connectors – bridging the chasm

between real people and the incredibly confusing world of technology, people who can confidently and honestly say “trust me, this is good for you!”

IT HAS BECOME INCREASINGLY OBVIOUS THAT GOING FORWARD, POST-COVID, PEOPLE IN NZ ARE EVEN MORE RELIANT ON DIGITAL CONNECTION. WHAT WOULD YOU SAY TO INDIVIDUAL LIBRARIANS THAT WANT TO GET INVOLVED AND MAKE A DIFFERENCE?

Keep on doing what you have been doing for the last 50 years, helping people engage with and navigate the ever-changing digital world. In particular, seek out opportunities to explore new digital tools and online resources, so that you remain a trusted source of advice for the digital world. If your library is not offering Stepping Up digital literacy classes or something similar, ask your manager, why not. And embrace the digital world, not only for yourself, but for your customers.

STEPPING UP & DORA



DORA the Digital Bus has been working with public libraries on a 12 month tour funded by Lotteries NZ and Kiwibank. DORA's tour was put on hold during lockdown but is set to start back up in July. The tour started in July 2019 and will complete the tour in June 2021. DORA has toured the regions of: Northland, Whanganui, Coromandel, West Coast, Nelson and Tasman. When the tour starts back up DORA will visit: Eastern BOP, Gisborne, Hawkes Bay, Taupo, King Country, Southland and Canterbury.

Helen caught up with Michelle Bryant who worked with DORA in Nelson and Tasman back in February. Nelson Public Libraries partnered with Kiwibank and Stepping Up to hold free digital classes on online banking, and how to avoid internet scams. These classes were held in DORA the digital bus, which was parked outside each of their libraries for one week. The bus is fitted with 10 workstations, each with a refurbished laptop computer so there is no need for participants to bring their own device.

KIA ORA MICHELLE, I GUESS IT SEEMS A LONG TIME AGO AND A DIFFERENT WORLD SINCE YOU RAN YOUR CLASSES ON DORA BACK IN FEBRUARY?

Yes, it is a different world, but in some ways, not. We have still been working from home during the lockdown giving support for customers over the phone, helping with eBook downloads for example.

CAN YOU TELL OUR READERS A LITTLE MORE ABOUT THE CLASSES YOU HELD?

We have been providing adult learning classes for years now. We started back in 1998 helping people set up email accounts, in 2005 we built a learning centre with dedicated computers and screens. APNK has really changed the way we teach now, participants usually bring their own devices. We run 8-10 classes a term, mostly for people over 50 (depending on the subject). We run classes on using eBooks, audio books, tablets and social media privacy sessions. We also teach how to research and find trustworthy information.

The classes we ran on board DORA were about internet banking. The participants sat on either side of the aisle with provided laptops and we had a large screen at the front for demonstration. We found that many of the participants were distrustful of internet banking. Often with couples only one of them used internet banking, they would rather go to a physical bank and get cash.

GOSH, THAT REALLY BECAME A PROBLEM DURING LOCKDOWN DIDN'T IT?

Yes, that's right. We had stayed away from teaching classes about internet banking previously for lack of a neutral platform. For these classes we used the **Banqer app**, which is used to teach digital banking to school children. It's a dummy banking app that lets you practice moving money around and paying bills. We adapted it for our older clients and that format, along with some role playing, worked really well on the bus. It opened up discussions about financial scams and romance scams as well. DIAA provided us with a good PowerPoint presentation and links, we are really grateful to DIAA for organising it.

WHAT ABOUT SENIORNET, DON'T THEY FILL THIS NEED?

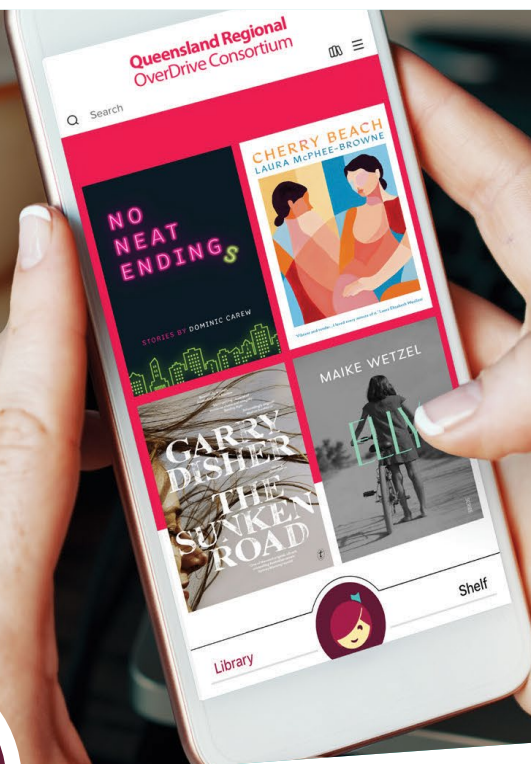
There is crossover with some of the classes that SeniorNet offers. However, you must be a paid-up member of SeniorNet to register for a course. Our classes are free and you don't need to bring your own device. They are collaborative and supportive and often tie in well with library sources such as eLending. They are fun and you get to meet different people.

THANKS SO MUCH MICHELLE, BEST OF LUCK WITH ALL YOUR FUTURE CLASSES!

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SKINNY JUMP



The Digital Inclusion Alliance Aotearoa recruited one of Auckland Libraries staff members, Leilani Glassie, from Mangere Central Library, for a 12-month contract to work with Auckland schools helping families connect to the internet. Her library managers refer to her as one of their stars.

Mangere East Library is one of DIAA's top performing Jump partners, connecting more than 40 families in just over two months when they first began. Laurence told *Library Life* that Leilani has a particularly innovative approach to reach families who can benefit from a Jump connection. She walks around the library waving a Jump modem box (Town Crier Style) inviting families to come over to the reception desk to sign-up for Jump.

'It always works,' said Leilani, 'Even though we have Jump posters displayed, people are much more responsive to my personal invitation.' Leilani also mentioned that one of the reasons Jump is proving to be so successful in Mangere

is because there are so many homeless families in temporary accommodation. 'Without an internet connection, they have almost no chance of finding a suitable home,' she said. Helen Heath caught up with Leilani to find out more.

KIA ORA LEILANI, THANKS FOR TAKING TIME OUT OF YOUR DAY TO TALK WITH US. YOU MUST HAVE BEEN VERY BUSY OVER THE LAST FEW MONTHS!

Yes, we've been very busy dealing with Pasifika and migrant communities, having to set up email accounts, signing them up online and setting up Skinny Jump for them. Many families don't know how to do these things and don't have WiFi at home. I've been working from home during the lockdown, I spend a lot of time on the phone talking people through the process step-by-step. They might have the pamphlet about Jump in front of them but not understand. Often Pasifika people say they understand something to be polite but then it turns out they don't. So, I work

with them every step of the way. I often work weekends and evenings because that's when the calls come in. We couldn't keep up with demand at one point! We've been even busier during the rāhui.

WORKING FROM HOME MUST BRING SOME CHALLENGES?

Yes, accents over the phone can be misheard and introduce spelling mistakes. I get people to text me confirmations after we speak (they often don't have an email address) that way I have the correct spellings of their names. I try to turn around requests within 24 hours. I have a stash of modems in my home office that Laurence sent me that I can send out to them. We are lucky if families know what a modem is, the younger people often help their elders and we get there together. Often the older generation doesn't want to learn how to do it, they just want you to get it done. They say "We trust you, just go ahead! Don't tell me how, just get it done!" I'll often email cc'ing in the extended family so they can help too.

HOW DO YOU GET THE WORD OUT TO PEOPLE?

We have posters up in the community and in schools, a lot of people come to us through word of mouth.

WHAT ARE FAMILIES USING THEIR CONNECTIONS FOR?

We are helping job seekers, students doing online learning, connecting people with families overseas – technology is an intricate and important part of their lives. FaceTime with whānau has been the biggest thing for elders during rāhui.

DO YOU FACE ANY OTHER CHALLENGES?

We work with lots of Oranga

Tamariki kids who are constantly moving around the country from family to family. They can now take their modems with them wherever they go so they can keep connected and not have so many gaps in their learning. There are also families waiting to be placed in homes, living in lodges with their kids, waiting to be connected. To assist them we work with the families and schools together. The teachers connect with the families and send contact details to me so I can get in touch. You can tell the ones that are genuine, that need help. Sometimes the families need other help, such as food parcels so I work with the principals to make sure that happens.

WOW, YOU DO SO MUCH MORE THAN CONNECTING

PEOPLE TO THE INTERNET! YOU MUST FIND YOUR JOB VERY REWARDING?

I believe in people and making changes, empowering them with the tools to help themselves. I love being able to make a difference and see the smiles on their faces. It has been an amazing and rewarding journey!

NGĀ MIHI NUI LEILANI, BEST OF LUCK WITH YOUR WORK AT LEVEL ONE!



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MEET THE CREW

MEET THE NEW LIANZA COUNCIL MEMBERS AND PRESIDENT-ELECT

LIANZA Office and Council offer hearty congratulations to the new LIANZA President-elect Erica Rankin and new regional councillors for LIANZA Te Whakakitenga aa Kaimai, Ikaroa and Otago Southland – Mel Chivers, Kristen Clothier and Alex Bassett respectively. Our new appointments will join LIANZA Council on July 1 when outgoing members will be thanked and farewelled. As LIANZA President, Rachel Esson says in her column: We know all of them will bring energy and enthusiasm to their roles. Welcome to all!



ERICA RANKIN
LIANZA President-elect



KRISTEN CLOTHIER
Ikaroa



MEL CHIVERS
Te Whakakitenga aa Kaimai



ALEX BASSETT
Otago Southland

Erica Rankin, Community Libraries Manager at Christchurch City Libraries, comes to us highly recommended and we are all looking forward to working with her. You can get to know Erica a little better by reading this issue's We Are LIANZA column, where she chats with LIANZA's Comms Advisor, Helen Heath.

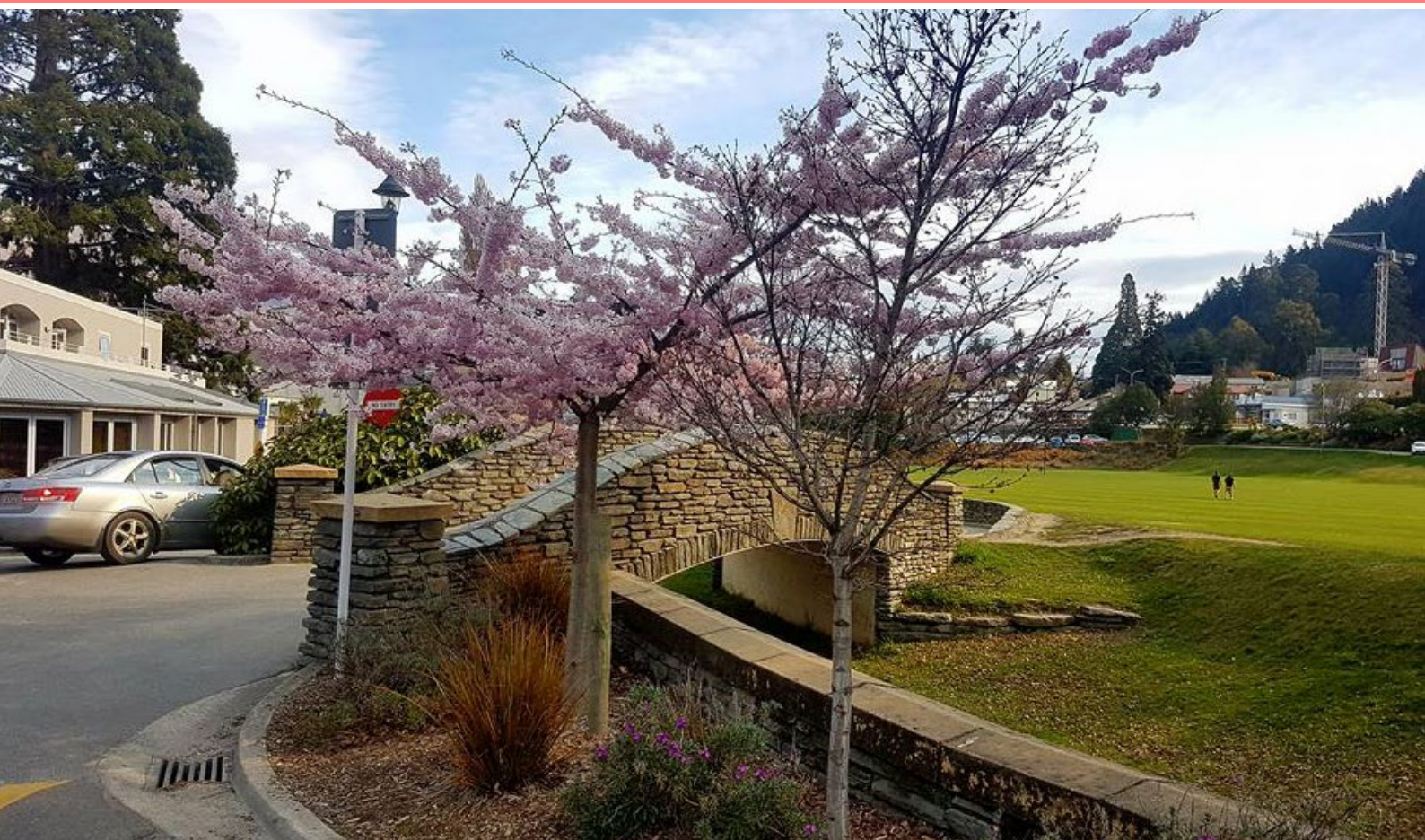
Carolyn Robertson, Libraries and Information Manager at Christchurch City Council and LIANZA Past President (2010), says: 'Erica's ability to inspire and unite teams to achieve a shared goal will be a real asset to LIANZA over the coming term. I am confident she will embrace the many opportunities this important role presents.'

Kristen Clothier, a Children and Young Adults Librarian with Hastings District Libraries, is looking forward to working with librarians from across the district and sectors, to find out what is wanted and needed; and do what she can to help support this as LIANZA regional councillor for Ikaroa. Kristen says: 'I come from a family (a shush) of librarians. With a parent, a sibling and a cousin all about the job, was there really any other choice for me?' Find out more about Kristen 'Keeping it in the Family' further down this article. You can also see Kirsten talking about [graduating with her library qualification here](#).

Mel Chivers says she is excited to take on the role of LIANZA regional councillor for the Te Whakakitenga aa Kaimai region. Mel has been a member on the Te Whakakitenga aa Kaimai regional committee since 2015 and is an Academic Liaison Librarian at the University of Waikato. We are really pleased to have Tertiary Libraries represented on LIANZA Council. You can find out a bit more about Mel by reading her contribution to Six Hot Picks in this issue.

Last but by no means least, we welcome Alex Bassett, LIANZA Regional Councillor for Otago Southland. We asked Alex to share what it has been like living and working in one of the worst hit regions of New Zealand post-COVID-19 lockdown. Read on to find out more.

QUEENSTOWN CHALLENGES & RESILIENCE



Outside Queenstown Lakes District Library

I am excited to begin the post of Otago Southland Regional Councillor on July 1! It is an amazing opportunity to represent the region, and to become more immersed in LIANZA life.

As you may have seen, I am Wakatipu Libraries Team Leader at Queenstown Lakes District Council; managing a brilliant team of librarians encompassing Queenstown, Arrowtown, Glenorchy and Kingston. Queenstown Lakes District is such a vibrant, innovative place. I came here in 2015 as a backpacker, and absolutely loved the wild landscapes and breathtaking beauty. As a small town person, the size of Queenstown

suits me perfectly, and the flow of visitors from all over the world made it glitter even brighter. Working in Queenstown Library meant serving a diverse community – tourists and residents alike. This, coupled with the rapid expansion of the district, was an opportunity in itself; all a balancing act to ensure equal, relevant and smiling library service to all. Understandably, Queenstown has taken rather a knock, and the ongoing fall out of COVID-19 is not yet known. Needless to say, it is an incredibly challenging time for the community here. As librarians, we have always sought to help people; however, this may have morphed slightly in terms of

what help is needed. We are working hard to support those in need, and to point them toward the relevant services.

Whilst it is a tricky time, I am sure the resilience of the people will prevail; we are a community that always stands up for those in hardship. And I am proud to be part of a council offering such kindness and care.

I look forward to connecting with more libraries in the coming months – and hope that domestic tourism will see a few more folk in my neck of the woods soon.

KEEPING IT IN THE FAMILY



Heather, Kristen's Mum & Kristen celebrating her new job.



Kristen & Stephen at her graduation.

When you think of a family business, library work wouldn't normally be on the list. Yet with my brother, my mother, my cousin and I all in the field, it really is a family business for us.

Between us, we span school and public libraries, and archives; entry level to management; sole charge to large organisations; and we cover half the North Island!

Having older family members on the job means there's always help and advice on tap. When I was studying and needed someone to listen to me work out what I wanted to write for an assignment, or to give me feedback, help was never more than a text or phone call away. Stressing over job interview questions – family role play. Need to learn about a workplace – have lunch together and visit. The support net is always there for those times when things aren't going so well either and it's there 24/7.

My brother and I both work with

children and young adults. Even though we live in different parts of the country, we're forever sending ideas back and forth: – our favourite stories for story time, holiday programme ideas, successful (and unsuccessful) teen events. We make the most of being lib-lings. Or maybe we're lib-sibs? Either way, it's great to throw ideas around without fear of ridicule. Similarly, we're never in fear of sitting alone at conferences or training days. If the other family members aren't there, then someone who knows them will be on the lookout for you.

Librarians on holiday is a whole other story. On family holidays, no-one thinks it's odd that a trip to local libraries is on the itinerary alongside other, better known, tourist spots. In fact, it turns out that being 'just two librarians on holiday' is actually a secret code that unlocks sneak peeks and behind the scenes tours around the globe, as Mum and I first discovered in Australia.

By keeping it in the family, there's never a 'get better work

stories' moment. People get just what you mean when you talk about the perils of shelving in the 700s, or the deep satisfaction of a well-weeded section, the delights of book chats, the chaos of straight-after school time and the pleasure of a successful Harry Potter Book Night. And there's always someone up for playing Guess the Dewey Number on long car trips (not a game that we have actually played before but might get added to the list).

Best of all, there's always someone to help you celebrate success. Whether it's a phone call, text, coffee or dinner date, there's nothing quite like sharing your success with people who understand exactly what that means. We have celebrated new jobs, qualifications, successful events, programmes and offerings, as well as everyday life together. And we wouldn't have it any other way.

Follow Kristen on Twitter: [@librarykristen1](https://twitter.com/librarykristen1)

PAY EQUITY UPDATE



LIANZA was very pleased to see the recent announcement on the successful pay equity claim for teacher aides. We got in touch with Clare Forrest at SLANZA to get an update on the pay equity claim for school librarians. Clare advises:

School librarians are part of school support staff and pay equity is being worked through group by group with the Ministry of Education and NZEI. It took three years for teachers aides to get to a resolution of their pay equity claim which took years of agitation and work by many people. The support staff groups have been separated because the roles they perform in schools are wide and varied. Teacher aides were first-off-the-rank because they are the largest group of support staff in schools, so more people would benefit from pay equity quicker.

Next to start their pay equity process are administration support staff. This is happening right now and in theory will be done quicker than the teacher aide process as it is now known what to do, so should be completed by next year, pandemics notwithstanding. Once that has been done and dusted school librarians get their turn. SLANZA is staying involved with the union and keeping up to date with where things are at.

When it is school librarians' turn, there will be SLANZA members who will be trained to become interviewers, and who will then be part of the process of finding out the range of skills involved in being a school librarian. Many interviews will be conducted by teams of Ministry of Education people and NZEI staff and school librarians, so a clear picture of all of the roles and skills of school librarians is gained and then male comparator occupations are chosen, interviewed and remuneration compared. A complicated business indeed. But essential to be happening. I can only

hope that the commitment to pay equity by this government can be carried on in the very different economic climate we find ourselves in.

Back in 2019 LIANZA made a submission to the Equal Pay Amendment Bill. At the oral submission to the Select Committee in March 2019 LIANZA President Rachel Esson and Moira Fraser had this to say:

LIANZA is pleased to see this bill. As a female-dominated profession, we believe that this has adversely affected the salaries paid to everyone in our profession. We are a small profession, 6000 people work in libraries in NZ, about 1500 in professional roles which require library qualifications. About 85% of us are women. Most library employers are state sector organisations – public libraries, educational libraries – schools, polytechnics, universities, government libraries including the National Library. We contribute strongly to information and digital literacy, to NZ's well-being and sustainability.

The gender inequality impact is widespread across the profession. The impact is greater for those in the lowest positions – library assistants. The worst impact is seen in the school library sector. Not only are salaries lower, but many of them also have poor terms and conditions e.g. no job security from one school year to the next and little opportunity for professional development. The evidence of poor pay and poor terms and conditions for people working in school libraries is not universal, but it is widespread, particularly in primary schools.

LIANZA has individual members and institutional members. We welcome the negotiated approach as this makes it much easier for LIANZA to have a voice in the process which fairly represents both our individual and institutional members. We see the role of LIANZA as evidence-gathering.



At the launch of Pay Packets and Stone Walls

Trevor Mowbray (retired librarian of about 25 years) got in touch with the LIANZA Office after he had heard this submission with this to say:

Thinking about it I remembered something vaguely but could not connect it. With more thought I recalled something that I thought the NZ Library Association could take pride in. In 1972 the Equal Pay Act was passed. Between 1975 and 1978 I was a member of a PSA Advisory Panel that dealt with library employment. We prepared a case, based on ILO measuring techniques, that librarians were underpaid because of the large number of women employed; at that time women were usually not as well paid as men. We compared ourselves with other similar working groups and claimed that we were not paid according to the work we did. This claim was put to some tribunal which existed at that time to oversee working conditions (I cannot remember its exact title). The claim was successful and librarians' rates of pay were improved. This was a long time ago but it echoes recent cases taken by care workers and others where women predominate. I thought the association might like to look in the archives and if it is true it could be held up as an example of pioneering work done on this topic.

Earlier this year Elizabeth Orr's book, *Pay Packets and Stone Walls*, was published by Steele Roberts. It is a hybrid book – half memoir, half a history of pay equity – containing stories that have never previously been told and which all New Zealanders should know about. LIANZA



Elizabeth Orr & LIANZA President, Rachel Esson

President Rachel Esson attended the launch in March and took the supplied photographs. We connected Trevor with Elizabeth Orr, who responded with an open letter for us to share:

Dear Librarians

Your national association's magazine seems the appropriate place to publish the first public report of an historical incident related to your profession.

It is an old pay equity story, and Trevor Mowbray is the person we have to thank for drawing it to our attention after many years.

Some time – we don't know how long – after the Equal Pay Act was passed in 1972, Dan Long, the PSA Secretary who had been very active in support of the campaign for the Act, arranged for several committees to be set up to discuss whether public service occupations might be able to take a claim under the new legislation.

If we members of the National Advisory Council on the Employment of Women (NACEW) who had originally recommended the new equal pay act to the Government had been asked if it covered public servants we would have said 'no'. We believed they had been enjoying equal pay from the early 1960s onwards. It was not till the 1990s that Noel Woods, former Secretary of Labour, confessed to me that there had been inadequacies in the implementation of the 1960 Act.



Elizabeth Orr and Charlotte Macdonald at the launch

Librarians were one group that established a committee. By that time the majority of librarians were women, and the profession had a problem over its relatively low salaries because Australian libraries were recruiting in New Zealand.

According to Trevor Mowbray the committee developed a true pay equity claim, comparing the skills of librarians to those of male dominated professions. They then submitted the claim to the Public Service Tribunal, which granted a salary increase.

Tribunal approval is one of the most interesting features of the story. My memoir, *Pay Packets and Stone Walls*, reveals that in the 1970s the judges of the Arbitration Court did not like the Equal Pay Act 1972. Its requirements contradicted some of those of the industrial relations system they were used to.

They decided they would render the new Act inoperable, and that is what they did. They ruled in favour of only two of the cases put before their court system, and both of those compared the skills and pay rates of women and men doing the same job. By 1980 the 1972 Act was inoperable, and over 30 years were to pass before the next successful pay equity case – the 2017 care and support workers case.

So librarians can surely now take a bow over that early pay equity victory. And I believe the PSA and Dan Long deserve thanks for supporting the claim, and the Public Service Tribunal for accepting it. And of course Trevor Mowbray for reminding us of it.

Unfortunately I did not recognise its significance until my publisher had sent off my manuscript to the printer. If *Pay Packets* is popular and a second edition is justified, I will include the story of the librarians' claim. In the meantime I have sent a copy of this statement to Dr. Megan Cook, New Zealand's leading pay equity historian.

With my congratulations,
Elizabeth Orr

THE VIEWPOINT



LIBRARIES, SUSTAINABLE DEVELOPMENT GOALS & ECONOMIC RECOVERY

Libraries are now more important than ever with a global recession looming. New Zealand and Australia are experiencing uncertainty as to what the 'new normal' could look like. There has been a wealth of inspiring kōrero about thriving in a post-COVID-19 world and strategies for strengthening and amplifying the essential contribution of our libraries.

There is an opportunity to use this experience to learn, grow, renew and regenerate. A better way forward already exists within the Sustainable Development Goals (SDG) framework, for a recovery that embraces a sustainable and equitable approach. We can have a society that prioritises our interconnections with each other and the planet.

In 2015, the United Nations member states committed to **17 Sustainable Development Goals** to achieve a better and more sustainable future by 2030. The UN Sustainable Development Goals provide a valuable framework for making visible the wide impact of libraries, which make significant contributions across many of the SDG's. Now is the time to recognise the urgency for this project along with an opportunity to speed up and amplify the best of what is already happening.

WHAT ARE SDGS?

The UN 2030 Agenda is a universal call to action to end

poverty, protect the planet and ensure that everyone, everywhere enjoys peace and prosperity. The SDGs are interconnected – often the key to success for one will involve tackling issues more commonly associated with another. The UN's 193 Member States adopted them in September 2015, and the goals came into force on 1 January 2016. (**United Nations Development Programme**)

The New Zealand Government made its **first voluntary review** on our country's progress towards the implementation of the United Nations Sustainable Development Goals (SDGs) and the 2030 Agenda for Sustainable Development to the United Nations in 2019.

HOW DO LIBRARIES SUPPORT THE SDGS?

Libraries around the world offer a wide range of products and services that promote the achievement of the SDGs. From supporting literacy, to offering free access to information, libraries are safe, welcoming spaces, at the heart of communities. They provide the indispensable support of dedicated staff with a thorough understanding of local needs. Libraries enable digital inclusion through access to Information and Communication Technology (ICT), internet connection and skills. They give access to the world's knowledge for current and future generations. (**Libraries and the Sustainable**

Development Goals: A Storytelling Manual)

IFLA's statement on libraries and development describes how access to information is a fundamental human right that can break the cycle of poverty and support sustainable development. The library is the only place in many communities where people can access information that will help improve their education, develop new skills, find jobs, build businesses and make informed decisions.

According to **Data My World** a good education is the thing valued most highly by New Zealanders. A key way libraries support that is through access to information.

The People's Report describes how New Zealand has a high-performing education system that provides a great start for most learners, to develop their potential, engage fully in society and lead fulfilling lives. New Zealand is in the top half of OECD countries for participation in early childhood education with generally good levels of participation and achievement in schooling. Compared with other OECD nations, our country is above average for adults with a tertiary degree or higher, and has the highest rate of participation in adult learning. However, these results are not shared evenly. Although many of our young people are achieving well, there are still serious inequities, particularly for Māori and Pacific students and those



with disabilities and learning support needs. (**The People's Report** p44)

We know that tertiary and school libraries will continue to play a pivotal role in supporting learning to provide services to support the life-long learning of New Zealanders. Librarians working with Skinny Jump are making a vital contribution by keeping our most vulnerable learners connected (see our item on **Digital Inclusion** in this issue).

Increasing access to information and knowledge across society, assisted by the availability of information and communications technologies (ICTs) supports sustainable development and improves people's lives. Access to information and libraries support poverty eradication, agriculture, quality education, health, public access to ITC and universal service provision, culture and economic growth. (**Contribution of Libraries to the SDGs**)

WHAT CAN LIBRARIES CONTRIBUTE TO THE SDGS?

Libraries are an existing, funded network that reach local levels, a network which can be used to

deliver programmes – including government programmes. Librarians teach skills and ensure access to resources to help communities achieve universal literacy. Libraries allow access to research, information and data. Libraries allow their communities to access ICT, enabling digital inclusion. Libraries are a vital community site to implement national strategies and programmes that will benefit library users. (**What are the UN SDGs and what do they mean for libraries?** p7)

Libraries support our cities and their people to become increasingly resilient through preparing for short and long term challenges related to natural disasters and pandemics. They do this by acting as a bridge between central and local government, communities, networks and volunteers.

LIBRARIES AS COMMUNITY HUBS

Libraries are recognised as **community hubs** of information, inspiration and entertainment. The primary objective of libraries has shifted from **books to people**. Libraries in many communities have adopted a crucial role – providing spaces

where people from all parts of society can meet, relax, exchange ideas, learn, share and read, regardless of their income, faith, employment or housing status. As the last non-commercial space available to many, libraries play an incredibly important role in engaging with and meeting the needs of their local community. (**The People's Report** p78)

"In many ways, librarians act as social workers, friends and navigators, helping to connect people to information on literacy, health, job applications, computer and internet training, resume writing, housing and everything else, all Free." (**Our public libraries play a vital role**)

Libraries have a service mission without a commercial motive, supporting intellectual freedom and community engagement. Librarians adhere to a professional code of ethics that demonstrates a commitment to public good that includes respect for diversity, equal opportunities, human rights and individual privacy. Libraries champion their users and communities rights to have equitable access to existing information, and also access to the tools to create new knowledge and curate community created ideas in



Marisa King (left) and Natalie Smith from LIANZA TELSIG alongside the new posters.

spaces that are inclusive, safe and free of cost. (**The People's Report** p78)

In today's digitally-connected world literacy is a critical factor in economic and social participation, and removing barriers to education, employment and contributing to society. Libraries are well placed to provide essential community support because of "their existing position of trust within local communities, the contribution they make across a range of agendas, and their ethos of partnership working" (**Libraries as community hubs: Case studies and learning**)

Public libraries are integral to lifelong learning and there has been a large increase of events, activities, creative spaces, programmes, information sharing for all ages that can make more of an impact on the community than just lending material. "There's a shift from libraries being used as a place to borrow books to a place to come and do something." (**Libraries are transforming into community hubs**)

Libraries provide all New Zealanders with inclusive spaces where cost is not a barrier to

accessing new information, knowledge and skills. Harnessing the opportunities available within libraries is an important step towards making the SDGs visible and socialised in a non-political way.

Public libraries will always play a really important role as a physical space in their communities – the living room of the city; the safe space for the most vulnerable members of our society; the one place you can mooch without any expectation of making a financial transaction

"The education system is increasingly about training students to pass tests. Many digital materials are designed to make a profit out of the end user. But the public library is the one place you can go, whoever you are, wherever you are from, to explore all of human knowledge and culture on your own terms. In a moment of crisis, that social role becomes increasingly evident and important: when physical and social structures are threatened, an institution providing equity of access to information is an important contributor to community resilience." – **Matt Finch**

WHAT IS THE ROLE LIBRARIES CAN PLAY IN SUPPORTING DIGITAL INCLUSION, ACCESSIBILITY AND THE SDGs AS PART OF A GREEN AND HUMAN-CENTRIC COVID RECOVERY?

Digital inclusion is about making sure everyone can make the most of the world online. In our national recovery from the COVID-19 pandemic, our collective wellbeing is more important than it has ever been. We want to be moving forward along the right path, led by our shared collective values. We can have a society that prioritises our interconnections with each other. We're at a juncture where we can get it right – or get it wrong. Together, let's choose the path that leads to the future we want.

The COVID-19 pandemic has increased the reliance of New Zealanders on the Internet for work and study, information, and social interaction. InternetNZ Chief Executive, Jordan Carter, says ensuring every New Zealander can access the Internet is now more important than ever. "We need to ensure no one is left behind as New

SIX HOT PICKS



SIX HOT PICKS FROM MEL CHIVERS

1 RĒWENA

I wanted to get on the sourdough bandwagon over lockdown but I decided to go for a kiwi recipe. I'm looking forward to having a look through our New Zealand Collection to try to find some local recipes. My rēwena leaven makes delicious bread, and isn't a full-time job like some of the recipes I've seen.



4 HOBBIES: RUNNING & KNITTING

I've hated running my entire life but over lockdown the thought of getting out of the house for 30 minutes and returning with an endorphin boost suddenly changed my mind. We will see if this new hobby continues as we move into 'new normal'. I've been doing my best to live up to the knitting librarian stereotype but my Ravelry wishlist has been growing a lot faster than I can keep up with. You can hear a bit more about it on Radio NZ.



2 PICTURE BOOKS

My daughter has me figured out; she knows I'll never say no to reading her a book, but I have to say I regret buying Richard Scarry's *Cars and Trucks and Things that Go*. We are both loving *Perfect* by Danny Parker and Freya Blackwood. It's a lovely book, which felt very appropriate for our long quiet autumn at home. We have also loved listening to other people read picture books through [virtual storytimes](#).

5 ONLINE PROFESSIONAL DEVELOPMENT

I'm generally terrible with webinars, I always register and then some emergency comes up (or they run at 4am our time). I didn't manage many webinars during lockdown when I was just trying to answer emails while building Duplo towers. Now day-care is open again I've been enjoying the Cancelled Conference Conversations, which have provided a platform for presentations that were accepted for now-cancelled education conferences. It's a great example of an innovative kiwi response to the problem of academics needing to continue to continue producing research inputs and sharing their ideas with the community. [editor's note: You can also check out [LIANZA's recent webinars!](#)]

3 HERITAGE COLLECTIONS ONLINE

My daughter is a little young to take advantage of all the amazing GLAM virtual tours and online activities that were shared over lockdown but I have been helping students to carry out assignments online that normally take advantage of our New Zealand Collection and archives. Papers Past is always amazing but I loved exploring Auckland Libraries' heritage collections in [Kura](#).

6 FOOD WITH FRIENDS

Lockdown has made me appreciate more than ever the simple pleasure of being able to enjoy amazing food (and a craft beer or two) with friends, whether it's supporting our local hospitality industry, or being able to buy amazing ingredients from the farmers market again to cook at home.



Mel Chivers; is the new LIANZA Te Whakakitenga aa Kaimai regional councillor and her first LIANZA Council meeting will be by Zoom on July 2-3. You can follow her on Twitter: [@melchivers](#)

STUDENT FOCUS



FIONA TYSON

I'm a subject librarian at the University of Canterbury Library. Once upon a time I thought I was going to be an academic, but fortunately discovered the library is a much better place to be. I dabble with writing fiction and have a TBR bookcase (i.e. I can't stop buying second-hand books).

KIA ORA FIONA AND CONGRATULATIONS ON WINNING THIS YEAR'S DAVID WYLIE AWARD!*

CAN YOU DESCRIBE YOUR LIBRARY JOURNEY UP TO THIS POINT?

I've worked at the University of Canterbury Library since 2007. I started as a part-time library assistant, as I was planning to start a PhD and thought it'd be a good job to support my study. But I found I loved working in the library and have moved from role to role – some project-based and some permanent – from co-ordinating the RFID-tagging of the collections, to copy-

cataloguing, to co-ordinating customer services. My current role is a subject librarian, supporting teaching and education students and staff.

WHAT HAD YOU BEEN PLANNING TO DO FOR YOUR PHD?

My research focus for my Masters of Arts was New Zealand literature, looking at the portrayal of colonial history in popular fiction. I was still deciding on a PhD topic when I started working at the library, but was thinking about topics around cultural memory.

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

I've been studying since late 2016 and will finish my Master's of Information Studies in June.

SO YOU'VE BEEN STUDYING AT VUW VIA DISTANCE? WHAT SORTS OF CHALLENGES DOES DISTANCE STUDY BRING?

One of the main challenges of distance study is feeling quite isolated as it's harder to build a sense of community with your classmates. I think that's one of the reasons I think it's good to work in a GLAM institution while studying – it's so helpful to be able to talk about what

you're studying with people in the profession. But being able to study by distance is great – I wouldn't have been able to take a whole year off work (or move city!) to study at this point in my life.

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

I started studying at the same time as I took on the subject librarian role and it has really helped me develop a broader understanding of all aspects of librarianship. Some of the most interesting assignments have been way out of my comfort zone, like designing a retrieval system or planning a digitisation project (down to selecting content management software!), but I found those assignments strengthened my understanding of information systems. Immersing myself in the literature to complete assignments has also broadened my perspective of librarianship, which has been particularly valuable since I've always worked in the same library.

WHAT MADE YOU DECIDE TO STUDY FOR A LIS QUALIFICATION?

Well, I have to be honest, I was told I had to do the qualification in order to become a subject librarian and/or further develop my career in librarianship!



University of Canterbury Library

HOW DO YOU JUGGLE STUDY AND WORK?

It sounds counterproductive but carving time out of the week to exercise (I love Zumba!) has actually made it easier to focus on study. But also, I'm very lucky to have an amazing partner who makes it possible to work full time and study by keeping family life ticking over.

CAN YOU TELL US ABOUT WHAT YOUR JOB AT CANTERBURY UNIVERSITY LIBRARY INVOLVES?

I support students with finding and evaluating information resources, as well as referencing them. Sometimes that's through teaching classes, and sometimes with one-to-one support. I also work with academics to make sure we have the collections needed for study and research. Then there's also working with my colleagues in the marketing group to promote the library, maintaining our Twitter channel, and project work (at the moment we're running a Visualise Your Thesis competition for research students). I like that there are so many different aspects to the role and I'm always learning new stuff.

WHAT'S YOUR SPECIALIST AREA AS A SUBJECT

LIBRARIAN? WHAT BROUGHT YOU TO THAT SUBJECT?

My specialist area is education, which might seem strange since my tertiary education focused on literature and psychology. My first few months were a steep learning curve, but a lot of my research skills have been transferable and I love hearing from students about the amazing and varied research they're doing in this area.

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

If you can, work within a GLAM institution while you're doing the qualification. I've tried to link as many of my assignments as possible to real issues/services/projects within my library, so I've been able to apply the theoretical to the practical. The other benefit has been talking ideas through with my colleagues, who have been so generous with their knowledge and time!

*The David Wylie Award is awarded to both Victoria University of Wellington and Open Polytechnic students who are judged by their institution to have completed the best piece of written work on an aspect of library and information studies.

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

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

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

CAREER PATHWAYS



PETER MURGATROYD, SPECIAL LIBRARY MANAGER AT COUNTIES MANUKAU HEALTH

In this column we interview library and information professionals – finding out how they got to where they are and any advice they have for students or new professionals.

Our latest interview subject is special librarian Peter Murgatroyd, a special library manager at Counties Manukau Health.

KIA ORA PETER AND THANKS FOR SHARING YOUR CAREER PATHWAY WITH OUR READERS. FIRST UP, CAN YOU TELL US ABOUT YOUR CURRENT ROLE? WHAT DO YOU DO DAY-TO-DAY?

My current role is Library and Knowledge Services Manager at Counties Manukau Health. I manage a team of six comprising three information specialists, a knowledge broker, a library assistant and an elearning administrator. We support evidence-based care and evidence-informed decision making by providing library and research services for the staff at Counties Manukau

District Health Board. This includes: literature search and reference services, curation, publication and dissemination of evidence, capability building and document supply. I manage a digital resources budget of approx. \$750,000 and a wonderful physical library and learning space that can accommodate about 25 users. In addition to the management and oversight of library services I also manage the Ko Awatea LEARN elearning platform supporting elearning for approximately 50,000 staff across 15 District Health Boards. I am a member of the Senior Leadership Team at Ko Awatea, the innovation and improvement hub of Counties Manukau Health.

CAN YOU ALSO TELL US WHAT QUALIFICATIONS YOU HAVE?

I have an undergraduate degree in Social Work and Social Policy from Massey University and a Masters in Library and Information Studies from Victoria University of Wellington.

IS THIS THE CAREER YOU ALWAYS INTENDED TO GO INTO?

I originally trained as a social worker and spent two years working in the health and disability sector before putting that career on ice (at the tender age of 23!) and pivoting towards a career in librarianship. Having been born with a congenital disability I spent many years as a patient at Middlemore Hospital as a child and feel in some ways that I have come full circle returning to the health and disability sector and being based at Middlemore after many interesting years in a range of roles and sectors that took me away from New Zealand for more than 15 years.

It is sometimes hard to believe it has been 10 years since I completed my MLIS via distance while working in Samoa and almost 30 years since I completed my Diploma in Librarianship from Victoria University Wellington. In that time I have been a corporate high flying yuppie managing legal libraries in two of the



top law firms in New Zealand (Bell Gully and Phillips Fox); a 'barefoot' library volunteer in the Solomon Islands; a university law librarian and campus librarian in for the University of the South Pacific in Vanuatu; an environment sector knowledge manager working for the Secretariat for the Pacific Regional Environment Programme, a Pacific regional organisation in Samoa; an advisor to schools with the National Library of New Zealand; and now a library manager in the health sector promoting and supporting evidence based care at Counties Manukau Health, one of the largest DHBs in New Zealand.

The common thread in my career to date has been a curiosity for new knowledge and experience and a commitment to continually seek out opportunities to stretch myself personally and professionally. I am committed to the long held belief that access to knowledge enriches lives and empowers communities. I have been driven by both a deep seated desire to make a difference and a natural disposition to continually reflect, question and explore new ways of thinking and working.

I have been fortunate to have been in a position in my roles in the Pacific to contribute to a number of significant regional projects in law, environment, climate change, and marine/ fisheries that have leveraged new technologies to provide free and open access to critical

knowledge across the island nations of the Pacific in these sectors.

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

Before entering my first library role as a circulation assistant at Auckland University Library I hadn't given much thought to what librarians are or do but rather I was attracted to being part of a profession dedicated to the fostering of learning and scholarship and the pursuit of new knowledge.

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

In my current role I regularly have the opportunity to recruit for new staff to join our team and, inasmuch as there will always be a core requirement for educational excellence and intellectual rigour, I strongly believe that it is the soft skills that are increasingly essential to ensure that our profession thrives and not just survives.

I am seeking team members who are curious, emotionally intelligent, collaborative, and agile.

Excellent communicators, with the potential and desire to grow their confidence in both management and leadership.

For a recent graduate thinking of a career in librarianship in the 'special' sector I would encourage them to explore sectors they are truly passionate about and to think about how they can grow and develop their 'soft' skills in addition to their technical expertise.

We live in a rapidly changing, disruptive world and as a profession it has never been more critical that we demonstrate both agility and courage to embrace new ways of thinking and new ways of doing.

HAVE YOU GOT ANY LIBRARIAN MENTORS? WHAT DID THEY TEACH YOU?

I owe a debt of gratitude to Philip Calvert, whose lectures in international and comparative librarianship – regularly drawing upon his own experiences as a 'barefoot' librarian in Papua New Guinea and Fiji – set me on a path to 15 years of island hopping across the Pacific. I feel very fortunate to have been on a professional and personal journey that has been challenging, enriching and fulfilling.

NGĀ MIHI NUI PETER, WHAT A FASCINATING CAREER SO FAR!

HISTORY CORNER



LIANZA has elected a president annually since the very first Library Association of New Zealand (LANZ) conference in 1910, although no one was elected while the association was on hiatus between 1913 and 1925. Most past presidents served a single term, but some of the big names in New Zealand library history – including Ellen Melville, our first female president, and John Barr, the author of the sector-defining Munn-Barr Report – served multiple terms over their careers.

One of the association's early presidents was Thomson Leys of the Leys Institute, who served as president in 1910 and 1911 after being elected at that very first conference. Today, the Leys Institute Library is part of the Auckland Libraries network, and was closed due to earthquake risks late last year. But in Thomson Leys' day, the institute was brand-new, Edwardian-baroque, Ponsonby landmark, founded along the lines of a Mechanics' Institute by Thomson to fulfil the dream of his late brother, William Leys.

Thomson Leys' main responsibility as LANZ's president was to organise the new library association's second conference in 1911, which he and his wife hosted in Auckland over Easter weekend. Many of the issues discussed at this conference set the scene for the Association's direction in the 1920s and 1930s – particularly the importance of establishing a National Library, the role provincial associations (the forerunner to today's LIANZA regional communities) could play in supporting librarians, copyright and censorship, children's literacy, and standardising staff working hours and pay.

Leys also advocated and networked internationally for the New Zealand library sector. An Evening Post article from February 1911 reports that individual librarians from several major American libraries, including the publishers of *Library Journal*, had already taken a keen interest in the NZLA, and were offering their expertise in setting up travelling libraries for rural communities.

During both the 1911 and 1912 conference, papers written by American librarians were highlights of the programme.

Leys moved into the role of vice-president of the NZLA at the 1912 conference, passing the presidency to Wellington MP Arthur Atkinson. Interestingly, Leys served as one of four vice-presidents elected for that year – no doubt providing continuity and support for the new president. A more recent addition to LIANZA's presidential structure is the '3P' model – as Paula Eskett called it in a 2019 post on the LIANZA blog: 'essentially the tuakana teina model without the age differences!' The President-elect, President and Past President each serve a three-year term, working together to support each other to lead and represent LIANZA.

Did you know that you can access a digital version of LIANZA's history: A Century of Library Life in Aotearoa, Te Rau Herenga, thanks to the National Library?



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

PROF REG



THE COLUMN OF THE LIANZA PROFESSIONAL REGISTRATION BOARD



LIANZA PROFESSIONAL REGISTRATION - MAPPING BOKS

When applying for LIANZA Professional Registration under Route C, one of the requirements is that you must be able demonstrate three or more years of experience in the profession by mapping this against the 11 areas of the Bodies of Knowledge (BoK).

The Bodies of Knowledge identify the different areas of competency for the library and information profession. Familiarity and practice with each of the 11 BoKs ensures New Zealand library and information professionals have a broad knowledge base and skill set.

For the mapping process, the LIANZA Professional Registration (PR) Board expects you to go through your study, career, and other experience, finding relevant examples that demonstrate your understanding of each area of the Bodies of Knowledge. You are expected to write a brief statement explaining your understanding; then use self-reflection and note how you put these skills into practice in your current role or past roles. This will show you have experience in each area and understand what each specific Body of Knowledge is about.

For example – under BoK 11 which is about awareness of indigenous (Māori) knowledge paradigms you could talk about preparing for a visit to a marae by gaining an understanding of marae protocols and how that affected your experience. Or you could talk about your understanding of Kaitiakitanga (preserving, maintaining and protecting all knowledge) as it applies to your organisation. Or you could discuss how the competent use of te reo Māori has intrinsic value to not only the customer/client, but also an organisation and its staff and where you are in your journey to learn te reo e.g. take care to correctly pronounce local Māori words, use te reo on a daily basis (greeting, farewell, emails).

An example of BoK mapping can be found on the LIANZA website. The information is presented as a table, but if you prefer a different format e.g. paragraphs in a Word document that will also be acceptable to the PR Board. The important thing is that the information on your understanding of the BoK and the examples from your personal experience are clearly stated. A maximum of 250 words should be used for the entry against each BoK.

Any questions? Please email officeadmin@lianza.org.nz.



Anne-Maree Wigley is Manager Business Support and Community Libraries at Dunedin Public Libraries. She has been in the profession since 1981, a LIANZA member since 1984 and a member of the LIANZA Professional Registration Board for the past four years.



I have continued to maintain my LIANZA Professional Registration as I find it helps me stay focused and positive about librarianship and our exciting and changing environment. There have been times where I would not have necessarily pushed myself out of my comfort zone but then I think "This would be a great entry in my journal" and I then find I am more open to having a go.

Fiona Bernard
Librarian, Pukekohe Library



As a librarian working in a special library, it's important to be recognised by others in my place of work, as an information professional, completing professional registration does this. It's challenging, makes you think about the profession – and developing your own capabilities.

Janice Keys
Librarian, Statistics New Zealand



I joined LIANZA to connect with like-minded colleagues and get more involved in the profession. During these uncertain times I feel that I could tap into the support system that LIANZA has for its members such as professional development opportunities, tools for all types of libraries, and webinars to keep us updated. I am glad that I chose to join LIANZA as it can help me gain experience beyond my workplace.

Rida Noor Malik
Learning Advisor, EIT - Eastern Institute of Technology



LIANZA

PROFESSIONAL REGISTRATION

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

HIKUWAI

Debbie Airey
Chloe Fryer
Karon Hazelhurst
Heather Jackson
Rozila Ram

IKAROA

Rebecca Beyer

AORAKI

Joan Simpson

OTAGO SOUTHLAND

Andrea Simonsen

COPY-RIOT



THE COLUMN OF THE LIANZA STANDING COMMITTEE ON COPYRIGHT

In this issue of *Library Life* three members of the LIANZA Standing Committee on Copyright share some challenges posed by coronavirus and lockdown.

CORONAVIRUS, COPYRIGHT & COMMUNITY

Alice Cruickshank, Christchurch City Libraries

Although we are just about to burst our bubbles right now, the situation posed some unique copyright conundrums for LIANZA members. The LIANZA Standing Committee on Copyright has been busy looking at some of these issues. Without access to physical collections and being able to provide library services face to face – libraries have been focusing on providing resources virtually. This has included e-books and downloadable audio books, but also movie streaming, blogs and online reader's advisory sessions.

But what about programmes such as Storytimes with beloved children's librarians – could they be delivered online for kids to see their favourite storyteller in their living room? Armed with a video camera (or a mobile phone) librarians were willing to give it a go. But there was a snag – copyright!

Reading a book aloud in a library can be considered a 'performance' and section 16(1)(c) of the Copyright Act does state that performing a work is a restricted act. Nonetheless, it is customary practice in libraries and unlikely that a copyright owner would take a library to court. However, recording the reading of the book would be considered to be copying the book and under section 16(1)(a) copying a work is a restricted act. Publishing and distributing this copy would then lead to further infringement of the copyright act. Without permission from the copyright owners what seemed like a simple transference of physical library programming to the digital space was a no-goer.

Thus, LIANZA approached the Publishers Association of NZ (PANZ) and Copyright Licensing

NZ (CLNZ) to see if an agreement on copyright could be made. The LIANZA Standing Committee on Copyright (LSCC); Mandy Henk, Tohatoha; Paula Browning, Copyright Licensing New Zealand; Catriona Ferguson, Publishers Association of NZ; and Jill Rawnsley, Coalition for Books worked together to draw up **an agreement** that would satisfy all parties.

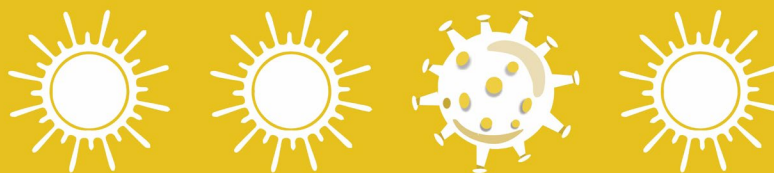
There are rules for librarians including: entering information about all sessions in a database, only using books from publishers who have signed up to the agreement, videos can only be accessed from a library website or social media post and the videos must be taken down at the end of Alert Level 2.

LIANZA Executive Director, Ana Pickering was able to re-negotiate a post-Level 1 date of June 30 and the option for libraries to approach publishers to retain or share some virtual storytimes. So far the agreement has paved the way for libraries across the country to deliver virtual storytimes with over 60 libraries signing up and nearly 700 storytimes logged.

Nicki Sharpe from Nelson Public libraries praised the scheme 'One of the best things has been the different librarians keen to give virtual storytimes a go, not just our children's staff. It has been wonderful to see the different voices of our librarians, and the different books they pick. Thank you so much to CLNZ and Coalition of Books for making it so easy for us to interact with our local community.'

Another tricky thing for children's librarians has been finding the appropriate books to read without access to their library. Garages have been scoured and mysterious bundles of books left on colleagues' doorsteps – all in the name of serving our youngest customers.

But it is not just public libraries who have experienced new copyright challenges due to COVID...



CORONAVIRUS CAN HANDLE THE HEAT.

United Nations COVID-19 Response

UNIVERSITIES, COVID-19 & COPYRIGHT

**Melanie Johnson, Copyright Officer,
University of Auckland**

One of the major challenges of transforming the physical university to a virtual university was copyright. Luckily we had a dummy run with the students on a study plan trapped in China. Universities in the southern hemisphere were about to start the academic year with a cohort of international students trapped in China, so what we were facing was unique to New Zealand and Australia. Those students were unable to buy textbooks or access the library collections of physical books. All teaching and access to content had to be online. It was estimated that the university faced a \$30m dollar shortfall if we lost our international students from China so we bent over backwards to retain those students.

We approached CLNZ who granted us the right to copy up to 50% of a book to be made available only to those students on a study plan. As with reading children's stories all copying under the extended licence had to be reported to CLNZ to enable payment to the publishers from the licence fee that all New Zealand universities pay. There was also a mad scramble to source electronic alternatives to the print textbooks, so multi-user licences, many restricted to three users, were purchased – often at considerable expense.

When the decision was made to prepare for the closure of university campuses and move to online teaching, we again approached CLNZ seeking to extend the licence to copy 50% to the whole university for the duration of the emergency and online teaching. CLNZ immediately agreed. While being able to copy 50% of a book was a generous offer by the publishers and CLNZ, the reality is that libraries just do not have the resources to copy even 50% of textbooks that are not available electronically. There is also concern that students may choose not to buy the textbooks if as much as 50% of a book is available on the learning management system.

At this point in time, with social distancing likely to continue to be the norm, teaching will continue to be taught largely online. This will see an added push for teaching resources such as textbooks to be available electronically.

COLLABORATION & COPYRIGHT

Sarah Powell, LSCC Chair

Lockdown had challenges not only to the universities but also to public libraries wanting to share material and engage virtually with their communities. In the first week of lockdown I was juggling two hats, one as Chair of the LSCC and the other advising AUT lecturers on the new copyright licensing extension and how to legally share material in a virtual classroom. The quick turn-around of the Virtual Storytimes Agreement was definitely a highlight for me. The two copyright webinars run by the LSCC were well attended and we have been incredibly excited to see that over 400 storytime sessions so far have taken place all over New Zealand.

A huge thanks goes to Mandy Henk (with her Tohatoha hat on) for supporting and leading this agreement, and helping with the webinars. Thanks to Ana, Helen and Jess for their support and for getting the information on the new agreement online so quickly. Thanks to Melanie for working so swiftly with CLNZ to gain an extension to our university licence. Lastly, we would not be able to share stories online with children missing their favourite librarians, or a chapter from an essential textbook with students who cannot be on campus with their peers, without the ongoing support from CLNZ, PANZ and the Coalition for Books. This has been a challenging time for everyone in so many ways, but the collaboration across sectors to ensure access to knowledge has been incredible and invaluable.

FREEDOM OF INFO



FREEDOM OF ACCESS TO INFORMATION & FREEDOM OF EXPRESSION



CAUTIONARY TALES FROM THE UNITED KINGDOM

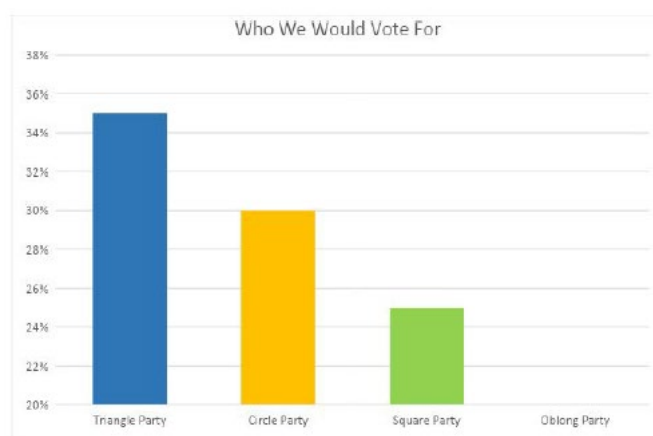
With New Zealand's general election only a few short months away, librarians should be considering their role in facilitating access to accurate information for their users.

Last December's snap general election in the United Kingdom was beset with examples of deliberate manipulation of facts to mislead and sway voters, which serve as salutary lessons for us here in New Zealand. During the first televised general election debate, the Twitter feed of the Conservative Party was renamed 'factcheckUK', and any mention of the party was removed (other than the words 'from CCHQ' written in tiny lettering underneath the logo in the banner image). This gave the false impression that this was the Twitter feed of an independent fact-checking body. The feed then misleadingly rolled out endorsements of Boris Johnson and posts supporting the Conservative Party's position, under the cloak of apparent impartiality.

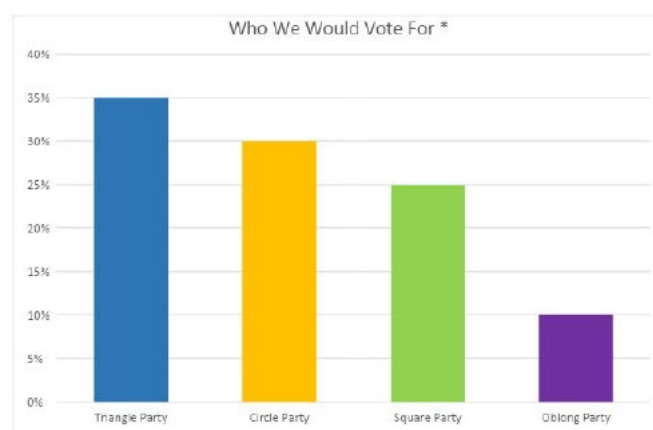
In response, the UK Chartered Institute of Library and Information Professionals (CILIP) wrote a formal letter of complaint to the Conservative Party chairman. The letter included reference to CILIP's campaign #FactsMatter, which called on all parties and holders of public office to make a clear commitment to evidence and accountability: 'As a profession and as a professional association, we believe that it is the right of every citizen to receive accurate and open information, and the responsibility of public authorities to ensure that they are providing it – including political Parties. We are committed to supporting citizens in finding and making use of accurate information as part of our work in combating online harms.'

There were reports of other examples of manipulation including the Liberal Democrats

distributing pamphlets containing a graph of polling results that appeared to show that Labour was far behind the Liberal Democrats and Conservatives – until you read the fine print under the graph saying that the question asked in the poll was: 'Imagine that the result of your constituency was expected to be very close between the Conservative and Liberal Democrat candidate, and none of the other parties was competitive. In this scenario, **which party would you vote for?**' The way a graph is displayed as well as its content can be misleading – interpretation can be skewed by tricks such as altering the axes of a graph:



This graph appears to show the Triangle Party at a substantial lead in a constituency. However, the vertical axis has been truncated from the original:





'Who would you vote for if the Oblong Party were not to stand in your constituency?'

In this view we can see that the margins are less dramatic, and that 10% have indicated their intent to vote for the Oblong Party despite the question indicating that they might not stand a candidate.

Another tool of misinformation used in the UK election was a website created by one party, dressed up to look like information from another. The website labourmanifesto.co.uk was set up by the Conservatives, but masqueraded as a Labour Party website. Social media for the website featured a red background and a picture of the Labour leader, but the website contained attacks on Labour's policies. The **entire enterprise** was a cynical attempt to mislead voters looking for reliable information about Labour Party policies.

These are just some examples of how information can be manipulated and misrepresented. It isn't just one party, or one part of the political spectrum, that uses the Internet and social media in this way; **The Express reported** that the UK Labour Party spent twice as much as the Tories on sending targeted messages via Facebook in the lead-up to the election. Nor is this unique to the UK; the 2016 United States elections gave us a whole new vocabulary of phrases like 'fake news' and 'post-truth'.

Given the use of misinformation in election campaigns in the US and the UK, there have been a range of responses from the 'major players.' **Google has announced** they will no longer allow political campaigns to target advertising at people based on their supposed political leanings. **Facebook has announced** it will not fact-check advertising from political candidates or campaigns.

Twitter has said it will **ban political advertising altogether**, although this policy **raises issues of its own**, and fact-checking itself is now starting to **become weaponised** as a **tool of political power**.

These are complex and nuanced issues, but as professionals who are committed to facilitating access to accurate information, librarians need to remain vigilant against all forms of political misinformation, however insidious, wherever it comes from and regardless of the motivations behind it.

WE ARE LIANZA

WE ARE LIANZA



ERICA RANKIN
LIANZA President-elect

Kia ora Erica and thanks so much for agreeing to be interviewed for We Are LIANZA!

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

YOU ARE CURRENTLY CHRISTCHURCH CITY LIBRARIES COMMUNITY LIBRARIES MANAGER INVOLVED IN MANAGING STAFF, SERVICE DELIVERY AND CUSTOMER EXPERIENCE ACROSS HALF OF THE CITY'S LIBRARIES. YOU WERE RESPONSIBLE FOR HIRING STAFF FOR TŪRANGA, CAN YOU TELL US ABOUT THE CHALLENGES YOU FACED HIRING SO MANY PEOPLE TO GET READY IN TIME FOR THE OPENING?

Recruiting staff for Tūranga was certainly a challenge but also a wonderful opportunity to re-think our service offering and to create roles based on the services, opportunities and experiences offered in our new 21st century library. The project created a workstream for staffing and we worked through the process of service design, service philosophy, the creation of position descriptions, a recruitment strategy and training plan. It was a huge job, and an enormous effort was put in by the team. We were very lucky to secure the services of a recruitment specialist to guide us through the planning and delivery of several assessment centres for applicants, evaluation and finally appointment of Tūranga staff. This all sounds deceptively simple but it was a major task and there was contribution from many staff from across our library network to enable the wonderful result achieved.

RESPONDING TO CRISES REQUIRES A LOT OF AGILITY. CAN YOU SHARE WITH US ANYTHING YOU LEARNED FROM GETTING CHRISTCHURCH CITY LIBRARIES OPEN AGAIN POST-EARTHQUAKE THAT WAS ALSO HELPFUL IN RESPONDING TO THE CHALLENGES THAT

COVID-19 BROUGHT?

I guess the most obvious similarity is that things had to be done differently. We had to think differently in both situations because the world as we had previously known it had changed. Both earthquakes and pandemic meant that our physical facilities could no longer open at a time when many in our communities needed them most. We learned from the earthquakes that libraries provide not just a meeting place or access to vital information or digital and physical connection, but a sense of normality and reassurance when so much else is anything but normal. Post-earthquake our focus was to re-open libraries as soon as we were able, to make good use of our Mobile service and to seek out alternative venues to develop pop-up libraries. Lockdown meant that once again we were unable to open our libraries to the public but were very aware of the need to make our services available in different ways. We increased customer awareness of our existing online platforms and online membership and developed other online initiatives thanks to the agility and creativity of our staff, operating from their homes. Customer response has been amazing and feedback has confirmed once again the importance of access to libraries and their place in the lives of our communities. The challenge now is to integrate the



Tūranga, Christchurch City Libraries

new ways of operating into our library service for the future.

YOU WERE ONE OF THE PORTFOLIO LEADS FOR THE IFLA WORLD LIBRARY AND INFORMATION CONGRESS 2021, CAN YOU TELL US A BIT ABOUT WHAT YOU HAD HOPED TO BRING TO THIS ROLE AND WHAT YOU HAD HOPED TO GAIN?

The portfolio I held for IFLA WLIC was Local Programme, Library Visits and Social Events and I was very much looking forward to working with some great people from across New Zealand libraries to pull together an amazing event and experience for delegates from New Zealand and across the world. It was really a one of a kind opportunity both for me, for LIANZA and its members, to showcase New Zealand, our libraries, and what makes us unique. Despite the fact that the Congress was unable to go ahead I really enjoyed the initial planning, the connections I made and the shared commitment and enthusiasm from everyone involved.

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

Continual reinvention to keep pace with change, without losing the essence of what libraries are and can be for our communities. The challenge of keeping up with

rapidly changing technologies. Continuing to attract the people we need to work in a growing variety of roles in libraries. The continued need to advocate for the value of libraries to funders. The need to develop further collaborations and partnerships and to ensure that we are talking to our customers about what they really need.

YOU'VE BEEN A LIANZA MEMBER SINCE 1996 AND MUST HAVE SEEN A LOT OF CHANGES TAKE PLACE OVER THE YEARS, DOES ANYTHING IN PARTICULAR REALLY STICK IN YOUR MEMORY? CAN YOU SHARE WITH OUR READERS WHAT YOUR PERSONAL CAREER HIGHLIGHTS HAVE BEEN OVER THAT TIME?

Oh my goodness, that's a big question. I really think the highlight for me has been the many wonderful people I have worked with and been influenced by in my career. Through leadership roles I have also had the opportunity to encourage and develop others, giving them opportunities to learn, stretch and grow. Of course my role as Establishment Manager for Tūranga was another highlight and an opportunity to practise what I preach, involving considerable learning, stretching and growing on a personal level. I expect the role of President-elect of LIANZA will be another highlight!

WHY DO YOU THINK IT IS IMPORTANT TO HAVE A NATIONAL PROFESSIONAL MEMBERSHIP ORGANISATION SUCH AS LIANZA? WHAT WOULD YOU LIKE TO SEE LIANZA DO MORE OF?

To me, LIANZA's strategic vision statement – *People and communities connected and empowered by information* – is the key to the importance of a national professional membership organisation. LIANZA has membership across all library sectors. A professional organisation unites and strengthens the profession, it advocates and provides a voice, promoting the value of libraries and librarians, it provides connection, support, education and inspiration to its members. LIANZA has many hard-working members who have achieved a great deal for the profession and the benefit of libraries and librarians. I would love to see this story shared in different ways to different audiences so we can make a connection with a wider group of people who work in libraries, to spark their interest in the professional organisation and the benefits of membership.

THANKS SO MUCH ERICA, WE ARE REALLY LOOKING FORWARD TO WORKING WITH YOU!

COMMUNITY ARCHIVE



OPEN POLYTECHNIC LECTURERS EXPLORE THE DEFINITION OF COMMUNITY ARCHIVES

Research recently published by Open Polytechnic lecturers in library and information studies, Sarah Welland and Amanda Cossham, focuses on the many definitions of community archives.

They covered the research in an article during a spot as guest editors for the journal *Global Knowledge, Memory and Communication* late last year. This issue of the journal focused on community and small archives. The article, 'Defining the undefinable: an analysis of definitions of community archives' explores discussion amongst archivists about what the exact definition of community archives is, and explains some of the purposes behind why they exist.

Amanda and Sarah say they have shared many discussions and ideas about archives and community archives and their role in preserving cultural heritage. They say they wanted readers to understand a bit more about the role and place that community archives have in creating and maintaining community memory.

Highlighting the benefits of community archives, Amanda explains 'Community archives

are created by a community so meet their needs first and foremost. They are not constrained by heavy-duty archival theory, so collections can be more varied and include material not stored in more traditionally run archives. For example, a local club's archive might include the records of the club, but also published histories of the area in which the club is mentioned.'

A big difference community archives have from mainstream archives is they are self-determined by the community creating them. Sarah says, 'Community archives provide the opportunity for that community to remember itself from its own point of view, without the bias of a dominant group determining what "should" be remembered about them. For example, marae archives will provide a much better picture of the life of the iwi than local government archives from the same area.'

They agree that the way community archives are viewed is changing. Amanda says, 'Archival theorists, sociologists, historians and researchers are now considering community archives to be a powerful tool in ensuring social and cultural accountability, as they can

fill gaps in society memory in areas that may not have been considered by published sources or other heritage or information repositories. They also provide evidence of, and argument for, alternative points of view.'

It's expected that community archives will continue to grow in the future, and will need to move online to be more accessible. Sarah says, 'One thing we are fairly sure of, and that is that the concept of community archives is not going away! The number of community archives seem to be growing as more communities become aware of the benefits of creating and maintaining their own memories and history their way.'

The full article can be found through this link.

If you are interested in learning more about archiving and gaining a qualification in this field, the Open Polytechnic, New Zealand's specialist provider of online and distance learning, offers the **New Zealand Diploma in Records and Information Management**. To see the full range of information and library studies qualifications available at Open Polytechnic, **head to their website.**



Amanda Cossham; Library and Information Studies Lecturer



Sarah Welland; Library and Information Studies Lecturer

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