

LIBRARY *Life*



Jacob Burnan
10.45 WED 6th

NATASHA
BURNAN Enjoying
Debs

Pickup
Wednesday 10:45am.

IN FOCUS

INDIGENOUS ARCHIVING: 06

AND

MAINTAINING CONNECTION: 13

LIBRARIES IN THE TIME OF COVID-19 - OUR STORIES: 15

WE ARE LIANZA: TRINA ROYCROFT: 44

**03 FROM THE EDITOR****04 FROM THE PRESIDENT****06 FEATURES**

Indigenous Archiving
 LIANZA 2020 - A First Experience
 Maintaining Connection
 Libraries in the time of COVID-19 – Our stories

25 NEWSBOARD

LIANZA Supporting the Sector
 Happy Retirement to Michaela O'Donovan
 Obituary for Heather Lamond

29 REGULAR COLUMNS

The Viewpoint: Tivavae Values & Knowledge
 Six Hot Picks: Mack Leala
 Student Focus: Monika Nair
 Career Pathways: Sana Salem
 History Corner: Library History in the Pacific
 Prof Reg
 New Reg & Reval
 Copy-Riot
 Freedom of Info
 We are LIANZA: Trina Roycroft

**COVER IMAGE**

Images from Waimakariri District Libraries,
 COVID-19 Click & Collect

DESIGN

Jess Davidson
 LIANZA Office & Design Manager

EDITOR

Helen Heath
helen@lianza.org.nz

ADVERTISING

Ana Pickering
 LIANZA Executive Director
ana@lianza.org.nz
 LIANZA Advertising Media Kit available on
 request

WEB

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

PHOTOS

LIANZA needs your photos of our
 community, libraries and library life. We
 would love your photo to be selected for
 the cover! Photos need to be 300dpi &
 of high quality. Please submit these to
officeadmin@lianza.org.nz

FROM THE

editor.



NĀ TE KAITĀTARI



Tēnā koe, Fakaalofa lahi atu, Kia orana, Ko na mauri, Mālō e lelei, Mālō ni, Ni sa bula, Tālofa, Talofa lava, Warm greetings to you.

This issue of *Library Life* comes at a very rare and unique time in our history. We sincerely hope you and your whanau/kainga/aiga are well during these unprecedented and uncertain times of COVID-19. As we stay in our bubbles we are reminded of our LIANZA 2019 theme – ‘Our families, our communities, our libraries, nāu te rourou nāku te rourou’ – which this issue draws on.

The LIANZA 2019 Conference theme focused on the wellbeing and success of our people and invited us to examine our current practices, approaches and services to our families and communities. During lockdown we are reminded to be kind, or kinder, to share our resources and look after each other in our families, our communities, our profession and wider sector. The conference was held in South Auckland for the first time and was convened by the Pasifika Information Management Network (PIMN) SIG. Our theme drove every aspect of the conference powerfully. From its planning to its programme, the keynote

speakers, the performances – everything converged on this theme. The content that has been curated for this issue draws on learnings from LIANZA19 six months later and relates them to this strange new way of being in our COVID-19 rāhui.

We have an authentic takeaway from Dave Tucker. Dave was only able to attend one day of conference, but his reflection shows the thoroughness of his experience and how it impacted him and his work. Maryanne Marsters, and Judy McFall-McCaffery, co-founder of PIMN SIG, share an opinion piece on Tivaevae Values & Knowledge Online.

Gareth Seymour reports back from his trip to Canada sharing his experience and learnings on Indigenous Archiving. We are very sad to share obituaries for Heather Lamond and Cherry Gordon. Helen Heath collates stories from public libraries in the time of COVID-19.

Other columns of this issue feature some of PIMN's conference planning komiti. This month's Career Pathways interview is with PIMN's social butterfly, Sana Saleem from Unitec; Mack Leala tells us about six things that have him

excited during this lockdown period (not easy to do but he's done it!); and, in our new column, We Are LIANZA, we learn more about another LIANZA family member, Trina Roycroft and what makes her awesome!

Monika Nair from Tupu Youth Library, wasn't on the planning komiti, but she did lead a very informative and practical presentation with the Tupu team at the conference focussed on how to engage with youth. We learn more about her in our Student Focus column.

Our LIANZA 2019 conference vision was ‘for all participants to share, gift, reciprocate and collaborate using the elements of va feiloai (respectful relationships), mafana (warmth), ofa (love), malie (humour) through talanoa (shared dialogue)’ and action.

Let us continue to uphold the LIANZA19 theme and vision moving forward as LIANZA whanau.

Ngā mihi nui ki a kōutou, Soifua ma ia manuia.

Umumaluolelagi Judy McFall-McCaffery & Richy Misilei (PIMN SIG Convenor)

FROM THE PRESIDENT

NĀ TE TUMUAKI



RACHEL ESSON
LIANZA President

LIBRARY BOOKS. THE DANGER ELEMENT

The last issue of *Library Life* celebrated LIANZA turning 110 this year. It was published when the first reports of a new coronavirus were starting to ramp up and we were beginning to realise that this was likely to have a serious impact across the globe. As I write this column, Aotearoa has just come out of five weeks of total lockdown into an alert level 3 situation in which all public libraries remain physically closed and the majority of other libraries are also physically closed.

A global pandemic is one of those business continuity plan scenarios that you prepare for on paper and think is unlikely to happen in your lifetime – yet here we are. The global impact of COVID-19 is enormous and in the last six weeks we have seen reports of tens of thousands of deaths and millions of people losing their jobs. Closer to home we have, through our collective effort, managed to prevent an exponential spread of the virus, but it has come at a cost to our society, our mental health and our economy.

Most of us are working from home with the challenges that brings – managing children and their online schooling; checking in and caring

for elderly and vulnerable relatives and friends; navigating online systems for working; and seemingly endless video meetings. Our wider social interactions have also moved entirely online with online book groups, birthday parties and Friday night drinks.

I have been impressed with and proud of the way that LIANZA has adapted and responded to support our members. We have worked to enable virtual story times, which have been hugely successful; we have collaborated with NDF and National Library to provide a place to record which libraries, galleries and museums are open and the services they are providing; we have set up and co-hosted online meetings with Public Libraries NZ to enable cross-sector sharing of ideas about how libraries are responding and what questions we have that need answering. A huge thank you to Ana, Helen and Jess who have been tirelessly supporting this mahi.

What will COVID-19 mean for the library sector in the short term and longer term? It seems reasonable to assume that we will be having to balance short-term resourcing challenges with a potential increase in use. Research into the use of public libraries following the global financial crisis in 2008 found that 'more people used libraries during the recession, particularly for job-seeking activities, advice and training' (Public libraries in the recession: The librarian's axiom. Reetu Child; Anne Goulding, *Library Review* [00242535], 2012, Vol. 61, Issue 8/9, pp. 641-663).

We know that many members of our communities rely on libraries and librarians for access to trusted information. Equity issues have been highlighted during the lockdown and digital exclusion is an important equity issue. There is an opportunity for the role that libraries play in digital inclusion to be extended and better supported. LIANZA is working with other organisations to ensure that libraries are well represented in this discussion.

Lastly, the title of this column comes from a **1909 Evening Post report** about the risk of library book borrowers 'making close acquaintance with malignant bacilli.' The Chief Municipal Librarian at the time, Mr H. Baillie, shared the comforting message that 'It was extremely improbable that disease germs should lodge between the leaves of books and retain their vitality for any length of time under the ordinary circumstances of use of public library books.' He also reassured the public that there was a book disinfecting chamber at the Newtown branch library, although I suspect the practice of fumigating with formalin would not be recommended today. What this demonstrates to me is that libraries in Aotearoa have been successfully facing challenges like COVID-19 for over 100 years and will do so once again.

Take care and stay safe.

Rachel Esson
President



My son's 22nd Birthday online family celebration.

Inspire online community engagement.

Begin your Recollect Journey today.

 **recollect**
www.recollectcms.com



INDIGENOUS ARCHIVING

GARETH SEYMOUR ON INDIGENOUS ARCHIVING



The welcoming drum dance at a an indigenous language event in November

The Paul Reynolds 'No Numpties' Grant for 2019 was awarded to Gareth Seymour, from Ngā Taonga Sound & Vision, enabling him to discuss indigenous archiving with key groups in Saskatchewan and North West Territories, Canada.

The grant was established in 2010 from donations made by the National Library of New Zealand, Internet NZ and friends of Paul Reynolds, which are held in trust by LIANZA. The selection panel is made up of representatives from National Library of New Zealand, National Digital Forum and LIANZA.

In this feature, Gareth reports back from his trip. You can also watch three recent webinars (linked to below) that Gareth hosted, reflecting on the learnings from this trip.

WHAT DOES INDIGENOUS ARCHIVING LOOK LIKE WAY UP NORTH?

The best way to describe my recent meetings with indigenous whānau in northern Canada is 'unexpected'. I didn't expect to learn how little I knew about their people and cultures, but it was rewarding to learn about how much our language and cultures have in common.

AN INDIGENOUS ARCHIVING PROJECT IN THE 'FAR NORTH'

Arriving in Yellowknife I found that it's just a hop, skip and jump away from the Arctic Circle – as in, the top of the world. The abundance of snow was a major give-away to the distance from home. The indigenous archiving team at CBC North (the Canadian Broadcasting Corporation) also pointed out how their 'far north' environment shapes the local people and

culture – travelling ultra-long distances in the snow, eating arctic kai, what to wear in minus 30 degree weather, and how the tangata whenua understand and read their environment.

I visited an archiving project at CBC that works with legacy analogue audio taonga in nine indigenous languages. The cataloguing team speak these languages, with at least one speaker for each language. Sometimes 'pairs' of language speakers know different varieties. To cover the huge geography (Canada is Australia-like in size), a small Cree team is based way over in Montreal to work with audio from northern Quebec and the whenua north of there in Nunavut country.

The population of the Northwest Territories is 44,800 including band (iwi) communities, so the calatoguers are sometimes seconded into other language

roles like filling in as a radio or TV news presenter while their presenter-whanaunga is away. The archivists become content creators, sometimes broadcasting to elders who don't speak English.

With the language comes other responsibilities and opportunities. Many of the cataloguers have held interpreting roles though the Language Bureau, demonstrated by the nine interpreting booths in the small assembly (parliament) building down the road from the CBC.

What do the audio taonga hold? The analogue collection is being slowly digitised by CBC and holds historic kōrero from:

- Chipewyan
- Cree
- Gwich'in
- Inuinnaqtun
- Inuktitut
- Inuvialuktun
- North Slavey
- South Slavey
- Tlicho

In Yellowknife I realised what I don't know about indigenous Canada. Because I (we) have next to zero knowledge about the indigenous peoples of Canada, the awesome archiving team filled the gaps in my knowledge. The northern iwi represent rich cultures, so the first task at the CBC was to become a little familiar with the land, people and indigenous cultures there.

Thankfully the archiving team was the most welcoming group ever and over a few days we exchanged notes, insights and lots of cultural understandings. I never expected to hear how

similar our cultures are, give or take a name or perhaps a slight difference in interpretation. The CBC team described what we call patupaiarehe, hunting, tools, flora, origin stories, and so on. Even whānau traditions tools, flora, origin stories, and so on. Even whānau traditions like whāngai and the role of kaumātua seemed identical to our own.

The CBC archivists are actively involved in culture and community while they document the tikanga recorded on reel-to-reels, cassette tapes and ORTs. The project has similar challenges and insights faced by our own Māori audiovisual collections. For example, the iwi there talk about language changes over 50 years. One cataloguer heard an interview using words for weather that she hadn't used since she was 10.

As the elders 'talk story' they reveal the role of tangata whenua as kaitiaki of the land and the mātauranga in their origin stories about the land and the people.

WHY THE WORK FELT SO FAMILIAR?

The digitising technology, database and software employed by CBC North will be familiar to staff in heritage agencies and in these other respects the CBC project is familiar to ours:

- The kaupapa-friendly environment that welcomes whānau, encourages the use of 'ngā reo' and even has a rēwana type bread and tiamu waiting at morning tea time.
- Should we catalogue in English or indigenous languages? Some of the languages in the NWT use non-Roman scripts with 15 or 40 symbols, so the language is not compatible with the

database. English becomes the default language of description.

- As Māori uses Roman script, we can bring te reo into the traditionally English language environments of collection management systems and online catalogues (in NZ and Canada).
- The consistent use of written language. Some of the languages have relatively new writing systems developed in the 1970s and iwi might still be deciding the best way to document their language consistently, or what consistency means.
- In te ao Māori, consistency is still being developed with some kupu and even dialect differences. For example should we use tipuna or tupuna, or ētahi or ētehi or wētahi or all of the above?
- Where should we digitise? The collection was shipped 'inter-state' for automated digitisation. Would iwi agree for their taonga to be taken from their rohe? Iwi may decide against depositing taonga if it means moving them from the rohe, potentially compromising their kaitiaki role. Others may agree based on the need for secure and appropriate storage.
- The need for culturally specific subject headings, for example using 'cultural activity' as a catch-all for iwi activities is problematic when describing a drum dance, tea dance and so on. When the material becomes available online, CBC North would like to develop an indigenous search tool.
- The impact of distance. The project is managed in Toronto, so the Yellowknife cataloguers have to call there



The local legislature building has none translation booths, one for each of the indigenous languages of the Northwest Territories.



A moose skin waka at the Yellowknife museum.

for guidance on practice. An analogy in Aotearoa is the location of taonga in Te Whanganui-a-Tara, far away from many iwi. How does an organisation in Wellington engage with iwi when they prefer to engage kanohi ki te kanohi, or are exploring iwi-specific content and mātauranga?

Two further anecdotes round off the unexpected insights from this visit. Global warming is a reality here. The 'tree line' (where the trees stop growing) is moving and animals and game are migrating to adapt to the changing conditions. In the 1970s it was normal for the weather to reach -50C in Yellowknife but this is less common now.

A second prominent theme in the communities is the trauma caused by residential schools set up to assimilate tamariki into non-indigenous culture. While the schools closed decades ago, the impact they had is ever present in everyday kōrero. Tangata whenua are aware of the ongoing day-to-day impact on the loss of language and culture for the people, and articulate this.

The impact of the schools was severe, so this visit to Canada gave a welcome insight into a project helping to revive the people and their languages. I thank LIANZA and the Paul Reynolds 'No Numpties' grant for allowing me to see this reclamation first-hand, and for the opportunity to build

relationships with tangata whenua of the 'far north.' Perhaps one day Aotearoa can reciprocate by hosting a team from CBC should they come visit our own heritage agencies at the other end of the world.

Watch recent webinars with Gareth Seymour:

- [Bilingual Service Provision](#)
- [Navigating rights and sharing taonga](#)
- [Cataloguing archival audio material in eight indigenous languages](#)

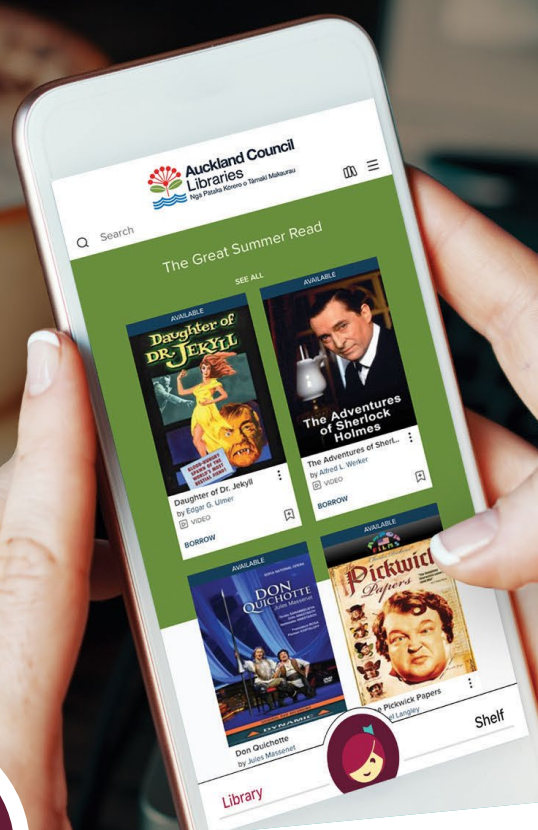


Gareth Seymour; is Depositor Experience Manager – Poutaunaki Hunga Tuku at Ngā Taonga.

Bring more readers to your library.

Libby.

The one-tap reading app from your library.



OverDrive's award-winning, free app is designed especially for first-time library users.

In just a few taps, readers can start enjoying ebooks and audiobooks from your customized digital collection. From current bestsellers to the classics, there's truly something for everyone in our unrivaled catalogue, including **an expansive selection of Kiwi authors and publishers.**

Reaching more of your community has never been this easy.



Learn more about Libby at company.overdrive.com/NZ

Rakuten OverDrive

A world enlightened by reading

sales@overdrive.com

LIANZA 2020 – A FIRST EXPERIENCE

ODILE URIRAU – REPRESENTING THE RUNANGA PUKA (COOK ISLANDS NATIONAL LIBRARY)



LIANZA has a strategic focus to support the Pacific library and information sector. The LIANZA 2019 Conference provided a practical opportunity to engage with Pacific librarians and invitations were extended to Niue, the Cooks Islands and Fiji, with the offer of complimentary registrations and support with accommodation. We were delighted that Mere Vada from the University of the South Pacific Library in Suva, Fiji and Odile Urirau from the Cook Islands National Library Runanga Puka were able to travel to Manukau City and contribute to the conference, particularly to the talanoa on supporting the Pacific.

Odile reflects on her experience below.

ACKNOWLEDGEMENT

I write this report with gratitude to a number of people who thought of me and our National Library enabling me to participate in the LIANZA Conference 2019 for the first time ever. Who would have thought I will be witnessing such an awesome event to gain more knowledge from all experts in the library field.

- My word of thanks goes out to LIANZA and every individual belonging to this organisation. I have learnt to accept and appreciate

the magnificent work you are doing to help develop our libraries into a more enhanced one.

- To Rachel Esson, President of LIANZA. Your words of 'Who are we? We are LIANZA' during your speech still lingers in my ears until this day. I didn't understand it at first, but as the conference came to an end, I began to put the puzzle together and had the best impression of what LIANZA is and all the wonders it can do for me and our Pacific Libraries.

- LIANZA has offered me an opportunity to see, hear and experience what the world holds in terms of knowledge, history and participation amongst the various sectors of library field and those around it. A mystery put together to come to one conclusion of 'togetherness no matter who we are and where we come from.'
- LIANZA through this conference have given me the opportunity to be part of a great network of intelligent people within and around the library field. Meitaki maata.



- My sincere appreciation to the Head of Ministry, Secretary of Tauranga Vananga, Mr Anthony Turua. Thank you for your support and agreeing to my nomination with the sponsorship of my travel and per diem to and from the conference. Meitaki maata kiakoe no taau turuturu e te akamaroiroi iaku.
- Ana Pickering – thank you for the invitation with the given opportunity for me a Pacific Islands librarian to attend the conference. I thank you for your continuous assistance during my time in New Zealand, making sure that I was well taken care of for the duration of the programme.
- To the LIANZA committee members, thank you all for an awesome and memorable event. I saw your enthusiasm and commitment as a team to ensure that the programmes were successful from day one till the end. To all my fellow colleagues whom I have met from previous years, it was such a great joy meeting you all again even for a brief moment.
- To the new people I met at LIANZA, Kia Orana and meitaki maata for your hospitality and friendliness.
- Last but not least, to Judy McFall-McCaffery, Faafetai Lava and meitaki maata to you for putting your trust in me and your nomination through your connection with Anthony, to be part of this conference. It was during your visit to the Cook Islands

a few years ago that I got to know you. Since then, you have always been helpful through the continuous email communication and information you provided. A special Meitaki maata to you and your husband John for opening your home as a place where I can stay, the transportation to and from the conference. Words cannot express how I feel but, I enjoyed every moment with both of you. Thank you for your generosity and hospitality during my stay there. I will never forget you both.

Receiving the invitation from Rachel to attend the LIANZA conference for me was a chance to go on a free trip and a break. Arriving at the conference on the first day suddenly gave me the impression that maybe this wasn't a good idea at all, where I questioned and created my own obstacles:

- Is it of any use? What can I achieve after hours of listening, sharing, discussing and recommendations? At the end of the conference, I would eventually return to Rarotonga to face the reality of;
 - Working with a minimal budget of \$10k per annum;
 - Two unqualified staff (including myself) working in the National Library;
 - Our National Library is already under-resourced from technology, new publications/materials;
 - Access to internet is very

difficult and very basic where 3GB of data is all we get per month;

- Our national bibliography is kept on a Microsoft excel file;
- We don't have the budget to invest into a library OPAC (Online Public Access Catalogue)

My obstacles were diminished by the opportunity of being introduced and having a brief conversation with Hon. Minister Tracey Martin. Thank you to Mr Bill Mcnaught, National Librarian to the National Library of New Zealand for introducing me to the Hon. Minister and for your continuous assistance to Pacific libraries. Through you, the Minister was able to see a clear picture of the kind of help we Pacific island libraries need.

This meeting also allowed me to meet other relevant people who are not only librarians but who can offer services and assistance to our library needs. In our particular case, there is great need in development and training of staff to become qualified librarians. There is also the need for our database to be re-visited and accessibility of information shared and made available to all other libraries and the public as a whole.

The presentations by the keynote speakers were ones I appreciated so much. I felt very lucky to be at the conference as there were a lot of new things I witnessed which I have never imagined before. I was taken away by the poetry presentation by Selena, our first Pacific

Islands laureate when she read her book *Mophead*. Added to that, were the university students who told their stories in rap and poetry form, something out of the ordinary and a wonderful feeling to experience extraordinary talents as these.

Some discussions and presentations during the conference were very motivating and emotional as libraries continue to face challenges. Most librarians managed to come up with ways to help meet or accommodate their needs.

Knowing LIANZA is a very strong organisation of libraries and librarians all over New Zealand with a very strong supporting network is an advantage for us. It's an opportunity where we can reach out to for assistance when needed. I was also fortunate to meet up with members of supporting organisations of New Zealand Libraries. Their services were not only limited to New Zealand but those outside of New Zealand.

I felt the overall conference was a success and an opportunity for me to learn from the presentations, discussions and examples given by all key people.

Since my return, I implemented an after school literacy programme for our Primary school children. I started off the planning process in November, seeking funding from local agencies to purchase some basic materials to get the

programme going.

Early in February this year, I advertised the programme to the biggest primary school here in Rarotonga to promote our services in the National Library. We included sessions to see the reading level of children and how we can accommodate them with what we have available.

We managed to get sponsorship from our Cook Islands Football Association (CIFA) President, Mr Lee Harmon to help start the programme. I would like to acknowledge and thank Mr Harmon for the kind donation on behalf our Cook Islands Football Association (CIFA) to help improve literacy amongst our children.

I would also like to acknowledge my very good friend Janine Gillions from the Motueka Branch Library, New Zealand, whom I met for the first time at the LIANZA conference. She has been very amazing, helping me with ideas on how to start the programme. Janine has also been more than generous in sending reading books, colourings, play doughs, children's dvds and jigsaw puzzles to occupy the children while they are in the library. Words cannot express how much I appreciate your help and I want to say thank you and Meitaki Maata Janine for all your help. I can confirm, the children really love using these and they are always joyful every time they enter the library.

We have about 80 registered

children with 20 plus coming into the library every day from 2.30pm till 4.00pm. My view is that the number of children coming to the library will continue to grow once we advertise the programme to all the schools on the island.

Part of the programme is doing a one on one reading session with the children in both the English and Maori languages. The Crosswords puzzle was one of our popular activities which the children enjoy. They became creative by using maori words to make crossword puzzles in the Cook Islands maori language, using words from the books they have read.

Unfortunately, since the COVID-19, we had to close the programme until things get back to normal. Children are eager to come back to the library and awaits patiently for everything to go back to normal shortly.

There are many things that need to be done to better our services but we have to face the reality and be innovative and utilize what we have available. LIANZA has given new ideas and new connections through the conference. I now see LIANZA as a driving force to improvise some of our activities and services. We hope to grow and develop our National library for the benefit of our children, our people, our families and our communities.

**'WHO ARE WE? WE ARE
LIANZA - MEITAKI MAATA E
KIA MANUIA**



Odile Urirau; Ministry of Cultural Development, Government of the Cook Islands.

MAINTAINING CONNECTION

MAINTAINING CONNECTION WHEN THE SYSTEM IS DOWN - A LOCKDOWN LOW-DOWN FROM OUR LIBRARY



Photo Credit: Auckland Libraries. Left to right: Dave Tucker, Harriet Hodge, PM Jacinda Ardern at the launch of their summer reading programme 'Dare to Explore' in 2017.



Dave Tucker's working from home set up

As I type my thoughts remotely from my sedate living room on the eve of our nation coming out of a five-week lockdown, I am in a reflective mood.

Looking back on this enforced isolation period, I contemplate the various meanings of connection and explore their meaning to myself, my team and the diverse communities of people that we as a team of librarians reach out to understand their needs and serve.

Libraries act as a hub for our varied communities. A common place, inviting individuals to come together to seek information; seek refuge; upskill; upload and offload; researching; relaxing; and reinvesting in themselves for the betterment of self and the wider society.

And then things changed

suddenly, for us all.

To say that COVID-19 shook up our nation would be an understatement. The lasting effects and impacts of this global pandemic on our daily lives will be felt for many years to come. The ways in which we meet up, socialise, interact and connect must be done differently.

In late March, my library in the Glen Eden community, in the blink of an afternoon, was forced to close its doors quite abruptly as this offline virus infected my community and yours.

Suddenly, my team was no longer sharing our staff room, or offering support to each other at our bustling front desk area, they were forced home. And they had to stay there, not just for the weekend, but for some time to come.

I now had so many questions and things to consider.

How would we be able to serve our customers? How would my team stay connected and communicate with each other? What work could we do and how would we do it?

Our normal way of doing things was suddenly undone. Somehow we had to try and continue operating Glen Eden Library as a functioning unit and as an engaged team.

SO WHAT DID WE DO?

As a team leader, keeping my work whānau informed and supported is a key part of my role. This aspect of maintaining unity and connection became even more of a priority for me, now that we were isolated by location and challenged by our vocation.

In the initial period of lockdown, phone calls provided reassurance for staff and a warm and direct means of checking in and relaying any important information. To regularly hear each other enabled an effective well-being gauge for me, allowing both laughter and concerns to be shared.

Work emails could be checked on personal laptops and devices. My role was to receive, decipher and distribute key information in a succinct and timely manner. Initially, in the early stages of the lockdown, the situation was quite fluid. It was some time before regular information flows were established, with technical limitations such as overloaded bandwidth and duplication of bulletins proving difficult at first. This was remedied via set announcement times and restricting non-essential work from taking place until after designated times, thus freeing up council servers.

As many of the team were regular users of social media platforms, Facebook provided a less formal means of talking to each other online via messenger. Staff members were able to ask questions in real time, offer up team support for each other and maintain that looser level of chat (including jokes, GIFs, recipes, internet tips and Netflix suggestions). What unravelled was a lovely organic platform, for both uplifting each other and encouraging team motivation, vital in maintaining our connection with each other.

BAU or business as usual, took on a very unusual structure, with team members having to undertake self-learning and upskilling themselves remotely. This home learning expectation required a shared platform for feeding back work and we found Microsoft Teams software provided an easy-to-navigate format for all to use. Channels were established for learnings such as digital discoveries, te reo language confidence building, and a re-opening task force planning forum overseeing various scenarios for Levels 3 and beyond.

REFLECTIONS AND REWARDS

Like much of our library workforce, any age-friendly organisation experiences varying skill levels and digital competence is an area that often presents many challenges as technology and user needs are ever changing.

The lockdown has forced our team to pretty much do everything online resulting in many computer generated celebrations of success. Be it a smartphone, laptop or notebook, staff members have mastered the connectivity conundrums of SKYPE meetings and are now confident and familiar with sharing online storytimes and sessions via Zoom – something that would have proven too hard to do previously.

This abrupt adoption of digital platforms has jump-started a shared understanding and increased confidence of all

things technical, embracing a problem-solving culture, which was not previously evident in the team. It has been great to see this evolve.

A significant opportunity arose for some of my team to be part of a wider council initiative, in conjunction with the Auckland Emergency Management's COVID-19 response, to support the Ministry of Health in contacting elderly people in our community. This redeployment enabled staff to make phone calls from their homes, checking in on and supporting our over 70s. All the team members involved spoke of the benefits of feeling worthwhile and able to assist in non-library related assistance to our communities.

Uncertainty remains a strong factor in the future of our workforce. The restrictions made necessary by COVID-19 demonstrate that we can't solely rely on traditional ways of staying in touch with our teams and communities.

If there is one thing that we have learned so far, it's that libraries lead their sector in agility and resilience. The Where, How and What we deliver has changed and will continue to do so. However, with a connected team of individuals that belong to a whanau of helpers, solvers and doers, we as a nation will be supported and served by library super heroes for many years to come.



Dave Tucker is Manager of Glen Eden Community Library. He describes himself as a community library people leader with a passion for change. Dave says: *The 12 years that I have fully immersed myself in all things library, has allowed me to connect, collaborate and create some amazing services and programs with some incredible people. I love people and helping find solutions through service. Being an inspiring coach and mentor for my team, is my goal and the guiding beacon for betterment of myself and the continual evolvement of what libraries have to offer their communities.*

LIBRARIES IN THE TIME OF COVID-19 OUR STORIES

LIANZA HAS BEEN COLLECTING STORIES FROM LIBRARIANS AROUND THE COUNTRY ABOUT THEIR RESPONSES AND ADAPTATIONS TO COVID-19 CHALLENGES. FROM PUBLIC TO TERTIARY TO SPECIAL, ONCE AGAIN, LIBRARIANS HAVE SHOWN THEMSELVES TO BE RESOURCEFUL, IMAGINATIVE AND CARING

PUBLIC LIBRARIES



VIRTUAL STORYTIMES

Many public libraries around New Zealand have been engaging their communities by offering 'virtual storytime' sessions over the last few weeks. Virtual storytimes were made possible by a **unique agreement between publishers**, authors and libraries coordinated by the Coalition for Books. LIANZA approached the Publishers Association of NZ (PANZ) and Copyright Licensing NZ (CLNZ) the week prior to libraries being closed for Level 4. The aim was to enable New Zealand public libraries to provide virtual storytimes during the pandemic, while ensuring New Zealand's copyright laws were not breached. With the assistance of the LIANZA Standing Committee on Copyright, an agreement was

reached with the Coalition for Books, and the agreement was made public two days into Level

There have been over 400 public library virtual storytimes registered, as per the agreement, showing that this initiative has been key in allowing public libraries to engage with their communities.

Librarians swung into action from their living rooms around the country to offer virtual storytimes to enable some sense of normalcy and solace for children stuck at home (and parents juggling work with childcare!). Using the books they happened to have at home, and guided by the list of publishers that generously gave permission for their books to be offered in this virtual format, nearly 360 wonderful storytimes have now

been offered by public libraries. With some marvellous backroom support from family and friends in the same 'bubble', some of these storytimes are very slick productions indeed!

Stephen Clothier, Children and Youth Services librarian at Waitohu/Wellington City Libraries, is one librarian relishing the opportunity to combine his love for technology and his passion for storytime. Along with many of his colleagues at Wellington City Libraries he's been using Facebook Live to read stories and sing songs or 'Quarantunes' to their young customers.

Helen Heath from the LIANZA Office spoke with Stephen via Zoom. You can **watch the recorded interview**, along with some clips of the storytimes and



Glen Eden General Library. Image Credit: Auckland Council

Quarantunes. Libraries also responded to the challenges of the pandemic using their Makerspace resources. **We interview Jamie Boorman**, Waitohi's makerspace specialist, who has been 3D printing face shield components for frontline health care workers in New Zealand. Finally we've put together a short montage of just a few of the nearly 400 virtual storytimes that have been offered by public libraries since the end of March.

Libraries in Wellington and Christchurch, who have already faced the issues that physical closures bring post-earthquake,

seem particularly resilient and resourceful responding to the challenges posed by the pandemic.. But librarians all around New Zealand have been adjusting to this new way of living. Vicky Cawkwell from Howick Library in Auckland **recently shared some more personal reflections on self-isolation over on Libraries Aotearoa.**

LIANZA are partnering with Victoria University of Wellington to investigate the experiences of the virtual storytimes including the benefits and challenges from the perspective of all stakeholders. Public library

storytimes represent an important showcase for New Zealand books and publishing. The research will also explore how libraries have worked with publishers and authors to adapt New Zealand's copyright laws in the face of the lockdown restrictions of COVID-19. The research project has begun with the collection of social media data which will be analysed to ascertain audience reach and response and authors/publishers involved, and more information will be gained from surveys and interviews with viewers, librarians and other stakeholders.

WĀ KŌRERO: DIGITAL STORYTIME AT CHRISTCHURCH CITY LIBRARIES

Elaine Sides, Content Manager, Libraries and Information Unit describes how Christchurch City Libraries responded to the opportunity to offer virtual storytimes in lockdown: For many years Christchurch City Libraries has run an extensive and successful programme of Storytimes and Babytimes in its 21 libraries located across the city. These sessions include stories, music and conversation. They are well attended by families from diverse backgrounds. It does not take long before many young children recognise the presenters as someone they know, love, and trust.

Once we went into lockdown, we wanted to be able to provide something in the digital space which built on the existing relationships we had with young families, and offer content in a way children recognised and engaged with. This included being able to read some of our favourite New Zealand picture books. To do this we needed copyright agreement and this was something we did not have the skill or resource to actively pursue.

We were delighted to hear when a collective agreement was reached between authors, publishers and libraries. I wish to acknowledge the work done by the Coalition for Books – work that was supported by LIANZA, Copyright Licensing NZ and the Publishers Association of

NZ. This enabled us to focus on the structure for each session, what books we were going to read, and how we were going to capture each session digitally.

Just over a week later, we had our first three sessions available through Facebook, and via our library's website. Since then these sessions have been watched by many young families. They have been captivated by the story, the presenter's delivery, and a sense of normality. The number of hits and shares on our Facebook pages indicate that these sessions have been popular, and families are looking for more. We are now in the process of producing more sessions, while at the same time rising to the challenges of what it takes to deliver and record these stories while working in isolation.



Over 200 'My Book Bag' orders at Rangiora Library on May 5



Happy My Book Bag Customers

LIBRARY SOLUTIONS TO LOCKDOWN

Public libraries have offered a range of unique solutions to the lockdown challenges faced by their communities.

Waimakariri Libraries serves communities in Rangiora, Kaiapoi and Oxford across the rural plains of Canterbury. Paula Eskett, District Libraries Manager says the libraries started recording virtual storytimes almost immediately. Virtual Babytimes and Preschool Storytimes have been very popular with 11,900 engagements for the first session alone. The library staff had to respond quickly and rise to the challenge – one of the team had never been on Facebook before but managed to get online with the help of her son. Another popular resource has been Samoan

language lessons with Beth and Silika Tavui and their dog Joey, who got 1,300 views for the most recent episode on Facebook. This really demonstrates the changing demographic of this district library service. Interestingly, Paula says the biggest reach seems to be quite late at night – 11pm.

Waimakariri Libraries have also offered an e-librarian email service, which helps clients with getting online, technical issues, and anything other needs and also introduced a new service called 'Direct to Your Device,' with recommendations for e-resources. Being rural is an advantage as the library service is close to Christchurch but still independent. There are lots of commuters in the district and there has been a surge in membership, digital access and online database use.

The latest innovation from Waimakariri Libraries has been the start of a contactless book collection service 'My Book Bag,' which started on Friday May 1, after a considerable amount of behind-the-scenes planning and work. My Book Bag allows Waimakariri Library members to safely borrow books, using a contactless collection system, or in the case of the elderly or those with immunity issues, the library arranges for delivery of the books.

Patrons complete an **online form** where they can select a general genre-focused bag, or else they can request a more customised selection of books which a librarian will curate for them. The libraries have bags for preschoolers through to adults and each bag contains ten books. To ensure the safety of patrons, library staff wear gloves when selecting and handling



Whakatāne Libraries star Fidget the cat



Tauranga City Library

the books. The books are then placed outside the library and patrons come at a pre-arranged time to collect their bag.

Paula explains, 'My Book Bag has involved staff on many different levels – some staff have been in the libraries selecting the books and ensuring they get to the patrons, others are calling the many people who ordered to confirm their pick up times, others have been involved with the creation of the web page, and the promotion of the service.'

The book bag service has been supported by the Waimakariri Aquatic Facilities staff who are helping ensure social distancing criteria are adhered to in a caring way, and Rangiora New World who provided 200 bags. The service has been phenomenally popular with hundreds of orders coming through in the first six days.

In other rural areas, such as the Far North District where 34% of households don't have internet access, library staff called customers on the phone to check in with them and see how they could provide support. Far North District Libraries have worked innovatively to build

engagement online. The library service emailed borrowers for the first time in 13 years encouraging engagement.

When online membership applications were opened up there were over 40 sign-ups on the first night, which is huge for their small library service. Far North District Libraries has had a team of librarians on the phones connecting elderly residents in particular, in addition to an e-library team calling back customers with technical questions, explaining eBooks but also just making those important social connections.

Every year Nelson City Council run their **Heritage Festival**, this year the library is helping bring the festival into the virtual world, including a **celebration of the region's pottery and clay industries**. Laura Findlay at Nelson Libraries says they also have staff calling customers who can't get online, including senior citizens. Some staff members have been seconded to MSD as their usual work cannot be done from home. The library also moved their in-house digital advice and technical support online. As most libraries have experienced, they have seen

the use of eBooks, Kanopy and other digital resources skyrocket. Parallel to this, the need for digital support has increased. Laura says it is especially satisfying to teach over 80s how to access eBooks, one of her 85 year old clients is now hooked on eBooks after using them for the first time during lockdown. Youth are also connecting online in different ways, the library's YA Club has been playing Uno online together at **Uno Freak**. Nelson Libraries digital membership has surged since lockdown, Laura is hoping they will convert to full memberships after the library re-opens to the public.

Whakatāne Libraries have been maintaining a responsive frontline customer service via **Facebook page**, and usual library emails, to answer individual enquiries in real-time. Louise Anderson explains 'We have been filling our Facebook presence with scheduled posts every two hours throughout the day to keep our community informed and entertained with library related activities. Different team members are responsible for content at allotted scheduled times so that there is a variety of creative content throughout the



Hāwera LibraryPlus. Image Credit: <https://www.stuff.co.nz/>

day, seven days a week.'

Some of the creative content was created at staff home bubbles over several weeks to post when ready: 3 Bears exercise workouts and escape rooms (escape the kitchen); virtual storytimes Original creation cartooning, crosswords and word finds; QuaranZine poetry and creative writing; Video jokes; Video cooking tips;

and every day our littlest library star Fidget the cat (pictured) brings a curated selection of eBook reading suggestions and helpful eResource advice to his devoted following. Louise says, 'We know from the feedback that our crazy efforts are making a difference in people's lives.'

Joanna Oh and the team at Tauranga City Library were quick to embrace life in the bubble.

Many of their regular activities and groups have been adapted for people to enjoy from home via two free online sites: **Bubble Life** and **Bubble Life Junior**.

Updated with fun new content every Friday, each Bubble Life edition contains something for everyone, including favourite recipes of the week; ebooks and digital learning resources; and more.

INCREASE IN ONLINE MEMBERSHIPS AND SURGE IN EBOOK LENDING

According to a recent **Stuff article**, the day before New Zealand entered a four-week lockdown to prevent the spread of coronavirus, Auckland Libraries recorded its highest number of online memberships seen in a single day since the service began in October 2019.

Between the closure of the libraries on March 20 and the end of March, more than 1400 people had become members. Auckland Mayor Phil Goff told Stuff 'What we're seeing here is driven out of necessity, but

I think we'll see a permanent reshaping of the way people use our libraries.'

A Dunedin City Council spokesperson confirmed with LIANZA that the city's residents borrowed 3459 eBooks in March, compared to 2150 in March 2019. They also borrowed 3521 audiobooks compared to 2085 for the same period last year. Christchurch's Head of Libraries and Information, Carolyn Robertson, said 706 people joined the library online between March 24 and April 5, compared to 258 for the same period last year. More than 26,000 eBooks and audiobooks had been issued since Christchurch City Libraries closed on March 23. For the same period last year, there were

just 5975 issues.

A similar story happened in South Taranaki District where the public libraries have seen a jump of 26 per cent in the use of eBooks and eAudio. 'I've always known we're a district of readers and this confirms that nothing gets between our residents and a good book, not even a pandemic,' STDC libraries and cultural services manager **Cath Sheard told Stuff**.

Library staff in public libraries around New Zealand have worked innovatively in difficult circumstances to increase their virtual offerings to stay connected with their users, providing them with information and entertainment.

TERTIARY LIBRARIES



International students at Auckland University

Auckland University Library negotiated with the Chinese government to allow their 1,500 Chinese students to use a VPN so they could access the university's online learning resources and continue their study. Avette Kelly, Manager of Academic Engagement, explains that Auckland University moved fast to get all their international students ready for online study from the beginning of semester one and then rolled that out to 25-28,000 undergraduate students in time for lockdown. Something that not all New Zealand universities were able to do so quickly. International students make up a significant proportion of tertiary institutions' income so this action was vital for their long term survival. The university is prepared to continue teaching online (particularly for their international students) for the whole year.

Tertiary librarians and learning and teaching advisors' provide a

vital support role for students.

These staff needed to shift to supporting students learning online, giving advice and support enabling students to access digital resources. Learning support workshops needed to shift from face-to-face to online within a week, one example was a Zoom drop-in service with Research Advisors. As with many other libraries, work was done on the library website making online resources easier to find.

Avette says responding to COVID-19 challenges has made university staff realise these changes are possible and they are contemplating how old and new ways will blend in the future. It has highlighted the importance of Business Continuity Plans – thinking about how crucial it will be to make more of the collection digital going forward.

Auckland University of

Technology Library is adapting as fast as possible, building digital literacy and new skills. The team was already digital first having moved to SharePoint and MS Teams. Just like Auckland University, AUT updated their library homepage to make information easier to find and are pivoting from face-to-face teaching to an online environment. Staff are collaborating with lecturers to create online content for courses. They continue to deliver online webinars for researchers and postgraduate students; they're creating recordings of other webinars; and they've begun online drop-ins.

Kim Anderson, Communications Coordinator, explains that AUT Library has been working collectively with other New Zealand universities, copyright licensing agencies and publishers to navigate copyright issues due to lack of access to physical collections. The AUT Copyright and Open Access



Unitec Library. Image Credit: Unitec Library

Advisor is working with library staff to develop resources on key copyright and open access information for online teaching. Library staff are identifying alternatives to print textbooks and they are finding resources online, such as Talis – there is a lot of digitised content online already. Kim says they are also setting up rapid IIL – Ex-Libris Inter-Library Loan system, free of charge for three months.

Social connection with staff and students remains vitally important and Kim says they are connecting via social media using an updated communications plan to suit the new conditions. Importantly, there is also some fun stuff, they are creating more Makerspace content with a MOG group working on activities for students and staff to do at home.

In other tertiary sector news, the LIANZA Tertiary and Research Symposium Tātou tātou Vision 2020 planned for June 29-29 has been delayed and the LIANZA Research SIG and TEL SIG planning committee are evaluating options to delay the joint symposium to early 2021 or to offer the event online. Look out for announcements in the next couple of months.

Although not directly related to COVID-19, you may not have heard about recent changes in the tertiary library sector. As of April 1, 2020, tertiary librarians and library staff in New Zealand Institutes of Technology and Polytechnics or ITP's have a new employer. All staff have become employees of the new limited liability crown companies that are part of the new national New Zealand Institute of Skills

& Technology (NZIST) (working title) under the provisions of the Education (Vocational Education and Training Reforms) Amendment Act. **Lee Rowe, Toi Ohomai Library Manager, explains this in more depth on Libraries Aotearoa.** Also, in the same blog post Adrian Jenkins writes about his experience as a Polytechnic subject librarian during the COVID-19 lockdown.

SPECIAL LIBRARIES



Peter Murgatroyd, at Counties Manukau Health library

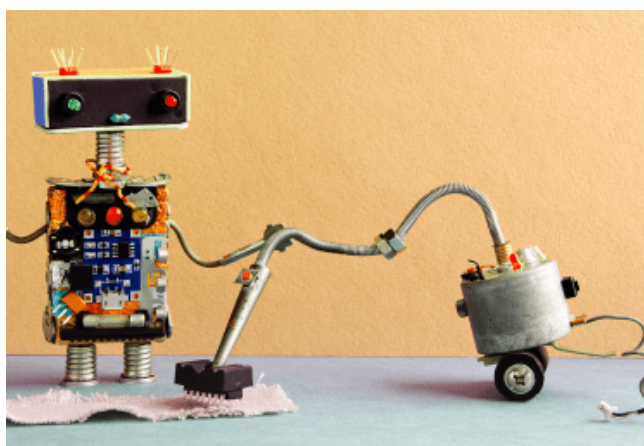
Librarians working in the health and science sectors, such as Kevin Adams at ESR, have played an important role in ensuring researchers and Health officials can access all the resources they need and are supporting COVID-19 research and communications. Kevin says that as the sector has moved to being highly digital during recent years, his library was well prepared to respond to new ways of working. However, as Kevin says, you can't beat personal contact and impromptu

chats with colleagues, even if Zoom is a handy way to keep in touch.

In his [recent blog piece](#), Peter Murgatroyd, Library and Knowledge Services Manager at Counties Manukau Health and National Convenor of the LIANZA Health SIG, explains the demand for their services during the COVID-19 pandemic has never been higher. As Peter says, in the face of massive disruption and uncertainty the role of librarians as highly skilled and

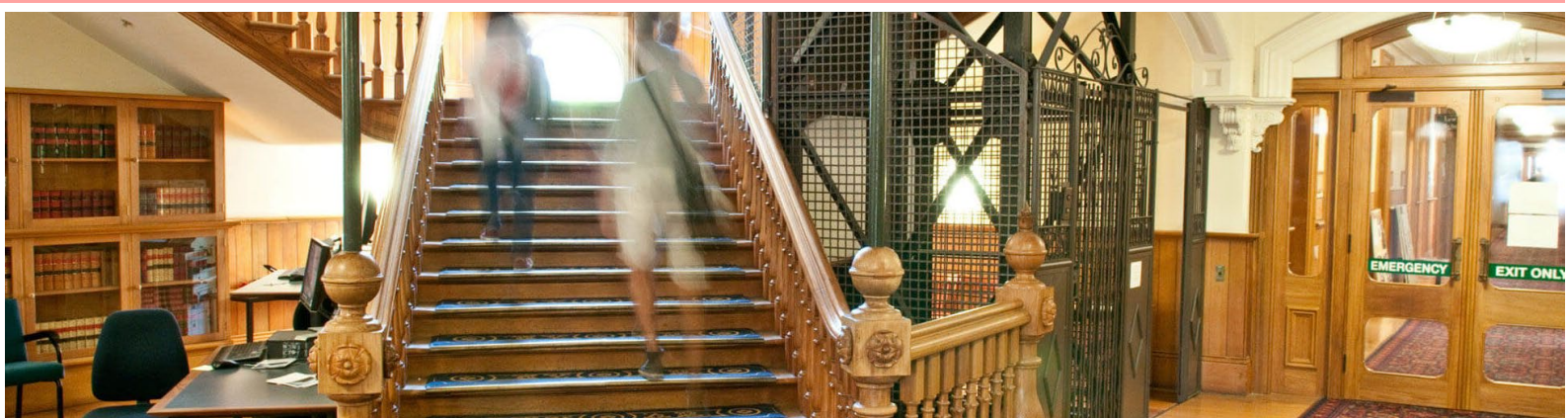
trusted knowledge navigators has never been more relevant or valued.

Other special libraries, such as the Walsh Memorial Library at MOTAT have been pumping out new online content for kids drawing on their collections, launching their fun [new site](#) in time for lockdown and supporting learning from home, sharing new activities, stories, puzzles, games, videos, all the good stuff!



Curious Contraptions with MOTAT

LAW LIBRARIES



Victoria University of Wellington Law Library. Image Credit: <https://www.wgtn.ac.nz/library/about-us/our-libraries>

How have law libraries responded in lockdown? Lucy Powell reflects on her experience as library manager for Shortland Chambers, a group of 35 barristers, plus a team of nine junior barristers. Lucy says:

Fortunately I have been able to continue working from home, as many of the resources that lawyers use are online, accessed through various subscriptions.

That said, we also have a reasonable collection of texts (250+) and one of my fun tasks in the last year has been to establish an online catalogue of these items – the previous version was a single Word document! In the first couple of weeks of March I ran training sessions to teach everyone how to search the catalogue and how to issue and return books, as I am usually only in the office 10 hours a week. I'm now so grateful I was able to get this training done before the office closed down. I might have to run refreshers on how to use a barcode scanner, but at least everyone should be able to search the catalogue.

But what's the point of that if you can't access any physical books, I hear you ask? Well, it turns out

that many of our key texts are also available digitally through the main publishers that we deal with: LexisNexis and Thomson Reuters. So, since the start of the lockdown, I have been updating our catalogue records to include links to the online versions where these are available.

The publishers too are doing what they can to support their clients through this unusual period. One of them has agreed to make available a limited number of eBook versions of texts that we have already purchased from them in print, where these are not already available through our subscription. So that has involved liaising with a number of the barristers to work out what our top picks for this service will be.

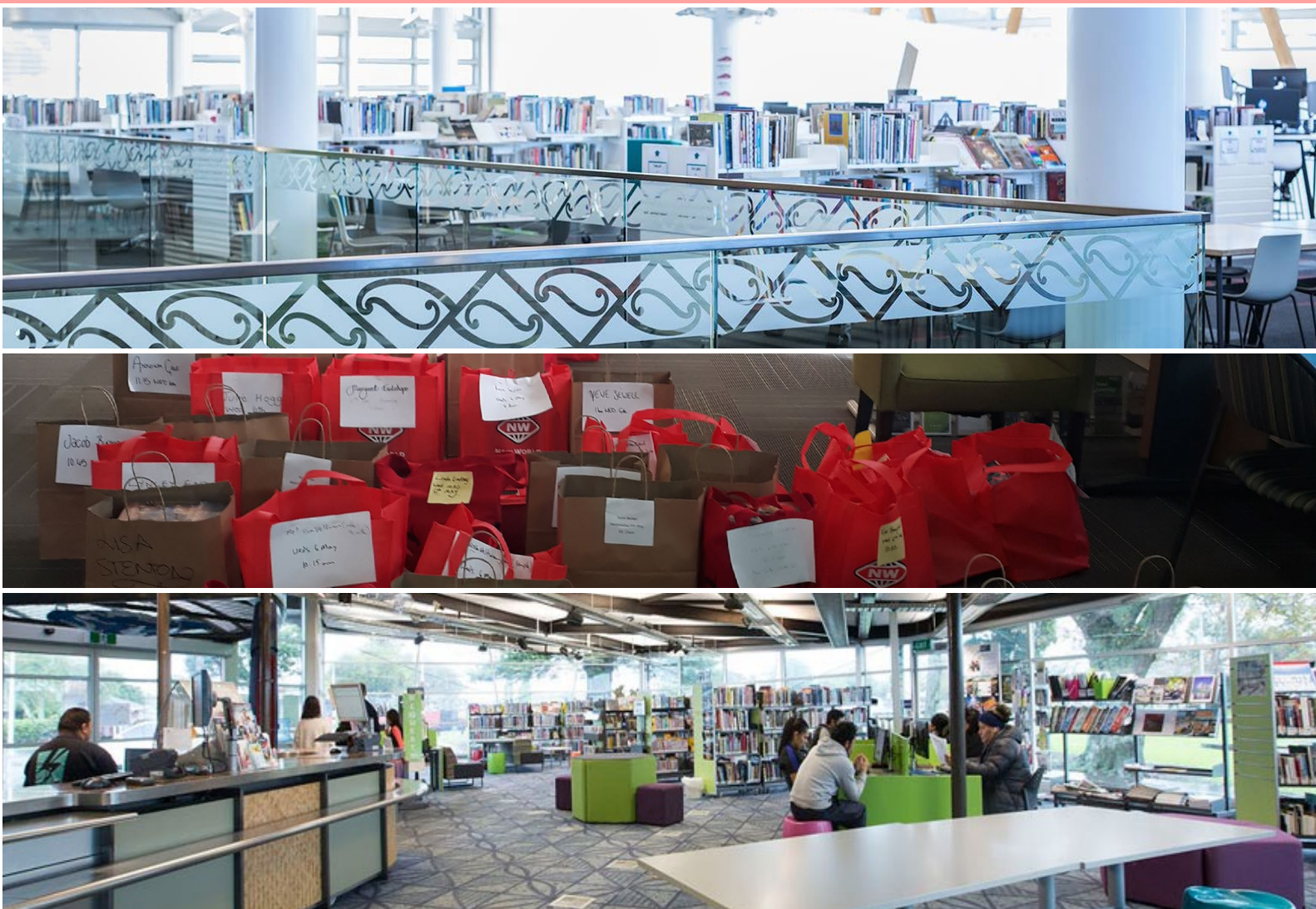
I put together a fortnightly bulletin of recent cases and legislative changes, also something that can readily be done from within my bubble at home. However, with the courts only carrying out a fraction of the work they normally do, the number of judgments issued and cases that can be reported on will likely slow to a trickle, both here and from overseas. I've started including a 'fortnightly

funny' on the last page of the bulletin – there are currently so many memes, jokes, cartoons, etc to choose from out there – but it's mostly to find out how many people read right to the end!

It's also the time of the year when our annual subscriptions need to be reviewed and renegotiated; discussions that previously took place in person will now need to happen by phone, email and Zoom. If nothing else, it's clearer to see the value of having online access to information.

Underlying all of this, of course, is uncertainty about what the future looks like. From a historical perspective, the legal profession survives economic ups and downs reasonably well, although some areas of practice may thrive while others founder. But what we are going through now is unprecedented and will no doubt change the legal landscape in many ways as well. The optimist in me says that law is a profession in which access to quality information plays a key part and therefore there will continue to be a role for law librarians in whatever future lies before us. Here's hoping anyway!

THE FUTURE



Top to bottom: Unitec Library. Image Credit Unitec. Waimakariri Library. Tupu Youth Library.

If discussions about challenges for libraries at well-attended LIANZA Meetups are anything to go by then we know that libraries will continue to adapt in the coming months. From Click and Collect services to quarantine for the hundreds of thousands of books being returned agile responses are being put in place.

The public library community will need to consider which of the new ways of doing things will remain in place permanently – such as digital-only membership and online membership applications, no overdue fines and staff working from home. We'll need to beware the

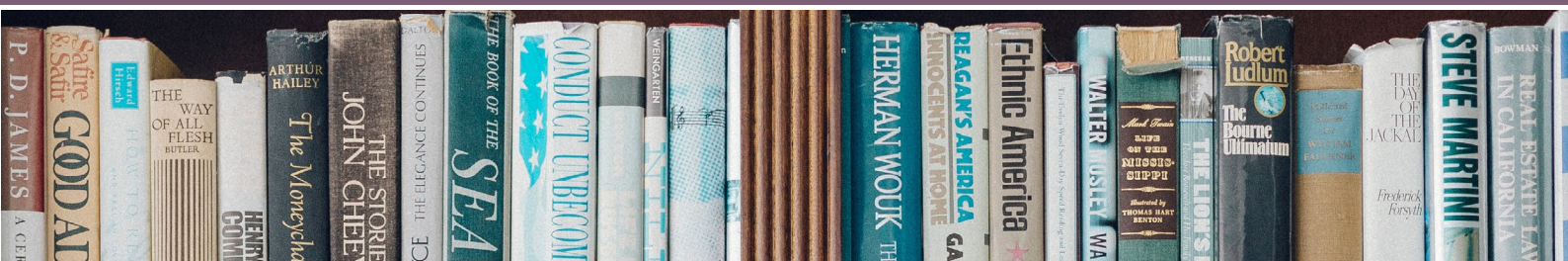
businesses who made resources open and free for a time that will start to charge for services again soon, and then manage library customers' expectations as these free resources dry up. LIANZA are facilitating sector-wide Zoom meetings bringing librarians together to plan and brainstorm so we can face these issues together.

What we do know is that tertiary and school libraries will continue to play a pivotal role in supporting learning provide services to support the life-long learning of New Zealanders and and special libraries to provide information that enables our

country to make evidence-based decisions. 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. And, as we face a likely recession, we need to remember that:

'Libraries will get you through times of no money better than money will get you through times of no libraries.' – Anne Herbert

LIANZA SUPPORTING THE SECTOR



LIANZA is a membership association that supports an engaged community of professionals, passionate about the library and information sector. The importance of this association platform has been highlighted over the last two months by an huge increase in engagement, indicating that people are relying on LIANZA and it's communities as vital sources of connection and information.

LIANZA has offered 15 webinar and meet-up events since March 31, with over 1000 people attending these online events. LIANZA offered a meetup on Copyright and Virtual Storytimes and another on LIANZA Professional Registration. LIANZA has also collaborated with Public Libraries NZ to offer meet-ups to share information and solutions about moving 'down the levels' and supporting the library workforce, with between 80-120 people attending online. A range of LIANZA webinars have been offered from Bilingual Service Provision, to Zooming in on Book Clubs. You can still RSVP for Collecting in the Time of COVID-19 next week and Connecting and Engaging Children and Youth in Library Spaces in June. An online workshop on Continuity and Confidence – Managing Public Sector Information in a Pandemic was also offered to two cohorts.

LIANZA began the lockdown by negotiating a **copyright agreement** and two extensions with Coalition for Books to enable public libraries offer virtual storytimes to their communities; sought clarity for members on issues such as book quarantining; and has collaborated with National Library and NDF to provide an **online space** to track closures and reopenings of NZ where taonga. LIANZA is also partnering with Victoria University of Wellington to provide a literature review focused on how public, special, school and tertiary libraries respond to the changing needs of users in times of economic downturn. The aim is to provide key, evidence-based, learning that can be used for advocacy nationally by LIANZA and by LIANZA institutional members. We have also sought to reach out and support individuals

through #stopforacuppa and the inaugural LIANZA Lockdown Quiz !

LIANZA is looking to the future and what professional learning opportunities can be provided to the sector. If you have an idea for a topic or expertise to share please be in touch.

We have greatly appreciated the feedback received over the last two months and are proud to share some of the comments sent in.

"We really appreciate your work with Coalition for Books. Thanks for all you and your team are doing during this time. You are doing a fantastic job of keeping us informed, helping us share info, ideas and resources, to connect with each other and our communities."

"LIANZA Office have been doing an amazing job keeping everyone up to date, sharing resources and just making us feel like we have somewhere to turn. We all really appreciate the support :)"

"The library sector is doing what we do best – working together, well facilitated by LIANZA."

"You are doing an amazing job with just three of you. LIANZA members are being well-served and kept in touch with each other through your leadership and guidance. Congratulations and thank you from a retired member. I do hope that your efforts are widely appreciated."

"Thank you for keeping us so well-informed during this time, and with so many awesome ideas on new ways to offer our services – it's been a great support to us."

"I just want to thank the LIANZA team for the work you are doing on our behalf and organizing the Zoom meetups."

HAPPY RETIREMENT TO MICHAELA O'DONOVAN



LIANZA Office wishes Michaela O'Donovan a very happy retirement. Michaela wrote to say:

I have been a paid up personal member of LIANZA since I joined as a new graduate in late 1986 – 33 years – although there might have been one year missed while travelling on my OE! Throughout these last 34 years I've been hugely appreciative of the leadership in information freedom and democracy that LIANZA has provided our country with. And proud to be part of it in some small way.

LIANZA and the terrific work it does has been one of the strongest pillars supporting my years in the library and information profession.

Much of my work has involved initiating transformative thinking behind the scenes and supporting leaders to address some of the pressing needs for NZers and the library and information sector.

After gaining her Diploma in Library and Information Studies from Victoria University of Wellington in 1986, Michaela was a judge for the LIANZA Children's Book Awards from 1987-89. She travelled to London where she worked for Westminster City Libraries 1989-1991 and was awarded Library Association (now CILIP) Associateship. Michaela has written and presented papers for numerous conferences: LIANZA; NDF; SLANZA; SOLGM; GOVIS; IFLA and VALA from 1999 to 2016. She was awarded the LIANZA/Yankee Book Pedlar award for Collection Management – for advances in electronic collections and was awarded a LIANZA associateship in 2001.

Michaela led the 2001 launch of the Wellington

City Libraries library management system – the first public library catalogue in the country with a customised online interface for children and te reo Māori and Samoan language interfaces. In the early 2000s she co-wrote (with Jenny McDonald and Moira Fraser) the case to the then National Librarian, successfully requesting funding for a staff member to lead the sector in collaborative purchasing of electronic resources. This resulted in the birth of EPIC, which is still in existence today.

Also in the early 2000s, Michaela proposed to LIANZA Council (together with Moira Fraser) a LIANZA initiative to help prepare the profession for electronic resources. The training series was successful and self-funding. She was twice a recipient of the LIANZA 3M Award for Innovation in Libraries. She has been an active submitter to LIANZA on subjects such as professional registration. Michaela drafted (together with Sue Sutherland) the initial proposal for a national collaborative approach to funding free internet at public libraries, which Sue Sutherland and contributors then developed into the funding bid for the service which eventually became Aotearoa People's Network Kaharoa (APNK). She was convenor of the LIANZA conference organising committee in 2006 – Next Generation Libraries.

But wait, there's more! Michaela was a working group member on the first national and highly successful Public Libraries Summit, which gave birth to the first iteration of the Public Libraries Strategic Framework. She has held LIANZA Professional Registration for 10 years and was awarded a LIANZA Fellowship in 2008. From 2013-16 she steered the development of Online Cenotaph, a national collaborative approach to community building, eliciting community content and sharing documentary heritage using a social media-based platform. From 2016-2019 she was a member of the LIANZA Credentials Committee, evaluating nominations for the professional wards. This year, 2019, Michaela chaired the committee.

As this list of achievements attests, Michaela has made an outstanding contribution to her profession and to LIANZA, she has truly earned her retirement! LIANZA Office and Council wish her all the very best for whatever the future holds.

OBITUARY FOR HEATHER LAMOND

OBITUARY FOR HEATHER LAMOND LIANZA PRESIDENT 2012-13, ALIANZA, RLIANZA

The library world was saddened to hear that their colleague Heather Lamond, died on March 22, aged 47 years.

Heather was the Assistant University Librarian - Client Services at Massey University, since 2014. Her role included Deputy University Librarian and Manawātū Campus Librarian. She led client services work across the Massey University Libraries, particularly information literacy teaching and support for research. Heather was initially employed at Massey University as a Business Liaison Librarian in 2005 and promoted to Head of the Distance Library Service in 2007. She had moved to Palmerston North from Takaka, in Golden Bay where she had been the Takaka Memorial Library Branch Librarian from 2001-2005.

Heather used technology at every opportunity to improve both library services at Massey University and how staff worked. She was a strong advocate for equitable access to resources and services for off-campus students and led the work at Massey University Library in online teaching including early development of reusable learning objects such as short videos. She was actively involved in distance education, and the author of a considerable number of publications and conference presentations.

In 2010 Heather wrote a piece for LIANZA about her library career and shared how she started in her career in libraries.

"I have been employed in the library and information industry since completing my BA at Canterbury University in 1994. I had previous experience in libraries as after-school and summer holiday employment, and my mother was (and is still is) employed as a Library Assistant so I had a reasonable idea of what went on in libraries – yes I used to spend time afterschool putting the issue cards in order!

After completing my BA I was contemplating teaching as a career but was fortunate to be employed at the then Nelson Polytechnic as a library assistant in varying roles (processing, circulation and eventually Interloans and Reference). I was encouraged by Chris Keyse, the Nelson Polytechnic Librarian, to undertake the

MLIS, and received invaluable collegial support while working full-time and completing the MLIS by distance from a location that could be considered remote (in those days of weekly teleconferences and no online classroom!).

After completion of the MLIS, I had a large student loan and a level of frustration with not walking straight into the management job I thought I now deserved, and decided to move home to my parents in Takaka while I saved some money in order to travel. I was extremely lucky that an opening came up at the Takaka Memorial Library for a part-time library assistant so I jumped at the opportunity to continue working in the industry (while also working as an orchard hand, barmaid, and scallop opener!). About two years later the position of branch librarian became available and I was successful in my application.

One thing I would stress is that the management experience gained as a branch librarian of a small library was one of the most useful things I could have had. While the branch was small and rural, I still had to do all the management things you would do in a much larger library, in fact probably more as I was the sole qualified staff member! This included staffing, budgets, collection development and management, system implementation, website development and more."

Heather made an enormous contribution to the profession. She was the LIANZA Ikaroa councillor on LIANZA Council from 2008-11 and LIANZA President 2012-2013. LIANZA awarded Heather the professional recognition of ALIANZA in 2009. Her associate citation noted that; "Heather is customer-driven, an efficient communicator, able to demonstrate strong leadership and an effective teacher who continues to extend these skills through further study to expand her knowledge of education theory. Heather is strongly committed to LIANZA being active on both the local committee and on National Council."

Colleagues from the New Zealand library and information sector have provided these tributes to Heather, in her memory.

I first got to know Heather when she was a



Alison Wallbutton receives her LIANZA Award of Merit for Marketing from LIANZA President, Heather Lamond



Heather at Massey University Graduation

participant at Aurora in Thredbo and I was a mentor that year. Two things were immediately obvious to me. Firstly, what a lovely person she was and secondly, the commitment she had to her future career in librarianship. Heather was determined to improve library support for distance learning and she certainly achieved that at Massey University. I was delighted when Heather stepped up her professional leadership to become President of LIANZA. It was such a shock to hear of her death at such a young age. Please pass my sincerest condolences to her family, friends and colleagues.

Bill Macnaught, National Librarian

Heather had such a bubbly, energetic and honest way about her. I always felt energised by her presence! We worked on the LIANZA Council together for several years, so we spent a lot of time talking together about the library profession about which she was so passionate and so insightful. She was always so determined, and I was (and still am) in awe of all her achievements and the impact she had. I will miss her hugely.

Laurinda Thomas, Wellington City Libraries

I te aituā o tō tātou hoa e Heather, he mihi aroha ki te whānau pani i noho i raro i te korowai o te kapua pōuri. Hotuhotu te manawa, maringi tonu ngā roimata me ngā hūpē. I hoea e tō tātou hoa tōna waka wairua ki tōna kāinga tūturu, okioki pai ai. Haramai, haere, haere atu rā. Kaua mātou e warewaretia.

It is with sadness that we hear of our esteemed colleague who has left us all bereft. Heather was a respected colleague who had a huge impact on the information sector. We give our condolences to her whānau and friends that grieve at her passing. Her

beautiful singing voice will be missed.

Ehara taku toa i te toa takitahi, erangi he toa takimano. Rātou ki a rātou, tātou ki a tātou, tēnā koutou katoa.

Anahera Morehu, LIANZA President-elect

I was so sorry to hear the sad news about Heather Lamond what a loss for the Massey whanau and the library world. Heather was a lovely person and a true professional who loved her work. I always appreciated and enjoyed my interactions with her and I always learnt from her. The work she did at Massey with the distance library service was exceptional. And of course she will always be remembered as the singing guitar playing LIANZA President. She was an inspiration to many and she will be missed enormously.

Rachel Esson, LIANZA President

I worked quite closely with Heather during her Presidential period and it was a fabulous time. Her bubbly fun nature meant spending time with her was an absolute pleasure. I still treasure many of those moments. Huge aroha to her family, where I know she will leave a massive hole.

Pamela Jones, South Taranaki District Libraries

My deepest sympathy to Heather's family, friends and colleagues. I also had the pleasure and privilege of working with Heather on the LIANZA Executive for several years. Heather was a wonderful person, inspiring many of us with her energy, intelligence and positivity. As others have said, she has left this life far too soon.

Carolyn Robertson, Christchurch City Libraries

THE VIEWPOINT

TIVAEVAE VALUES AND KNOWLEDGE - STRENGTHENING CONNECTIONS ONLINE DURING COVID-19



Image Credit: John Colles Burland - Alexander Turnbull Library Archive, CC BY-SA 3.0, <https://commons.wikimedia.org/w/index.php?curid=16312881>

A family wedding. Mum, mamas, and our family tivaevae (quilt) specialist (aunty) gathered. The wedding was discussed. Our family tivaevae for the bride and groom was discussed. Its design was agreed upon. Tasks allocated. They met regularly, working together on the tivaevae. Songs were sung, stories told, tears wiped away, laughter constantly present. Stitching together. Finally, complete. The hall was packed with family and friends, and at one end of the hall sat the bride and groom. I sat on the floor with the other children with a clear view of what was to come. The mamas were dressed in their finest, and each held a corner, a part of the tivaevae, and at the sound of the beating drums they danced, down the centre of the hall carrying the precious family tivaevae, to the bride and groom where they wrapped it around my cousin and her groom. We jumped up clapping and shouting whoop woo, as our mamas danced back.
– Maryanne Marsters

The tivaevae model by Teremoana Maua-Hodges from the Cook Islands, one of the Pacific nations within the realm of New Zealand, draws its structure from the tivaevae where stories of worlds and the

lives within it, windows into cultures, languages, environments, identities, knowledges, and perspectives live. (Futter-Puati & Maua-Hodges, 2019; Tualaulelei & McFall-McCaffery, 2019; Te Ava & Rubie-Davies, 2014; Te Ava & Page, 2018).

Telescopes shrunk distance. Satellites removed distance. They enable those of us with open hearts and minds to sit within and amongst places, people, lives. To receive, share and co-construct knowledge and understanding. To experience the lenses of others – seeing who they/we are and why they/we do what they/we do; share/reciprocate knowledge, and abilities – not in order to devalue another's lens, but to strengthen connections.

The talanoa workshop presented by the Pacific Information Management Network (PIMN) 'Strengthening Connections in the Pacific', at the LIANZA Conference 2019, brought library professionals in Aotearoa New Zealand and the Pacific Islands region into a space of 'Tivaevae.' A talanoa where combined knowledge and understanding seek to foster and enhance connections with Pacific in the form of group

tivaevaes and the tivaevae model. **You can read a summary from the groups activity at this talanoa workshop here.**

Using posters, *Pearls of the South Pacific*, *Frangipani*, *Vaka of 5*, and other groups presented a team tivaevae carrying themes of their understandings and knowledge on strengthening connections. These vafealoa'i, fakaa'apa'apa, alofa, and whānau included: partnerships; indigenous approaches; inclusion; decision making; visibility; familiarity; skills and expertise; interactions; development; strategies; networks; collaboration; collections; and unified focus. These tivaevaes combined nourished conversations, merging group concepts and understandings, into a growing, larger tivaevae for wider collaborations in our shared Pacific work and support network.

The tivaevae has a strong reliance on social interactions that foster collaboration – working as a team; teaching and learning from each other; sharing concepts, skills and knowledge. Tivaevae collaborators tautoko each other to make a creation that emulates people's environments and moments in their lives – preserving their history, their existence. Knowledge. Rich data.

So, now we have this shared knowledge – this rich data. What happens to this after a workshop ends? Is it tossed around for a while, to then fade into the background? Or is it shared, built upon, shared some more, in a proactive deliberate way? If so, what, why, how, when? At more conferences, workshops, in research? Face-to-face? People's skill levels, cultural competencies, priorities, commitments, time, busy work and personal lives present limitations. What can be the best fit? Is it in technology?

Post-conference, COVID-19 forces people all around the world into asking such questions, in more ways than one. We are looking at alternative ways of being, of working as teams, of collaboration, and maintaining appropriate social distancing as we operate electronically from our homes in small group bubbles.

Working from these bubbles, we are having to communicate and maintain the value of relationships, teamwork and collaboration to explore, tailor skills and knowledge, to engage and interact with each other. The tivaevae model is proving a robust way to do so. Like others, in the vein of the tivaevae model, music artists from the Cook Islands, living in cities throughout Te Moana-nui-ā-Kiwa are coming together on digital platforms, and creating pieces of music which

when combined creating songs showcasing Cook Islands language, culture, environment, life. The result – a music tivaevae that has been posted and shared, and shared, and shared on social media (United Kuki's, 2020). relationships, teamwork and collaboration to explore, tailor skills and knowledge, to engage and interact with each other. The tivaevae model is proving a robust way to do so. Like others, in the vein of the tivaevae model, music artists from the Cook Islands, living in cities throughout Te Moana-nui-ā-Kiwa are coming together on digital platforms, and creating pieces of music which when combined creating songs showcasing Cook Islands language, culture, environment, life. The result – a music tivaevae that has been posted and shared, and shared, and shared on social media (United Kuki's, 2020).

COVID-19 is forcing people to think more creatively, en masse. COVID-19 is pushing people to look to technology and digital platforms as a vehicle to bring us back to some kind of normality within a social distancing frame. COVID-19 is also requiring New Zealanders to look within – at the inequalities, places and peoples whose lack of resources in the digital world are simply a reflection of their everyday life. A life of poverty and inequities – student and family access to technology, the internet, digital devices, food, study spaces in overcrowded homes, and financial hardship – are issues our most vulnerable face on a daily basis. Locally, our Pacific students, families and communities are the most vulnerable and will continue to be during and post COVID-19. COVID-19 also shines a light on how vulnerable our neighbours in the Pacific Islands are.

Prime Minister Jacinda Ardern said 'these are unprecedented times' (Radio New Zealand, 2020) pointing to change and, with that, the need for different ways of seeing, thinking, and doing. New Zealanders have been required to look at alternative ways of working and socialising, and we have turned to technology.

In summary, COVID-19 has presented us all with challenges, possibilities, and opportunities. Amongst those is an opportunity to replicate a tivaevae space, from a physical place to a virtual space as we seek to indigenise our virtual spaces – and how we articulate our tivaevae values online. We will need to share the knowledge, the rich data from the talanoa workshop, 'Strengthening Connections in the Pacific' in these virtual places, through building on established relationships, partnerships, technology, pushing creative limits, being open to change, and trying something new. The tivaevae concept and model, can successfully

move into these virtual spaces. We seek to maintain the significance of face-to-face dynamics in new blended ways of being, which value all knowledges and peoples. In the end, we wish for all areas and sectors of society to be representative of our rich diversity.

Moving forward, our goal is to carry the values and knowledge of 'Strengthening Connections in the Pacific' into the new realities, challenges, potentials, opportunities provided by COVID-19. Tivaevae values can assist us in continuing to be kind – sharing our resources and spaces in society where they are most needed, for the benefit of all.

We wish to acknowledge all library and information professionals who attended the talanoa workshop 'Strengthening Connections in the Pacific' at LIANZA Conference 2019. Your open and accepting minds and hearts willing to receive and share have driven this Viewpoint article. We will see you on the other side of COVID-19.

Meitaki ma'ata Kia manuia, Soifua ma ia manuia.

REFERENCES

Futter-Puati, D., & Maua-Hodges, T. (2019). Stitching tivaevae: A Cook Islands research method. *AlterNative: An International Journal of Indigenous Peoples*. Advance online publication. <http://doi.org/c6k2>

Newsroom. (2020). PM Jacinda Ardern's full lockdown speech. <https://www.newsroom.co.nz/2020/03/23/1096999/pm-jacinda-arderns-full-lockdown-speech>

Radio New Zealand. (2020). *Focus on Politics: Unprecedented Times*. <http://www.mpi.govt.nz/agriculture/rural-communities>

Te Ava, A., & Page, Angela. (2018). *How the Tivaevae Model can be Used as an Indigenous Methodology in Cook Islands Education Settings*. Retrieved April 29, 2020, from https://www.researchgate.net/publication/327731061_How_the_Tivaevae_Model_can_be_Used_as_an_Indigenous_Methodology_in_Cook_Islands_Education_Settings/link/5bac3c69299bf13e604fa310/download

Te Ava, A., & Rubie-Davies, C.M. (2014). *Akarakara akaouanga i te kite pakari o te Kuki Airani*. *Culturally responsive pedagogy*. https://www.researchgate.net/publication/260268139_Akarakara_akaouanga_i_te_kite_pakari_o_te_Kuki_AiraniCulturally_responsive_pedagogy

Tualaulelei, E., & McFall-McCaffery, J. (2019). The pacific research paradigm: Opportunities and challenges. *MAI Journal*, 8 (2), 188-204. 10.20507/MAIJournal.2019.8.2.7

United Kuki's. (2020, April 24). To Te Ao Nei [Video file]. Retrieved from <https://www.youtube.com/watch?v=svswYUheXLI>



Maryanne Marsters; Kia orana, Ko Pacific toku moana, Ko Moana Roa toku vaka, Ko Kuki Airani, Tahiti, Kiribati toku motu, Ko Maryanne taku ingoa, My eyes look Asia-Pacific. My skin is brown and proud. My size is large and sexy. My name is Maryanne Reuben Marsters. That says Maryanne is the daughter of Reuben Marsters. He, like fathers in days gone by answered the call to come to this land of milk and honey. We came. Meitaki ma'ata

Judy McFall McCaffrey; is Pacific Academic Engagement Adviser, Libraries and Learning Services, Te Tumu Herenga & Academic Engagement Adviser, Faculty Education and Social Work at Auckland University



SIX HOT PICKS



SIX HOT PICKS FROM MACK LEALA

1 KOI TŪ: CENTRE FOR INFORMED FUTURES

The Future is now: Implications of COVID 19 for New Zealand, a discussion paper, April 2020, Sir Peter Gluckman and Dr Annes Bardsley. I received this article from Mirla Edmundson, General Manager Libraries and Information, Auckland Council. It's an insightful cross-sectional, inter-disciplinary discussion about how best positioned New Zealand industry and public organisations could possibly find themselves emerging from COVID 19 Alert level 4.

2 WAITUI ĀTEA

Exhibition: 17 March - 19 July 2020 at Tāmaki Pātaka Kōrero Central City Library. Waitui Ātea highlights the people of the Saltwater Realm, defined as the Pacific region. The exhibition conveys their rich culture embellished with custom and costume; their language articulated in stories and relayed in chants, songs, dance and music; and their saltwater homelands portrayed in images and brought alive by the saltwater communities that call Aotearoa home. Take advantage of the **Auckland Libraries podcast** where the curators of Waitui Ātea talk at depth about the taonga in the collection.

3 BEAMAFILM

Available from Auckland Libraries eCollection and many other public libraries. Netflix, Disney+ and YouTube have been occupying screen time at every opportunity my children could lay their hands on upon their monitored devices but for Aucklanders not wanting to subscribe to paid entertainment channels, **Beamafilm** is an e-registration away. Beamafilm is an Australasian video streaming service showcasing hundreds of high-definition documentaries, independent features, educational and foreign films. New films are added regularly.

4 PACIFIC LEVEL UP

Series of lectures by Associate Professor Toeolesulusulu Damon Salesa for high school students on **YouTube**. Associate Professor Toeolesulusulu Damon Salesa sums it up accurately: "It's crucial for me as a Pacific parent to teach my daughters about our rich history and I want every other young Pacific student to get that chance," he said. "I want to help them understand that they have these powerful stories and that these stories and places belong to them and when you make the effort to connect yourselves to these stories, you begin to understand more about the world." **Hear more here.**

5 MOPHEAD

how your difference makes a difference. A graphic novel by Selina Tusitala Marsh. One of the memories I treasure from LIANZA Conference 2019 was listening to *Mophead* being read aloud to the audience by none other than then New Zealand Poet Laureate Selina Tusitala Marsh. Her story about embracing difference still inspires today – to be gifted a signed copy of *Mophead* with a personal message, priceless. Passing the story onto my children – pure legacy.

6 NEW EXPERIENCES?

New experiences during lockdown – impossible? ... not entirely. We were asked in a Skype meeting of community library managers to share how we have built resilience during the lockdown period. Enjoying new experiences is how I build my resilience, so when out shopping while I'm in the queue waiting to enter the store, the demise of Bauer media leads me to check out **Concrete Playground**, it helps me decide which new NZ craft beer I should try next. Cheers!



Mack Leala: The world has changed and my bubble consists of my wife Theresa, our children Isabella (12 years old), Zoe (four-years-old), Ethan (three-years-old) and my in-laws Francis and Louana, both of whom are over 70 years old with some health concerns. I know what you are thinking – what wonderful Samoan names, but this allows me a nonsensical segue into six moments that I am grateful the world of library information has connected me to while in my bubble.

Tupu Youth Library, Auckland Libraries. Image Credit: Auckland Council



STUDENT FOCUS



MONIKA NAIR

Talofa lava and Namaskaram. My name is Monika and I am a half Samoan and half Indian woman from beautiful, South Auckland. I work at Tupu Youth Library, Auckland Libraries, the only youth library in New Zealand and I am blessed to be the Senior Librarian for children's services. I remember finishing high school and looking at the UoA pamphlets, noticing that 'librarian' was a career and then thinking, who would want to be a librarian? Ten years later – It's me! I wanted to be a librarian and now I am a children's librarian and I LOVE LOVE LOVE my job/career! When I'm not working or studying I love binge watching Harry Potter and Friends and spending time with my family and fiancé.

ALOFA LAVA AND NAMASKARAM MONIKA! CAN YOU DESCRIBE YOUR LIBRARY JOURNEY UP TO THIS POINT?

This journey has been a surprising one but definitely a great one! I started my library journey as a casual library assistant in 2014, a year that was meant to be my gap year from uni. However, that changed when I found my passion in libraries. Now, six years later, I am a Senior Librarian at Tupu Youth Library and absolutely LOVE my job. I'm in my dream role at the moment but I aspire to become a library manager one day, which is why I've taken on studying towards my future career goals.

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

I properly started my studies at Open Polytechnic pursuing the Bachelor of Arts: Library and Information degree in 2016. I am currently doing my last paper for this degree and will hopefully

graduate this year.

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

Everything I have learnt through my work experience as a librarian, has been emphasised through my studies. I am a very practical learner however, because libraries are such a diverse place of learning and growing, the programme I'm in helps me to understand the library world better through relevant readings and assessments.

WHAT MADE YOU DECIDE TO STUDY FOR A LIS QUALIFICATION?

I chose to study this because I really have found my passion in library services. Never in my wildest dreams would I have thought that this would be the career for me, however libraries have broadened my perspective on what they offer, and what my skills can offer them. Not only am I serving my community,



Jesse Mulligan and Kanoa Lloyd (Front row, centre) with Tupu Youth Library staff. Image Credit: Auckland Council

I am also educating and supporting my community with the resources and information that libraries provide. I love that in particular, I can do this for my community tamariki as a children's librarian, showcasing the skills I've brought and developed over the years.

HOW DO YOU JUGGLE STUDY AND WORK?

I've been full-time working and part-time studying for the past three years now and I'm not gonna lie, it's been tough. However, because I can draw my experiences to my assignments, it's been better doing the assignments than it has the readings – because I'm a terrible procrastinator, lol. It helps though, having a great support system which I am blessed with

at home, but also my fellow colleagues who study as well and encourage me to keep on top of my work, reminding me why I am doing this.

CAN YOU TELL US ABOUT WHAT YOUR JOB AT TUPU YOUTH LIBRARY INVOLVES?

Firstly, Tupu Youth library is the only youth library in New Zealand and might I just add, the best library in the world hehe! We are surrounded by our community's tamariki from primary to high school and we have a great relationship with them. As the children's librarian, I outreach to 19 preschools and primary schools every month for story time sessions. I also lead Wriggle and Rhyme sessions in the library for our babies and toddlers which is

such a fun time with the tamariki and parents. I also, with the support of my amazing work colleagues, host big story time plays at the library and run school holiday programs. We are a very LOUD library but a fun and caring library too which helps us connect and serve our community.

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

If you are in libraries right now and have a gut feeling that this is the place for you, then do it!! You're in a great environment of learning, growing and serving and this is only enhanced as you study towards not just a job, but a career.

CAREER PATHWAYS



SANA SALEM, SUBJECT LIBRARIAN AT UNITEC

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

I am the Subject Librarian (Pacific) at Unitec Institute of Technology – Te Whare Wānanga o Wairaka. Within my role, I am also responsible for these subject areas as a Subject Librarian for Languages (Bridgepoint), Performing and Screen Arts (Creative Industries) and Interloans librarian.

The students are at the heart of what we do at Unitec. My day-to-day tasks include looking after the Pacific collection; facilitating student success through embedding information literacy skills to enhance and meet the information and research needs of staff and students; collaboration with Māori and Pacific staff working to engage principles of Te Noho

Kotahitanga in mahi towards our Māori and Pacific success strategies; academic liaison to provide one-to-one research appointment and drop-in sessions every week; active curation of library resources; and providing interloans services to Unitec staff and students. Also, I love interacting with staff and students on campus and online – answering library chats and on Unitec Library social media channels.

I completed both undergraduate and postgraduate studies in Anthropology and Social Science at the University of Auckland. Then in 2017, I graduated with a Master of Information Studies (MIS) from Victoria University of Wellington – Te Herenga Waka.

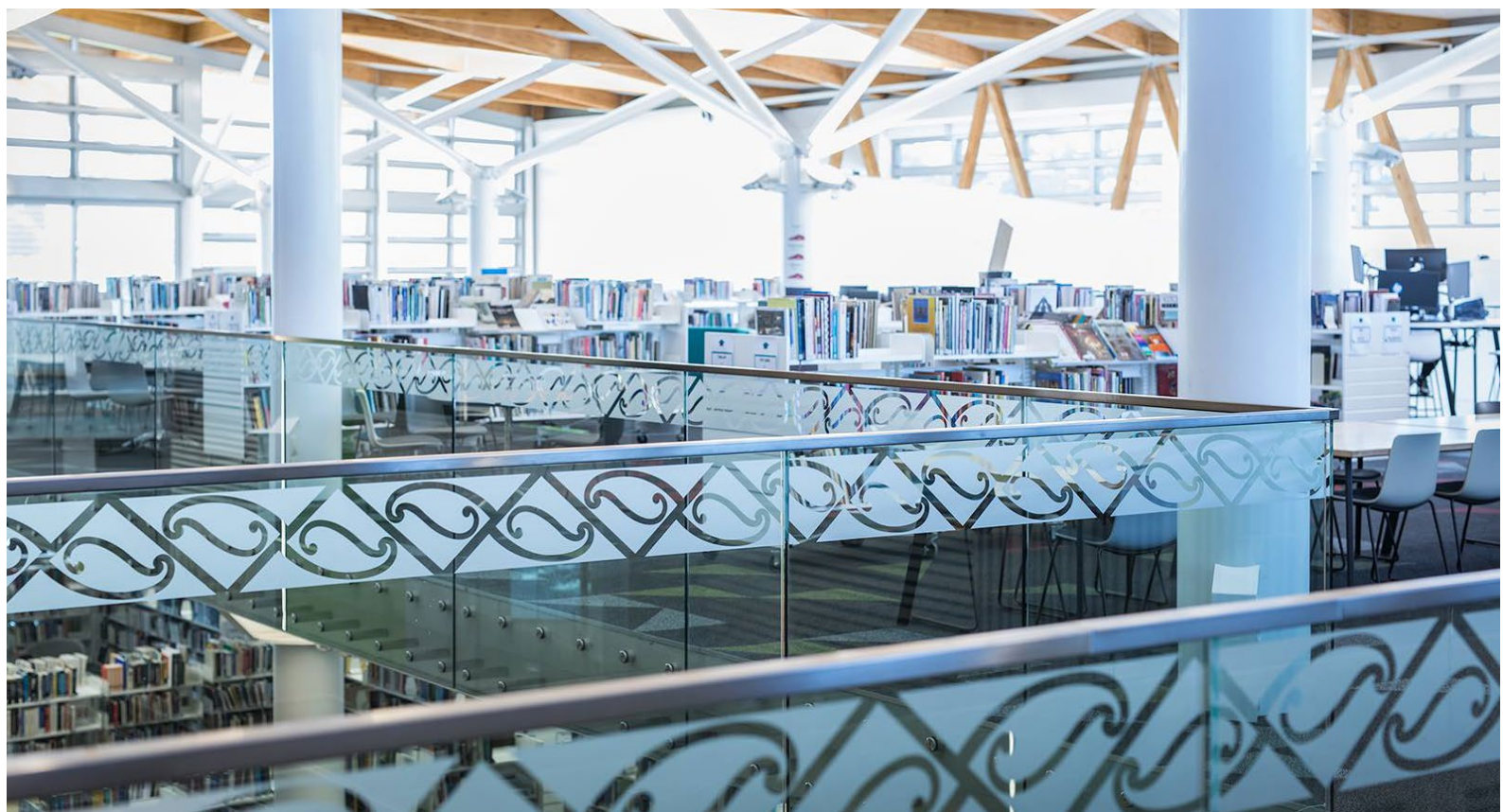
IS THIS THE CAREER YOU ALWAYS INTENDED TO GO INTO?

Yes, because my first job was at the University of Auckland Library (part-time for five years) while undertaking full time study. This introduced me to the world of libraries where my passion for

a library career grew potentially into a final decision to become an academic librarian.

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

That librarians only read books! I have always been surrounded by books and was influenced by Fijian indigenous knowledge in my childhood days, while growing up in Fiji. In my experience working at two institutional libraries, I have found it rewarding identifying the different levels of information needs to suit library users from diverse backgrounds – especially for our Māori and Pacific students. Libraries play an important part in an educational institution, therefore information literacy is a key focus within my role. Teaching students how to locate, manage and use information – these are highly transferable skills to help them succeed in the workplace and beyond.



Unitec Library. Image Credit: <https://www.facebook.com/UnitecLibrary/>

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?

I would highly recommend them to continue with a postgraduate qualification in Information Studies from Victoria University of Wellington. I did my Master of Information Studies (MIS) through distance study (part-time for three years) while living in Auckland. They offer flexible study options that are suitable for any learner wanting to pursue a library career to specialise in library science, archives and records management.

In 2014, I joined Unitec Library where I was given more opportunities to enhance my

library career and to explore the different functions of information services. I have worked at all three branches of Unitec Library, which has advanced my skills and knowledge as a specialist librarian in the sector. This enabled me to think proactively about my career progression in academic libraries and eventually becoming a professional and registered librarian (RLIANZA).

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

I would like to acknowledge my library colleagues in **the LIANZA 2019 conference committee** from Pasifika Information Management Network (PIMN). Personally, I have gained both professional and personal learning and development that can be applied to my Pacific

role to manaaki to the needs and aspirations of our Māori and Pacific students, whānau and communities. The conference was a perfect networking opportunity with colleagues who provide information services to Māori and Pacific learners. Overall, our Pacific conference was successful with two years in the making of active commitment and participation that everyone was very passionate about as librarians. Vinaka my PIMN whānau for all the love, respect, warmth, humour and talanoa to experience a shared journey together with the theme '*Our Families, Our Communities, Our Libraries - Nāu te rourou nāku te rourou.*'

VINAKA VINAKA VAKA LEVU! THANKS SO MUCH SANA FOR SHARING YOUR KNOWLEDGE AND EXPERIENCES WITH US.

HISTORY CORNER



LIBRARY HISTORY IN THE PACIFIC



University of the South Pacific Library when it first opened early 1970's at Laucala Campus, Suva, Fiji. Image Credit: Pacific Collection USP Library

I was really interested to read in *Library Life* last year that Tonga's first public library, the Kolovai Community Public Library, had opened in October. For this edition's History Corner, I've taken a look at other communities across the Pacific to learn about the history of some Pacific libraries.

Much like in New Zealand, European settlers brought their own books and printing presses with them to the Pacific Islands in the nineteenth century. Probably the first official public library to open in the Pacific Islands was a reading room in Levuka, Fiji, in about 1858. This library was established by the British consul, William Thomas Pritchard, in the hope of using the benefits of reading to distract the town's British colonists from the lure of alcohol. It worked for a while, but ultimately the appeal to settlers of the library as a colonial status symbol was greater than the appeal of actually using it to read.

Pritchard's reading room folded and, although other reading rooms operated later in Levuka, the concept of a library didn't really take off until the local Mechanic's Institute got involved in 1873.

Fiji made good use of Andrew Carnegie's offer to fund free public libraries in the English-speaking world. Fiji was the recipient of one Carnegie-funded library, which officially opened in Suva in 1909 and is still in use today. This was the only Carnegie Library in Oceania outside of New Zealand and Australia. As well as housing library services, the building has been home to the Fiji Museum and the Fiji Tourist Bureau. During World War II, the more valuable books in the library's collection were stored in a soapstone tunnel, and the building was used by an American Naval Dental Unit.

In Samoa, the Nelson Memorial Public Library first opened in

1960, and was named after Ta'isi Olaf Frederick Nelson, a founding leader of Samoa's anti-colonial Mau movement. The library is home to a special collection of material about *Treasure Island* author Robert Louis Stevenson, who lived in Samoa and dabbled in local politics for several years before his death in 1894. The Nelson Memorial Public Library has one branch library, in Savai'i.

Easily the Pacific's biggest library is the library of the University of the South Pacific, which opened a year after the university itself in 1968. The library acts as a repository for a number of international organisations, including the United Nations. Harold Holdsworth was appointed University Librarian in 1969, and created the library's Pacific Collection, which was the first to collect and preserve unpublished material from across the Pacific for future study.



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



A COMMUNITY OF HELP – RLIANZA

I bet when you first got your professional registration you were super excited! It's an important milestone in your career, demonstrating to your peers and employer your professional excellence and continuing professional development (PD).

Now your task is to revalidate every three years by providing six learning reflections per year. Maybe you started off well but have got a bit behind. Or you did the smart thing and put it into your Outlook calendar, so you write in your journal regularly, but are unsure how to incorporate some activities into your journal. Perhaps you can't see how to fill some gaps in your PD that completing your journal has identified.

At a recent face to face meeting of the LIANZA Professional Registration Board we were discussing ways we can support registrants. We talked about some of the journal groups that meet around the country, but of course not everyone lives in the main centres or can attend at those times.

With that in mind, we thought we'd trial a monthly Zoom journal meeting. The meetings will be facilitated by a member of the Board and we'll answer any questions people have, then invite

participants to share journal entries to spark ideas for others, or ask for suggestions on how to fill gaps in professional development. We want to harness the collective power and knowledge of librarians around the country.

Spurred on by the opportunities offered by being in lockdown, the first online meeting was held on April 29. Anne-Maree Wigley and Catherine Doughty, LIANZA Professional Registration Board led the meeting which was attended by 21 people working on new or revalidations. Feedback showed that participants found it reassuring to get some answers to 'niggly' questions, to realise they were on track and to identify areas to focus on. It became apparent that people may not be using the useful information on [the LIANZA website](#) which includes lots of examples to assist, so check it out. You can always send any questions to officeadmin@lianza.org.nz and if Jess does not know the answer, she will get help for you from the Board members.

We will build on this excellent start with more Zoom meet-ups – so watch out for more opportunities to improve your professional reflection and learning.

Cath Sheard
Chair, PR Board



"It was a goal of mine to be a registered librarian from the moment that I embarked on the librarian journey. It always seemed like a good way to demonstrate I am able to apply the skills and knowledge from my studies and, on a personal note, it helped me to be able to have that validation and a sense of recognition from those in my field. It's being part of a community.

I think it'll help to keep me on my toes, rather than resting on my laurels. Librarianship is not an environment that stagnates and I truly value that it's a continually evolving one. Professional development opportunities, and the need to reflect on them for revalidation, will help me to grow as a librarian. Looking at what I do and how I do it in the context of librarianship means that I can keep doing that and, by extension, serve my patrons better.

I think choosing to register is definitely a personal journey. If you're looking at reflecting on your role, and continually growing in a library career, I do think it's a worthy step. It certainly comes with a sense of belonging and opportunity to grow."

Marama Gravett
University of Otago Library



"I chose to register so that I could take that next step in my career and really be considered a professional. I feel that it's important for us to be united, reflective and to be seen as more than just a group of people who sit around reading all day. Demonstrating that we have knowledge and standards helps raise the public's perception and gives us self-confidence as an individual and as a profession"

Rachel Fisher
Matamata Piako District Libraries



LIANZA

PROFESSIONAL REGISTRATION

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

HIKUWAI

Chrysanna Beazley
Fiona Bernard
Georgina Bowley
Tasneem Mohammed
Nicholas Carman
Marion Walker
Carol Augustine
Annie Chen
Linda Hopkins
Rida Malik
Merrilyn McDonald
Stephanie McKenzie
Sue McMillan
Rhion Munro
Nina Whittaker

IKAROA

Susan Fargher
Sandra Quinn
Leah Simon

AORAKI

Michelle Bryant
Rachael Hemmingsen
Martina Verschoor
Marama Gravett
Mat Logan
Julie Milne

TE UPOKO O TE IKA A MAUI

Kristie Saumure
Janice Keys

TE WHAKAKITENGA AA KAIMAI

Penny Guy

OVERSEAS

Paul Nielsen

COPY-RIOT



THE COLUMN OF THE LIANZA STANDING COMMITTEE ON COPYRIGHT



**CHERRY GORDON, MA (HONS).
DIP. NZLS, MRSNZ, ALIANZA,
CLAUDE MCCARTHY FELLOW**

It was with great sadness that the New Zealand library community heard the news of Cherry's death on 16 February 2020. Messages to NZ-Libs spoke of her passion and advocacy regarding copyright, creative commons and TPPA and of our collective sense of loss at her passing.

Cherry had a long and varied career, with over forty years' experience of identifying, acquiring, organising, retrieving and advising on print and electronic information resources worldwide. Her roles included those of Librarian for Information Planning and Development at the ILO; Head of Information Services, Hamilton Public Library; Senior Librarian (Information Retrieval), solely responsible for providing Massey University with specialised electronic information; Research Development Coordinator, Faculty of Business, AUT University; Research Advisor, Faculties of Business and Law, University of Auckland; Research Outputs Liaison Officer, University of New England, and consultant to IMCO, and EQC.

Cherry was an early enthusiast and adopter of online information systems. When she was awarded the Claude McCarthy Fellowship in 1991 she used it to visit overseas libraries, information services and consortia and attend information technology conferences to explore practices in CD-ROM and online information management and delivery.

Cherry demonstrated a huge commitment to attending and participating in professional conferences, seminars and workshops, where she could always be relied upon to ask intelligent and probing questions. At these events she was a tireless advocate for the needs of libraries and was greatly respected for the depth of her research and understanding. She developed professional relationships with a huge range of people and was always ready to use these to further the cause of libraries. At events it was always amazing to see the range of people she knew and to witness the respect they had for her.

Cherry was an enthusiastic and committed supporter of LIANZA and had a long and active involvement in its activities, including membership of regional and special interest committees in Wellington, Waikato, Auckland, Central North Island. She was active in the Research-SIG and SLISS. In addition, she belonged to many professional allied organisations, presented at conferences and authored a substantial body of publications. In recognition of her outstanding contribution to libraries and LIANZA, Cherry was presented with a LIANZA Associateship in 2007.

Cherry was probably best known for her expertise on copyright and her advocacy about copyright and the TPPA. She was a member of LIANZA's Taskforce on Copyright and served on the LIANZA Standing Committee on Copyright from 2013 to 2017. In this role, Cherry made important contributions to the Standing Committee's educational, advocacy and advisory work. Cherry also participated in the wider copyright community and was an executive committee member of the Asia-Pacific Copyright Association (APCA). Cherry regularly attended copyright symposia and was known in the academic community as an enthusiastic contributor to copyright discussions.

While Cherry was known to many of you as a vocal champion of copyright reform, what you may not have realised was why this issue was so important to her. Jennifer Campion, law lecturer at Te Piringa-Faculty of Law and former Chair of the LIANZA Standing Committee on Copyright, recalls: "Cherry once told me that she was so passionate about copyright because she understood the way copyright could be used to restrict people

accessing information. Cherry said that she had grown up in a small town and libraries were the places that really opened her horizons and made it possible for her to get an education. She wanted all New Zealanders to have that opportunity, and fought against a future where education would only be available to those who could afford it."

Jennifer adds: "Cherry impressed me not just with her passion, but also her compassion. Cherry was an incredibly helpful person, who would go the extra mile to help others. There was no copyright query she would not try to assist with, and she contributed greatly to the Standing Committee's work over a number of years."

Cherry lived with cancer from 2010. One of her sisters said that "being a librarian was what helped her". The research Cherry did for medical students led her to attend oncology conferences and research the very rare form of cancer she had. She got to know many of the oncologists and followed their advice. One of her sisters also said that "she did not know how to stop" and this was certainly the experience of those of us who were privileged to work with her during her last years.

As Jan Rivers wrote, "her passion seemed to be driven all the more by knowing her time was limited". Cherry could be extremely difficult to keep up with because she was so very driven, and her capacity to research an issue was impressive. She was always ready to share the results of her research and provide citations and links so that you could delve into an issue for yourself; she was hugely generous in sharing her expertise, time and support.

As Mandy Henk wrote, "the New Zealand library community was made better through her engagement and her voice". She will be greatly missed.



FREEDOM OF INFO



FREEDOM OF ACCESS TO INFORMATION & FREEDOM OF EXPRESSION



LIANZA STANDING COMMITTEE ON FREEDOM OF INFORMATION STATEMENT REGARDING COVID-19

The COVID-19 pandemic has produced a lot of rumours and misinformation, as worried people spread inaccurate information via social media and online. At a time when it is important for everyone to understand the risks of the spread of the virus, and what they can do to minimise them, there has been a plethora of posts, and statements from 'experts', that are incorrect and dangerous.

As librarians we need to encourage the sharing of accurate information that will help our users stay as safe as possible, during the spread of the virus. Having links to reputable sites on our online pages (e.g. <https://www.health.govt.nz/> and www.covid19.govt.nz) and amplifying the key self- and community protection methods is vital. Fact checking statements and posts is also important, to allow library staff

to advise users about the best resources to utilise (in person or on-line).

A rights-respecting response to COVID-19 needs to ensure that accurate and up-to-date information about the virus including service disruptions, access to services, and other features of the response to the outbreak are accessible to all and readily available. Governments should fully respect the rights to freedom of expression and access to information, and only restrict them as international standards permit. Governments should also ensure that the information they provide to the public regarding COVID-19 is correct, timely, and consistent with human rights principles. This is important for addressing false and misleading information.

Libraries are already looking at alternatives to access to print information and entertainment via our physical spaces, and increasing access to and awareness of online resources.

LIBRARIES AND FACT-CHECKING

'Unprecedented' is an often-used word in discussions of the COVID-19 pandemic and related responses. Governments around the world have taken strong measures to try and flatten the rates of infection, or to eliminate the virus in their countries.

A core job for librarians at any time is helping their communities navigate through information, misinformation and disinformation, and this job is more important than ever during times of crisis. The threats to freedom of expression and access to information globally are multiple:

- Many countries have seen official measures to limit freedom of expression or access to information to cover up deficiencies in their COVID-19 response, or to stifle unrelated criticism of governments under the guise of emergency measures.

- Social media has seen a proliferation of misinformation, either posts about 'cures' or 'prophylaxes', or even false claims about the beneficial effects of lockdowns and hygiene practices, such as dolphins swimming in the Venetian canals or orangutans washing their hands.
- Some countries have also seen statements of dangerous disinformation, such as the official scapegoating of ethnic groups to take public attention away from official mishandling of the pandemic, leading to racist backlashes.
- The counter to all these threats to the free flow of accurate information is information literacy and good fact-checking skills – i.e. librarians!

We might be in 'unprecedented' times but our information principles remain the same: libraries should be: (remotely) encouraging information literacy, speaking out through appropriate channels if they become aware of any censoring of information relating to COVID-19 or responses, highlighting reliable websites and sources about the virus, and encouraging their users to fact-check posts before sharing them on social media.

Some useful links:

- Latest NZ COVID-19 information: <https://covid19.govt.nz/>
- Ministry of Health COVID-19 page: <https://www.health.govt.nz/our-work/diseases-and-conditions/>

covid-19-novel-coronavirus

- WHO COVID-19 page: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- IFLA COVID-19 page: <https://www.ifla.org/covid-19>

ASSERTING OUR ROLE IN A DEPRESSED ECONOMY

The COVID-19 pandemic has had a huge impact on the economy, not just for businesses but also central and local government. Loss of revenue and calls for reduced rating for impacted businesses and individuals are forcing organisations to pause and reprioritise expenditure.

This is the time for librarians to assert the importance of their services. That does not necessarily mean expecting the same level of funding, nor that we insist on continuing the same delivery models that we use now. We can argue that they are more than ever crucial for strong resilient communities and economic recovery and that our services support the new priorities of our funding bodies.

In a COVID-19 recovery mode, people and communities need support in these areas:

- Information and data literacy and critical thinking skills to combat misinformation.
- Access to resources for learning new skills in a high unemployment environment.
- Enhanced digital skills (greater skills reaching more people) when government and business are even more rapidly shifting their channels to online.

- Advocacy for open government and access to information about decisions that affect us so that people can be actively involved in the decisions that shape their lives.

New skills to continue community connection in different ways that minimise health risk.

Access to information about entitlements and rights in areas such justice, health, and housing.

There are opportunities and challenges for libraries across all sectors. The core *raison d'être* for libraries has not changed but we need to convince our funders of this, and work with them to design new ways to deliver to our communities.

The lockdown and the succeeding levels of restriction and recovery that are approaching have taught us that access to reliable information by all New Zealanders is a *human right*, that can determine life or death for individuals, and influence public health outcomes.

LIANZA's vision - People and communities connected and empowered by information.

This column is brought to you by the LIANZA Standing Committee on Freedom of Information: Louise LaHatte (Chair), Stephanie Colling, Alyson Baker and Rob Cruickshank.

WE ARE LIANZA

WE ARE LIANZA



TRINA ROYCROFT

Community Library Manager
Takapuna Library

Kia ora Trina and thanks so much for agreeing to be interviewed for Library Life magazine's new column: We Are LIANZA!

In this new 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 A GRADUATE OF THE INTERNATIONAL NETWORK OF LIBRARY INNOVATORS (INELI) OCEANIA AREN'T YOU? CAN YOU TELL OUR READERS A BIT ABOUT THIS LEADERSHIP PROGRAMME AND WHAT THE MOST IMPORTANT THINGS ARE THAT YOU LEARNED OR GAINED FROM THE PROGRAMME?

In July 2016 I was fortunate enough to be one of the 18 people selected to be a part of

the INELI (International Network of Emerging Library Innovators) Oceania programme. INELI Oceania is a leadership program funded by the Global Libraries initiative of the Bill and Melinda Gates Foundation aimed at developing innovative emerging leaders in public libraries throughout Australia, New Zealand and the South Pacific. It is part of a large network, being one of seven programs offered worldwide. The team also included four Mentors, a programme manager and six sponsors.

We participated in an online learning community which, at times, proved difficult for those in remote areas within the Pacific Islands. This only added another level of determination for the group to ensure everyone was involved and had the opportunity to input ideas and learnings. Each learning module (innovation, risk management, change management, communication skills, advocacy and conflict management) had us working in different groups from across the nations and came with an assigned professional development team and a mentor. The mentors were invaluable in helping us with developing the skills and attitudes required to become effective innovators and leaders.

I learned so many valuable things by being a part of this

amazing group of professionals. From resourcefulness, resilience, understanding and practical advice on leading teams right through to communication and humbleness. One of the most important things I have taken away from this course is how fortunate I am to be a part of a profession that values people. Having an international network of friends and colleagues to call on (and we do!) has been the absolute best thing to come out of this for me. The relationships built here over the two years are still a big part of my life.

It also led to being involved with the Pacific Libraries Network where some of the networks and mahi we began in Ineli carried on in regard to the United Nations Sustainable Development Goals, pertaining to the Pacific regions.

YOU WERE INVOLVED WITH THE LIANZA19 CONFERENCE WEREN'T YOU? WHAT WAS THE PROCESS LIKE AND WOULD YOU RECOMMEND OTHERS GET INVOLVED WITH ORGANISING LIANZA CONFERENCES IN THE FUTURE?

Yes, and proudly so! I was a part of the PIMN (Pacific Island Management Network) LIANZA19 Organising Komiti. The processes we utilised were different from any other planning and organising committee I have



LIANZA Conference 2019, Auckland

been involved in and I am very appreciative to have experienced this. The theme really held true throughout the planning and execution of the conference. We ensured the focus was on the wellbeing and success of our people. The vision was for all participants to share, gift, reciprocate and collaborate using elements of *va fealoa'i* (respectful relationships), *mafana* (warmth), *ofa* (love), *malie* (humour) through *talanoa* (shared dialogue). I absolutely am delighted to say we truly stuck to the theme and the vision and the outcome was something amazing. From the keynote speakers and performers through to the workshop learnings, shared singing and party night – culture and *aroha* were always top of mind. It taught me that there

are many ways to reach a goal and the way this *komiti* worked to deliver an amazing learning experience for the attendees was an absolute delight and I will hold dear the whole experience. I would recommend others take up the opportunity of being involved in organising any future LIANZA Conferences and to remember, you don't have to stick to the way it's always been done. Be brave, be courageous.

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

Wow, given the current COVID-19 Pandemic, the challenges we thought we may have been facing may now have morphed into something completely different! Or, perhaps

it's really begun to highlight and bring to centre the absolute necessity for us to take this opportunity to listen to our communities and learn what it is they want from us. This point in time has shown us if we have the ability to stay relevant and deliver resources, reading materials (both for learning and leisure), information (not fake news), programmes and events during a time of massive interruption and disconnection. That's where it is folks – are we relevant in today's world, tomorrow's world? And if we are not, how do we recognise what it is we need to be? We actually ask, we workshop in collaboration, we actively listen, and we work really hard at being what we need to be for the people.

YOU ARE CURRENTLY MANAGING TAKAPUNA LIBRARY AND PREVIOUSLY YOU MANAGED NORTHCOTE COMMUNITY LIBRARY, YOU ARE A MEMBER OF LIANZA HIKUWAI REGIONAL COMMUNITY, AND PIMN AND YOU WORKED ON LIANZA19. YOU ARE ALSO A MEMBER OF THE PACIFIC LIBRARIES NETWORK. CAN YOU SHARE WITH OUR READERS WHAT YOUR PERSONAL CAREER HIGHLIGHTS HAVE BEEN?

At present I am managing Takapuna Library and looking after Devonport Library while the current manager is on sabbatical. Preceding this, I managed the Birkenhead Library and before that, Northcote Library.

I have been back in libraries for six years now following a six-year stint as a personal trainer. Prior to that I had been working in libraries since 1990. There have been so many career highlights, hence the reason for returning to libraries after the break. I always knew I'd be back. This past six years has gone by so fast and I feel I have fitted so much in! The experiences through Ineli and the Pacific Libraries Network (PLN) have been amazing. Meeting people who deliver library services with the tiniest of budgets but with a whole lot of passion and heart is very humbling. The desire to help their people move ahead, and to be able to participate and have choices in their lives is second to none.

the tiniest of budgets but with a whole lot of passion and heart is very humbling. The desire to help their people move ahead, and to be able to participate and have choices in their lives is second to none.

The many opportunities I have been given and made the most

of include attending LIANZA conferences; delivering a presentation at the conference; facilitating talanoa; visiting Fiji Libraries; Brisbane hosting us for the PLN; and meeting and being mentored by inspiring international leaders.

Having live tattooing in the library; building an edible garden with and for the community; delivering a Pasifika festival in our library's backyard; helping people with their housing; and many other moments are all part of my 'normal' work.

The people that we get to work alongside, for and with, keep me inspired. The fact that our daily work experience is never the same day-to-day, that we work for a profession that encourages lifelong learning (for our communities and ourselves), the respectfulness and high regard of tangata whenua and other cultures, the flexibility of our delivery of services – all are a part of what keeps me interested and passionate about being a librarian. It is tough to pinpoint any particular highlight when my days are filled with so many clever, thoughtful and caring people, and special moments.

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?

The importance of having a national professional membership organisation such as LIANZA really is in the title – professional. Having professionally recognised qualifications and skills, access to support and ongoing learning, professional development and networks is vital and communicates with our peers

that we are committed to library professional standards, committed to staying up to date with the issues and trends in the profession.

It demonstrates you are an advocate for lifelong learning. It shows your intent of seriousness about the profession and how you want to contribute to its ongoing development. LIANZA also acts as a gateway to broaden professional networks beyond your immediate organisation.

Having a professional body enables better advocacy systems in place to discuss library issues and concerns with key decision makers within local councils and members of parliament for the ongoing development and strengthening of library services. Also, they are our reps when exchanging and developing library ideas with our international peers and colleagues in order to enhance learning and to ensure access to information for all.

It signifies international recognition of your skills and qualifications. Political issues regarding equal access to information (both nationally and internationally) require a professional body to keep an active presence and active dialogue in that space.

It gives us unity and strength as a group and makes us accountable for what we deliver and how we work.

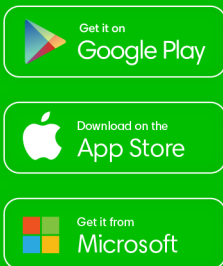
The potential benefits of being a LIANZA member are many but really, as with most things in life, is measured by your level of involvement. So, get involved!

Offer quality journalism and choice with PressReader.



Libraries around the globe give PressReader access to their patrons.

Meaning unlimited content from the biggest names in news and editorial, tailored to each individual's interests, language, and mood. Readers can read online, or download full issues to take with them on their own device.



Hotels, airlines, cafés, and other businesses give the gift of PressReader too. Or, readers can buy a full-access subscription to read anytime.

Give us a shout for a free trial libraries@pressreader.com