

HERE'S AN EXAMPLE OF HOW TO MAP YOUR 101 BOKS AGAINST YOUR CAREER

Any questions? [Contact the LIANZA Office!](#)

BoK	My understanding Write about this BoK in your own words.	Personal application What have you done that applies to this BoK? Please give specific examples.
BoK 1 The information environment, information policy and ethics.	This BoK considers the broad professional context that libraries sit it. Over many years I have been following with interest changes to the publishing and distribution models, first with music, then newspapers and now books. Copyright legislation and Free Trade agreements also affect the information landscape. One example of library ethics I find particularly inspiring is the librarians in the US who were the first to challenge a letter of seizure under the Patriot act.	I took part in a discussion about privacy legislation and public library responsibilities for keeping borrower data safe. This led me to reflect on what changes I can put into practice to enable this to take place. I took part in a Treaty of Waitangi course, and this has led me to change my opinion on the Treaty and to have an increased understanding of the principles behind the Treaty and how they can be implemented in libraries.
BoK 2 Generating, communicating and using information.	This BoK seeks to encourage the active creation of information for ourselves, our colleagues and our customers. As web based tools have grown in number and sophistication there are now endless ways of creating and sharing information. New information formats also increasingly available. In print you now have graphic novels and zines to add to collections as well as a range of digital formats such as databases and e-books. All of these appeal to different customers and meet different information needs.	I posted content onto staff wiki using a variety of web2.0 tools, which enabled me to gain confidence in their use and enabled me to share knowledge and post guides. I assessed the various ebook platforms available and after trailing was able to recommend the best fit for our library. This enabled me to negotiate with vendors and to question what they provided. My knowledge of ebooks increased as a result of this project and I am more aware of the products available.
BoK 3	This BoK covers the wide range of ways that information can be made available and matching those channels with different users.	I was one of the guides conducting the out of hours library induction for kaumatua. This enabled me to find more out their needs, and to hear their stories.

<p>Information needs and design.</p>	<p>Included in this is the physical environment that resources sit in. Over time I have experienced the shift from libraries being 'book warehouses' to more and more space being dedicated to community use for reading, study and programmes. The 'librarian as gatekeeper' no longer exists and collections, both physical and digital need to be much more DIY; intuitive and easy to use for all customers. Programmes that are run are now much more customised to specific groups within the community.</p>	<p>I participated in a major reorganisation and weeding of non-fiction collection to improve the flow of the collection, reduce customer confusion and open up more study and reading space. As a result of this undertaking I have become more aware of customer needs, and how the layout can have a major impact on collection use.</p>
<p>BoK 4 The information access process.</p>	<p>This BoK acknowledges that everyone absorbs information differently and needs different things for their library.</p> <p>For some a written guide works best and for others one to one attention and assistance is what is needed. This is not only driven by ages and stages but different learning styles that need to be supported.</p>	<p>I created a departmental page on the new Sharepoint intranet, which has enabled staff to use the page a jump-off point to go deeper into Library policies. I have realised that it is really important to use the right language and terminology so that everyone is able to understand it. I have also found that the colour and layout is really important also.</p> <p>I created a staff wiki to replace the 'reference folder', as the reference folder had become cumbersome to use and out of date. I realised that some staff preferred to have a printed version of material, so I had to ensure that what I created was print-friendly. I also had to educate staff on using it, which meant that I had to upskill myself on appropriate tools to teaching staff.</p>
<p>BoK 5 Organisation, retrieval, preservation and conservation.</p>	<p>This BoK deals with the practical aspects of making information accessible.</p> <p>My understanding is that this is a critical skill to any librarian. Information is useless if you can't find it so the ability to arrange, describe, store and preserve information is of central importance to what we do. This may take many forms and different types of materials have different requirements.</p>	<p>I assisted in the creation of a disaster recovery plan. This enabled me to use the skills that I had learnt in a disaster recovery course that I had participated in. It also made me think of the way that we house items, which led to me removing irreplaceable material which was stored on the floor, to shelving.</p> <p>I have recently done the Cataloguing and Classification run by the Open Polytechnic. Doing this course has enabled me to gain an deeper understanding of cataloguing and why we do it. I now know more about AACR2,</p>

	<p>The development of disaster recovery plans now need to take the digital environment into account as well as the physical.</p>	<p>MARC and RDA, so those terms are no longer a mystery to me, and it has meant that I am a better cataloguer and can enhance records for our patrons use.</p>
<p>BoK 6 Research, analysis and interpretation of information.</p>	<p>This BoK focuses on the gathering, analysis and implementation of information, the research process.</p> <p>To me this is the process of accessing the knowledge of those who have gone before, collecting information from colleagues and known sources such as the APLM wiki and published sources and using that to inform my own understanding.</p> <p>This information can also be used to support recommendations in a report , measure the effectiveness of a programme or service against others and becoming informed about a new area of work.</p>	<p>I was required to gather benchmarking data for council reviews and reports. By doing this I improved my knowledge of the LMS and what local government requires for reporting. As a result I now ensure that this data is gathered monthly, so that we don't have to do it in a big rush next time the data is required.</p> <p>I have contributed to the development of user surveys, after having done my own research into best practice, This has resulted in me having a better understanding of how to run surveys and to ensure that they have a clear purpose.</p>
<p>BoK 7 Application of information and communication technologies.</p>	<p>This BoK encompasses the ever growing application of technology in a library environment.</p> <p>In my experience the variety of technologies being used to enhance our services has and will only continue to increase. Librarians have always been keen users of technologies that assist us to organise information and make it accessible. The advent of the Internet created a whole new avenue for making information available directly to the public.</p>	<p>I was the lead project manager for our LMS migration. I gained skills in time management, ensuring that our voices were heard and holding people to account if they didn't meet their deadlines.</p> <p>I arranged for our mobile libraries to have satellite connectivity. This meant that I had to upskill myself on the requirements of the mobile libraries and to negotiate with the various vendors. I also had to learn how to write a business plan in order to get buy in, which has been useful for further projects that I have been involved in.</p> <p>I discovered that our LMS had a functionality that we weren't using. By turning this on and providing a tablet for staff use, we have been able to issue and return items when our main computers have been down. This was a learning</p>

		<p>curve for me, as I was unfamiliar with the LMS, but now I am one of the go-to people for it.</p> <p>As our library was considering moving to RFID, I had to write a business plan for our Council. This required me to dust off my research skills which were a bit rusty, to contact other libraries to find out what their experience with RFID had been, and to get information from vendors. As a result my negotiating skills have improved, and I understand the need to see the big picture for projects.</p>
<p>BoK 8 Information resource management and knowledge management.</p>	<p>This BoK considers both the practicalities and philosophies of information and knowledge management.</p> <p>I understand information to be the 'hard' resources that we provide access to, their acquisition and management. Knowledge is what is generated from the use of these resources and may take many forms such as conversations, shared online work spaces of a new understanding of how a piece of information can be applied.</p>	<p>I assisted in the creation of a Collection management policy. Part of my remit was to gather other libraries policy's, so I had to find out who to contact and then to analyse them. I found the PLNZ mailing list to be very useful, and received a lot of helpful information. This was a learning curve for me, and I found it fascinating, and I am much more aware of the need to have one with a freedom of information clause in it.</p> <p>I introduced new acquisition processes into our department. This meant that we moved from using Excel for our acquisitions, to using the LMS. This involved a lot of discussion with my team to get them onboard and to get them trained in the new way of doing things. As a result I am a much clearer communicator, and find that it is helpful to include the big picture overview in these types of projects.</p> <p>I was responsible for the annual review of database subscriptions. I found that I had to compile statistics for the previous year, as they had not been collected, this enabled me to assess the usage. As a result we were able to cancel some subscriptions and replace with databases which hopefully will be of more interest to our community. I have realised that it is important to have hard data behind these decisions, so that decisions can be justified to staff and patrons who query the outcome.</p> <p>I undertook self-directed study to learn about Te Whare Tapa Whā model of understanding Māori knowledge. This has proven useful to me, particularly</p>

		<p>when answering reference queries at the medical library where I work. It has enabled me to think outside of my European-centric mindset.</p>
<p>BoK 9 Management in information organisations.</p>	<p>This BoK covers the management and planning required to operate a library service. Most libraries operate within some sort of corporate environment whether government, business or some other entity. In all these environments planning is essential and needs to be carried out in accordance with the parent organisations goals and policies.</p>	<p>I developed and delivered the staff induction and training manual. This meant that I had to liaise with many staff to find out how things had been done in the past and how their induction and training experiences were. As a result, I was able to create a useful document which is being used, and new staff are commenting favourably on it. As a result, I find that I am more aware of the processes and find myself thinking - is there a way to do this more efficiently?</p> <p>I was put in charge of managing the Collections budget. I realised that I needed to keep accurate records of what had been spent, and to do forecasting. I have become much more capable in using Excel and in extracting information from our finance system and LMS.</p> <p>I made a successful case for replacing a staff member who retired. In the age of sinking lids on staffing, I found that I had to justify why we needed to replace this staff member and to go through the position description and see if anything needed to be changed - it did! This process strengthened my knowledge of the recruiting process and the importance of keeping on good terms with People & Capability.</p> <p>I was asked by my manager to provide input for the library's annual plan and long term plan. Contrary to my expectations I found that I was able to provide this information, and was able to make a positive contribution. This has boosted my self-confidence.</p>
<p>BoK 10 Assessing service effectiveness.</p>	<p>This BoK seeks to articulate the ever changing physical and service centred environment that we work in. In order to remain central to our communities we need to be continually reviewing and changing our collections, spaces and services to meet the changing needs of our customers.</p>	<p>Using the tools available in our LMS, I have been able to implement collection maintenance so that lost items are cleared from the catalogue periodically. We also do regular weeding. I have written documents to inform this process, and have allocated staff members to these tasks. This has enabled me to become more confident in directing staff, and the collection is tidier as a result.</p>

	<p>In my experience this needs to be done carefully so that changes are supported by a solid understanding of community need and build in flexibility and mobility for the future change.</p>	<p>I have reviewed our public programmes and changed their frequency and timing to meet the community's needs better. This has meant that I have had to engage with the community and staff to find out what is needed and when. As a result our programmes are much better utilised. This has given me confidence in communication and public speaking.</p>
<p>BoK 11 Awareness of indigenous (Māori) knowledge paradigms.</p>	<p>This BoK acknowledges that knowledge that exists and is created within an indigenous context is quite different from Western traditions.</p> <p>In my own journey I have come to understand the foundational importance of Te Reo Māori and whakapapa in the generation and transmission of knowledge and the holistic nature of Te Ao Māori.</p>	<p>I attended a Te Rōpū Whakahau hui, and found it a very interesting experience. As a result my Te Reo pronunciation has improved, and I have ideas as to how we can work with our Maori community better.</p> <p>I have undertaken a personal journey to reconnect with my whakapapa, and as a result I feel more grounded. This has inspired me to start a Te Reo course, which I am currently undertaking, which has given me more confidence in speaking Te Reo.</p>