



# **LIANZA 2025**

# **ABSTRACTS**

TUESDAY 23 SEPTEMBER - THURSDAY 25 SEPTEMBER  
Tākina Wellington Convention and Exhibition Centre

# TUESDAY 23 SEPTEMBER

## KEYNOTE 1

### MĀORI AI & DATA SOVEREIGNTY: EMBEDDING VALUES IN TECH

*Dr Karaitiana Taiuru (Ngāi Tahu, Ngāti Kahungunu, Ngāti Toa)*

The presentation addresses the critical issue of ethical and cultural alignment with Māori AI and data. It highlights the importance of ensuring that AI and data practices are aligned with Māori values and principles to prevent bias and discrimination, ensuring that libraries are a trusted source of information. The problem is underscored by the current lack of Māori representation in the tech industry, the biases in AI algorithms, and the insufficient inclusion of Māori voices in AI design and development processes.

The findings of the presentation emphasise the need for integrating Te Tiriti values into AI and data governance to ensure that Māori data is treated as a taonga and subject to Māori data governance. The significance of these findings lies in the potential for achieving equitable outcomes for Māori, contributing to Māori development, and preventing digital colonisation.

By recognising Māori data as a taonga and embedding Māori leadership and decision-making at all levels of the AI system's lifecycle, the presentation advocates for a more inclusive and equitable approach to AI and data practices

## KEYNOTE 2

### CONNECTING WITH COMMUNITIES THROUGH FICTION AND NON-FICTION WRITING

*Dr Monty Soutar (Ngāti Porou, Ngāti Awa, Ngāti Tai ki Tāmaki, Ngāti Kahungunu)*

Forty years ago, as a primary school teacher, I recognised that the historical narratives taught in schools often overlooked Māori realities, leading to a disconnection from identity and underutilisation of Māori potential. This insight motivated me to research and write Māori history through a Te Ao Māori lens.

For three decades I wrote the books that I felt were missing from our library shelves. In saying that, libraries have been essential for my research, providing access to crucial resources. While technology has enhanced accessibility, these traditional repositories remain indispensable for my work.

In 2019, I transitioned to historical fiction writing beginning the Kāwai series, while maintaining the same objective: to make books serve as a vital tool for social change, education, and cultural preservation. The Kāwai series spans nine generations, starting with a young chief in the pre-colonial era, and navigating through pivotal historical events in Aotearoa, including European arrival, the Land Wars, and the introduction of colonial policies. Each instalment explores the complexities of Māori life, addressing both challenges and triumphs, thereby inviting deeper engagement with Māori experiences and fostering empathy.

Through sharing these important stories, whether in non-fiction or historical fiction, we can promote understanding, challenge stereotypes, and contribute to a more inclusive society for all.

## KEYNOTE 3

### STRONGER TOGETHER: CONNECTED NATIONAL LIBRARIES

*Rachel Esson, National Librarian, New Zealand & Dr Marie-Louise Ayres, Director-General of National Library of Australia*

What is the future for our National Libraries and how are we preparing for that? The National Libraries of Australia and Aotearoa have enjoyed a long and close association and have a partnership arrangement to work together on matters of common interest. Last year that co-operation was extended in a formal agreement that includes National Archives of Australia, Library and Archives Canada, the Library of Congress and National Archives in the United States. Leveraging each other's strengths and expertise in the areas of AI, cybersecurity and engaging with first nations communities allows us to share knowledge and best practice and deliver more than each of us could on our own. Join Te Pouhuaki National Librarian Rachel Esson and Dr. Marie-Louise Ayres Director General of National Library of Australia as they share their reflections on a connected future.

**PAPER 1****HE KUPENGA HOROPOUNAMU: LIBRARY SERVICES FOR WHĀNAU MĀORI***Judith Waaka*

He kupenga horopounamu has been designed with and for whānau, so that libraries of the future are innovative, relevant, take a kaupapa Māori approach and achieve better outcomes for Māori communities. The goal of the work is to pave the way for wide-scale systems change to transform the way libraries in Tāmaki Makaurau deliver services for Māori. The deliverables of this research included a Māori Service Delivery Model, a Cultural Capability Plan and the application of the Niho Taniwha learning system as an evaluation practice. This paper is presented to LIANZA to amplify the voices of whānau Māori in the evolution of best practices in our sector. It aligns to the conference themes of 'Toitū te Taiao, Toitū Te Tiriti' and 'Kia whai wāhi te hapori whanake'. Key takeaways for attendees are to learn about:

- insights from research regarding whānau Māori experiences and aspirations for wellbeing
- the conditions for achieving outcomes for and with Māori
- innovative initiatives that empower Māori communities
- how libraries can successfully partner with Māori communities.

**PAPER 2****BUILDING SUSTAINABLE COLLECTIONS: ENVIRONMENTAL RESPONSIBILITY AND INCLUSION IN COLLECTION DECISION-MAKING***Prof Anne Goulding, Shiyao Chen, Dr Alison Day*

Collections, both physical and digital, remain at the heart of libraries' work with their communities but sustainability concerns are reshaping how collections are developed, maintained, and accessed. This presentation explores how libraries in Aotearoa are adopting sustainable practices with a focus on:

- Environmental sustainability: reducing environmental impact and promoting sustainable practices
- Economic sustainability: resource sharing and supporting free, open access materials
- Social and cultural sustainability: ethical collection practices and the representation of diverse voices

We will present findings of a research project involving librarians from different types of libraries across Aotearoa, focusing on the intersection between library collections and sustainability. Highlighting effective practices in sustainable collection management, we will discuss how libraries in Aotearoa can adopt sustainable collection strategies, challenges faced, and possible solutions.

**PAPER 3****TRANSFORMING ACCESS: THE JOURNEY TO OUR NEW VIRTUAL READING ROOM***Amy Watling, Sarah Walker*

As the National Library of New Zealand, we are committed to connecting with people across the motu. However, like many institutions, much of our material can only be accessed onsite. The National Library of New Zealand proudly launched the first iteration of our online virtual reading room this year. This innovative service offers secure online access to oral history content while respecting access conditions chosen by interviewees and other rights holders. More than 25,000 items could now potentially be part of this service. In this presentation, we'll share our successes, challenges, experiments, and questions that helped us build and implement a streamlined, faster and more convenient service for people who want to hear the voices of the past. We'll also discuss the impact of this innovation on our library users and how we've connected with new communities and audiences while preserving the confidence and trust of our donors and rights holders.

**PAPER 4****CENSORSHIP ON THE RISE: REPORT TO THE LIBRARY CHALLENGES REGISTER***Marlies Zyp - van der Laan, Ms Louise LaHatte*

Aotearoa is seeing a rise in censorship attempts in line with global trends. The Standing Committee on Freedom of Information created the Freedom-to-Read Toolkit to support libraries in preparing for challenges, but what's missing is data on challenges! LIANZA has launched the Library Challenges Register, a reporting tool for libraries to report on challenges they encounter; to books, displays, programmes, or events. Reports on challenges will help support staff to prepare and understand challenges, identify local trends, and assist advocacy with effective data. Come hear about why we created the register, including best practices gleaned from overseas colleagues as part of our research and connecting with colleagues at MEXINFO in August 2024. We will run through the new Report Challenges tool on the website, demonstrate how it collects data in the register, and how this will be used for support and advocacy.

**PAPER 5****BEYOND THE BOOK: ACTIVATING INDIGENOUS KNOWLEDGE AND PRACTICE***Martin Lewis*

In 2023, Te Papa organised 'Ahu: Ngā Wairua o Hina, a wānanga hosted by Te Fare Iamanaha-Musée de Tahiti et des Îles to explore and respond to Alexander Shaw's 1787 tapa sampler. This book, containing tapa cloth collected on Cook's voyages, served as a catalyst for the wānanga. Tapa makers from the islands represented in the book came together to reconnect with and seek inspiration from the taonga. The makers created works symbolising the past, present, and future, which were presented in two bundles representing customary practices of tapa gift and exchange. The wānanga highlighted how books can activate a space between the past and the present, becoming more than their original construct and serving as connections to living cultural practices. Additionally, it emphasised how impactful decolonizing the European book construct by valuing and putting first indigenous knowledge systems and cultural expressions, fostering whakawhanaungatanga, and honouring whakapapa of practice.

**PAPER 6****LEARNING TO LOVE ALGORITHMS: INTRODUCING AUTOMATED COLLECTION MANAGEMENT TOOLS***Eliza Richards, Catherine Leonard, Dean Osborne, Kate Innes-Monsalve*

Auckland Council Libraries kaimahi will share how the network shifted from manual, labour-intensive collection management to the automation of processes and distribution. The overarching goal was to provide system-wide transformations in how library staff spend their time; to remove repetitive, low-value work in order to make space for more meaningful customer interactions. Learn about the challenges and complexities that were faced as the session shares an honest account of how the authors have grappled with this complex, multiple work-streamed three-year project. The session will also discuss how work continues on short and long-term enhancements that ensure systems works well for customers and staff alike, both now and into the future.

**PAPER 7****TE MATAPIHI – TE TAI AO, COMMUNITY, AND CONNECTION***Nick Mouat*

Te Whanganui-a-Tara's redeveloped Te Matapihi ki te Ao Nui will welcome back the community in early 2026 to a building and spaces that will be both familiar and strikingly new. This presentation will talk to two central themes. Firstly, how the new design has built on, and diverged from, the 1990 original Library and Civic Square design. Evolving community and stakeholder aspirations and expectations over the last 35 years around connectivity, manaakitanga, and the experiences on offer have influenced the new design. Secondly, Te Matapihi has been shaped by a co-design journey which Athfield Architects, Tihei, and Wellington City Council have shared since 2020. We will discuss how this relationship has developed and how it will be evident in spaces, materials, and rawa.

**PAPER 8****TE AKA- CO-DESIGN FROM THE GROUND UP***Darran Gillies, Hilary Prentice, Jon Rennie*

Napier City Council's (NCC) Te Aka project is more than just a library. It is an ongoing journey of co-design and collaboration with Mana Whenua spanning the last 5 years since the Civic Precinct master planning stage in 2020. As part of a four wānanga series to develop a concept for the building, a cultural narrative was gifted by Mana Whenua along with the project name Te Aka relating to ngā kete o te wānanga (the three baskets of knowledge). This project is conducted in partnership with Mana Whenua and there is a cultural alliance at all levels from the selection of Māori visual arts to the development of a collaborative service model by Sue Sutherland Consulting and Council's Kuia as well as the identification of potential partners in the new innovation spaces to provide programming that will appeal to the 'unusual suspects', i.e., non-traditional library users.

**PAPER 9****YOU'VE GOT MAIL: EXCHANGING LETTERS FROM DELAWARE & PALESTINE***Simon Christiansen, Tess Mehonoshen*

This presentation explores the relevance of the pen pal model in today's digital age and how we've adapted it to foster cultural connections, from Delaware to Palestine. In 2023 Wellington City Libraries began a pen pal programme with libraries based in Delaware, USA. 'Dear Delaware' rapidly gained popularity and now has over 700 participants. Recently we adapted the programme with a library in Ramallah, Palestine, to strengthen our sister city relationship. We've created a 'digital' letter exchange, providing a safe space for participants to explore cultural differences, similarities, and share their lives.

This presentation examines how the pen pal model evolved from physical letters with Delaware to a digital exchange in Ramallah. We'll discuss how these programmes foster cross-cultural friendships, encourage literacy in tamariki, help combat digital fatigue, and reduce isolation. We'll highlight the role of libraries in facilitating these safe connections and sustaining an adaptable programme model.

**PAPER 10****TRANSFORMING COMMUNITIES BY GENERATING WELLBEING***Dawn McMillan*

In times of fiscal restraint, libraries are often perceived as a "nice to have". Important to some, but not a significant contributor to the local economy. In mid 2024, Christchurch City Libraries partnered with Quantum Wellbeing Lab on a pilot project focussing on its central library, Tūranga. The project aimed to establish a methodology to measure the library's wellbeing impact on its customers. This paper presents the results of this project. The findings may surprise you, from the importance of space – both to connect with others and to be alone; the opportunity to see your culture reflected; to the attractions of a great cheese scone!

This project revealed the transformational impact of the library and its ability to offset the negative effects of poor mental health. More than just a "nice to have", the library's impact on wellbeing, as well as the local economy, is significant and measurable.

**PAPER 11****STRENGTH & BALANCE: TRANSFORMING COMMUNITIES THROUGH MOVEMENT***Saniya Thompson*

Falls are a leading cause of injury and isolation in older adults, but strength and balance exercises significantly reduce this risk. For the past four years, Invercargill Public Library has hosted Strength and Balance classes. Libraries are ideal hubs for these programmes- accessible, familiar, and community driven. The programme improves both physical wellbeing and social connection, and our class has been so successful that it was selected to feature in ACC's national fall prevention campaign. Participants report improved confidence in their daily activities, have formed friendships with other attendees, become strong advocates for the library, and now regularly attend other programmes and events. This session will explore the community impact of falls, the details of how we run our programme, and how libraries can collaborate with health providers to offer similar classes. A short follow-along demo will showcase how easy it is to run, no fitness expertise required!

**PAPER 12****HE WAI E MANA: LANGUAGE AND KNOWLEDGE SOVEREIGNTY FOR HAWAI'I***Shavonn Matsuda*

Descriptive practices in libraries continue to disseminate distorted, vague, and exploitative representations of Hawaiian people, history, culture, and lands. These practices, shaped by Western colonial frameworks and the English language, often misrepresents and misappropriates Hawaiian experiences, values, and knowledge. At the University of Hawai'i, a team of librarians is undertaking a transformative initiative to integrate 'Ōlelo Hawai'i (Hawaiian language) and Hawaiian epistemology into the structure and accessibility of knowledge within library and archival collections. This multi-prong initiative includes developing a Hawaiian Knowledge Organization System that supports Hawaiian language-controlled vocabularies and a Hawaiian language newspaper index compiled from community-indexed information, as well as improving access to Hawaiian materials by enhancing description in OCLC records and archival collections at the University of Hawai'i at Mānoa's Hamilton Library. This presentation offers insights into the processes and philosophies employed as a library shifts toward empowering knowledge sovereignty, and cultural and environmental stewardship, for Hawai'i.

**PAPER 13****LIBRARIES LEADING THE AI FUTURE: EMPOWERING LEARNING AND AI LITERACY***Sadia Afroze, Dr. Jennifer Campbell-Meier Prof. Anne Goulding*

This research explores the role of New Zealand university libraries in supporting generative AI within teaching and learning environments. It addresses institutional changes, such as adapting library services, fostering AI literacy, and dealing with the limitations of rapidly evolving AI technology. These issues align with particularly The Future, by focusing on libraries' responses to technological shifts and Libraries and Literacies, through promoting AI literacy. The study provides new and original insights into organizational adaptations and best practices in leveraging AI within academic libraries. Attendees will gain actionable recommendations, including strategies to foster ethical AI usage, build digital capabilities, and prepare libraries for future technological advances. By employing real world case studies of seven New Zealand universities, this research connects strongly to the themes of Information Today by exploring how libraries remain at the forefront of providing timely and reliable information and strategies for libraries amidst AI innovation and changes globally.

**PAPER 14****HE PŪNAHA ORA: DIGITAL COLLECTIONS AS LIVING ECOSYSTEMS***Aleisha Amohia, Chris Cormack, Te Wainui Witika-Park*

In te ao Māori, collections are not static repositories but living ecosystems with whakapapa, mauri, and relationships requiring ongoing nurturing. This presentation explores how digital collection infrastructures can embody ecological principles from tikanga Māori, transforming our understanding of what it means to be kaitiaki of digital taonga. Our presentation will address three interconnected dimensions:

- Whakapapa of Collections: Reimagining metadata as extensions of whakapapa, ensuring digital collections maintain connections to their cultural origins and communities
- Digital Sovereignty as Environmental Practice: Implementing data sovereignty principles that align with environmental values
- Intergenerational Collection Care: Applying te ao Māori frameworks to create systems where caring for digital taonga becomes a collective, intergenerational responsibility.

Drawing from our work with iwi, cultural institutions, and international Indigenous communities, we examine how environmental sustainability and Te Tiriti obligations may be woven into the very architecture of our digital preservation practices.

**PAPER 15****BEYOND BARRIERS- MAKING INFORMATION ACCESSIBLE THROUGH COMMUNITY RADIO***Krissy Wright*

Krissy is a passionate advocate for ensuring that information is accessible, evidence-based, and relevant to each person's situation. Early in her networking efforts in Otago, Krissy connected with the team at Otago Access Radio (OAR FM), Dunedin's local community radio station to discuss the idea of creating a radio show and podcast about the library resources, and the voices of disabled people and others working in the sector. Recognising that radio could meet the accessibility needs of many disabled people, and with each episode transcribed for Deaf or hearing-impaired individuals, Krissy saw this as an excellent opportunity to reach a wider audience. In each episode, Krissy reviews library resources on a specific disability-related topic, discussing who might benefit from the resource, what she liked or didn't like about it, and providing valuable insights and advice from her own experience and the experience of others.

**PAPER 16****BE THE CHANGE: THE ROLE OF NON-MĀORI LIBRARIANS AS ALLIES***Kathryn Oxborrow Vambe*

Despite ongoing efforts by the library profession in Aotearoa to work in a way that reflects genuine partnership between Māori and non-Māori, Māori continue to be hugely underrepresented in the library profession (Infometrics, 2024, Stats NZ, 2024). This shows that there is further work to be done to create the change that is needed to address this disparity. In this presentation I will talk about some of the findings from my PhD research, which explored non-Māori librarians' learning and engagement around te ao Māori. I will discuss the connection between fear of engagement on the part of non-Māori librarians and the concept of cultural load (Sivertsen et al, 2023), the extra expectations placed on Māori to provide cultural support in the workplace. What role do non-Māori librarians play in creating cultural load for our Māori colleagues? And how can we turn this around to become better Treaty partners and allies?



**LIGHTNING TALK 1****READING FOR... TREES? CONNECTING FAMILY, COMMUNITY AND THE NATURAL ENVIRONMENT***Samantha Tibbs, Jennifer Walton*

This year, Libraries Horowhenua developed and delivered a summer reading programme with a difference: the more you read, the more we plant! Read for Trees provided both children, and adult reading challenges - with added incentive for reading together. Encouraging reading for pleasure, community connection and engagement, and kaitiakitanga for our natural environment, we collaborated with external partners to offer incentives with a difference, native trees planted in our local green spaces. Join us as we share our summer reading success, discover the power of motivating readers with their own desire to positively impact their communities and environment and hear about the challenges along the way.

**LIGHTNING TALK 2****MOBILE LIBRARIES & SOCIAL HOUSING: MEETING COMMUNITIES WHERE THEY LIVE***Alola Robertson, Gabriel Davey*

At Auckland Libraries we have shifted the aged care Mobile Library service from retirement homes to engaging with diverse populations in social housing – focussing on social connection. The shift has seen some successes and plenty of challenges. We have had to grapple with questions around our purpose, particularly when engaging with communities that previously have shown little interest in a library service. We are continuously adapting our service, trying out new ideas, and incorporating different strategies to meet the unique needs of specific communities. Like neighbourhood branches, our mobile libraries function as meeting places, playgrounds, and neutral spaces where diverse community members safely meet and connect with each other. This session will discuss the changes, the challenges and the strategies we continue to adapt to enable us to meet communities where they are and provide them with opportunities to connect with each other.

**LIGHTNING TALK 3****FEELIX LIBRARY: ADVENTURES IN BRAILLE AND TACTILE CONTENT***Kyleigh Langrick*

Developing a love of reading and literacy is key for all kids, including those with a print disability. A lack of access to picture books with braille and tactile elements can leave young learners left out and parents frustrated. Feelix library is a part of Vision Australia. Feelix kits have been sent out to children all across Australia for over 20 years. Feelix library has expanded its offerings to include LEGO Braille kits and decodable readers for children with Dyslexia. With such a well-established background and sense of purpose already set, how does an experienced librarian with no experience of providing material for blind and low vision children manage the collection? Join me as I discuss how to apply library knowledge, even when the material you are using and the community you are serving is wildly different from anything you've ever known.

**LIGHTNING TALK 4****THE LIBRARY OF 2025 AND CLIMATE AWARENESS***Sokunthea Nhien*

Global climate change contributes significantly to natural disasters such as drought, flood, wildfire, tsunami, and environmental pollution. As these events occur at an alarming rate, what can we do to mitigate as a librarian? The library of 2025 is not only a place for books but also a knowledge hub where people can receive reliable access to climate education, disaster preparedness, and gather for raising awareness of climate change. This session will show how a library can serve as a place to offer climate resources and space for environmental education in the community. From coordinating events to engaging community with climate resilience projects, the library can host workshops and support community campaigns, such as smart gardening, recycling programs, and promoting good practices for sustainability.



**LIGHTNING TALK 5****KĀKANO SEED LIBRARY: GROWING COMMUNITY OUTREACH THROUGH MĀRA KAI***Tess Mehonoshen, Simon Christiansen*

The Kākano Seed Libraries were introduced at two Wellington City Libraries branches in late 2024 to encourage beginners to grow their own kai, support local food security and biodiversity, and enhance home sustainability. The positive response and ongoing success of this new service has resulted in a variety of exciting outreach opportunities throughout ngahuru/harvest season, that have engaged with and supported Pōneke's vibrant local food scene. This presentation will discuss these outreach events, including 'pop-ups' for Local Food Week, community garden open days and whānau dinners. Our planting activities for tamariki in the city's Botanic Gardens and Seed Library class visits will also be covered. I will explore how the Kākano Seed Libraries have developed and woven into the existing network of māra kai initiatives, resulting in meaningful connections formed with our community gardeners, non-profit organisations, and the wider public.

**LIGHTNING TALK 6****FINDING STORIES THAT CONNECT FOR PEOPLE WITH MEMORY LOSS***Jackie McMillan*

Dementia Friendly shared reading groups were established at Dunedin Public Libraries in May 2022, after training from the Reading Revolution for volunteer helpers and library workers, and participants were referred to us from the local dementia support organisation. Dovetale Books, designed for use with people with memory loss, were used initially; but where to next? I will look at what kinds of stories have worked to help people to connect with their own past and with each other.

**LIGHTNING TALK 7****BANNED, CHALLENGED, CONTESTED: BOOK CHALLENGES IN OUR SECONDARY SCHOOL LIBRARIES***Relda Matthews*

We know books are being challenged and banned in increasing numbers in the United States and we've seen the media reports about challenges to library resources and events here. Restrictions in the US typically target literature for young people and disproportionately affect already marginalised groups. Is that happening in Aotearoa too? Just how big a problem are book challenges here? This presentation is based on research conducted in 2024 on the frequency and effects of book challenges within New Zealand secondary school libraries: who initiates them and why, the processes followed, the outcomes of challenges and their effects on library staff. Although there's no evidence to suggest we're experiencing challenges and bans on the scale of some other countries, it's definitely a case of 'Be Prepared'. This presentation shares the results of this timely research and attendees will gain insights into some of the factors that may affect challenge outcomes.

**LIGHTNING TALK 8****LIANZA101***Laura Marshall*

What is LIANZA all about? Learn a little of the history and kaupapa of LIANZA and what we do. Executive Director, Laura Marshall discusses the areas LIANZA works within – and how together we make a difference for the sector.

**LIGHTNING TALK 9****KĒMU: BUILDING A BOARD GAME COLLECTION***Grisham Langston*

"Libraries are continually changing and adapting to meet the needs of our communities." This can mean something as seemingly simple as providing a new format for our patrons. This lightning talk will go over the process of adding board games to Wellington City Libraries collections. From the initial trial to where we are today. How we decided on the collection criteria. How we catalogue and process the boardgames and why we don't count the pieces. If you are thinking about starting a board game collection at your library, come and learn from our mistakes and successes.

**LIGHTNING TALK 10**

## LIANZA STANDING COMMITTEE ON AI

*Erin Cairney*

Library and information professionals bring critical expertise in information evaluation, governance, and AI literacy. These skills are essential for building trust, empowering communities, and ensuring AI is used ethically and responsibly. Introducing LIANZA's newest standing committee. Chair of the committee, Erin Cairney, will discuss the aims and focus of this committee and how it will guide and support the sector. This session is not just for prospective committee members — it's also a chance to share what you and your organisation need help with, and to connect with others who are keen to lean into this space.

**LIGHTNING TALK 11**

## IT'S ALL CONNECTED: LESSONS LEARNED FROM NLNZ'S IMPACT ASSESSMENT FRAMEWORK

*Michael Lascarides*

Over the past couple of years, the National Library has been developing a framework for capturing and refining the impact of our digital services, supporting those impacts with qualitative, quantitative, and academic evidence, aligning them with strategic goals, and using them to better tell the story of our mahi. This framework is currently being put into practice in the form of an internally-developed Impact Hub. In this presentation, Michael will share the lessons learned from this process, including but not limited to: the relational nature of impacts; the central importance of storytelling; ways that cultural memory organisations think about time; distinguishing between observation and analysis; and why 'impact' is a terrible word for what we do.

**LIGHTNING TALK 12**

## GENERATIVE AI: TRANSFORMATIVE EFFECTS ON TERTIARY LIBRARY SERVICES

*Dr Eric Boamah, Simon Jigwan Park, Dr Ibrahim Rahman*

Tertiary libraries (TLs) are vital to higher education, supporting research, teaching, and learning. The rise of Generative AI (GAI) is reshaping these functions, creating both opportunities and challenges. While many TLs provide AI use policies to guide users, there is limited knowledge of the specific GAI tools being adopted and how they are transforming services. In New Zealand, the TL sector recognizes the need for sustainable responses to these technological shifts. However, the actual effects of GAI integration across TLs remain unclear. This presentation is based on ongoing research surveying 700 New Zealand TLs and 15 interviewees, investigates GAI tools' adoption, and their implications for service delivery, ethical considerations, and user engagement. The research aims to explore the transformative effects that GAI tools are having on TLs' operations and services. Ultimately, this presentation seeks to inform TLs about current GAI tools and their transformative effects on the sector.

**LIGHTNING TALK 13**

## ŌMĀHU SCHOOL LIBRARY REBUILD PROJECT

*Mya Robertson*

Ōmāhu School was destroyed in Cyclone Gabrielle. HDLs had been working with the school prior to this and when we reached out post cyclone to see if they were aware of funding available, they asked us to take point on the library rebuild for them as they were overwhelmed- as a school, a community and individuals highly impacted by the cyclone. Now two years on we are just waiting for the dedicated library building to be moved into place. This has been delayed due to the pools changing rooms needing to be built and there needing to be a certain gap between these two structures. Over 2,500 books have been purchased, processed and catalogued and are waiting to be moved in. HDL staff worked with the school, the tamariki and their whānau to ensure the items purchased for the school's library fit their way of learning and seeking education.

**LIGHTNING TALK 14****EXTENDING LIBRARY ACCESS AFTER-HOURS FOR UPSKILLING AND COMMUNITY CONNECTION***Camille Le Lievre, Alanna Cutbush*

Central Hawke's Bay District Libraries have implemented Open+ Bibliotheca Software, enabling users to access library facilities outside staffed hours, seven days a week until 11pm. This pilot project (Connect to Learn) funded by the Mayor's Taskforce for Jobs Initiative Fund, has the main aim of providing additional training/learning space for individuals seeking to upskill in response to limited job vacancies. By expanding access hours, the library serves as a vital hub for professional development, allowing job seekers to enhance their employability and working professionals to advance within their careers, thereby opening opportunities for entry-level positions. Beyond workforce development, Open+ fosters stronger community connections by offering a safe, accessible venue for night classes, after-hours programmes, and social engagement. This innovation supports equitable access to trusted information and resources, ensuring that libraries remain a cornerstone of learning and resilience in times of change.

**LIGHTNING TALK 15****PARLIAMENTARY LIBRARY: WHAT WE DO IN THE SHADOWS***Hannah Fotheringham, Catherine Trenberth*

Electorate and Community Offices hold an important democratic function within our communities by supporting their constituents with a range of issues from neighbourhood disputes to complex legal matters. The staff in these offices do some hard mahi, our Parliamentary Library research team are a key part of their support network by producing resources and information. This means they can do their best work in the community. We will discuss the unique and trusted relationships we have built with our Electorate and Community Office colleagues and how this is collaboration at its best. Attendees will get an insight into a hidden side of library service, and how we are part of the jigsaw of building connection and value to the people of Aotearoa.

**KŌRERO 1****KIA PIRI TATA MAI – ALL THE PEOPLE COME TOGETHER***Dr Alissa Hackett, Dr Erin Wood, Donna Coventry*

Kapa haka is a multi-dimensional kaupapa. Tikanga, whakapapa, whanaungatanga, reo, pūrakau – all entwined, like the woven cord of a poi. As such, kapa haka is a powerful vehicle for cultural transmission in the workplace. It can create a safe space for people to engage with te Ao Māori, to learn our histories and tikanga, and to practice te reo in a supportive environment. For non-Māori, it may be a gateway to a deeper appreciation of Māori culture. For Māori, it is an affirmation of identity and belonging. In this session, the presenters will share their experiences of leading and performing with a casual kapa haka rōpū for library staff and will encourage kōrero about other such initiatives and around providing such opportunities when there is little support or space. Attendees will also learn a waiata-ā-ringā, Tōia Mai, to celebrate everyone coming together under this kaupapa.

**KŌRERO 2****SLANZA, EMPOWERING SCHOOL LIBRARIANS TO GROW LIFELONG READERS***Kristy Wilson, Trena Lile*

Reading for pleasure is vital for academic success and personal growth, and school libraries play a crucial role in fostering this love of reading. The School Library Association of New Zealand Aotearoa (SLANZA) is dedicated to empowering and supporting school library staff while strengthening and promoting school libraries across Aotearoa New Zealand. Through a combination of professional development, resources, and networking opportunities, SLANZA provides the tools and community needed to help school libraries thrive and inspire tamariki and rangatahi to engage with books beyond the classroom. This session will showcase how SLANZA supports school library staff to create inclusive, reader-friendly environments and develop programmes that build a strong reading culture. By highlighting various initiatives, professional development programs, and collaborative efforts, this presentation will show how well-supported library staff can make a meaningful difference in encouraging students to read for enjoyment.

## WORKSHOP 1

### “THE MOANA”: NAVIGATING THE VAKA FOR PASIFIKA IN GLAMR SECTOR

*Sana Saleem, Trina Schuster, Richard Misilei*

Pasifika and Information Management Network (PIMN) has grown over the years with the goal to provide ongoing support and networking opportunities for Pasifika library and information professionals. The formation of PIMN in the last 21 years has given us sense of belonging to come together to discuss the key challenges and best practices to actively advocate and enhance the lives of Moana Oceania peoples. PIMN leadership committee reflected that it was time to create new opportunities to relook at our current PIMN strategy and call for action to refresh our strategy in the era of transformation in the GLAMR sector. Our potential new name “The Moana” revives the underlying foundation of our PIMN values and identity that shapes the voices of our Pacific peoples working in the sector. We invite you to join our talanoa workshop to share your ideas for collective input into the final design of our new strategy.

## WORKSHOP 2

### NAVIGATING LEGAL INFORMATION IN AOTEAROA: A GUIDE FOR LIBRARY PROFESSIONALS

*Louise Bailey*

This workshop offers a focused introduction to legal research in New Zealand, specifically designed for librarians who are not specialists in law or legal information. Participants will explore fundamental legal sources such as statute and case law and gain practical skills for accessing and utilising these databases efficiently. By the end of this session, attendees will have the essential tools to confidently navigate and manage legal content. Additionally, the workshop will cover contemporary challenges such as the increased use of AI in legal research and the integration of Tikanga Māori within the judicial system. This session is designed to strengthen and expand librarians’ professional capabilities and support for their communities, ensuring they are prepared to navigate the constant change of legal information.

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## PANEL 1

### BOOKS BEHIND BARS: STORIES AND EXPERIENCES OF PRISON LIBRARIANS

*Ariana Blowers, Zoe Cornelius, Anderina McLean, Leah Cooper*

Did you know that there are some libraries in Aotearoa where there are no computers, no internet, and strictly no cell phones allowed? As prison librarians, our work is hidden. We seek to increase our visibility within the library sector, to celebrate and advocate for the work we do. Finally, now is your opportunity to get the inside scoop on life as prison librarians. Representing the combined experience of 92 years working in prisons from across Aotearoa, our panel will consist of four librarians from four different prison sites. Topics will include the different models of library service at each site, challenges around balancing collection development, budget, and censorship, and our most memorable interactions with prisoners. We will do a ‘call out’ for your burning questions ahead of the event, as well as holding an audience Q&A.

## PANEL 2

### GROWING A NATION OF READERS – LIBRARIES AS LITERACY PARTNERS

*Elizabeth Jones, Samuel Beyer, Kate De Goldi*

Bringing reading and the role of libraries into the foreground of the national literacy conversation, the discussion will:

- Highlight the impacts of the National Library’s strategic programme of national reading initiatives, community projects, research, and cross-sector collaborations, and
- Share reflections and insights on key areas of priority and actions for the library sector as partners in growing a nation of readers in Aotearoa New Zealand.

# WEDNESDAY 24 SEPTEMBER

## KEYNOTE 4

### TURNING CHAOS INTO OPPORTUNITY

*Melissa Clark-Reynolds*

Truthiness, budget cuts, book banning, website censoring, AI of everything- is it too hard to keep up? In this keynote, futurist and tech entrepreneur Melissa Clark-Reynolds shares practical tools for spotting patterns in the noise and turning today's turbulence into tomorrow's advantage. With a clear-eyed view of what's coming — and what's already here — she'll help you reframe uncertainty as a catalyst for action and growth. You'll laugh, gasp and be amazed at what is already here and where these signals from the future are going next.

## KEYNOTE 5

### WHIRINGA KI TAWHITI: LIBRARIES LEADING A FUTURE OF COLLECTIVE STEWARDSHIP

*Te Paea Paringatai (Waikato, Ngāti Porou)*

Ka paria e te tai, piki tū, piki rere, piki tākina mai rā. In a world of accelerating change, libraries are not merely adapting, they are stewarding futures. This keynote explores the vital role of libraries as relational ecosystems, sustaining people, place, knowledge, and epistemic justice. It reflects on leadership as service grounded in relationships, integrity, and responsibility to future generations. Guided by the IFLA Brisbane Declaration and informed by the IFLA Trend Report 2024 and Strategy 2024–2029, the keynote offers insights that are globally informed and locally grounded. Libraries are uniquely placed as connectors between past and future, communities and taonga, ethics and technology. As stewards, advocates, and leaders, they are being called to lead with care, courage, and collaboration. By being intentional about what we elevate and give mana to, we shift from sustaining to regenerating, ensuring our mahi is resilient, intergenerational, and anchored in collective wellbeing.

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## PAPER 17

### HE KETE MĀTAURANGA: SCHOOL LIBRARY SERVICES AND THE PATH FORWARD

*Trena Lile, Miriam Tuohy*

We will present & discuss key findings from recent school library research conducted by NZCER (New Zealand Council for Educational Research), a joint project by SLANZA and the National Library's Services to Schools. The research aimed to strengthen the evidence base around school library services in Aotearoa New Zealand, highlighting their impact on literacy and wellbeing outcomes for students. It also explored gaps, challenges, and variations in library provision across school communities. We will share and discuss national and local data that paints a clear picture of the current state of school libraries and their services for children and young people.

This is an opportunity to discuss trends and challenges, possible future models, and priority actions needed to ensure equitable access to library services for tamariki and rangatahi in the future, including the role of school libraries, public libraries, and the National Library.

**PAPER 18****REIMAGINING READERS' ADVISORY: BEST PRACTICES FOR ENGAGING FICTION READERS***Eamonn Redmond, Sarah Pope*

Readers' advisory is a cornerstone of public libraries, connecting readers to stories that inspire, challenge, and entertain. At Christchurch City Libraries, we've embraced the evolving landscape of fiction readers by delivering tailored advisory sessions across a network of 20 libraries. Our Readers Advisory Librarians have developed best practices that foster trust, encourage meaningful interactions, and empower both staff and customers. In this session, Sarah and Eamonn invite you to join them for an engaging kōrero where they share insights from their journey—what works, what doesn't, and how to apply these strategies in your library. With a focus on refining advisory approaches and prioritizing lively book discussions, this presentation offers practical takeaways to elevate your readers' advisory services. Whether you're looking to refresh your skills or cultivate a vibrant advisory culture, you'll walk away with actionable ideas to better connect with fiction readers in today's libraries.

**PAPER 19****MŌ MĀTOU, MĀ MĀTOU: MĀORI COMMUNITIES SHAPING THEIR LIBRARY***Simon Hart, Frank Edwards, Kelly-Anne Tahitahi, Jacinda Beckman*

This kōrero shares how tāngata whenua and tāngata tiriti library staff engage with Māori communities to whakamanatia Te Tiriti and elevate mātauraka Māori. Guided by the Kai Tahu principle 'Mō Mātou, Mā Mātou,' [about us, with us] this approach ensures that the Māori communities are integral to decision making and shaping their library. You will learn about:

- Exploring partnership: involving the Māori community in discussion about library space, collections and literacies
- Collaboration in action: examples of collaboration between library staff Māori communities
- Aligning shared goals: how these efforts align with strategic goals for elevating Māori and being Te Tiriti led while meeting community needs.
- Applying the values: how staff strive to embody "Mō Mātou, Mā Mātou and apply manaakitaka, pono, māhirahira, and whakawhanaukataka in this critical mahi.

This kōrero will be brought to life with examples of engagement, apprehension, implementation and resistance.

**PAPER 20****WHAKAWHANAUNGATANGA: BUILDING RELATIONSHIPS WITH YOUTH***Monika Prasad, Maria Nio*

Opened in 2001, Auckland's Tupu Youth Library continues to serve the youth of Ōtara. The Ōtara-Papatoetoe Local Board has an outcome that libraries help the board to achieve: "Our rangatahi are active, learning and shaping community life". Thus, at Tupu Youth Library, the team aim to achieve this outcome through 'radically local' programming, activations, events and most importantly, whakawhanaungatanga/relationship building. The team have taken many positive strides in creating a safe space for young people while pushing their motto '#LiftingLiteracy', which inspires all services delivered at Tupu Library. These are: Whakawhanaungatanga, Talanoa, staff cohesiveness, intentional programming and social media presence.

**PAPER 21****LIBRARIES AND LITERACY FOR ĀKONGA IN AOTEAROA***Claudine Crabtree*

How can we improve students' literacy in Aotearoa New Zealand? In this session I'll share insights from my recent trip to Scotland, England and Singapore, investigating the current state of school libraries and the impact they are having on literacy. Aotearoa NZ literacy rates are low and continuing to decline just like in the UK, but in Singapore, student literacy rates are high and staying there. I met librarians, researchers, literacy leaders, writers, speakers and educators in the UK and Singapore who all shared their initiatives, programmes, interventions, campaigns, research and ideas for improving literacy. I learnt so much more than I expected to, and I would love to share this in the hope it will benefit our ākonga reading, learning and wellbeing, and lift literacy across the motu. Thanks to the Winston Churchill Memorial Trust for the grant that made this possible.



**PAPER 22****WE JUST WANT TO BE SOMEBODY TO SOMEONE: AN IMMIGRANT LIBRARIAN'S PERSPECTIVE...***Marion Kroukam*

After 26 years' experience overseas, and five years in the New Zealand library world, I have been at the forefront of major changes in the sector, from the end of apartheid in my birthplace to the current political climate in Aotearoa. The Te Tiriti o Waitangi speaks to both of these worlds, which is surprising to some. The harms of colonisation are unfortunately still alive and well here. Our indigenous peoples AND immigrants often experience discrimination in society and the workplace, brought on by ignorant ideologies and fuelled by cruel media. As a librarian, do you really uphold principles of Te Tiriti in the service that you give? Do you practise "Tall Poppy Syndrome" without even realising it? Check your bias, brush up your cultural sensitivity, and see what tools you can harness to ensure inclusivity, enhance your service delivery and overall make your workplace a happier environment for everyone.

**PAPER 23****INDIGENOUS VOICES IN AOTEAROA PICTUREBOOKS***Dr Nicola Daly, Dr Nic Vanderschantz, Dr Julie Barbour, Dr Darren Jospeh, Pania Tahau-Hodges, Te Kani Price, Kawata Teepa, Eboni Waitere, Bryony Walker*

In the field of children's literature, there is a dearth of research concerning Indigenous voices. In this presentation we will share findings from a three-year Marsden-funded research programme, exploring indigenous voices in Aotearoa picturebooks in collaboration with our research partners, Huia Publishers. Our work directly addresses the conference theme, "Toitū te Taiao, Toitū te Tiriti," by highlighting how awareness of authentic Māori voices in picturebooks can help libraries and librarians uphold their commitment to Te Tiriti o Waitangi. This original research offers insight into publishing processes, book design, translation, and language revitalisation in a selection of picturebooks. Our research aims to develop practical understanding of how to identify and promote authentic Māori representation, and we hope that our presentation here may inform library collection development and curation practices.

**PAPER 24****WHAKARĀRANGI: DEVELOPING A CLASSIFICATION SYSTEM FOR KOHIKOHINGA MĀORI***Bridget Jennings, Shane Caldwell, Simon Christiansen*

Western classification systems used by libraries in Aotearoa NZ, like Dewey Decimal, are inadequate as a tool for organising ngā kohikohinga Māori. Wellington City Libraries aims to ensure our Māori collections uplift and invigorate Mātauranga Māori. As part of this journey, we are developing an in-house Māori classification system to better reflect te ao Māori, using ngā atua Māori as the tīpuna for each class of knowledge, which we are trialling at Te Awe library in the CBD. Our hope is that in doing so we make it easier for people to connect with the relevant information they are seeking, and give our collection the space to grow in ways more relevant to the needs of our community. Our paper will discuss the kaupapa of the system, the process behind developing it, and what the Te Awe library experience has been.

**PAPER 25****TE PĀTAKA KŌRERO O MOERĀ- ON BORROWED LAND AND TIME***Joann Ransom*

When the cost to repair the old Moerā Library proved unaffordable, Hutt City Council opted for a new, modular eco-build. This modern, larger community facility, completed for \$1.2 million, is relocatable and addresses future challenges such as sea level rise and a planned new cross-valley transport link. The new Moerā Neighbourhood Hub, which opened in March 2025, exemplifies cost-effective impact by delivering a 30% larger facility at a lower cost than repairing the old library. The project aligns with the cultural values of the community, incorporating aspects of Te Ao Māori and reflecting the narratives of Mana Whenua. This culturally respectful approach has fostered strong relationships and ensured the project meets the community's needs and aspirations, standing as a testament to Hutt City Council's commitment to sustainable and inclusive community development.



**PAPER 26****COUNTERING MIS & DIS INFORMATION***Mandy Henk*

Between AI, networked propaganda, and state backed disinformation campaigns, information literacy turns out to be the key skill of the 21st century. And librarians remain the most trusted community level institution with the expertise needed to support the general public to navigate our dangerous and dynamic information environment. But how can we do it? What techniques work to change information seeking and evaluating behaviour—and who do we need to partner with to deliver results that protect our communities, our readers, and our democracy?

**PAPER 27****PRISON LIBRARIANS: THE NITTY-GRITTY OF WORKING INSIDE AOTEAROA'S LARGEST PRISON***Zoe Cornelius, Ariana Blowers*

How many doors do you have to open to get to your desk? For us, it's eight security doors! Our day starts and ends with security checks, donning belt, keys and radio, and waiting for Master Control to open doors. Our book rooms are in two separate buildings, four security doors apart. This is the reality for us as prison librarians.

Here to challenge the misconceptions of Aotearoa's largest prison and the work of Prison Librarians, this two-person library team will take you through what a working day looks like in the busiest prison in New Zealand. Is it like Shawshank? Do you see the prisoners face to face? Do you teach them to read? Do you wear body armour? Do you feel safe? Come and discover what makes our work unique and the surprising things we have in common.

**PAPER 28****"READING ALLOWED" AND ALOUD: CULTIVATING COMMUNITY IN A CITY LIBRARY***Jackie Mcmillan, Dr Paul Tankard, Lorraine Johnston, Rev Dr Steve Taylor*

"Reading Allowed" is a regular monthly event at the city library in Dunedin. This session will present the trials and tribulations, the whys and the wherefores of reading books aloud in a public space. From the multiple perspectives of a librarian, the readers, and a listener who is a professional researcher, who has surveyed other attendees, we will show how hearing books read aloud in person, in a communal setting, contributes to social connection and collective flourishing between individuals and communities. "Reading Allowed" emphasises the experience, the diversity and the pleasure of books. Books read aloud are chosen for both recognition and contrast. The aim is to allow the books to speak for themselves, and to give listeners the confidence to read more widely.

**PAPER 29****BIG HAIRY AUDACIOUS GOAL : ENGAGEMENT ON A NEW CENTRAL LIBRARY***Joanna Thomas*

Tauranga City Council is building a new civic precinct, Te Manawataki o Te Papa (the Heartbeat of Te Papa). The first new building for the precinct is a 5,400 square metre Library and Community Hub, due to open in late 2026. Joanna Thomas, Library and Community Hubs Manager presents the journey of engagement on this project since 2015 reflecting on the themes of reconciliation with mana whenua, community engagement, city centre revitalisation and the role of a library manager in the many phases of a complex project.

**PAPER 30****HORIZONS, FUTURES AND COLLABORATION: NSLA, AUSTRALIA AND AOTEAROA NEW ZEALAND***Dr Simon Polson*

National and State Libraries Australasia (NSLA) marked fifty years of continuous collaboration for the library sector in 2023, and in 2025 celebrates twenty years of partnership with the National Library of New Zealand Te Puna Mātauranga o Aotearoa (NLNZ). Over this time, NLNZ's membership has broadened NSLA's horizons and strengthened its leadership role in the Australian and Aotearoa New Zealand sectors. Imagining the future has been a focus for NSLA since the Big Bang: Reimagining Libraries program and subsequent strategic plans. This year, led by Rachel Esson (Te Pouhuaki National Librarian NLNZ and NSLA Chair), NSLA is working to refresh its strategy, looking to horizons in 2030 and beyond. This talk describes identified themes and possible futures for which a thriving sector must be ready, providing case studies of successful collaborative work already underway in Australia and with Aotearoa New Zealand, preparing the sector to face te kuneroa, the future.

**PAPER 31****REPAIRING OUR NETS: KEEPING WORK MOVING DURING A BUDGET CRISIS***Kyleigh Langrick*

"When fishermen can't go to sea, they repair their nets." In times of financial strain, libraries may face reduced resources and limited services, but this moment can also be an opportunity for reflection, strategic planning, and improvement. Just as fishermen repair their nets to ensure future success, libraries can use budget challenges as a catalyst for strengthening internal operations, refining workflows, and enhancing staff skills. This session will discuss practical strategies for improving service delivery, fostering community engagement, creating internal and external partnerships, while implementing cost-effective solutions. Attendees will learn how to emerge from budget crises with a stronger, more resilient library capable of meeting future demands effectively.

**PAPER 32****LEGAL DEPOSIT IN THE DIGITAL AGE: LOOKING BACK AND FORWARDS***Rhonda Grantham*

All works published in Aotearoa New Zealand are in scope to be collected under the legal deposit provisions of the National Library of New Zealand (Te Puna Mātauranga o Aotearoa) Act 2003, including works published by New Zealanders on websites and hosted on overseas self-publishing platforms. The 2003 Act and the National Library Requirement (Electronic Documents) Notice 2006 authorise the National Librarian to make a copy of any digital publication in scope for legal deposit. This presentation will illustrate the breadth of past collecting under legal deposit and explore future directions for digital collecting. With increasing volumes of online content, how can we build and maintain sustainable collecting within our legislative framework? How can we build selective collections that are representative of Aotearoa New Zealand's publishing activities? Recent work on a new Collection Development Strategy and Selective Digital Collecting Principles provides guidance as we look forward.

**PAPER 33****ESCAPE ROOMS: UNLOCKING COMMUNITY ENGAGEMENT, CHANGING THE ROLE OF LIBRARIES!***Amy Bustard, Kisori Allan*

Want to create an escape room in your library? Here's how! At our library, we've seen firsthand how escape rooms can attract new patrons. By offering a unique interactive experience, we've witnessed higher attendance from individuals who had never visited before. This change has also helped reshape the image of our library in the community. Escape rooms are fun and challenging activities that appeal to younger generations. When people experience libraries as both learning hubs and places for entertainment, they are more likely to form long-term connections with these spaces- ensuring the future of libraries is both relevant and community-focused. We want to share our insights and experiences with other libraries across New Zealand! After running a variety of escape rooms, we've learned what works and what doesn't. Our goal is to help libraries grow their community engagement and continue to evolve as key community hubs. Let's transform libraries together!

**PAPER 34****THE SHELF PODCAST: COMMUNITY ENGAGEMENT AND INFORMATION CREATION THROUGH PODCASTING***LJ Jennens*

Celebrating two years of the Whangārei District Libraries podcast, The Shelf. Learn about the triumphs and tribulations of recording a podcast on live local radio, and how our podcast has changed our role as a library beyond being an information repository to now actively creating information. Hear how we have used the podcast to build closer relationships with a huge range of community groups, and how we have used it to reach our community and educate them on a range of topics from the silly (every librarian has a poo story), to the serious (spotting disinformation and misinformation in the modern age).

**PAPER 35****WE ARE THE CONNECTORS: BINDING COMMUNITIES, COLLECTIONS, MEASINA, AND KNOWLEDGE***Kelly Dix, Taputukura Raea, Ulu Afaese*

Digitised collections open up the world to communities in the Pacific and across Aotearoa, either through access at home, a connected library, or school / tertiary organisation. The Digital Pasifik and DigitalNZ websites make it easier for communities to access their heritage and, just as importantly, to contribute their own stories to ensure histories are available for future researchers. As the impacts of climate change threaten traditional knowledge and cultural sites, preserving and sharing these stories digitally becomes even more vital for future generations. This will be an interactive session where participants can search heritage collections on Digital Pasifik and DigitalNZ, comment and contribute missing details to items, and create stories about the people and places in your community. We will also showcase examples of how libraries can share collections online and make collections more accessible to communities as many parts of society shift to a more digital world.

**PAPER 36****FILLING THE GAPS: THE PUBLISHING PROGRAMME AT AUCKLAND COUNCIL LIBRARIES***Kate Innes-Monsalve, Catherine Leonard*

As librarians we're uniquely positioned to understand the information needs of our users. We know what our customers read for pleasure, and the information they need to thrive. We use this knowledge to develop our collections. But what happens when the resources our users need don't exist? At Auckland Council Libraries we responded to this challenge by starting our own publishing programme. Over the past five years we've collaborated with kaimahi, community members, local creatives and publishers to produce books, documentaries and other content that fills gaps in our collections. The programme helps us champion Mātauranga Māori, Pasifika narratives, and Auckland's many diverse cultures, and preserve and share Tāmaki Makaurau's stories. In this paper we'll talk about the successes and challenges of the programme so far and provide tips for any librarians considering starting on their own publishing journey.

**PAPER 37****SUMMER READING MAGIC: USER-FOCUSED DESIGN FOR ENGAGING YOUNG READERS***Rida Malik, Leah Olesen*

Summer reading programmes are vital for preventing learning loss, but dwindling sign-ups to our programme indicated to us that we were failing to capture the imagination of our tamariki. To address this, a working group was formed who created a child-friendly survey for school children in Kirikiriroa Hamilton. The survey results uncovered key insights into what truly motivates our tamariki, through a broad user experience analysis. Our findings can be encapsulated in one lively statement: Summer is all about having fun and eating ice-cream, while spending quality time with family and friends. Our 2024-25 Summer Reading Programme and Finale Party achieved unprecedented levels of attendance and engagement. This highlights the importance of understanding library audiences so that we can refine and enhance our offerings to meet the needs of our communities. This is vital to ensure that libraries remain relevant in the everchanging climate.

**LIGHTNING TALK 16****VERIFYING SOURCES: WERE WHALES KEEPING WELLINGTONIANS AWAKE IN THE 1800S?***Kim McClintock*

Working at Te Papa's research library often means helping with very interesting research requests. In this case a curator asked the question, are there primary sources for the story that whales made so much noise in the Wellington Harbour that they kept people awake at night in the 1800s or is it just an urban legend? By diving into published accounts and tracking down primary documents a surprising possible source for the story was found that might solve the mystery. The research journey shows that a librarian's ability to find trusted sources of information and assess unreferenced secondary sources are still vital in today's information environment. Spoilers can be found at this blog: <https://blog.tepapa.govt.nz/2025/02/24/urban-myth-or-reality-did-whales-keep-wellington-awake-in-the-19th-century/>

**LIGHTNING TALK 17****NURTURING THE VINE: REBRANDING A SPECIAL LIBRARY FOR DIVERSE AUDIENCES***Gay Richards*

This presentation describes the journey from clearinghouse to knowledge hub taken by Vine- Violence Information Aotearoa in the past year. How does an organisation with a 20-year history of delivering trusted information rebrand and develop a new website to continue to meet the needs of policymakers, community workers, researchers, students and the general public in 2025 and beyond? Our new brand reflects our core activities: Curate, Communicate, Connect and Change, underpinned by our commitment to honour Te Tiriti o Waitangi through all our mahi. We recognise that our audience includes people with disabilities, a range of life experiences and varying levels of understanding of the subject matter. Discover how we designed our website, the window to our research and information services, to enhance our engagement with kaimahi Māori and to equitably and sustainably meet the needs of our diverse audience.

**LIGHTNING TALK 18****LONELY NO MORE - BUILDING RELATIONSHIPS FOR SPECIAL LIBRARIES***Steven Lulich*

The Parliamentary Library Te Pātaka Rangahau provides specialist services to members of parliament and their staff. With no other parliamentary libraries in New Zealand to benchmark against or share ideas, Parliamentary Library could have through its isolation missed out on ideas for best practice or innovative technology solutions in a parliamentary context.

Come listen to how Parliamentary Library has connected with Australian state and federal parliamentary libraries to:

- Share ideas and innovative thinking at biennial conferences
- Establish reciprocal user groups for working in areas of shared knowledge or topics of interest'

Special libraries whatever their size or focus can similarly benefit if they too can think more broadly about who they can connect with, resulting in better alignment of services with client needs, while also providing more tangible and relevant professional development experiences.

**LIGHTNING TALK 19****LIBRARY FRIENDS: WHEN COMMUNITY LOYALTY TO A BUILDING OUTWEIGHS REALITY***Chloe Fryer*

Like many others, Auckland has been experiencing its share of closures due to problematic buildings and seismic risk. The closure of a heritage building in an affluent area, resulted in a groundswell of community reaction. The Leys Institute, opened in March 1905 in Ponsonby, with a deed of trust stating the property must remain a public library in perpetuity, was closed in 2019 due to seismic risk. Without any fixed plan or guaranteed funding of remediation, a very different, temporary, pop-up library was opened in a retail space, just across the road. The real story is one of leveraging personal connections to maintain relationships with the community, helping customers embrace their new pop-up library (Little Leys) and delivering our key services very differently. This talk will cover how our librarians engaged with the community and continue to manage the delicate balance of upskilling a vocal and articulate community in civic literacy and participation, while staying at arm's length from community advocacy groups.

**LIGHTNING TALK 20****THE LIBRARY AFTER DARK: THE NIGHT LIBRARY AND CAFÉ***LJ Jennens*

Come and hear about Whangārei Central Library's 'The Night Library and Café' event – a different way to engage the community. 'The Night Library and Café' initially began as a one-off Whangārei Fringe Festival event and was met with so much enthusiasm it has evolved into a quarterly event. Learn about how we collaborated with community members and our library café to create a successful night-time event for social introverts. Our presentation will include information on planning the events, what happens during the events, including how we incorporated accommodations for neurodivergent people into the event, and how we utilise the event to promote library collections and services in unique ways.

**LIGHTNING TALK 21****BEAMAFILM – LIBRARIES SENIORS SOCIAL ISOLATION BUSTER!***Janine Taylor*

Libraries change; we constantly seek ways to engage with our communities, and as libraries strive to meet the needs of our growing, ageing and socially isolated seniors community, we have introduced free monthly Movie Matinee Kiriata sessions for our local senior citizens. Using the local Council-owned events centre (free hire), screening Beamfilm movies (free screening with our Beamafilm group audience subscription), providing taxis for movie-goers who have transport or access issues (funding kindly provided by LIANZA!), collaborating with a local Lions group to provide free refreshments during intermission – attendees are able to socialise and connect with other audience members- whilst we promote our library resources! It's a great opportunity to publicise our weekly Digital Drop In sessions and the use of Library Apps to download on their devices. We regularly have 40-70 people attend our Movie Matinees! You too could do this!

**LIGHTNING TALK 22****SUSTAINABILITY IN COLLECTION POLICIES***Melanie Johnston*

The core service of libraries are its print and digital collections. Collection development and management policies are key documents that support a library's mission, goals, strategic development, planning and budgeting. To understand how sustainability is integrated in collections, I carried out a content analysis of collection policies from 22 public libraries. I mapped policy components to economic, environmental and social equity elements. When integrated, they underpin the 'triple bottom line' (TBL) approach. Most components that mapped to TBL were related to social equity (50%), followed by economic (30%), then environmental (20%). Only five policies described sustainable activities explicitly. A key takeaway from my study was to be sustainability leaders we need to know how and what we can do to achieve it. This requires us to define sustainability goals and activities in our policies and management guidelines that are measurable. Using TBL we can then assess and adjust our practices.

**LIGHTNING TALK 23****FOR THE ENVIRONMENT: ENVIRONMENTAL EDUCATION IN NEW ZEALAND LIBRARIES***Matthew Evans*

Supporting our communities to respond to climate change is important and creating opportunities involving environmental education can be a pivotal step in making progress towards this.

This paper will explore the findings of my 2023/2024 research into the attitudes of New Zealand's public library managers towards taking an active role in the promotion and facilitation of environmental education in libraries. The findings of my research give insights into questions such as: Should public libraries engage in environmental education? What sustainable practices and environmental education opportunities had been successfully implemented in public libraries? What were the challenges faced in doing so?

By sharing this research I hope to encourage more libraries of any type to connect with and support their communities through environmental education opportunities.

**LIGHTNING TALK 24****GREEN IS THE NEW GOLD! CLIMATE ACTION IN THE LIBRARY***Donna Coventry, Judith Gust, Julie Drabsch, Michael McCutcheon, Emma McFadgen, Ingrid Vinkenvleugel*

Repair workshops! Soup days! Greener document supply. Fresh fits (clothes giveaways). Seed swaps!

These are just a few of the activities run by Kākāriki, the Green Impact team of sustainability loving librarians from Te Mātāpuna (AUT Library).

The challenge, a sustainability learning and awards program delivered by Australian Campuses Towards Sustainability (ACTS), involves completing sustainability focused tasks of varying complexity with creativity and individualisation welcomed! As a team we've been able to accomplish changes in library procedures and culture, establish connections within the AUT community, make changes to our daily lives, and have fun- all in the name of fighting climate change.

Many of the activities we have participated in will be of interest to others working within the library sector (whatever the type of library) and we would love to share our journey to further this kaupapa.

**LIGHTNING TALK 25****DID WE BEAT A C+? LIBRARY WORKERS' DIGITAL LITERACY LEVEL***Vickie Ward*

What is the digital literacy level of library staff in Aotearoa New Zealand?

What is the relationship between demographic, socio-economic, and workplace factors and library staff's digital literacy skills? As library workers, we understand the vital role libraries play in fostering digital literacy, which is essential for keeping our communities connected (Hartnett et al., 2020).

This information is from a research project, with over 600 qualifying responses – making this research statistically significant, completed in 2024. It has been presented at a small conference and a summary published at the beginning of 2025. As library workers, we must be trained in the digital technologies our communities use—without this knowledge, both we and our communities risk losing vital digital connections. As the sole librarian in my space, I need to use digital technologies to connect my community with information that can support the well-being of those in need.



**LIGHTNING TALK 26****UTAINA: CONNECTING AOTEAROA THROUGH DIGITISED SOUNDS AND STORIES***Cynthia Wu, Zak Argabrite, Joshua Ng*

Delve into the impacts of Utaina, a multi-year collaborative digitisation project with the goal of preserving Aotearoa's at-risk audiovisual taonga. The project has digitised over 70,000 audiovisual materials and made them virtually accessible by the National Library and Archives New Zealand. Many items that have been digitised are culturally significant and were previously inaccessible to researchers elsewhere. For example, most of the music research requests through Te Puna Mātauranga o Aotearoa's Virtual Reading Room (VRR) have been Pasifika music distributed on small labels in the 1970-90s such as Samoa Daystar Records, Polynesian Records, and Vision Recording Studio. These requests primarily come from researchers and families reconnecting with the music of their parents or grandparents. In most cases, the VRR provides the only copy these researchers can find on the internet. Our presentation will share how digitisation has preserved the content stored on at-risk items and reduced barriers to accessing them.

**LIGHTNING TALK 27****THE WIKISOURCE- PUBLIC LIBRARY PIPELINE: FROM SCANS TO LENDABLE EBOOKS***Dr Mike Dickison*

At Westland District Library I began a project scanning locally-published history and literature books that were too rare to lend. These were mostly public domain, but we also negotiated with one author to release theirs under an open Creative Commons licence. I then trained library volunteers and Wikipedia editors to use the free, Wikimedia Foundation-supported platform Wikisource, which crowdsources transcription and proofreading of open-licensed books. Exported EPUB files could be manually uploaded to our catalogue and made available for loan in Libby. eBook loans far exceeded loans of the physical works, increasing the impact and accessibility of our collection with very little work from librarians. This was the first time anywhere in the world that Wikisource had partnered with a public library to make transcribed works available to patrons. This pipeline could be applied to any library system that uses OverDrive.

**LIGHTNING TALK 28****MAKE OPENNESS TRUSTED: A CASE OF INTEGRATING ORCID WITH JOURNALS@LINCOLN***Yanan Zhao, Craig Murray*

Research integrity issues aren't new. With the rising pressures for researchers to publish or perish, and fast development of technologies such as AI, how we access trusted scholarly information has become increasingly challenging. This lightning talk aims to bring awareness to the issues of research integrity. It will use the integration between ORCID and Journals@Lincoln as an example to show how we can help to uphold trust through providing validated information. ORCID stands for Open Researcher and Contributor ID, and is a free, unique, persistent identifier for researchers. ORCID also allows publishers, funders or institutions to send research information to researchers' ORCID profiles. Journals@Lincoln provides a publishing platform for Lincoln University editors to host open access journals. The integration allows us to embed ORCID in the editorial and publication workflows to increase readers' confidence in Journals@Lincoln and prevents research misconduct. <https://journals.lincoln.ac.nz/>



**LIGHTNING TALK 29****DESIGNING AI FOR LEARNING: LESSONS FROM BUILDING A CONVERSATIONAL SEARCH***Anders Rapp, Jesper Solheim Johansen*

In 2023, Andrews and Scullin introduced Keenious to the LIANZA community with their presentation “Keen on Keenious? AI Versus Traditional Database Searching.” This talk picks up where they left off, sharing new developments and reflections from the ongoing work behind Keenious 2.0, the next phase of Keenious. Keenious itself represents a different approach to literature discovery, moving beyond traditional keyword searching by analyzing the user’s own text. By examining the core concepts within a research draft or proposal, the tool provides contextual recommendations from scholarly literature. This method is designed to shift the user from simple information retrieval toward a more engaged and exploratory discovery process. Our focus has shifted beyond information retrieval to the question of how AI can genuinely support information discovery and learning. We’re drawing on educational research and proven pedagogical models to shape how the system interacts, recommends, and responds to the user. The aim is to encourage curiosity, critical thinking, and deeper engagement with information than what you typically see with generative AI tools. While Keenious remains the example, this presentation is about what it means to design AI tools that actively support learning, and what we’ve discovered along the way.

**LIGHTNING TALK 30****STRENGTHENING ACCESS AND INTEGRITY IN AN AGE OF MISINFORMATION***Timothy Tillack*

In a world of rapidly evolving information landscapes, libraries play a vital role in ensuring communities can access trusted, timely, authoritative, and ethical information. But how can we safeguard access to reliable knowledge amid growing challenges such as misinformation, disinformation, and evolving digital habits of users? This presentation will explore how platforms such as ScienceDirect AI – and its AI-enhanced experience – help academic institutions and libraries uphold research integrity and empower informed decision-making. In addition, the presentation will underscore how publishing ethics, rigorous editorial standards, and transparent peer-review processes support the delivery of trustworthy content. Furthermore, there will be a demonstration of how ScienceDirect AI equips users with the capability to navigate and validate high quality information efficiently. By strengthening the pipeline between credible research and community access, we reaffirm the library’s role as the guardian of truth in an age of complexity and change.

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**KŌRERO 3****IT’S NOT EASY BEING GREEN: CLIMATE ACTION IN OUR LIBRARIES***Alexis Mccullough*

In the face of the climate crisis, increasing global pollution, and biodiversity loss, it’s easy to feel overwhelmed and helpless. Yet every day in all kinds of ways, librarians here in Aotearoa and throughout the globe are choosing to take positive action on climate change, demonstrating their commitment to the wellbeing of our communities and Te Taiao. This kōrero will be a unique opportunity to come together with colleagues from across the GLAMR sector to share our stories of climate action, acknowledge our common challenges and identify opportunities for collaboration and innovation. Come along for an informal session where we’ll explore several key topics including the essential role of indigenous knowledges in nature-based solutions, the energy consumption of digital collections, fostering community partnerships for local climate action, and best practice guidance for communicating the impact and value of climate initiatives to funders.

**KŌRERO 4****BAD EGGS?: RESEARCH INTEGRITY IN ACADEMIC LITERATURE***Aubrey Kirkpatrick*

What is our role in highlighting “bad egg” research or research practices? Recent NZ examples highlight that we can’t escape this worldwide problem, with cases of cloned journals and AI generated academics. Outlining the academic publishing environment, we’ll discuss the history of the reproducibility crisis, unethical publishing and retractions in academic literature. Practical steps and the use of free tools can alert librarians and our users to integrity issues. We’ll specifically cover Retraction Watch and PubPeer which have served as whistleblowing platforms and talk about the scope and limitation of these tools that are nevertheless important in a world of misinformation, disinformation, and malinformation that all librarians face. We will discuss how the library community can respond and collaboratively interact in this space for the benefit of our clients and communities.

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**WORKSHOP 3****AI FOR ĀKONGA: BRINGING CREATIVE WRITING TO LIFE***Amy Chiles*

Generative AI is a changing technology that is surrounded by mystery and both ethical and moral considerations. How can libraries work to not only educate, but imbue creative writing, critical thinking, reflection and dare I say – fun, into the way that we model generative AI to our tamariki and rangatahi? Christchurch City Libraries have developed a programme that works with local schools to do just that. Miniature Maker aims to encourage effective, informed AI use. The programme brings ākonga on the journey of creating a character, imagining who they are and where they live and turns this study into prompts for AI generated imagery, which is then realised as a diorama. Throughout this programme, ākonga are asked to discuss and reflect on their knowledge and feelings about AI. This workshop will include parts of the programme including character creation, generating effective prompts for an image and reflect on AI use.

**WORKSHOP 4****USING AI TO DEVELOP LIBRARY RESEARCH SKILLS: AN INTERACTIVE WORKSHOP***Steph Cook, Cuiying Mu*

As artificial intelligence (AI) tools like ChatGPT continue to evolve, their potential to support research and information literacy is expanding. AI tools can help identify key concepts and related terms for research topics and develop basic search strategies for library databases and Google Scholar. While AI-generated search strategies are not perfect, they offer a useful starting point that students can modify and refine to suit their specific research needs. This workshop, based on a Massey University postgraduate session, explores how to use AI to develop library research and evaluation skills. Attendees will learn how to craft prompts to generate keywords and develop search strategies, promoting a dynamic dialogue between humans and AI to refine searches. The session will conclude with an open discussion about AI’s strengths and limitations in research and best practices for integrating AI tools into library instruction.

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**PANEL 3****A TRINITY OF FREEDOMS AT RISK***Marlies Zyp-van der Laan*

An expert panel will dive into the International Statement On the Freedom of Expression, the Freedom to Publish, and the Freedom to Read. We will hear from representatives from libraries, publishers, and authors on our shared goals in upholding these values that underpin our professions. In times of crisis, it’s more important than ever to find allies and work together. We’ll discuss what’s at stake when these freedoms are at risk, and what safeguards these industries have to uphold these values. How can we work together to enhance advocacy? And what does a digital platform society mean for maintaining these values and upholding information integrity?

# THURSDAY 25 SEPTEMBER

## Tales and Tours

We're thrilled to announce that as part of the multi-day LIANZA 2025 Conference, we will once again be hosting Tales and Tours.

This amazing day will involve various tours providing valuable insights into the workings of contemporary library, heritage, cultural and information services. It will be an exciting and informative experience for all conference delegates.

Tales and Tours is a learning opportunity for you and our host venues have been invited to share a recent initiative, project, innovation or unique feature of their service or organisation.

During the tour, delegates will spend about an hour at each venue, taking part in a presentation and tour of the spaces.

All tours will start at 0900 and end around 1630. Each tour will start from Museum of New Zealand Te Papa Tongarewa and will return to a central city location for lunch and networking time. The busses will all return to Museum of New Zealand Te Papa at the conclusion of your tour where there will be ample options for transport to the airport or your destination.

### TOUR ONE

Your first visit is at Te Aka Matua Research Library, Museum of New Zealand Te Papa Tongarewa, from there you will walk to Wellington Museum. After lunch you'll be bused to the Parliamentary Library beside the Beehive, before finishing at Te Pātaka Kōrero the library at Te Herenga Waka Victoria University in Kelburn.

### TOUR THREE

You will be driving to the Hutt Valley to visit Moera and Naenae Libraries before heading back for lunch at Shed 22. In the afternoon you visit Te Aka Matua Research Library at Te Papa before visiting Wellington Museum.

### TOUR FIVE

Take the bus to Kelburn to visit Te Pātaka Kōrero the library at Te Herenga Waka Victoria University. After which you will visit the archives at Te Puna Mātauranga. In the afternoon you will visit Wellington Girl's College Library and Kathryn Mansfield House.

### TOUR SIX

Your tour starts visiting Te Puna Mātauranga's He Tohu exhibition before a visit to Kathryn Mansfield House. After lunch you'll drive out to visit Waitohi Johnsonville Library before visiting Te Pātaka, Wellington Libraries collection and distribution centre.

### TOUR SEVEN

Visiting Kathryn Mansfield House, you'll proceed to Te Puna Mātauranga's He Tohu exhibition. After lunch you'll visit Te Awe Library and Wellington Girl's College Library.

### TOUR EIGHT

Your first visit to Parliamentary Library is followed by a trip to Te Awe Library. After lunch you will visit Te Puna Mātauranga National Library and Wellington Museum.

### TOUR NINE

After a visit to Te Awe Wellington Libraries you'll visit Wellington Girl's College Library. This is followed after lunch by a visit to Te Aka Matua Research Library, Museum of New Zealand Te Papa Tongarewa.



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