

MINUTES	MEETING HELD ON	TIME
NORTH ISLAND LIBRARY MANAGERS MEETING	THURSDAY 18 MAY 2006	8.30 A.M.

**Minutes of the North Island Library Manager's Meeting on 18 & 19 May 2006 commencing at 8.30am in the Council Chambers, 175 Rimu Road, Paraparaumu.**

PRESENT

Brian Anderson	<i>Porirua City Libraries</i>
Rosalie Blake	<i>Horowhenua Library Trust</i>
Judith Brennan	<i>Tararua District Library</i>
Meg Bryant	<i>Hamilton City Libraries</i>
Catherine Bryham	<i>South Waikato District Libraries</i>
Jeff Cabral	<i>Upper Hutt City Library</i>
Geoff Chamberlain	<i>North Shore Libraries</i>
Leslie Clague	<i>Napier Public Library</i>
Faye Clark	<i>Hamilton City Library</i>
Vicki Clarke	<i>Kumeu Library</i>
Denise Clarkson	<i>Wellington City Library</i>
Sharon Dixon	<i>Otaki Library</i>
Danae Etches	<i>Puke Ariki</i>
Sue Fargher	<i>Waipawa Library</i>
Kay Forrester	<i>Auckland City Libraries</i>
Sheree Gross	<i>Te Awamutu Library</i>
Lois Haddon	<i>Waikanae Library</i>
Susan Harris	<i>Kawerau District Library</i>
Jane Hill	<i>Wellington City Library</i>
Sandra Hughes	<i>Wairoa Public Library</i>
Ewan Hyde	<i>Caterton Library</i>
Simon Johnson	<i>Feilding Public Library</i>
Anthony Lewis	<i>Palmerston North City Library</i>
Ian Littleworth	<i>Nelson Public Libraries</i>
Raewyn Lowe	<i>Hastings Central Library</i>
Rosemary Marshall	<i>Waikato District Libraries</i>
Alison Martin	<i>Kaipara District Library</i>
Joy Mongillo	<i>Taupo Library</i>
Sharlene Morley	<i>Bookinopolis</i>
Helen Naismith	<i>Hutt City Libraries</i>
Gill Panell	<i>Manukau Libraries</i>
Karen Rae	<i>Flaxmere Public Library</i>
Sheryl Reed	<i>Havelock North Public Library</i>
Judy Sail	<i>Tauranga City Library</i>
Su Scott	<i>Waitakere Library</i>
Susan Smith	<i>Morrinsville Public Library</i>
Chris Szekely	<i>Manukau Libraries</i>
Lyn Walker	<i>South Taranaki Library Plus</i>
Pene Walsh	<i>HB Williams Memorial Library</i>
Glenn Webster	<i>Marlborough District Libraries</i>
Barbara Whitton	<i>Kapiti Coast District Libraries</i>

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## APOLOGIES

Heather Taylor	<i>Stratford Library</i>
Allison Dobie	<i>Auckland City Libraries</i>
Jill Best	<i>Tauranga City Libraries</i>
Joy Tutty	<i>Masterton District Libraries</i>
Jane Gilbert	<i>Rotorua Public Library</i>
Janette Birdsall	<i>Waipukurau</i>
Nan Pemberth	<i>Whakatane</i>
Michael Hodder	<i>Rangitikei</i>
Alison Gordon	<i>Waipa District Libraries</i>
Beverley Fletcher	<i>Rodney</i>

## REGISTRATION

Registration took place in Council Chambers at 8.30 am.

Barbara Whitton welcomed everyone.

## **Matters Arising Previous Meeting**

- MOU/Strategic Framework (Update Later Today)
- Professional Registration (Update Later Today)
- Review of Pubsig (Update Tomorrow)

## **Any other items to be added to the Agenda.**

- National Library Week Committee (Update Later Today)

## **MOU UPDATE (Sue Sutherland)**

- Points of previous meeting of MOU – 1 May 2006
- Current group: Penny Carnaby, Sue Sutherland (NLib), Jane Hill, Carolyn Robertson, Su Scott (Metronet), Joy Tutty, Margaret Garland (small PLib), Barbara Whitton (Pubsig/LIANZA).
- Highlights as on handout at this meeting
- Peoples Network ⇔ 3 Regional cluster and 1 library on its own
- Name of MOU – change? BIGPLANZ? Any other ideas?
- Framework and summit
- Public library survey – to be addressed June 06.
- National Library Direction 2016 – updating Statement of Intent.
- PLA Boston 2006 – Carolyn, Sue and Jane summarised their experiences.
- Strategic Framework: Successful launch 1 May 06. Parliamentary MPS: Mark Burton, Minister of Local Govt; Judith Tizard. Mayors, librarians, councillors etc. Judith Tizard has called for a Public Libraries National Summit to be held. Good feedback from key library people in UK. Summit Group as follows: Penny Carnaby leader of Summit Group, President of

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LIANZA John Garraway, Paul Reynolds, Mary Bourke (Mayor), Bill McNaught. Will invite David Lambie – Minister of Culture in UK, to New Zealand. Keen to come over to New Zealand.

- National library planning towards 2016 – see website to show division – will consult with library community – would like feedback from libraries / librarians put to meeting – discussion to come.

### **Feedback from floor at meeting.**

Strategic Framework document:

- Do corporate managers etc get to see booklet etc? who is it for?
- Strategic Framework, regarding presentation etc – impressive. Congratulations from floor about quality and content. \$10 for additional copies due to print costs. Email to request copies – pay over three copies. Impressed at consultation and efficiency over year.
  - First time LTCCP process most people have engaged with the document construction.
  - Discuss peoples/individual experiences over next days to approaches and input? LTCCP discussions.
  - Acknowledgement made to the financial contributions to the Strategic Framework -- Sue.
  - Will do another print run due to requests of librarians. Will have HTML version on the website.

### **STRATEGIC OPPORTUNITIES (Penny Carnaby)**

- Track through the happenings of the National Library.
- Local Government Act – now much closer relationship with Local Government and Central Government.
- Acknowledged Public Library framework – special – applause.
- Digital Strategy – influence for LIANZA – will influence library thinking. National Library would lead National Content Strategy.
- EPIC
  - filled content pipe of Broadband in New Zealand
  - Just over line in terms of support
  - Build capability of profession
  - Science to extend and cornerstone of knowledge lead economy. Science in community through local authorities
  - Science to be built as part of strategy over next 18 months for National Library
  - Libraries & Science – October for 100 years of Science Fair/Exhibition
  - New Zealand Science History online in August

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## Digital Strategy

- Sue Sutherland leading this from National Library. New Zealand Digital Content Strategy. What it is – how do we as a country think of connecting this country through digital. Understanding content – define content/three pillars of content.
1. Where we come from – whakapapa etc. Understanding who we are and where from.
  2. Community created content/peoples network. Public libraries very in this community space - National Library/Government to say that is where it is. David Cunliffe, Minister.
  3. Content creation industries/commercial value. Slow New Zealand online and bring people along with it and update of New Zealand online – to bring one coherent view of all people/digital.

Creating digital content

Protecting digital content

Preserving digital content

Sharing content

- Sharing Content – make a search online – community content. 3 pillars/5 elements.
- Question: Percentage of virtual visits to libraries – over 90% of all virtual visits are to Christchurch Public libraries; Wellington public libraries.
- What policies to bring all libraries up to this? Need to hear stories of Christchurch and Wellington. Important to know where library endeavours fit. Small public libraries looking at Christchurch and Wellington – lacking capability to get IT Department to get up to speed. How do National Library or bigger library help these smaller libraries to get up to speed?

## Smaller Libraries

- Have not got the resources or capability to match this digital space. Probably one of the biggest issues in the profession. Central Government needs to be in this and LIANZA. Skill base needs updating etc. of librarians.
- Not always the problem of librarians – hard when someone else is making decisions on your behalf – lack of ability to influence – finance and IT is large part of this work in with LEAC with Central Government – not only Local Government. Central Government money to invest in how local Government works regarding library IT framework. Not clear to the funders always. Shift in emphasis. Hard to narrate to the Local Government.

## Institutional Repositors

New Zealand Online: Communities  
 Digital theses  
 Learning Repositories  
 National Digital Heritage Archive  
 Schools  
 Research Centres

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- Next biggest thing is Digital Dumps around communities/organisations – connect New Zealand through one big social, economic transformation.
- Tertiary education, Polytechs, institutes – promoting idea of national site licence and public library to put digital resources together for our country’s benefit.

### Where does Te Puna sit?

RIF has been prepared – help from many.  
Transformation on Te Puna.  
Unchartered waters.

National Bibliography Database  
National Union Catalogue  
Index New Zealand  
Metadata Scheme  
Interloans

- Open digital resources between New Zealand and Australia. 12 months timespan to release information. To be expanded by Jenny in her talk.
- National Digital Heritage Archive
- Will position itself, LINZ, Archives New Zealand, Statistics New Zealand, included in this. Future prospects include expanding Wellington building. Upgrading Auckland and National Library. Future of digitising could reduce National Library place in community and country.
- Thank public libraries for “Treaty to You” – roadshow – may have second stage (finance). What can Central Government do to get through some of the barriers.

### **LIANZA TASKFORCE PROFESSIONAL REGISTRATION (John Garraway & Rob Arlidge)**

- John recently attended New Zealand Post Awards -- need to have a look at including a librarians choice/input into.
- LIANZA has put up \$20,000 to assist with training librarians to use EPIC databases. What is it that needs to be taken out there? Training package to take out on the road. \$1,000 per road trip – estimate. Feedback please?
- Booksellers in New Zealand have launched New Zealand Book Month to promote home grown books/authors – chosen September for promotion month.
- LIANZA Conference: 50% of exhibitors’ foreign countries – statistics 2005 on LIANZA website at conference. 2007 Conference at Rotorua. Probably Auckland after 2007.
- New agreement with Victoria University and Open Polytech are involved on academic panel – journal. Introducing new magazine to come out three times per year. Expanding other publications and online library.

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Questions: Registration/Registered librarians – foundation scheme – 2-3 years.

- Revalidation – will come out in consultation document. 8 June meeting will be wrap up of that particular taskforce. To bring people onboard – rule changes needed to be at AGM. Votes in the regions. Will fundamentally alter profession behaviour. Designed for person that will become a qualified librarian (registered). Need to think towards the professional level skills for the future. Prepare the acknowledgement of one that will never come to be a registered librarian. Huge group may be in future. In Australia – something that is wrapped around that – technicians/circulations etc.
- LIANZA’s membership is for only qualified librarians (professional only) but should have a level of membership of circulation/technicians to make them part of this format. LIANZA to be taking control. Future 10 years – basic guaranteed knowledge from the registered people.
- Challenge: Voting process – make easier (requires rule change to this – so only members can vote Roadshow could be good opportunity to get out to the libraries? Legally check rule changes. AGM ratification of changes, rather than debate.
  - Revalidation: Three years has been discussed (timespan)
  - What type of content can assist with revalidation.
  - How are you participating in LIANZA.
  - Think outside the square for revalidation.
  - Document hopefully out by August.
    - Promotion of libraries as a profession rather than a building called a library with librarians in it.
- Journal: New Zealand libraries – congratulations -- promote Victoria & Open Polytechnic. Professional Journal – concerned New Zealand libraries an academic journal – worry? Can’t be an exclusive lecturing journal. Needs to be more aimed at managers as well – articles written that is more relevant than a lecturers journal. High quality articles from practical librarians that need sharing. Day to day running activities of libraries.

### **PLACES AND SPACES CONFERENCE – a glance at some Australian libraries (Rosalie Blake)**

I learned:

- Service has very little to do with the building; the tone, the range, the sheer quality of the service – quite unrelated to the tone, the range or the quality of the building.
- Great library buildings can be exciting and stimulating or they can be calm and inviting.
- They can be enriching or introspective, loud or quiet, bright and colourful, or soothing and accommodating.
- The service can be brash and up-market or quiet and retiring.

Examples (slide show):

- Goolwa – new library in a heritage precinct.
- Munno Para – young and hip, all staff floor-walk, 30-35,000 issues per month, 20,000 visitors per month.
- Eltham –park-like surrounds, environmentally friendly, 50,000 issues per month, 14,000 visitors.
- Mill Park – couldn’t find the library, no signage, high shelves, early 90’s décor (2002 building), 50,000 issues per month.

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- City Library, central Melbourne – tiny, shoehorned into two historic bluestone buildings in Flinders Lane, 40 computer stations, 70,000 issues per month.

### **SOUTH ISLAND MANAGER’S REPORT (Ian Littleworth & Glen Webster)**

- South Island meeting similar in format to North Island.
- It was suggested that Library Managers send/email a 1-page report to the conference organisers to attach to the agenda, which was then useful to put a face to a report and provided a lever to engage later.
- Main issue for discussion centred around IT departments and level of support, especially for the smaller libraries.
- Lengthy discussion around EPIC
- Ian Littleworth reported that the South Island Librarians conference had been held in Gore. Next year it would be held at Hamner Springs, and the year after that in Nelson. He welcomed the attendance of North Island librarians.

### **NATIONAL LIBRARY WEEK COMMITTEE REPORT (Jeff Cabral)**

- Employing a PR agency would lift the standard/of collateral/ material and do something at a national media level around Library Week eg. mass reading of one book on one day. The book selected for this year was “Down the Back of the Chair” Margaret Mahey – tentative webcast of her reading book.
- In Library Week – get back to basics with posters and book-marks. Produce a book journey – books to read (distributed example in meeting). Suggested books to read – use a Maori option as well.
- Library week is in September; LIANZA Conference in October; and Public Library Summit in November.

### **NATIONAL TRENDS IN DIGITISATION & MICROFILMING (Andy Fenton)**

Presented by Andy Fenton, Managing Director of: New Zealand Micrographic Services; Heritage Materials Imaging Facility; Desktop Imaging. Andy explained that his businesses were “dedicated to the preservation of the history of New Zealand”.

Explained that film made in the 60s and 70s was made from acetate. If you could smell vinegar, this meant the film was deteriorating. Andy covered the following topics:

Trends:

- in micrographics:
- in digitisation
- scans of plans and maps
- image capture
- scans of photographs
- book scanning
- image processing
- scans of negativces

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Library Visit

Drinks – sponsored by Micrographics

8.00 pm Premier – *Da Vinci Code* (option) Readings, Coastlands

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## Day 2

### HOUSEKEEPING AND THE DAY'S AGENDA

1. Barbara Whitton welcomed everyone.
2. Geoff Chamberlain reported that ALGAR were finalists in all three IT award categories that they entered into. He believed this showed recognition of how highly libraries are regarded in IT and as IT users/providers.

**Martine Poiree introduced 'Bookfind Online'** a bibliographic database designed for librarians and booksellers. The database collects information on all titles published in the English world, including indigenous languages such as Maori and Afrikaans. 7.3 million titles are on the database including DVD's, CD's, videos and audio books.

- Access to 'Bookfind Online' is by subscription and not available to the public, although amazon.com subscribe to the database and use information to enhance their online promotion of each title.
- There are 25 different search fields, with links to publishers' websites.
- Keyword searches are good for obscure subjects and a keyword search will locate chapters within books that may match the searched topic. 'Bookfind Online' can also search reading levels, books published in specific countries and timeframes.
- Martine is available for staff training at libraries.
- Bookfind have developed a 'cluster' service whereby smaller libraries can share the cost of an online subscription. This can include a combination of types of libraries, for example, public and polytechnic.
- A special note was made to remind managers about the Nielsen BookData Research Award.

### **Kaye Forrester spoke representing Auckland City Libraries and on behalf of Metronet Marketers. Kaye gave a timeline of the development of the Metronet television campaign.**

2002 - Discussed television advertising with Colenso. Promotional advertisements were developed by Colenso with limited input from Metronet.

2005 - Marketing and Communications strategy is developed, which includes a three year television campaign. This strategy included more communication from librarians and not driven exclusively by Colenso marketing as in the past.

2006 - Report to be presented in the near future to the Metronet Managers recommending that the three year television campaign continue with more defined outcomes and measurement of success. The branding image that the advertising campaign aims to promote is a perception by people that libraries are strong, self-confident and attractive. A conscious decision was made to 'grow' the community's perception of libraries and not necessarily get people visiting and using libraries. The advertising campaign is resourced on a relatively low budget.

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**Fiona Rigby and Lynn Walker spoke about the EPIC database and governance issues.**

Fiona thanked Metronet and the Polytechnic Libraries in helping them financially to get the database off the ground. Choosing the databases to be included on EPIC was a combined effort.

2006 is to be a year of consolidation. The following issues will be addressed;

- a business model will be developed
- a training and content package will be developed
- ways in which databases can be kept going will be investigated, and
- strategies to increase professional development and support will be investigated.

EPIC have secured \$20,000 for training and will need to use this carefully to ensure everyone has access to training. A suggestion was put forward by Fiona that libraries provide staff on a regional basis to be trained in all aspects of database searching and internet use. These people would then be responsible for going back to their regions to train the librarians.

Ebsco and Gale databases are currently providing trainers that visit libraries to show staff how to use their databases.

Fiona recommended that managers look at the training ideas already developed by NZ libraries using EPIC. This is available on the EPIC website. Fiona was aware of the increasing need of staff training using the EPIC databases.

EPIC's strategic Plan is also on their website.

The maximum amount of databases has possibly been reached that will be available through EPIC.

It was suggested by **Chris Szekely** from Manukau City Libraries, that there may be a possible tie-in with National Library to promote Science and Technology databases on EPIC.

More people will be needed to join the EPIC governance group in the near future, as staff are nearing the end of their secondment period.

The governance group meet four or five times per year and are flown to a meeting venue (normally Wellington). There are representatives from all nine areas of libraries that are part of EPIC. In the past the governance group have looked at specific governance issues, and the direction of where EPIC was going. As and when needed, the governance group have called on other library staff with specialist skills in areas such as negotiation and analysis.

A note of thanks was given to all staff on the governance group for working so hard to make EPIC a success.

Fiona asked meeting attendees to contact her if you are able to provide staff for EPIC training of other libraries.

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Fiona is also managing the programme for the LIANZA Conference in October. Initial information about the conference should be released in June.

### **Jane Hill and Rose Barker – PLA Conference Boston, 21-25 March 2006**

Rubin, Rhea Joyce (for the Public Library Association.) Demonstrating results using outcome measurement in your library. PLA Result Series. ALA, Chicago, 2006.

ISBN 0-8389-3560-5

[www.alastore.ala.org](http://www.alastore.ala.org)

12,000 delegates, 4,000 trade exhibitor stands. Sessions began at 8.30am and concluded at 5.15pm. Sessions seventy five minutes long with forty five minutes between sessions.

The trade stands were only available to look at for the first few days. A swipe card was included in each delegate's information pack which provided all your contact details. This enabled each delegate to quickly and efficiently add their names to each chosen trade exhibitors mailing list for further information to be sent to them.

Free and hugely discounted books were available for the trade exhibitors. Some of the smaller libraries did most of their book buying at the conference.

There was a huge amount of conference sessions to go to. Jane and Rose both felt that on the whole there was nothing new that American Libraries were doing that we aren't, they are just doing things differently.

Two of the sessions that Rose particularly enjoyed were;

- Tips for creating a 'can't miss' children's website.
  - Discussed who is your audience?
  - Is your website for parents or children?
  - Discussed the fact that children love sound, animation and music.
  - Designers of children's websites need to make sure things appear to change constantly.
  - Teens needed to feel they could personalize the website.
- How do you make your teen area 'teen-friendly'.
  - Have a dedicated teen space.
  - Your actions need to meet teen needs.
  - Need to recognize how teens study – lots of room with talk space.
  - A recognition that teens come with lots of accessories. Teen areas need space for skateboards, backpacks etc.
  - Teens like to talk and make noise.
  - Librarians need to keep up with technology for teens, for example MP3 players.

Jane presented a topic to the delegates about organizational structure. She started her speech in Maori, which was the first time anyone had addressed the conference in any other language than English. Jane had to use 'American' English so that her audience knew what she was talking about. For example, book issues became checkout.

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After the session, delegates asked numerous questions about a variety of topics. They were very familiar with NZ library websites, and asked questions about why libraries were doing certain things.

Jane particularly enjoyed a session called, 'Accelerating in the Home Stretch'. The topic was about preparing for retirement of current staff, with emphasis on succession management and not succession planning. Work-life balance programmes and preparation programmes for retirement were also discussed.

Another session Jane enjoyed was called, 'Wake up Call – What Our Customers are Trying to Tell Us'. Denver Libraries were used as an example of a library service meeting the needs of their community. Library services in Denver are customized to each geographical locations needs and provide specific collections at each branch. For example, each library has a small core collection of library materials. One branch specializes in 'Family' resources and services, another focuses on 'Adult Contemporary' and another branch, 'Children's' resources and services.

One of the main issues that was raised was the provoking thought, 'Is your library an institution or a destination?' It is always important to see a problem from a customer's viewpoint. If you make a change, walk through it from a customer's viewpoint.

Other really good services/issues raised were:

- Holiday programme packages were available from trade exhibitors for US\$50 per year for. All promotional and resource materials were included. Unfortunately this was not available to New Zealand libraries.
- 'Power Walls' were face-out displays.
- Lots of branch libraries are closing and being replaced by 'wireless' librarians. There are also Para shelving professionals – people who issue/return and shelve library resources.

Jane has information available from the conference for anyone who would like it. Overall the conference was an incredible experience. It was exciting to see the latest technology and talk with other Public Library staff.

### **Library Managers' Reports**

Anthony Lewis – Palmerston North City Library

- Three extra staff this year.
- Four new staff in the next financial year.
- In the process of creating an enlarged youth space.
- Encountered political issues in the development of a branch library in the Highbury/Takaro area of the city.
- Twelve display stands used at Rebel Sports were acquired for the Library and have worked extremely well. Another dozen have been ordered.

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Chris Szekely – Manukau City Libraries

- Since October 2005 Chris has not been in Library Managers role. He was co-opted onto a taskforce to restructure Council services. Gill Panell is acting Library Manager.

Gill Panell – Acting Manukau Library Manager

- Millennium and Clendon Library are completed.
- There has been an internal review of library structure to support a new direction in libraries.
- From October 2005 through to May 2006 new appointments have and will be made.
- There has been no increase in FTE's so processes have to be in place for staff to work smarter.
- One new position has been created – Community Cultures Librarian.
- RFID is to be fully implemented over the next three years.

Allison Martin – Kaipara District Library

- A specialized collection of DVD's is now available. It focuses on films with a New Zealand connection, whether filmed in New Zealand, or directed/acted in by New Zealanders.
- Have one Public Library and community is geographically spread out.
- Community Libraries now have funding for a computer system to link all libraries via the internet.
- Northland Libraries Network.
  - First computerized rotation of talking book and large print books completed.

Simon Johnson – Feilding Public Library

- The free and rental system is to be removed at the beginning of the new financial year. All items will be free to borrow.
- Sanson Community Library now have a computer to access the library catalogue, EPIC and internet. As broadband was not available at this site, a satellite dish has been installed in order to make the connection faster. Once broadband is available in the area the dish will be removed.
- In the process of digitizing just under 2000 photographs in the archive collection. New Zealand Micrographics are doing the scanning.

Ewan Hyde – Wairarapa Library Service

- Featherston and Martinborough Libraries have been newly renovated.
- Greytown Town Hall now being renovated to incorporate a library.
- There is funding planned for the 2007 financial year to provide Carterton with a new library building.
- Just signed up for EPIC.
- Part of 'Peoples Network' project in Wairarapa.

Sheree Gross – Te Awamutu Library

- Have a new District Librarian.
- Massive outreach programme undertaken. Over 30 schools visited with a 'roadshow'. Met with teachers at staff meetings – would recommend taking chocolate to keep the teachers attention focused.
- As a result of the outreach programme, children's issues have tripled.

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Su Scott – Waitakere Library

- Building projects finished.
- Three new library buildings opened.
- Ranui Library planned for replacement.
- Formed a 'Community Partnership Fund' to develop a digital collection of key announcements/stories/events/music specific to their community.
- An outsourcing solution for cataloguing and processing resources is being investigated to help staff shortages in this area due to an increasing book budget.
- Sixteen new staff have been appointed this year.
- An extra ten staff to be appointed in the new financial year.

Jane Hill/Denise -- Wellington City Libraries

- New Karori Library 10-14 years planning
- Collection Asset Management Plan
- Migrant toolbox 14? Languages
- DL all staff – technology
- Library activity review – radical service model (10 year focus)

Jeff Cabral – Upper Hutt

- Full year - have had building review/library review (July & August 2005)
- New Director – LTCCP done direct with CE
- Next 3 years to 300,000 collection budget
- Looking at extending weekend hours, possible Sunday
- Looking at closing Pinehaven Branch, closing Mobile, replacement with HouseBound service.
- New central library - 2009/10.
- Growing issues and foot traffic
- Running series of staff workshops – keeping staff informed of process (LTCCP) over 500 submissions.
- Staff have made submission.
- Recent digitisation grant received 30,000 from lotteries.
- Second sleepover in children's library very successful

Sharlene Morley -- bookinopolis

- Arts & Cultural Centre and Council and Library complete next year.
- Manager left – restructure exercise.
- Next 10 year budget – upgrading to reach target of 2.5 items per head of population
- IT – upgraded – looking at joining with ELGAR, currently this is in negotiation.

Rosalie Blake – Horowhenua

- Council negotiating with 60 owners to buy sharemarket building, plan to move library.
- Have application in for National Digital Community Funding project – photographs, diaries etc – partnership historical societies, writing software – 'Kete Horowhenua' – through to second stage
- French student for three months.

Catherine Bryham – South Waikato

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- Working on asset management plan
- December – sorted EPIC – took to A&P Show to promote – very successful (8,000 visits month).
- Doubled hours at Tirau (12-24)
- Pacific Island oral history project – very successful, need to find expertise and \$\$ to continue. Maori Subject Headings – contributing to

#### Helen Naismith – Hutt Central Libraries

- Ruth Halliday retired. Sandra Mann new libraries manager
- Library now 50 years old, although refurbished has already reached capacity
- Extending branch and/or Sunday opening hours to accommodate growing business
- Planning to revamp and reopen small branch.
- Partnership Medical and Plunket
- Launch Books for Babies in conjunction Plunket.
- 2<sup>nd</sup> monster booksale this year – storage and transport a problem. 6,000 profit.
- Two larger branches – installed self-check machines -- kids leading the way.

#### Lynn Walker – South Taranaki

- Humming along – Buinessess behind books now into three libraries – trying to slow down – creating technical .services issues getting materials in.
- New LMS Softlink Liberty 3 – 23 October 05 go live – 80% there!
- Had regional secondary school literacy challenge – went to U3A group to organise – Paperplus involved – produced trophy. (7 schools). Run final as event in theatre – very successful.

#### Judith Brenan – Tararua

- Council gave 20% increase collections budget – real impact.
- Increased. opening hours smaller branches.
- Participating Peoples Network Pilot.

#### Sheryl Read – Havelock North

- New branding -- Hastings District Library – ‘Let your mind soar.’
- Finished strategic plan.
- Havelock North – patron self-check installed – 3M. 26-30% customers love.
- Completed intensive three month promotion/training exercise.

#### Karen Rae – Flaxmere

- Council expos – each area has a booth – councillors and staff there – library had video – filmed and produced themselves.
- Flaxmere extended Saturday open hours – up in issues as a result.
- Third year local writing competition targeted year 5+6 –a trialled at one school, extended since publishers, Licensing Trust and schools keen to continue.

#### Raewyn Lowe – Hastings Central Library

- Big upgrade Spydus. Able to have syndectics and display book covers.
- Excellent courses – Marketing Rocks, Library Assistant Day, Organising Archives Kiwihost student.
- Summer reading programme.
- New branding also on website.

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- 75<sup>th</sup> Anniversary Hawkes Bay Earthquake – realistic displays. - DVD created before and after – played all week - Local storyteller – local stories
- Afternoon teas – elder care.
- Revising coll. Development plan.
- Have had \$50,000 extension to central library.
- First Choices project – strengthening migrant relationships in community - photo and text each child – students from High School acting as mentors.

Vicky Clarke – Rodney

- ELGAR – post implementation, still adjusting.
- Currently – Datacom and IT to manage learning centre (Spiros)
- Installed first two self check in June.
- Eyezone programme – 13-19 year olds, informational support, social – really successful. 20-25 attending – “IZoners” Fund from Forum group for IT – laptops. All access free, able to borrow rental free during time.
- New Library and Service.Centre. in Wellsford planned (LTCCP).

Sandra Hughes - Wairoa Public Library

- Wairoa is a small library with 3.2 staff.
- Found meeting very helpful.
- Library opens with 2.8 adults/3 students on Saturday.
- Challenge with new staff -- found the staff enthusiasm great.
- Found change to library system – innovative.

Penny Walsh – Hawkes Bay Memorial Library Gisborne

3 main issues this year.

- Older staff in library -- Having trouble recruiting new staff
- Reviewing all services and operations – housebound etc.
- Building project – whole civic project including museum and people who want to connect into the same space. New building will not be rate funded – present building and land was gifted. Will have to find the money herself. Community hopefully will come to the project.
- Programmes are focussed entirely on children – no adult promotion in library is done.
- Strong book council in Gisborne. Wide area to cover with promotions.
- Taking workshops to schools rather than come into library due to distances of areas.
- Low decile schools came to library for childrens promotion and it was very successful.

Kay Forrester/Auckland City Library

- Auckland City Council structure has undergone new change, so big changes in Council. Greg Morgan – Life Long Learning manager at Auckland City Library – 17 libraries and a mobile.
- \$2.6 million to refurbish Auckland City Library. Visitors numbers increased in this time since November 2005.
- Lots of promotion on restructure. Adding café on corner Wellesley/Lorne Street, Café owners healthy/organic food and affordable portions, All good – aimed at students and public.
- Adding satellite TV 24 hours and newspapers online in new area (New Zone).
- Added kids interactive games. Project from ceiling to ground – three different modules. 3. Vertigo, 2. Breaking Ice etc. More modules to come over the next few years.

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- Had three managers – now one manager and multiple team leaders, has sped up the decision making.
- Strategic direction now being done for next five years – digital – website review.
- Launched internet – access to librarians on-phone and online – in conjunction with Council.
- In discussion with Waiheke re: library services.
- Events for the year: Summer reading programme – sponsorship for incentive to finish programme, 2,000 kids signed up, 1,500 finished.
- Event programme with 200 events to raise profile of all services in libraries for next year.

Rosemary Marshall – Waikato Library – left

Meg Bryant – left

Faye Clarke – gave report on behalf of Rosemary and Meg

- Meremere and Te Kaupua.
- New services to Springhill Prison.
- Eight territorial authorities in Waikato got together to discuss shared library system. Eight Chief Executives signed off – strategic plans etc.
- Ticket Direct – Hamilton City Libraries sell counter sales for performing arts. Put them in libraries from the theatres. People like the extended number of venues that tickets can be purchased, has challenged front-line staff.

Judith Sail – Tauranga City Library

- First new library for 17 years – going RFID in the Papamoa Library and Community Centre, all being readied for opening.
- No expression of interest in café area as yet. Small area.
- No service centre – area is there.
- Appointed community centre manager for two years/within library.
- Have toy library with limited hours.
- Installation of Horizon. BOP/Whakatane – sharing ID management system, cataloguing – data, hosted by Rotorua who already has it.
- Looking at (library building) extending up at Tauranga.
- Council put library manager level on six months course. Whole day, 1 day a month. Very worthwhile – working with colleagues from Council.

**Jenny McDonald – National Library**  
**New Information Access Project**  
**(Te Puna – next generation)**

(Slides will be put onto website)

NIAP Metasearch  
Customisation  
Content Enrichment  
Get

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Programme Integration  
NIAP Subjects

Internationally benchmarked against other world libraries  
Provide information New Zealand to the world and to New Zealanders  
Important to link through to full text - New Zealand content and journals  
End users to get to the subject  
More New Zealand material  
Better searching and simplicity

NIAP – taking all systems and trying to bring them to 21<sup>st</sup> Century. Primary basis still there but redeveloping and reshaping them for New Zealanders.

Paul Curtis – several projects all linked NIAP.

Metasearch is the most visible – search layer on top – interface – simple results – digital build.

1<sup>st</sup> layer – interface search layer. Google interface. Simply interface.

2<sup>nd</sup> layer – customisation layer. Filter applied before the search (job role, area of interest – choices for people to decide) – breakdown the results of search – simple.

3<sup>rd</sup> layer – content enrichment layer. Information sources from New Zealand or worldwide sources.

4<sup>th</sup> layer – get layer. Going from results list to actual item. Link in all views, photos, text etc.

Two types of results. As above or offline delivery – hard copy/bookseller etc.

Which libraries hold the item or where it can be purchased – Amazon or local etc.

Linking through of all components and authentication of these components. To work in with other Government departments.

New Zealand Bibliography Project

Redeveloping this to an entity in own right. Showcasing what is New Zealand. Working with local libraries – creating much greater visibility – booksellers, libraries etc. Pushing New Zealand.

Sub project – National Union Catalogue

Ways of populating; Distribution data; Ways of Display

New Zealand Journals online – get New Zealand articles

Linking process not a digitising one

Linking what is already there in full text – drawing into together

Current programme status – Chart shown/see website when available.

NIAP concept discussed around country.

Questions: Seemed to well on with chart progression towards June 2007 and past. As projects get ended – is there any type of launch or celebration for these? First example of National Bibliography around LIANZA conference November?

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### **Library manager reports continued**

Danae Etches representing rep Bill McNaught -- Puke Ariki - New Plymouth City Library

- Reviewing collections
- Now have Request budget – for specific requested books
- Café will take up more of library space
- Expanding magazine and newspaper zone
- Working towards RFID
- Lifelong learning team, exhibitions, teachers all working together (Amanda Hewlet contact) for all ages.
- New floor plan
- Staffing –focussing on training and recruiting quality staff
- Creative economy – developing local creative economy
- Research centre – new projects – community created content
- Potential new project involving digital moviemaking for young people
- Reading and literacy aspect encouragement – new programmes
- Storylines – trust – children’s festival – authors coming for 1 day
- Science programmes

Leslie Clague – Napier Public Library

- Gone onto Spydus 8 – still bedding in.
- Taradale City Library – major survey for two libraries to see what people want, still want two libraries but have a view maybe to 1 major library?
- Good summer reading programmes – great success
- Activity management plan – lot of work but little disinterested staff to be brought onboard
- New carpet and rearrangement of layout in place
- Decrease the hours from 100-97 hours over both libraries (not better over staffing levels etc)
- All communication put on computer for to keep staff up to speed with happenings.

Brian Anderson – Porirua Library

- Rearrangement small parts of library
- Lost rooves of Cannon Creek and Titahi Bay libraries – low point
- Achieved very good relationship with Council IT Department. Good communication.
- Spydus 8 update in August.
- Just finished medium sized imaging project for historic society

Susan Harris – Kawerau Library

- Small library.
- IT Department has been doubled from 1 to 2 people.
- Given some money for some new collections for community
- Museum next door to become part of the library.
- Huge increase in funding subscriptions.

Jeff Chamberlain – North Shore

- Went live with GO, LIVE went very well but now has a few problems
- Floating collections

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- Auckland, Waitakere: Maori Opec live and Manakau (nearly sub-launch/mid June)
- Set up structure with business support manager and business support managers and teams. Reviewing structure to see if it needs a tweak.
- Looking at a shared service area as with Waikato -- Franklin, Papakura to join.
- Rezone land and rebuild Birkenhead Library
- Extending Devonport Library
- New Albany Library 2010-2012
- May end up with community libraries
- Multi-million \$ refurbishment of Takapuna Library
- Metronet – Australia and America interest
- Editor of “Aplis” – write to him and let him know

#### Joy Mongillo – Taupo Library

- Keeping on with EPIC – staff coming onboard IT staff giving better support.
- New staff structure – better utilise trained staff. More integrated work ref desk etc.
- Budget constraints for next year.
- Process of concept plans to extend library. Tenders close July 2006.
- Finding it hard to retain staff. Difficult to fill gaps.

#### Glen Webster - Malborough District Library

- Streamlined and standardised opening hours.
- Five months trial for 1.30pm – 4.30pm on Sundays. Evaluate the success from October, permanent from April 2007.
- Thanks to Summer Reading programme team. Endorsed the thanks.
- Picton Library now becoming old and new library hopefully will happen on foreshore. Council have engaged architects for new library concept.

#### Sue Farqher – Waipawa Library

- Extended Saturday hours to 9am to 1.00pm
- New staff and settled permanent staff
- Revisit learning culture idea
- Summer reading 86% completion rate – great success
- Trialled “Maths in Fun” programme in winter – real success
- Will rerun in this July
- New Zealand Post – quiz with children
- History Day with Settlers Museum
- Strategic framework meetings to be quarterly

#### Ian Littleworth – Nelson Public Libraries

- Completed building extension put in learning centre and full courses run.
- Activity room – book launches, poetry reading etc.
- Lot of staffing issues – now settled down
- Long term LTCCP plan for next 20 years
- Will enable look at processes and policies by 2009
- Will undertake school audit – training needs etc.
- Branding exercise, promotions and publications
- Top of the south regional focus – circulating talking books among six libraries

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- IT training/customer service training at smaller district libraries

Sharon Dixon –Kapiti Coast District / Otaki Library

Marketing & Promotions Team convenor

- New library membership cards – design by local artist, Bohdi Vincent
- New children's cards – Krispin Corshan artist
- Arty August in libraries – live demonstrations of arts etc. Redo this year as very successful.
- Vegetarian Day – cooking demonstrations in libraries, also very successful
- Da Vinci Code premier
- Books to Babies in planning stages
- Also have new bi-lingual self-check machine at Otaki

Lois Haddon – Kapiti Coast District / Waikanae Library

Collection Development Team convenor

- Collection Development Policy now out for community feedback
- Preparing team for collection report
- Developing and considering tender process for vendors.
- Change of library layout in 2005 – big change! Weeded collection by a third in 6-8 weeks.
- Successful book sale of weeded books
- Positive feedback from public

Barbara Whitton – Kapiti Coast District Libraries Manager / Paraparaumu Library

- Preparing for implementation of new LMS 'Koha' – 1 July
- Extension of Library hours, including Sundays – 1 July
- Have appointed Maori Services Librarian at Otaki and part-time Corporate Librarian.
- Undergoing remuneration review with Council
- Successful appointment at Waikanae with Wellington Library help Would like to acknowledge Wellington City Library support with secondment.

### **Review of Pubsig – Barbara Whitton**

Committee has received draft review report. Will be discussed at meeting in June and forwarded to LIANZA president for discussion at LIANZA Council. Options and recommendations will be voted on at AGM at Wellington conference.

### **Next years meeting**

- Continue with present organisation – still separate but more crossover with south Island requested Rosalie put motion -- all agreement from floor.
- Pre-reports requested, one page maximum
- Verbal report at meeting to be limited to one highlight, one lowlight, one other.
- Request for library report backs to begin on the first day, with the first hour of the second day dedicated to themes that have arisen for further quality discussion.
- Next meeting will be hosted by Raewyn Lowe at Hastings.