

Welcome to our latest newsletter!

### In this issue you can read about:

- a sponsorship opportunity to the LIANZA conference (*hurry – closes 5 September!*)
- libraries at home (the Deane Memorial Library and the Business Information Centre, University of Auckland) and abroad (Angela Jowitt reports in from Samoa)
- the TelSIG seminar
- how one academic library took part in Library Week
- how Massey Library have improved their catalogue
- the Open Polytechnic farewells Kim Gutchlag

### TelSIG Sponsorship to LIANZA Conference 2008

TelSIG is offering sponsorship for one librarian to attend the LIANZA Conference 2008, Poropitua Outside the Box, 2 – 5 November at SKYCITY Convention Centre Auckland. The sponsorship will be the equivalent of one LIANZA member earlybird registration fee plus reimbursement of travel and accommodation costs of up to \$1,000.

- Applicants must fulfil the following conditions: Be a first time attendee to a LIANZA Conference
- Be a member of TelSIG or LIANZA.
- Write a 250 word motivation titled "How I would benefit from attending the LIANZA Conference 2008."

The successful applicant will provide a written report of their Conference experience, to be included in a TelSIG newsletter.

Applicants must also provide written confirmation from their employer that, if successful, they will be given leave to attend, and provide receipts of travel and accommodation costs in order to claim reimbursement.

Applications should be addressed to:-

Doreen Bailey  
Associate Library Manager  
Universal College of Learning  
Private Bag 11 022 Palmerston North

Or emailed to:-

Doreen at [D.Bailey@ucol.ac.nz](mailto:D.Bailey@ucol.ac.nz)

**to arrive no later than Friday 5<sup>th</sup> September 2008.**

The judges' decision will be final.

### Libraries in Samoa

Just over two months ago I moved to Samoa to manage the library for the University of the South Pacific in Apia. It has been an experience living and working here but we are loving it!

Generally every day has dawned fine and sunny with temperatures in the high 20's, or up to 31 or 32 degrees around lunch time, and this is winter! I have no need for a sweatshirt or long sleeves of any sort. I don't even have to think about grabbing a coat as I rush out the door to work. Foot wear is the traditional jandall and cotton clothing is the most comfortable. I have acclimatised a bit since being here so don't spend the whole day in a sweat any more!

First impressions of the USP Library are that it is old. Actually the building itself is only about 15 years old but the furnishings inside have seen better days. We have over 50 wooden study carrels with high sides and white plastic chairs. A far cry from the modern, movable furniture being used in libraries back home. I have done my best to arrange the carrels so the students can work together but the barriers are there. Speaking of barriers, the front counter in the library was like a barricade when I first arrived. Fortunately the previous librarian had also been making noises about how bad the counter design was. Consequently during the semester break we have had some re-modelling done and can now get out from behind the counter and into the library to assist the students. Makes for much better customer service than standing and pointing in the general direction (which was happening before!)



There are four library staff including myself. A Senior Library Assistant, Library Assistant and a Library Attendant. These positions get paid between NZ\$4,000 and NZ\$15,000 per year which I know they can't live on. The girls are however cheery in their work and are all studying to further themselves in libraries. There is also a male cleaner assigned to us every morning. He generally turns up to work wearing a black and gold cap (backwards) and dark sun-

glasses!!

Little things that are taken for granted at home, such as power and water, are not so here. At any time we can be plummeted into darkness with computers crashing as the power goes off. The fans also stop working so it fast gets hot in the Library. Luckily we have a UPS connected to the Library Server so it can be shut down sensibly as the generator hasn't worked for over a year. Last week we also had water shortages, the tank was getting low, so there was no water in the bathroom at all.

Our mosquito screens have just been replaced which I am very glad about, especially as there is a Dengue Fever outbreak here at the moment. This now means we can work in the evenings without having to slap and flick bugs off the desk, arms and legs! It also means the book stock can be kept bug free, well as bug free as is possible in Samoa!

Samoa is a wonderful, lush, warm, friendly and laid back place to be. The library functions well through budget shortages and slow internet speeds. The students don't expect much therefore are extremely grateful for any assistance we can give them and when all else fails there is always the phrase "well this is Samoa!"

Angela Jowitt  
Senior Librarian  
USP Alafua Campus Library  
Apia, Samoa  
Email:- [jowitt\\_al@samoa.usp.ac.nz](mailto:jowitt_al@samoa.usp.ac.nz)

### TelSIG Seminar, Palmerston North, June 26-27

In late June over 60 tertiary librarians met in Palmerston North for the biennial TelSIG seminar. The committee received overwhelmingly positive feedback about the seminar and suggestions for improving future seminars will be passed on to the next committee.

If you didn't attend and would like to catch up on the content you can view presentations that were made available online at [http://lianza.org.nz/community/telsig/Seminar\\_08\\_files.html](http://lianza.org.nz/community/telsig/Seminar_08_files.html) and read the following reports from the two librarians TelSIG sponsored to attend. **Hana Whaanga and Tony Quirke share their perspectives on the two days:**

I had never been to a TelSIG National Seminar before and got to go after receiving a sponsorship from the TelSIG committee, for which I was very grateful! The seminar started with goody bags – it's all about the free stuff! I had come prepared, armed and laden with 50 brand-spanking new business cards. I madly flung them out at the dinner on the Thursday evening

(sponsored by ProQuest, thank you Dan Hamid), and the following day when I was more comfortable talking to others after a night of networking and socialising!

Other than the business card flinging and networking, the talks I enjoyed most were from people that I had heard about but never met - Cate Wartho (now Bardwell) and Timothy Greig: . Cate used to work at the Wellington Medical Library where I cut my teeth as a librarian, and Timothy is the Assistant Librarian at the Victoria University of Wellington Architecture and Design Library (fondly called A&D). Timothy spoke about the potential for library involvement in Second Life and how this related to his MLIS research topic on virtual world libraries.

To sum up, the highlights of TelSIG 2008 "Libraries of the Seven Cs" (ooohh arrrrrr) for me were:

Making new friends

1. **Anne Ferrier-Watson** - The one that kept asking the smart and intelligent questions in discussion time (we went shoe shopping after the conference too).
2. **Timothy Greig**, <http://timothygreig.com/> - aka "Aramis Maginot" in Second Life
3. **And everyone else!** (I highlighted your names on the attendee list in the goody bag, don't worry I haven't forgotten you all!)

Seeing old ones

1. **Sue Hirst** - Reference Librarian at Victoria University and Maori subject specialist
2. Ok, so I don't have that many old friends in this game... yet!

Hearing about the cool 2.0/collaborative and innovative stuff people are doing in tertiary libraries. I particularly enjoyed:

- Cate Wartho's trials and tribulations of helming the Otago Polytechnic/College of Education campus library after a takeover - sorry, *merger*.
- Diane Friis (Twist EIT and Massey University) "Children of an arranged marriage".
- Mary Weddell's (WELTEC) talk on E-Learning and getting library staff involved in curriculum development.
- Di Barnard's (Massey University) talk on the experience and merits of Adobe Connect in virtual reference
- Mark Simmonds and Diedre Ashton's (Auckland University of Technology) demonstration of AUTOnline, bringing the library into courseware - the student's domain.
- Ainslie Dewe (Auckland University of Technology), Barb Garriock (MIT), and Leonie Hayes (University of Auckland) talking about Institutional Repositories.
- Jon Heslop (Director and Senior Consultant of CEO group) talking about *Change*

All these were fascinating for me and I wrote down copious notes and ideas for my own institution. Unfortunately, I've sold my soul and I'm now living and working in Perth in Western Australia. However, I'll be back in New Zealand soon no doubt and back for the next TelSIG seminar hopefully. Thank you very much for the experience; I obviously really enjoyed it! ☺

*Hana Whaanga  
Free-spirited Librarian*

The June seminar covered a disparate collection of topics. I applied to attend under sponsorship from TelSIG, and was motivated by a desire to get a different perspective on library work than that of technical services.

Since the seminar I have come across a paper which I think touches on all of the "Seven Cs" themes.<sup>1</sup> In it, the authors focus on several dimensions of the "digital divide" – the gap between the information rich and poor - that pertain to the services and responsibilities of libraries. I will examine the seminar in light of its conclusions.

The consequences of the digital divide were addressed in the seminar in Graeme Fraser's speech about the Government's goals in tertiary education through the TEC and the role of tertiary library services; and in the look at the Wanganui Tertiary Education Collaborative Venture - especially in the way a tertiary education system was seen as a means of addressing the community's employment problems.

Looking at a "knowledge community" as referring to the students and academic staff a particular library serves, the paper foresees librarians emerging as:

- **Technology experts** –ensuring that members of the knowledge community understand the available technology and use it to its potential
- **Guides** – directing members of the knowledge community to outside information when appropriate
- **Scouts** – ferreting out information useful to the knowledge community
- **Research librarians** – helping users define information needs
- **Analysts** – adding value to information by creating a context for understanding
- **Information providers** – increasing access to collections beyond the physical library

Consider the presentation on the use of Second Life. In my opinion the technology doesn't seem particularly useful at present, but it may very well show the way towards the use of virtual realities in education in the future, just as the old Gopher technology paved the way for web browsers and the World Wide Web on the

Internet. The librarians experimenting with it now serve as a way for tertiary providers to appreciate the potential of high bandwidth Internet access in the future.

Consider the presentations on e-learning tools, and the look at new buildings at Waikato and Whanganui centred around attracting students. Collections are made available to students both electronically, and in person, by making it as convenient as possible for them to go to, and work with, the collections.

Consider the talks by Graeme Fraser and by Sue Roberts about measuring quality of library services in the context of educational results, and how this might be demonstrated by showing library services actively scouting out information for the academic staff and helping to define needs and guiding students to information. Consider aiding analysis by giving students a wider context for their studies than they would could get without the library, helping them go beyond being taught to learning for themselves.

Consider the role of information provider on behalf of the institution in setting up and maintaining institutional research repositories, and seeing them not as a chore for the library but as a point of pride in demonstrating the worth of library services.

Consider the idea of serving as a bridge over that digital divide not just as an overused and abused metaphor, but as a lens for assessing and interpreting the change imposed on libraries, the demands of stakeholders and policy-makers, and the collaborative projects the library embarks on.

I came to the seminar with a technical services perspective, trying to learn from people who dealt more closely with actual users. I came away from the seminar convinced again of the need to put the user first in the way we go about our business, whether we be tertiary, public or National libraries. As regards the role of library services in a tertiary sector re-examining its place in the nation, my conclusion is that librarians should stand first and foremost on their traditional user-centred focus. You have the ability to creatively demonstrate to your institutions how this can be adapted and evolve with the new technology available to meet the institution's social role.

*Tony Quirke  
National Library of New Zealand*

### Profile: Deane Memorial Library

The Deane Memorial Library is the resource & study centre for Laidlaw College (previously the Bible College of New Zealand) located in Henderson. The name change results partly from the fact that BCNZ no longer accurately describes what we teach. As well as theo-

logical qualifications we have a School of Counseling and, from next year, will add a School of Education as Master's Institute (primary school teacher training) comes under the Laidlaw umbrella. Two other specialist areas are the teaching of a Tongan language stream at the Certificate level and a Preparatory course for ESL students or those unfamiliar with contemporary educational practice.

The Library is housed in a relatively new (occupied 3 years) purpose built structure which allows for expansion. We have a bookstock of around 48,000 and currently receive about 250 serial titles. We have Softlink's Liberty 3 as our library management system.

Hybrid course development (for face-to-face and distance tuition) requires all students to use Moodle for their course work and they also have access to a growing number of on-line databases.

We have 2.5 permanent staff and employ interested students for evening supervision. Our 2007 enrolments totally 537 EFTs nationwide, made up of 450 fulltime & 931 part-time with 405 of these being distance students.

The Laidlaw-Carey Graduate School is a joint venture between the two institutions and is another of our growing edges, with these students requiring more specialized resources and assistance.

The next challenge facing us is the integration of the Master's Institute Library into this location ready for use in 2009.



*Denise James  
Librarian  
Deane Memorial Library*

### **The Open Polytechnic Library farewells Kim Gutchlag**

The Open Polytechnic of New Zealand Library reluctantly farewelled Manager Kim Gutchlag at a morning tea on 4 July, as she left to take up the position of Manager, Collection Description at the National Library of New Zealand.

Kim has seen a lot of changes during her time at the library, with a growth in staff from two sharing a very small office to the almost twenty there are today working to support polytechnic students and staff. Kim moved through various roles within the library, becoming the Library Manager in 2001. She set a clear direction for the future success of the library as well as striving to obtain the best results for the polytechnic.

Kim's contribution to The Open Polytechnic was much wider than her work in the library. She always showed a keen interest in the working of the polytechnic as a whole, sharing her ideas and expertise with many a board meeting, working group or committee and her depth of knowledge will be greatly missed.

Library staff described Kim as a consummate professional who has shaped a library service to be proud of and who continually raised the profile of the library within the polytechnic. Her concern and caring for her staff was remarked upon along with her well known quest around the polytechnic for a new library building, a cause which she championed at every possible opportunity. Library staff have been well trained and are primed to continue the crusade!

Kim leaves the Library in the capable hands of former Operations Manager Kevin Moffat, who has accepted a short term secondment to the position of Library Manager.



*Heather Bradley  
Open Polytechnic of New Zealand*

## New Developments at Massey University Library

### Encore:

As part of Massey University Library's recent catalogue upgrade (from Innopac to Millennium), Innovative Interfaces new "discovery layer" was also purchased and has now been made available to Library catalogue users.

[encore](#) provides a new way of accessing information that is currently in the Library Catalogue, but often "buried" and only visible via the Advanced Search page, or by adding limits to search results.

A keyword search in Encore displays subject headings (drawn from all records in the result list) as tag clouds, giving searchers immediate access to a large group of topic headings which previously would only have been visible by viewing one record at a time.

Similarly, fixed fields in the catalogue records (such as language, format, date) are now displayed on the results screen – particularly useful when trying to identify AV material or theses, for example. Table of contents, summaries and reviews are all more immediately visible too. Encore can be viewed at <http://encore.massey.ac.nz/iii/encore/app>.

### MasseyLink:



The Millennium project at Massey has also seen the implementation of link resolver software, enabling more immediate access to online journal articles. Given Massey's multiple campuses and high percentage of distance students, our preference is to subscribe to journals in electronic format. Getting our users to that content has not always been straightforward, particularly for those students who receive no direct Library tuition (either via a class or through the Help Desk services).

These developments, along with the official celebration of the new-look OPAC, were launched at a function at Massey's Turitea Library on 31 July, with Acting Vice-Chancellor Professor Ian Warrington presiding.

*Jane Brooker  
Massey University*

## Whitireia's living library books

Whitireia International's ethnically diverse campus promoted Library Week this year through the Living Book concept. These are books that breathe through people with interesting hobbies and knowledge that might fascinate users. The books could be reserved

and borrowed for 15 – 20 minutes while they talked about their topic and answered questions by the reader.

Tutors and students were targeted through emails some weeks beforehand to become Living Books, and most were agreeable. Being an international campus the aim was to get as many different cultures as possible to be books. Topics covered included : travelling in Russia, Tonga, and India; living in a foreign country; the military; martial arts; ships and shipping; careers, and more.

A couch and two armchairs in the Library, as well as chairs and tables in the foyer, accommodated the Living Books and their readers. Two generous book shops donated prizes of book vouchers for one of the readers and for the best seller.

The activity was a huge success. Some books were read on more than 15 occasions. The Library was like a bee hive with four or five books being read at the same time. We received many requests to repeat this event as everybody enjoyed it so much.

*Fran De Villiers  
Librarian  
Whitireia Polytechnic*

## The Business Information Centre, The University of Auckland Business School.

The architecturally striking building complex known as the Owen G Glenn Building officially opened for business in February 2008. as the new home of the University of Auckland business School, the OGGB offers state-of-the-art teaching, learning and research spaces – one of these being the new Business Information Centre, on Level 2.

The BIC is resourced and managed by the University Library's Business librarians. The BIC offers information services to Business School postgraduates and staff, and complements the services and resources delivered from the larger General Library, where the business print collection is based.

From 2002, the Business librarians worked with the School and the architects on the design brief for the Business Information Centre. As part of a futuristic leading edge facility, we envisaged the Centre as an inviting open space, offering a quiet retreat for reading, study and research, access to our specialised electronic materials, and staffed by professional business librarians.

We moved into the BIC in December, 2007, but planning for the move started months earlier. All

aspects of the new Centre had to be considered and planned for, from the furniture and fittings to the creation of our new BIC website: <http://www.library.auckland.ac.nz/subjects/bus/bic/> and a marketing and promotion outreach to our potential users.

Eight months later, we are well settled in the BIC and offer our clients:

- personalised information services from the Business librarians
- a print collection highlighting New Zealand business publications and international newspapers, plus a core business reference collection
- a business databases room, that doubles up as a small teaching space for a new series of advanced database instruction, called 'Databases to Go'
- a business reports room that houses a historic New Zealand company annual reports collection, and is suitable for meetings and 'silent' study;
- displays that enhance Business School teaching, learning and research activities and library collections

We look forward to extending and enhancing our resources and services and have several new ideas in the pipeline including a special collection to showcase the publications of Business School staff.



Shari Hearne  
Manager, Business & Economics Information Services  
University of Auckland Library

### TelSIG AGM

The TelSIG AGM will be held on **Tuesday 4 November at 12.30pm** as part of the 2008 LIANZA conference.

One issue we will raise in general business at the AGM will be academic library content at LIANZA conferences.

What do you think about this issue?

We look forward to seeing you there!

### From your TelSIG Committee

*This will be the last TelSIG newsletter from this committee. A big thank you to all of you who have contributed to, or taken the time to read the newsletter.*

Don't forget to use the TelSIG mailing list to connect with your colleagues in the tertiary sector. Further information on the mailing list can be found on the TelSIG website: <http://lianza.org.nz/community/telsig/discussion.html>

<sup>1</sup> "Bridging the Digital Divide : The role of librarians and information professionals in the third millennium". Aqili S V, and Moghaddam A I, *The Electronic Library* 26(2), p.226-237