

# 2017 / 2018 Strategic Plan

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# What did we achieve in 2016 to 2017?

## Leadership

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- Advocacy and support provided for individuals / libraries working through change processes
- Continuing advocacy by Copyright Committee with MBIE regarding Copyright review
- Promotion of the value of libraries in areas outside of libraries (AuSAE and Institute of Directors Presentations)
- Increase in media enquiries regarding libraries being directed to LIANZA
- Increase in use of Te Reo and greater individual responsibility taken at council level for pursuing bicultural practices
- Comment on the National Library Strategic Plan
- Comment on the Archives
- Future of Libraries working groups



## Opportunities for Growth

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- Launched the 2017 Kōtuku cohort
- Provided goods in kind support and resources to INELI Oceania
- Provided support to Ngā Upoko Tukutuku
- Funding and support to the New Zealand Book Awards Trust, including a LIANZA member taking a governance role on the Trust
- Sector publications
  - Published monthly issues of Library Life
  - 2016 Libraries in Aotearoa
  - Workforce Development Report
  - Special Libraries Research Report
  - NZ Library and Information Management Journal
- Continued to deliver Professional Registration for the sector
  - Streamlining of PR processes
- Delivered professional awards, and scholarships
- Development of Advocacy Toolkit on Members only site



## Community of Practice

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- Provided Face to Face training courses in the following areas:
  - Social Media
  - Visual Merchandising
  - Design Thinking
- Delivery of webinars
- New online courses

- Weekend schools run by regions in Wellington and Tokoroa
- Work progressing joint conference with ALIA and Singapore
- Bid to bring IFLA conference to New Zealand submitted
- Updated LIANZA Global Libraries Data set
- Supplied data to IFLA
- Office visits to libraries to engage membership more closely
- AGM accessible remotely
- Provided information and data around remuneration
- Regular meetings for Regional Chairs to increase engagement around country
- Increased social media engagement
  - Addition of Instagram
  - More activity on LinkedIn
  - Growth in twitter and facebook followers
  - Extended reach
- Continuing digitisation of LIANZA resources to increase accessibility

## Sustainable Foundations

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- Develop and strengthen partnerships with other organisations including National Library, APLM, ALIA, Singapore Library Association, Fiji Library Association, Museums Aotearoa, and ARANZ
- Ongoing work to improve service levels to members including:
  - 24 hour response time for email queries
  - Membership survey to sense check satisfaction
  - Improved communication with regional groups
  - Upgraded membership database
  - New abstract submission process integrated with the database
  - New Conference Registration system integrated with the database
  - Continuing member card
  - Continuing new member packs
- Continuous improvement of office processes including:
  - New VOIP phone system
  - Better desk set-up from and OSH perspective
- Introduction of new code of practice
- Member consultation around revision of rules in advance of Repeal of Act incorporating LIANZA
- Sold out conference exhibition
- Clean audit result
- Despite not meeting projected income targets tight control over office expenditure ensured budget targets were met
- Adjusted council meeting schedule, with remote meetings happening via video conference
- Office move a success
- Membership survey – NPS has gone up

# Workplan for 2017/18

## Leadership

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As an association we believe in the importance of our role as a voice for the sector. In the coming year we will:

- Progress the Future of Libraries work, supporting the sector to progress the work plans articulated in the four areas identified – One Library, Workforce Development, Open Access and Biculturalism – and begin to deliver the vision articulated at the Summit. A key focus this year will be on Workforce Development.
- Develop a clear advocacy strategy, articulating our advocacy priorities and the changes that we hope to see, in partnership with other sector groups
- Maintain a media presence for libraries ensuring appropriate messages regarding libraries are being heard
- Continue our commitment to our partnership with Te Rōpū Whakahaui and working to meet our responsibility under Te Tiriti o Waitangi
- Contribute to the review of the Copyright Act

## Opportunities for Growth

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We will continue to support our members to grow and extend themselves through:

- Kōtuku – our Emerging Leadership Programme. We will deliver Cohort four, and continue to improve the programme each year to increase its impact on the sector. We will also look for opportunities to collaborate with the providers of other leadership programmes.
- Continuing our commitment to partnership in order to extend the networks and opportunities we are able to create for our members
- The delivery of the Professional Registration scheme which supports members in structuring their ongoing professional development
- The delivery of our Associateship and other professional awards and scholarships.
- The provision of volunteer opportunities including roles on our working groups, membership of SIG / Regional committees, and tailored volunteer roles through National Office.

# Community of Practice

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We will grow and nurture our Communities of Practice by:

- Supporting our special interest and regional groups in the delivery of outstanding events
- Ongoing research to support the profession
- Deliver our regular suite of publications including:
  - Library Life
  - Libraries in Aotearoa
  - NZLIMJ
- Continue the delivery of high quality CPD ensuring we meet the current and future needs of the profession, aligning with our work on Workforce Development
- Continuing to digitise and make available pre-digital publications and resources
- Review and improve on-line channels and clarify content focus of each, including publishing LIA in web form on the Libraries Aotearoa site



# Sustainable Foundations

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We will continue to maintain sustainable foundations through:

- Complete the Code of practice, and ensure it articulates our bicultural mode of operating
- Build on our existing relationships and deepen our partnerships with the GLAM sector, both in New Zealand and abroad, to improve our reach and maximise on our use of resources
- Maintaining a focus on continuous improvement within the LIANZA office, seeking better and more efficient ways to deliver member services
- Retaining our current membership and expanding our membership base to ensure our future

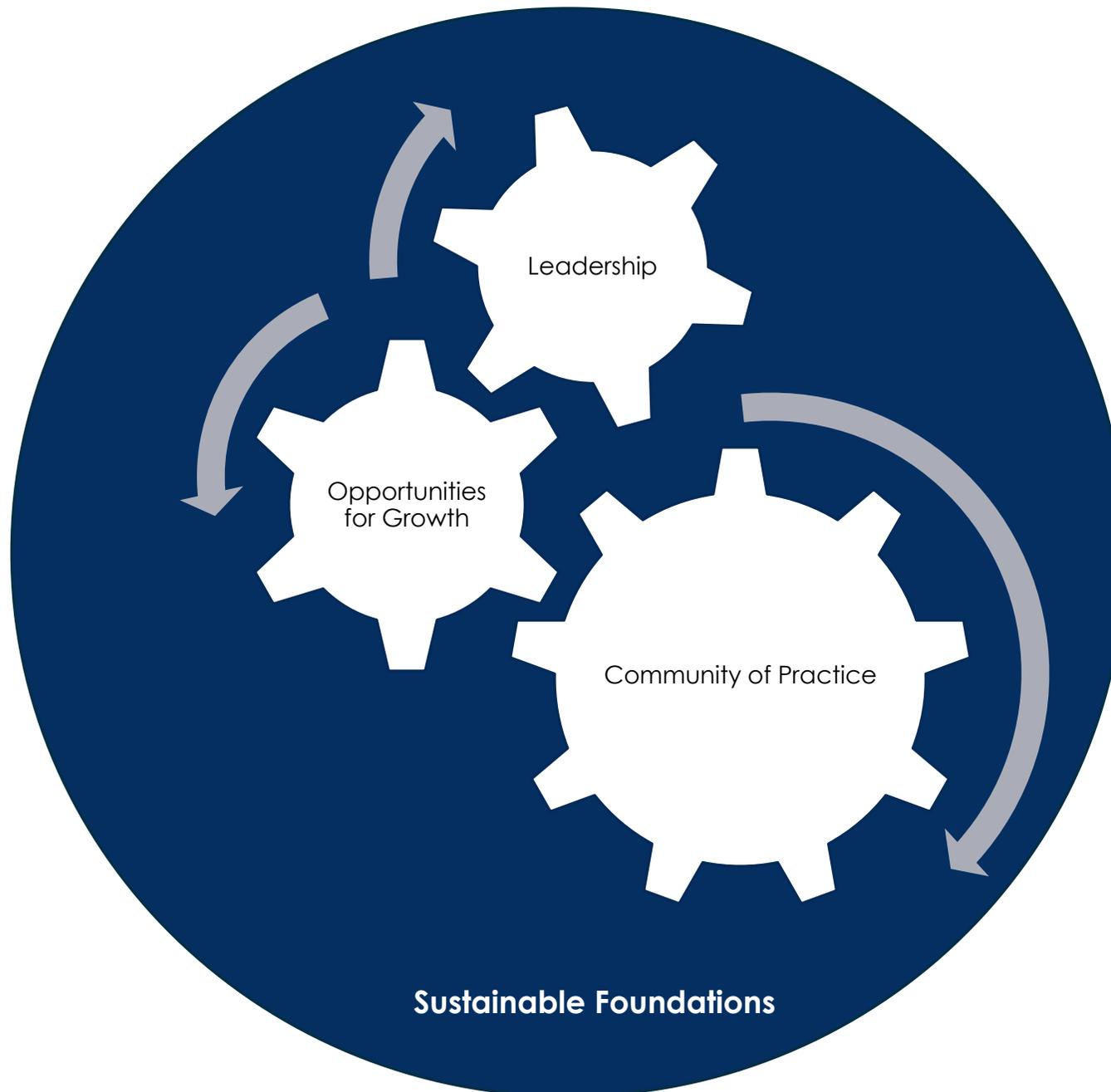
# LIANZA STRATEGIC PLAN 2015 – 2020

## Leadership

LIANZA takes a leadership role in the profession establishing itself as an authority on library and

## Opportunities for Growth

LIANZA provides growth opportunities for members of the profession, through training, volunteer opportunities, and leadership development.



## Community of Practice

LIANZA provides a strong community of practice for its members supporting their learning, practice, and service delivery.

## Sustainable Foundations

The library and information sector is undergoing a period of rapid change. It is imperative that LIANZA retains and builds a strong membership base to ensure sustainable income and enable timely response to sector needs.