

LIANZA LIBRARY CHALLENGES REGISTER

FREQUENTLY ASKED QUESTIONS

Question	Answer
Why do we need to have a challenge register now?	Challenges are increasing and a register will help us track trends for advocacy and support of libraries.
How will I know if my manager/organisation supports me doing this reporting?	The Register has been endorsed by PLNZ (Public Library Managers NZ) and LIANZA
Can this information be accessed by an Official Information request from other groups?	An OIA is for public right to access information held by government bodies. LIANZA is an independent organisation outside of the public service, so OIA does not apply.
Where is the data stored? Can we trust it?	Airtable servers are hosted in the US using AWS servers (US-East-1)
What will you do with the data I provide?	LIANZA will produce regular reports for the LIANZA office and analyse the data to understand trends and potentially create content and resources to support libraries in managing challenges.
Who will have access to the register?	LIANZA Office staff and (two) designated members of the LIANZA FOI committee.
Can I be identified by submitting a report?	No, reports are submitted anonymously. However, submitting which library your report pertains to is mandatory. If you'd like the Freedom of Information committee to contact you for further guidance or support, there is an option to submit a contact email address.
What are some examples of challenges I should report?	Books challenged, events challenged, protests, display/signage challenged, vandalism
What about if someone is trying to make us have a book we don't want?	Please report this too.
What if someone wants to use a library space for something that may involve hate speech?	Please report this and what your response was (your Council will likely be involved in this decision)
Does this cover all libraries, eg: public, school, academic, special, Marae?	Yes
Does this include when people make complaints about our services or the organisation we sit under?	If the complaint pertains to an attempt to restrict freedom of access to information, then yes.
Someone has complained about the use of te reo Māori in our building signage and email communications. Should I report this?	Yes, if the signage is in the library or the emails from library staff.

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Our library shares space with a community centre/CAB/cafe/council venue hire and someone has complained to us about something in that. Should we report?	If you think it relates to freedom of information then yes it could be helpful.
Where can I get help responding to challenges?	Have a look at LIANZA's Freedom-to-Read Toolkit for guidance on responding to challenges. You can also email the Freedom of Information committee at freedom@lianza.org.nz . The reporting form also has an option to request further contact from the committee.
Where can I get help with my collection policies?	The Freedom-Read Toolkit has a section on collection policies where you can find help.
Where does the tool come from? Who else is using it? Can we trust it?	AirTable (a cloud-based database software)
ALA uses this and trusts it.	LIANZA Office staff and (two) designated members of the LIANZA FOI committee.
Where will I find trends reports and top challenges information?	LIANZA will publish these and share them with PLNZ, Te Rōpū Whakahau and SLANZA.
How often should I report - as a challenge occurs or at regular intervals?	Whichever suits your workflow. You could add a regular calendar update to remind you to report any challenges in the previous month.
How do I fill it in - are all fields compulsory?	No - some are optional, and some can have multiple answers provided.
How will you avoid duplication if more than one person from an organisation reports something?	The FOI committee will monitor the database and reconcile duplication.
How far back does the data go	Libraries have been inputting since May 2025, but some libraries may choose to add retrospective data.
Should I do separate reports if there are multiple challenges about the same thing?	Ideally yes, as that will assist with data collection. However, we wouldn't want this to be a barrier to submission. You can submit one report and indicate in the free text field how many challenges you've received.