

MINUTES OF NORTH ISLAND MANAGERS' MEETING Held Wanganui, 5-6 May 2005

Welcome by Sally Patrick

Acknowledgement of sponsors NZ Micrographics, Nielsen Bookdata and TagAlert.

Present: 29 NI librarians, Brian Paterson and Margaret Garland representing the SI Library Managers' meeting, Penny Carnaby, Sue Sutherland and Ruth Miller from NatLib, Andy Fenton and Andrew **Pettengell** (Micrographics), Martine Poiree (Nielsen Bookdata).

Apologies:

Susan Harris (Kawerau)
Geoff Chamberlain Nth Shore
Anthony Lewis P.N.
Bronwyn Hunt (Far North)
Rosemary Bublitz
Inez Cooper (Western BOP)
Tracey Shields Taupo
Beverly Fletcher Rodney

Nan Penberth Whakatane
Helen Reynolds Taumaranui
Heather Taylor (Stratford)
Raewyn Lowe Hastings
Lesley Clague Napier
Sheryl Reed (Havelock North)
Judith Brenan (Tararua District)

Memo of Understanding update by Jane Hill, Chair of MOU Group (MOUG)

This was signed at Lianza conference and is available on Lianza website. Work programme for 05/06 agreed was:

Creating the Strategic framework, supporting the Digital Strategy, Maori Subject Headings, public library stats, advancing strategic relationships with central/local govt agencies .

Now have draft strategic project plan as amended at MOUG meeting yesterday – this will be made available. In addition to requests for feedback from librarians by email in July-Aug, there will be a consultation session at the Pubsig session at conference 2005.

MOUG has identified suggested people to be on Steering Group for the project plan – Jane Hill and Sue Sutherland (MOU Gp), Allison Dobbie (Level 1), Sally Patrick (Level 2), Judith Wenborn (Level 3), John Truesdale (ICT). Will meet next week. Steering Gp will identify issues and directions, but funding is outside scope of this group.

Identified a range of central/local govt groups to communicate with.

Funding provided from NatLib until 30 June to set up and employ policy writer. MOUG need to look at other ways to fund this next year. Sponsors of the MOU are Penny for NatLib and Barbara for Pubsig. They signed off the Strategic Framework in front of meeting. Chris Szekely noted that quarter billion dollars is spent annually in NZ on public libraries, but there is no coordination. LIAC is hoping that the Strategic Framework will help to create coordination for best value for NZ.

Report from SI Librarians meeting – Margaret Garland and Brian Paterson

Discussion from recent meeting:

1. Epic – why are some libs considering not continuing? Some libs felt their role was purely recreational. Enthusiasm from staff for promoting Epic is lacking. Council IT staff are not providing the needed support.
2. Public library stats – enthusiasm for one set of stats, and for improvement.
3. Presentation on Mobile Libraries
4. Free internet access – no consistency about free/charged – depends on council policy

Issues identified for the future:

1. Communication.
Possible national group representing all NZ public libraries? Identified need for better communication nationally so two reps have travelled to the NI meeting. Invite two reps from NI meeting to come to the next SI meeting. Jeff Cabral represented Pubsig this time.
Agreed that they would use the email list of attendees to share info and issues during the year to make sure there is ongoing value from the discussions.
Suggested that Pubsig-L list could include a strand for managers so they do not miss imp't issues among the trivia.
Recommend Ian Littleworth to be on the MOU Steering Group. Still some lack of understanding of the purpose and parties to the MOU. Need to continue to communicate.
2. Tendency in SI for library manager positions not to be filled – several examples. Have asked Lianza to raise this with the councils concerned.
3. Format of meetings.
The meeting has been used as a forum to speak openly about public library management issues. Focused around reports from libraries. Now starting to look at more strategic issues.
SI Children's Lib'ns meeting grew out of this but now independent.
Penny's state of the nation presentations very important to alert us to national issues.

Presentation from Penny Carnaby

Digital Strategy: Launch on 16th in Wgtn, on 18th in public libraries. This is a political coup for libraries to be so publicly involved. NatLib will write media release and stories for us to draw on. We are already delivering e.g. Matapihi, Epic, AnyQuestions.

Minister for IT David Cunliffe has signalled that there will be funds in the budget to fund the national content strategy. This may include funds for content mapping for NZ, and for the concept of NZ Online, and a strategy for contestable funding for community digital history resources.

Resolution: that Pubsig write to David Cunliffe congratulating him on the Govt's digital strategy. Barbara Whitton to arrange.

NatLib is writing a discussion paper regarding the People's Network, which will be out for public consultn prob August.

Discussion around how to more fully engage and resource rural libraries with national initiatives such as these. Buy-in from council managers and library staff as well as library managers is essential. Knowhow Seminars are an important mechanism -. May be possible to have a video speech by Penny to show to councillors and CEOs?

Penny considers the MOU very imp't so that public libraries can speak with one voice and have more effect. NatLib and other agencies will then know who to consult on national issues.

Presentation from Steven Lulich

- Enough nominations for Lianza council to have elections in some places – pleasing to see the level of interest.
- The Taskforce on Professional Registration will provide benefits for individuals, employers, customers, and the profession. The plan will be put out for consultation in September.
- Forms for the salary survey will go to managers to fill in. The form will be tailored for each sector. The group is creating job descriptions (based on ALIA's), so jobs can be matched. Managers should read the TPR minutes on the Lianza website and follow the link to the ALIA website to check whether the job descriptions will cover their own staff. If not, contact Jeff Cabral.
- LGNZ Seminar – 65 attendees. Lianza plans to do it after each election in future.
- Lianza developments – Website revamped to showcase the profession. Looking for new offices. Review of conference completed – it will mainly be in the main centres plus Rotorua, but bids can be made by other centres if they can accommodate the numbers. Sponsorship relationships will be centralised.
- The award system is being tidied up.

- A tsunami relief appeal for libraries has been set up. Any money donated will probably be used to send expertise.
- Steven then led discussion on role and mandate of Pubsig.

Resolution: That this meeting request Lianza to review the structure of Pubsig with reference to the issues raised.

Steven will take the request and list of issues to the Lianza meeting on 12th May. Need to ensure that all levels and geographic areas of public libraries are heard in the review. SI Lib Mngrs will suggest reps via their email list.

Other points from discussion:

- Jeff Cabral noted that Pubsig-I could accommodate the extra managers' list as suggested earlier. Just need to decide a few admin issues.
- Jeff recommended that Pubsig continue to be represented at both NI and SI meetings.
- Would like to collect a national list of fees and charges.
- Could put more on a Pubsig webpage – what would be wanted?

Round Robin:

Tauranga (Jill Best) – Business Unit almost set up. Still seeking business manager. Papamoa Library due to start building but slightly delayed by council meeting date. The Library Business Unit will manage the Community Centre attached to the Papamoa Library. Have decided not to put RFID in new Papamoa Lib.

Bay of Plenty Libraries have reached RFP stage on consortium for shared hardware and software.

South Taranaki (Lynne Walker)– Businesses behind Books scheme: A local businessman identified a lack of maths and science interest in the young people which reduces the number of qualified people available to hire further down the line and approached the library with an idea to buy attractive resources. Book materials have been very popular. Three workshops were so popular they have now had to move outside the libraries.

About to extend Waverley Library.

Waitakere (Su Scott)– Involved in Elgar. Main focus on buildings – learning centre shared with school; tertiary/public library with Unitec; new central library. Significant increases in staff, book budget, infrastructure.

Franklin (Robert Burke)– Had the lowest books per head in NZ so focus is to move from 1.7 to 2.5. Upgraded Tuakau Branch and about to do Waiuku and Pukekohe. Latter will be combined with Community Arts & Cultural Trust. Negotiating with Elgar. New performance measures for staff.

Waikato – (Rosemary Marshall) Council service centre moving into lib in Huntly so will get an extension. Got first self-check machine which is now up to 25% of

issues. In early stages of working towards consortium of Waikato libraries. New end panels and John Stanley display techniques have improved library use.

Matamata-Piako – (Susan Smith) no big issues this year. Also looking at possible Waikato consortium.

Hutt City (Margaret Cavell Parbhu) – Library Manager, Ruth Halliday retired in April andhas been appointed Looking at consortium with Wgtn. for a shared library systems integration and shared regional library service, using Wgtn's present software. Hutt 's system will probably be upgraded within one year.

Have been refurbished – no extra space but looks tremendous. Had to move the whole library contents twice – closed for one week each time.

Wairarapa (Ewan Hyde) Renovated Martinborough and Wairarapa. Greytown about to move into old town hall. Carterton will have work done too. Ewan asked about depreciation on Pubsig-I but responses showed that there are no national stds. Ewen also raised the issue that some of the very small libraries are really struggling. Chris noted that LIAC is keen to hear about the difficulties.

Porirua (Brian Anderson) – Half the roof blew off Cannon's Creek branch in a storm so had it refurbished. Staffing issues with extra hours. Council has required savings of \$100,000 each year for 5 years – unclear how to achieve this. Had session for staff by Ian Brooks on Customer Service – really energised staff and produced lots of suggestions. Difficulty in recruiting qualified staff.

Manawatu District (Simon Johnson) – Installed Liberty3 software last year. Catalogue now on web. Epic links to be put on website this week. Launched Wed night opening with AV Happy Hour – very popular (one AV item and 2 rental fic items per card free).

Hurunui (Margaret Garland) – new building has allowed for new services and better use of staff.

Tasman (Brian Paterson)– have got Epic, e-library, catalogue onto the website. Own website so not restricted by council website. Standardised signage. About to upgrade to Spydus8. Planning for new lib at Golden Bay and extension for central library.

Waipukarau (Janette Birdsall)– Service centre moved into library – has brought new customers. Library staff multi-skilled but separate PCs. Epic working well but need to upskill customers.

South Waikato (Lalita Sudhakar)– consulted customers on painting of building. New uniforms. Opening Sat afternoons has increased issues.

Wellington (Jane Hill)– Rebuilding Karori Library.

Negotiating single council-wide contract with PSA.

Offer courier service for people who ring up for items. Not a huge take-up but about to do another promotion. Many requests from outside Wgtn which was not intended.

Involved with AnyQuestions project, which is going so well it is 300% oversubscribed. Some students are waiting an hour. 100 ref libns trained so far. Looking for ways to keep up. and fund extra seat. May be able to get sponsorship. Every library with a website should highlight it on the website.

Hastings – (Karen Rae)about to upgrade to Spydus8. New branding. Longer hours on Sat will be publicised by contacting sports coaches to hand out free video vouchers.

Wairoa–(Sandra Hughes) Summer Reading Programme committee, NZ Post etc keep Sue busy, bring in local children.

Waipawa (Sue Fargher)– Children’s programmes. Odyssey got new children into the library. EC Readin has been invited to enter in an international competition as NZ rep. Ran children’s programme on flax weaving – will repeat for adults.

Gisborne (Pene Walsh) – Council is analysing every function Lib staff writing op manual.

Will be doing process reviews to justify extension to building. Have raised funds from the community for the extension.

This led to discussion on sharing advice on building libraries for future needs.

There is so much building going on, some of us have developed good skills.

Could ask for your design to be peer reviewed.

Resolution: that this meeting requests Lianza to develop ways to share the learning of the profession about library building and refurbishment.

Palmerston Nth (Mary Holmes) – refurbished and extended 2 branch libraries. LTCCP work will result in new branch and more staff next year. Moved to Horizon.

Upper Hutt (Jeff Cabral)–

Council asked community groups if they needed help with IT. Sponsorship was found for training. The library agreed to house it and increased internet PCs from 1 to 5. Heavily used.

Has signed up library to libraryelf.com. Customers can type in card number and it will send free reminders and hold notices. There will be some advertising on the screen to pay for it. If interested, look at libraryelf website.

<http://www.libraryelf.com/>

Summer Reading Programme for first time.

About to send out RFPs for the independent library review.

Hamilton –(Jeff Downs)after attending John Stanley sessions for staff, introduced floor walkers to assist customers. More face out and themed displays. Major weeding followed by successful book sale. Trying to develop subject specialists. Looking at living room concept for some of collection.

Kapiti (Barbara Whitton)– Increase in book vote following public consultation for LTCCP. Hilary Wooding is now a councillor.

Barbara did exchange with person from Brisbane.

Improvements to web page.

Very strong Friends of the Library who would like to contact other groups.

Masterton (Joy Tutty)– Need more space but no extension possible so exploring options. Wgtn Library staff came up to offer advice. Will look closely at stock.

Eastern Central Community Trust asked the library to help develop a programme similar to Summer Reading for maths. Tested it in July. Younger levels very popular, intermediate less so. Stage 2 being developed. After more development and testing, it may become available to other libraries. Feedback from schools says children have improved their maths levels.

Council discussing putting charges on fiction lending.

Auckland City (Alison Dobbie)– Involved in Elgar. Central Lib being rearranged to include café and to change service delivery. Changing teams to match. Increase in budget for first time in 5 years. Improved stats in visits and issues – due to many factors including displays, promo, etc. “Is it real Gold?” exhibition has attracted huge interest and was also available on the web with help from Micrographics.

New online request service of items which can be scanned and emailed for \$6.

Metronet marketing campaign – could not find sponsorship but now have sufficient funding to proceed from contributions from Metronet libraries. The theme is “Your library: inspiration for all NZers”. Uses well-known NZers who are keen library users. Metronet will offer libraries collateral material (posters etc) to use in their libraries. Contributions requested, no matter how small, to extend number of TV slots. Please contact Alison Dobbie, Auckland City Libraries.

Horowhenua (Rosalie Blake) – Trying to persuade council to buy the vacant supermarket next door. Hist Soc, Genealogy Soc, Arts & Culture Soc, CAB etc can be housed there too.

Move to new version of Koha software. Has Amazon features such as most popular book of the week, try these authors, and spelling corrections. There are now hundreds of users around the world, including about 12 in NZ.

Documentation has improved.

Rosalie noted that under the legislation we will all have to comply with getting an independent valuer for valuing our systems.

Manukau City (Chris Szekely & Mirla Edmundson)– enjoying success of Botany. Leisure lounge very popular with teens. Clendon Library to open soon. Challenge to integrate (non-library) leisure services with library. Writer-in-residence programme first in NZ libraries. Offering advice to would-be writers. Very well-received but haven't had time to evaluate yet. Branch ops review now. Two new Community Outreach positions for Maori and Community Cultures.

Chris also reported on **Elgar**: Have chosen Millennium software. Will share patron and stock databases. OPACs will be the same. North shore and Rodney will change in June, the others in July. Have 1400 staff to train. A lot of work to coordinate standards but very important. Has got IT staff talking too. A remarkable achievement to get this working across 5 councils – a lot of work but worth it. Now discussing with Franklin. Not offering open use of all library services at this stage.

Rangitikei – (Michael Hodder) Lib mngr's role is incorporated into Community Services Managers' portfolio-also looks after Democracy Services for council. This has helped library profile at council.

Have held birthdays for buildings for promo.

Don't have a web presence of their own but NatLib has helped to host ??so they could offer Epic.

Has put out for consultation the level of service for the library (only spend \$30 per head at present) and to abolish charges except for extended loans.

About to move to Koha system.

Michael also raised discussion on archives in public libraries.

Resolution: that Lianza be asked to write to Chief Archivist congratulating her on work done on the Archives Act and looking forward to collaboration. Sally Patrick also to write on behalf of this meeting.

Kaipara – (Shirley Baume) Far North and Kaipara moving slowly towards shared services.

Introduced bestseller and AV collections of items would not otherwise have. Gift vouchers to all customers who supported our paid collections.

Pat Wright, longtime District Libn retiring in August.

Wanganui – (Sally Patrick) Literacy in Employment research partnership with Massey –includes several community stakeholders. Two research publications so far: *The Provision of Adult Literacy Services in Wanganui* and *Nga Whiringa Muka* (about literacies of the Whanganui river).

NZ Micrographics (sponsor slot by Andrew Pettengell)

Still plenty of microfilm business e.g. newspapers no longer done by NatLib, old ledgers. Now sole agents for Canon micrographic equipt. Has some popular NZ mags and newspapers available for purchase already filmed.

Heritage digitisation equipment (project with NatLib and Vic Uni) not as well used as expected.

Plenty of business in digitisation of photos and artworks.

Te Puna (update by Ruth Miller)

Moving it from librarian tool to user-friendly for end-users. It will then become a large part of NZ-Online. Federated searching across NUC, INNZ, NatBib, Epic etc. End-user interloan implies ability to authenticate users, refer them to relevant libraries, and accept payments. Project scope currently in draft. About to commission research on user demand and behaviour, and website usability.

E-govt website (update by Judith Hanan, editor)

90 central govt agencies contributing, plus local govt. Over 3000 services listed. Keen to promote the website nationally. Pilot project with Chch Libraries and Chch community groups using posters, bookmarks etc. resulted in major increase in use. If funded next year, will do pilot in North Is.

Public Library statistics (Andrew Peacocke)

Pubsig stats could be improved. One option is to buy Bibliostat software which is used in some countries but expensive. Still need administrator (at present a volunteer from Pubsig each year, with varying skills. Australian libraries use different software which will also be investigated.

Discussed with StatsNZ but unlikely that they would take the stats over or contract to collect them. The MOU group has asked Penny to discuss the situation with Brian Pink, Govt Statistician, at CEO level to see if it can happen. There are a number of issues apart from the software which are preventing timely reporting by libraries e.g. differences in councils' financial info (which also makes comparison unreliable), when libs can get access to financial info, libs collecting their own info in ways not compatible with Pubsig request.

Resolution: The meeting endorses the need for improvement to be done, and mandates Pubsig to carry it out, co-opting others as needed.

A Kiwi in Newcastle (Lynne Walker)

Attended conference for local authorities running libraries. Gave summary of significant sessions.

- Leadership, reading, literacy, partnerships, listen to the customer, marketing – similar themes.
- Partnership with publishers: Publishers starting to realise the size of the public library market, and that many libraries are in places with no book shops. According to their figures 11% of people buy a book after borrowing it from the library. HarperCollins has signed partnership with

British libraries. Lynne has followed up with HarperCollins NZ branch, and they have interested the Book Publishers Assoc in talking with Lianza.

- Partnership with BBC: BBC is keen to get people to take action after watching a programme. Heritage and genealogy programmes encouraged people to go the public library. Planning others on literacy, conservation. Stats showed people were taking action.
- One-stop-shop kiosks in many shopping centres allowed people to access council services including library website. Also mobile bus to do the same.
- Durham library has a recording studio to encourage local music.
- “Addressing the poverty of aspiration” was discussed by a govt minister.

This led to discussion on the Getting Value from your Library seminars – most people felt the format was OK, the problem is to get the councillors and senior officials to come.

Epic (update from Fiona Rigby)

Now includes 170 libraries and every NZ school. Lost about 6 at end of first contract, all due to lack of use. Overall use has not met expectations – many libraries have used it little. Now aware that more skills-focused training needs to be provided to keep Epic sustainable. Looking for ideas about existing training which might be adapted. Hope to fund someone to write the training package. Discussion followed on the training required.

Survey last year on extra content required came up with NZ content being most imp. This is being worked on. The survey also provided lots of useful comments. Fiona will visit some libraries in May.

Library Week (update from Fiona Rigby)

Will be week before LIANZA conference, Same theme as conference – Te Wero. Brainstorming ideas came up with approaching publishers through Lianza, tying in to the TV marketing campaign, finding good ways to measure effect.

Aurora Leadership Institute for Librarians (report from Fiona Rigby)

Aims to develop leaders for the libraries sector in Australasia. Wonderful personal development, chance to meet Aust counterparts. Lianza offered a scholarship so people from smaller libraries have the opportunity but it was not taken up last year. Mirla Edmundson, Alison Dobbie and Sally Patrick have all acted as mentors for the training course, and reiterated the need to encourage emerging leaders in our teams to apply.

Forum

1. What is the purpose of these meetings?

Peer support: picking up ideas, networking, forging strategic future for public libraries. Programme needs a mix of presentations and time for exchange of ideas. Leave it to the convenor.

Discussion on value of level 1,2,3 descriptions or another way of definition. This will be referred to the group working on the Pubsig stats.

Resolution: that the meeting invite two reps from SI meeting and send two reps to SI meeting.

Next meeting probably Kapiti (Barbara will check accommodation and venue).

Around May with consideration for any national events which may affect attendance.

2. Depreciation

How do you create a value for digitised resources which you create? If you use opex to create it, then no depreciation. Waitakere treats digitised resource as same value as the original e.g. a photo. Turnbull does this too. AuditNZ accepted 200 years as the life of an appreciating asset. NatLib will be asked to note this as an issue and asked if they will champion it to govt. LIAC may then be able to mandate it to govt to get some consistency.

3. Pubsig

There should be a Pubsig rep at both NI and SI meeting.

Pubsig webpage on Lianza site to be investigated and info brought back to Pubsig meeting at conference.

StatsNZ/Public Library partnership

- All 74 local authorities have now signed up.
- StatsNZ is keen to find out the level of statistical literacy in the community. Will work with libraries to upskill staff and find out the issues for the public to get value from the stats. Send examples of community use to Lesley. StatsNZ librarians will contact other libraries.
- About to establish an official statistics portal. There will be a session on this at conference. At this stage the portal will be about collecting stats, not the actual figures – that comes later. Lesley is now in charge of liaison with the public including libraries.
- There will be a yearbook next year.
- Census next year. Feedback from libraries on useful outputs is requested. Libraries requested to help with raising awareness of census in Feb/Mar next year. Provisional counts should be available in May, finals in Dec. Lesley will find out whether it is possible for libraries to receive regional analysis for the Cultural Survey.
- Thanks to StatsNZ for the partnership. New co-operation is evolving through it.

Neilsen Bookdata ((sponsor slot by Martine Poiree)

Martine explained the use of Bookfind. She invited up to 3 small libraries (under 40,000) to share a single-user subscription. Could also negotiate a sub for a small library hung off a larger library's sub.

Bookdata research award: Applications close 30 June with Lianza. Encourage staff to submit proposals.