1. The Beginners Guide to Constant Bloody Change

Latta, Nigel

Change has been one of the fundamental prerequisites of survival on this small blue green planet in the back corner of the Milky Way for the last 3.8 billion years. Without it, none of us would be here. The only problem is that the world has changed more in the last hundred years than it has in all human history, and the rate of change seems to be increasing exponentially. It has never been more important to have the ability to accept and adapt to change both as an individual, and as an organisation. So how do you help people who work with you to embrace change, and even more importantly, how do you best help people whose response to change is to dig in and resist any attempts at movement? Luckily clever people have spent the last forty or so years looking at just that issue, and in this session Nigel will show you what they've learned, and how it applies to you and the people in your team.
2. War cry

Chris Szekely, Chief Librarian, Alexander Turnbull Library

In April, Turnbull Chief Librarian, Chris Szekely was one of several New Zealanders invited by the Turkish Government to attend the 51st Library Week Conference in Çanakkale, Turkey. Chris will recount his experiences of visiting ANZAC Cove and Chunuk Bair on the Gallipoli peninsula, and participating in a panel on 'War and Cultural Heritage,' with colleagues from Palestine and Bosnia Herzegovina. Chris will also reflect on the National Library of New Zealand’s WW100 programme, and the extent to which the library’s commemorative activities have aligned with expected outcomes and delivered some unexpected spinoffs.

Audience: pan-sector, but particularly public and research libraries
3. Building relationships between the Blind Foundation and Public Libraries

Pigott, Chris
Jarvis, Neil

The Blind Foundation is striving to build closer relationships with other libraries across New Zealand. The goal is to enhance the information environment to ensure blind and low vision customers have ongoing equitable access to information. This session will function as a workshop, and is aimed at librarians with responsibility for inclusiveness within their library. Topics for discussion will include the needs of blind and low vision clients, ways the Blind Foundation can support libraries in enhancing inclusiveness and the potential for the development of a framework between libraries and the Blind Foundation. It will be led by the Blind Foundation’s Executive Director of Strategic Relations and their National Library Manager. The expectation is that the session will be fully interactive, and that those attending will already be engaged in the inclusiveness space and can contribute fully to discussion. Desired outcomes include the clear articulation of the way forwards, stronger relationships between the Blind Foundation and public libraries, and movement towards the development of a formal framework.

Audience

1. Public librarians working in the inclusiveness space are the primary audience
2. Librarians from other sectors with an involvement in inclusiveness are the secondary audience
4. Snap Happy: Tips and tricks for great images on your social media streams

Bold, Kelly, Auckland Libraries, Auckland, New Zealand

Images are everything right now in social media. Do a quick Google search of social media trends 2015, and you'll pull up a plethora of articles about the explosion in popularity of image based social media platforms like Pinterest, Vine, Instagram, Whisper and Snapchat. Plus, you'll also find lots of articles about the way “traditional” social media platforms like Facebook and Twitter are adapting to become more visual too.

Library social media administrators will have seen this play out on their own streams too: when they snap and post a great image, there’s a notable boost to engagement - more likes, comments and shares - than link or text only posts, all those good things we’re trying as community managers to achieve.

But if 136,000 photos are uploaded worldwide to Facebook every minute of every day, it’s not enough to just be posting more pictures – they need to be amazing to cut through all the other images in people’s newsfeeds.

So how do you take amazing images?

Snap Happy is here to help. This 1.5 hour long workshop covers the basics of good photography including focus, perspectives, rule of thirds, lighting, background distractions and zooming. It then moves on to best practice tips and tricks for uploading those images to social media, with a particular focus on Facebook.

The workshop provides a range of both “good” and “bad” examples to highlight the points covered, and is followed by an opportunity for participants to put their newly acquired knowledge into action with practice time. It is for this reason participants need to bring with them a smart device or camera they are comfortable using for photography.

Audience
This workshop is aimed at two groups: those who are social media administrators as well as staff who are asked to photograph events but might not be the person who uploads them to social media. It is aimed at amateur photographers to boost their confidence and equip them with some common sense tools.
5. COLLABORATE: CONNECT! – a hearts-on collaborative story building workshop

Trudgeon, Bee, Porirua Library, Porirua, New Zealand
Pauwelijn, Greet, Book Island Publishing House, Raumati, New Zealand

Join Bee, Greet and your fellow workshop participants on a journey into the uncharted waters of live story building. COLLABORATE: CONNECT will demonstrate a low-no-cost workshop method that turns the individual struggle to find a creative voice into a collective pursuit – and eventual capture – of fresh, untold tales.

Inspired by the TimeSlips™ method of storytelling, Greet’s work with UK-based storyteller Emily Duizend lead to the pair presenting a Grand-Along at Porirua Library as part of A-Long Hot Summer Story Festival in 2014. The Grand-Along provided a series of language-rich activities to children and their grandparents, to encourage them to tell stories together. This audience was targeted due to their high visibility at library programming during school holidays, and the perception that both could benefit from the opportunity to create stories in the spaces between them they may be unsure how to fill. Greet and Bee revisited the format with the Love-Along at A-Long Hot Summer Story Festival in 2015.

Workshops begin with activities that lower creative inhibitions and bond the group, such as voice and body warm-ups. A tale is told to showcase the power of the spoken story to touch the heart. Food can be shared, and baking biscuits to the shape of your theme is about as difficult as preparation needs to get. A craft activity adds another element of engagement. An illustration from a sophisticated picture book is shared, and the group is encouraged to provide lines they feel it suggests. The facilitators work together to capture and live-edit the story. The story gets its debut telling at the session’s end – and is eventually worked into a hard copy to be shared with all participants and the wider library community after the workshop.

The workshop facilitators draw on inspiration gleaned from working with the TimeSlips™ method - [http://www.timeslips.org/about](http://www.timeslips.org/about) - and from experiences gained presenting:

- the StoryBridge project, bringing together elderly residents from a Raumati-based rest home and students from Raumati South School, facilitated by Emily Duizend from Story Island in 2013: [http://storyisland.net/projects/](http://storyisland.net/projects/)
You will emerge from this session with all the tools to run your own COLLABORATE: CONNECT workshop, and an awareness of the collective power of a group to forge deep connections with its members through the medium of story.

Post-event feedback from this year’s Love-Along:
‘Great team effort and a lot of fun.’— Fiona, parent.
‘Thank you for doing this. We LOVE how the story turned out!’ – Robyn, parent.

Audience
This session is aimed at librarians with responsibility for public programming, including those looking for innovative ways to work with ages ranging from school-aged to elderly.
6a. Collecting, validating, integrating and using data on a university’s research business - the PURE research management system.

Bo Alroe, Head of Pure, Elsevier
Amelia Ford, Research Solutions Manager- Pure, Elsevier

First, the paper outlines the scope of data in the Pure research management system (RMS) - what types of data is included and what details are collected. Types of data are among others persons (e.g. researchers), organisational units (e.g. departments), funding opportunities, research funding applications, awards, research projects, outputs (e.g. publications, patents, licensing), datasets, and equipment. Other types of data are also included in the scope of the Pure RMS, for example bibliometrics, researcher CVs, and impact.

Related to this, the paper addresses the need for data integration - why and how the different types of data are integrated in Pure's CERIF data model - and how that supports the business needs of research administrators such as research offices, department managers, and other stakeholders.

Next, the paper turns to the need for IT tools to collect, validate, and integrate the various types of data; including tools for automated import of publication records (e.g. from online sources such as Scopus, Web of Knowledge, EMBASE, or PubMed), tools for validation and internal approval (e.g. publication validation, internal approval of grant applications, and ethical approval), and other tools for data governance.

Finally, the paper focuses on stakeholders' needs to use the collected, validated and integrated data in the RMS, in two areas in particular: Internal reporting and online exhibition. Internal reporting covers the business needs of research managers and research administrators to overview data and to draw conclusions on it; both for research strategy making and research strategy execution. Online exhibition covers the need of research-driven universities to exhibit and promote their research efforts online, and it covers the need for individual researchers to have rich, continually updated profiles online.

The conclusion of the paper will address the prerequisites of system implementation with regards to systems integration, legacy imports, data quality issues, hosting facilities, availability of staff and competences, costs in dollars and FTE, and changed or updated internal mandates.

The paper will be openly available. The paper will be accompanied by a PowerPoint presentation with visual support such as data model diagrams and screenshots.
6b. What's new in WorldCat. An update for New Zealand libraries.

Cook, Angus, OCLC, Melbourne, Australia

WorldCat represents a “collective collection” of the world’s libraries, built through the contributions of librarians, expanded and enhanced through individual, regional and national programs. WorldCat represents the electronic and digital materials most in demand by information seekers, as well as the important, unique items found only in local libraries.

WorldCat has become the international online catalogue that helps OCLC members share resources, reduce costs, and increase their visibility and impact in the communities they serve. OCLC’s ongoing development of the WorldCat platform has capitalised on and added value to this core shared resource of metadata and holdings information. WorldCat and related files and the OCLC systems, and services based upon them, are vitally important to the operations and services of many libraries, museums, and archives.

As the needs of libraries and their users expand, OCLC is working with libraries to collect, manage and share new types of library data.

OCLC staff will provide an update on recent WorldCat developments relevant to New Zealand, including discussion on linked data, VIAF and WorldCat Identities. The presentation will also share the experiences of New Zealand libraries that have been using an increasing range of services that leverage WorldCat data.
7. ‘Not one more acre’: Remembering the Māori land march 40 years on

Diamond, Paul, Curator, Māori, Alexander Turnbull Library, Wellington, New Zealand

In September 1975 a group of Māori and Pākehā set off from Te Hapua in Northland to march to Wellington to raise awareness over Māori land loss. The march was instigated by Muriwhenua leader and former Māori Women’s Welfare League President, Whina Cooper. The organising group, Te Roopu o te Matakite (‘those with foresight’), adopted the slogan ‘not one more acre of Māori land’. As one newspaper editorial noted, the march was historic for more than one reason. It began in a small country village and ended in a large city: the same journey that thousands of Māori had made in the past decade.

The peaceful march was unprecedented, and its impact has been far-reaching. It raised the profile of land issues among New Zealanders, and influenced later developments regarding Māori land.

In 2008 the American-based photographer Christian Heinegg donated his collection of more than 300 photographs of the march to the Alexander Turnbull Library. Heinegg followed the march from Te Hapua to Wellington, using his camera to create a visual essay. The images present a view of the hīkoi from the marchers’ perspective, quite unlike the more externally-focused visual record in contemporary media coverage.

Heinegg’s collection was the starting point for an exhibition in the Turnbull Gallery, marking the 40th anniversary of the march. The exhibition, ‘Not one more acre’: The Māori Land March 40 Years On considered the enduring significance of the march and the status of the marchers’ concerns today. Also featured in the exhibition were the collections of Matakite member Vivian Hutchinson, and Dame Whina’s biographer Michael King.

Many of the young children in Heinegg’s photos are now middle-aged. The Library was conscious that these grown-up children, and others who can remember the march, all have stories they may be willing to share. As well as curating, presenting and interpreting archival collections for public display, the exhibition was designed as a vehicle for engaging the public, to encourage the sharing of memories and stories. This was achieved via public and online programmes run alongside the exhibition.

This paper will outline the strategies employed by the Library to reach out beyond the gallery walls, to record reactions to the exhibition – in person and online – and encompassing those who were there in 1975, as well as visitors too young to remember the hīkoi.
In 2011 MetService celebrated 150 years of existence. To mark this historical milestone, MetService launched the iwonderweather project - gifting to New Zealand a chronicle of its own weather history, alongside the history of its own meteorological service.

iwonderweather is an ongoing collaboration between MetService and New Zealand's public, communities, historical societies and news media. We welcome contributions of ideas, stories, images, video and audio that will help expand the history we already have of New Zealand's weather and its effect on people and livelihoods.

This presentation will give an overview of the stories we have begun presenting on the site with an outline of how libraries may be able to assist through encouraging the contribution of local stories.
8b. Crowdsourse your local history collections

Biswa, Smita Team Leader, West Auckland Research Centre, Auckland Libraries

Public libraries are important in facilitating the development of community digital archives. Many private museums and cultural heritage organizations do not have the resources to effectively curate and interpret their materials, let alone to present them in a comprehensive manner over the Internet. The days of libraries and archives waiting for these organizations to donate their photos and papers are gone. In the last 10 years most personal and organisational content has been born digital, and is at risk of easily being lost by accidental deletion or from an unforeseen IT issue, before they reach the library archives. This paper will discuss my experience of crowdsourcing by engaging with community groups, that came forward to deposit their history with Auckland Libraries. These community groups reflect the diverse cultural heritage and local history of Auckland. The mandate given by Auckland Libraries strategic document Te Kauroa articulates that “Auckland's unique stories are to be shared and celebrated,” making the project possible. One of the top priorities for the Heritage and Research team is to involve local communities in collecting and telling the stories of Auckland. This paper will present case studies of three diverse Auckland community groups-- the Dalmatian Historical & Genealogy Society, with history dating back to 1900s, the Pacifica Living Arts Trust - with twenty years collection of images and oral histories about Pacific culture arts, crafts and traditional food and performances from the iconic Pacifica Living Arts Festival and the history and activities of Waitakere Indian Association, a community organisation serving the Indian community in West Auckland to preserve and celebrate Indian culture, festivals and language. These three groups came forward to archive their history digitally, including valuable migrant stories, event images and sound recordings and make it accessible nationally and globally via Auckland Libraries Local History Online website.

The paper will give libraries’, research centres and archives, tips on engaging with their communities, and then making these projects self-managing and less reliant on staff members. It hopes to inspire libraries to realize the treasures their local community holds and ensure that these community memories are captured and held for the future generation.
Alexander Street Press has had a busy year. Julie Stevens will talk about the new initiatives that have been rolled out, including PDA, Media Hosting, an expanded single title video portfolio, and 8 new collections bringing both local and global content to users. Come along to the presentation to find out more!
9b. A New Era for Research Metrics

MacKinnon, Mike, Plum Analytics, Seattle, Washington, USA

This presentation will talk about new developments in tracking metrics for research articles and other outputs such as presentations, data sets, source code, and books. Several topics will be covered including the types of metrics you can track and how to make the data understandable and actionable through categorization, visualizations, and easy-to-understand reports. We will also discuss what to do with new research metrics including – as a feedback loop for institutional repositories, augmenting grant application data, assisting in scholarly communication, helping your researchers promote their work or find new collaboration partners – to name a few.
What has Emerald Group Publishing got to shout about at LIANZA 2015? We have lots to shout out and share with you all. Come and hear all about Emerald’s 2015 - the new Australasia Team Emerald; our 1 year old new look www.emeraldinsight.com and www.emeraldgrouppublishing.com; our fantastic e-resources support “zones”; hear the latest on Emerald’s eJournals, eBooks, Emerging Markets Case Studies … But wait, there’s more!! Also to hear all about our Emerald story that we have to tell you all ahead of our 50th Birthday 2017. Come and hear us shout about the old and the new of all things green for Emerald go.
10. Two peoples, two languages, one land, one library; the role of library services in a changing nation - Edith Jessie Carnell Travelling Scholarship.

Anderson, Michelle, Tauranga City Libraries, Tauranga, New Zealand

Much of New Zealand history comes from two distinct cultures and languages, but with one subsumed by the other, dominant culture. Since the Maori renaissance of the 1970s and 1980s, New Zealand society – and New Zealand libraries – are beginning to understand what it means to have one land, but with two cultures and languages. However we are not the only nation undertaking this journey. The Scholarship allowed Michelle to travel to Wales, Belgium and Spain; three countries who also debate language and cultural identity.

So what is the role of a library service in these changing nations? How do their libraries

- Support a language renaissance?
- Recruit staff who speak a minority language?
- Recruit and support staff from a minority group?
- Serve distinct populations equally?
- Understand a non-dominant world view, and plan services accordingly?
- Maintain a workforce where opposing viewpoints on issues of race, religion and sovereignty will be held?
- Plan for a future that is different from the present, including educating staff who are resistant to possible changes?

But also, how do you find out the answers to these questions

- On a very small budget
- In another language
- Without offending anyone

Michelle will discuss the practicalities of the scholarship, plus the unique issues each country faces and how libraries in those countries respond.

Audience

This presentation is a requirement of winning the scholarship. Target audience would be people interested in libraries and community, probably public librarians.
11. How Is One Library Network Building Digital Links Within Their Communities?

Tiplady-Scurr Sarah, Christchurch City Libraries, Christchurch, New Zealand

The Digital Divide has the capacity to isolate communities. If you can neither access nor use computers or the internet effectively then how do you participate equally in an online society? Libraries are helping to bridge the digital divide. This article provides a snapshot of what the Christchurch City Libraries are doing to help their communities. How are Christchurch City Libraries engaging with non internet users, what impact are they having and what next steps could they take? The presentation will cover the following points:

- Is it going to be possible to opt out of a digital environment? What can we do for those people who do not have the skills to opt in? For example, institutions such as Passport Control have started to ask customers to use a ‘realme’ account. What does this mean for the digitally illiterate?
- What is it that we need to do to collaborate with the wider community; should it be the job of libraries and community groups to bridge the gap (digital divide)?

Finally what motivates the learner to use digital technology; if you are a competent user of a device are you a competent digital citizen; and what is it that we need to do to move our customers beyond being passive consumers of technology to become digitally competent users?
12. The Precious: valuing our collections

Esson, Rachel, Alexander Turnbull Library, Wellington, New Zealand

How do you put a value on library collections? This is a question that many of us are required to answer for many different purposes e.g. for insurance, for asset valuation or to make an offer to purchase material to add to our collections. The Turnbull Library collections have undergone valuations from time to time since the library was first acquired by the Crown in 1918. Valuation methodologies have varied over the years. In recent times the valuations have been done internally, guided by audit queries and drawing on staff expertise. In 2014 the valuation was undertaken using an external valuer.

This paper discusses the various valuation approaches that have been applied over the last decade, and provides recommendations and practical suggestions for how to value collections particularly those containing heritage and unpublished material.

It also addresses the issue of developing methodologies for valuing born-digital and digitised collection items.

Audience
All libraries are required at some stage to provide a valuation of their collections. There is no formal training for knowing how to do this. Key audience would be collections librarians in Public Libraries, academic libraries and special libraries who may have responsibility for providing valuation information.
‘When librarians plan and produce teen programs on their own, results can be sporadic. Sometimes the programs are successful, but they can also fall flat, leaving the planner to wonder: What happened? Why did the program fail?’

Without teen feedback while planning anything for youth in libraries—from programs to teen spaces to collections—often we professionals miss the mark.’ Tuccillo. P, 2005

Kāpiti Coast District Libraries have been involving ‘volunteers’ to help run the Summer Reading Programme for the last two years. We will detail how the Summer Reading ‘Volunteer’ Programme has developed, what the young people, children and parents value about the involvement of ‘Volunteers” and how the formation of a Teen Advisory Group – A TAG Team – has changed how we approach both children’s and teen programming.

From the outset the ‘volunteers’ have embraced the Kāpiti Coast District Libraries vision of being a place of ‘joy and discovery, enriching the lives and cultural experiences of our community.” The young people immediately identified that libraries are no longer ‘just a place of books’ but so much more…

We aim to allow the TAG team their own voice and as such we would like to present a video so that they have a chance to Karanga Rā! Both Pam and Carolyn would be there to answer any questions about the facilitation of the work we do together with the TAG team. We would expect the session to be a Lightning session of no more than 15 minutes.

Audience
Children’s and Youth Librarians/Library Managers/ anyone interested in the voice of young people in the future of libraries
A brief look at how we have leveraged digital tools to offer a range of cost effective programming aimed at engaging and attracting new patrons. We will cover the trials and tribulations faced in delivering exciting, yet relevant digital programming for children and teens.

Audience
Children's and Teens Librarians, or those interested in digital programming.
13c. Sharing the digital load

Marrow, Liz, Hutt International Boys School, Upper Hutt, New Zealand
Horne, Wendy, Upper Hutt City Library, Upper Hutt, New Zealand

Creating relationships with schools to increase use of digital services, sharing the load/cost of providing digital resources to local students.

Hutt International Boys School Librarian (HIBS) Lis Marrow had students gobbling up audiobooks loaned from National Library and were quick on the uptake with ebooks made available through the Wheeler’s ePlatform.

The aim is to have all students confidently making use of the growing pool of digital resources available to them through the school and from external providers such as public libraries. Currently the Year 7 cohort are using the HIBS Library e-platform, and following a chance meeting at the Ikaroa Digital Hui, Upper Hutt Library staff provided HIBS with links to their ebook vendors.

Upper Hutt staff created an online membership which allows students to access the ebooks and audiobooks. Approximately 20% of the year 7-10 students were already registered members, and staff were able to utilize the online membership form from their LMS to create easy access to membership. All members of the HIBS community are permitted to join the Upper Hutt City Library.

This is a way of providing more to our individual library catalogues and a way of facilitating collaboration between our two libraries. All members of the HIBS community are permitted to join the Upper Hutt City Library.

Kelly Bold, Social Media Coordinator, Auckland Libraries, Auckland, New Zealand.

“Who’s reading our Teen Scene blog?”

This was the question we asked ourselves at Auckland Libraries at the start of 2014.

Established in August 2012, Teen Scene featured a mix of book, movie and music reviews and opinion pieces from a team of staff across collections and service delivery. In need of an rejuvenation, we decided to first find out who was reading the blog and what they wanted from it.

A series of focus groups were held across the city and through the power of pizza we talked to teens about their general social media use, what social media from Auckland Libraries they were aware of and engaged with and if they didn’t engage with us, why not?

This lightening session will discuss the findings from these focus groups, both in relation to Auckland Libraries’ teen social media offerings and young people’s wider use social media use - the answers certainly surprised us! We’ll also discuss how the responses from these teens have shaped our teen blog and other social media offerings for young adults going forward.

Audience
This talk is aimed at all social media administrators, staff who write blogs for their library, teen and children’s librarians and all staff who work with young people in their library.
“In the future, not knowing the language of computers will be as challenging as being illiterate or innumerate are today”. Coding is now part of the primary and secondary education curriculum in the UK, as part of wider changes designed to boost computer literacy alongside reading, writing and maths skills for British children. Here in New Zealand Hutt City Libraries also recognise the importance of, and are committed to providing meaningful opportunities for young people to get involved with creative technologies and enhance their computer literacy. Although we have a particular focus on working with young people from areas of high deprivation to introduce them to technologies they may otherwise have difficulties accessing, we also provide a number of programmes and events in other areas of Hutt City, aimed at introducing young people to technologies that are rapidly becoming the new baseline. This session will explain a number of programmes and events Hutt City Libraries have provided for young people in areas such as robotics, animation, coding and music production.

Audience
Library Managers, Library instructors, Librarians working with young people,
Companies working in technology instruction, Technology educators
14a. Going it alone: managing journal subscriptions without an agent

Jung Cho, Wellington Medical & Health Science Library, Wellington, New Zealand

Wellington Medical & Health Sciences Library (WM) subscribes to approximately 200 individual journals and until September 2014, the subscriptions were managed by Swets. After Swets' bankruptcy in September 2014, WM decided to manage subscriptions directly with publishers without using an agent. The lightning session will cover:

- The past renewal process with Swets
- The process we took to complete the 2015 renewals; following the decision to manage subscriptions in-house
- The time taken to renew the 2015 journals
- Advantages and disadvantages of managing journal subscriptions through an subscription agent
- Advantages and disadvantages of managing journal subscriptions directly
- Things that need to be considered before deciding to manage subscriptions directly with publishers

Audience
Serial resources or acquisition librarians who are considering managing journal subscriptions directly without the use of agents, or anyone who wants to know how we changed the journal subscription process.
14b. Get to the Point of Care: Hospital nurses are least likely to use library resources

Cowgill Maryann, Wairarapa Hospital, Masterton, New Zealand

A hospital library can provide 24/7 access to evidence based nursing information, but this does not mean that all nurses will use these resources. Hospital nurses make up the largest group of hospital employees, but they do not have the time, to digest the menu of academic literature, typically provided by their library service. These nurses do not generally seek information that is not directly applicable to the patients under their care. This presentation is about the experience of a sole-charge hospital librarian, who wanted to better understand the 'real' information needs of hospital nurses on-the-job. Observations were made of how the nurses keep current with latest practice, the information sources used to guide them when making clinical decisions and identification of barriers hindering this process. The evaluation of this initiative included Nurse Leader and Registered Nurse responses after formal and informal talks, library questionnaire results from bi-monthly presentations at Nurse Study Days, communications with vendors and Library colleagues. The findings question the value of providing at-work hospital nurses with a library service more geared towards 'staff-in-study', and identify 'Nursing Procedures' as the elixir for evidence based point of care nursing. Implications for change in hospital library practice could mean that Librarians venture into the non-traditional domain of Nursing Policies and Procedures. We could offer our database knowledge and skills as Librarians, to help teach all nurses, how to get the best out of online policies and procedures in conjunction with delivering a user-driven and value-added library reference service, to better support point-of-care nursing.
14c. Diary of an embedded librarian: What it really means to be flexible

Milligan, Briar, Counties Manukau Health, Auckland, New Zealand

As librarians we are frequently told to be flexible and responsive to our clients/patrons and their changing needs. However, despite many of the best intentions traditional library environments do not always support putting these theories into practice. Therefore embedded librarianship has been proposed as an effective way to respond to customer needs. Embedded librarianship allows librarians to work within the teams of clients they would otherwise be serving. Librarians work in partnership with the colleagues they support; customizing services to anticipate their needs and providing ongoing support in the time and place this is needed.

During this last 12 months I have been employed as an in-house librarian supporting two teams in Counties Manukau Health, working within teams of colleagues from a variety of disciplines to provide the best information services possible to meet their needs. During this time I have challenged both my own, and other people's ideas of what a librarian is and how they can contribute to positive outcomes in health. Personal highlights include creating a unique document management website for the Centre for Youth Staff and designing a website that finally made them sit up and take notice. In this presentation I will share the victories, challenges and lessons I have learned; asking what it really means to be an embedded librarian.

Audience
Special Libraries, Health Libraries, Knowledge Managers, Everyone,
A change to the existing front-of-house service model delivery at Massey University’s Manawatū Library has been undertaken, using a change process based on the Concerns Based Adoption Model (CBAM). Too often change is something that is ‘done to’ staff with all the energy and focus going on the implementation and embedding of the new process or strategy. We wanted to approach this change in a different manner as the success of the new service point would hinge on the attitudes of the staff about the change; if they were positive and engaged the change would go well.

CBAM is a framework for implementing change or innovation which is based on four assumptions: change is a process, change is personal, change is accomplished by individuals and change entails developmental growth. Originally used in the education sector in the 1970s the framework lays out seven stages of concern that individuals can move through as a result of change, and interventions that are most effective at each stage. CBAM has allowed us to engage with staff in different ways; alongside individuals, as part of small teams, and as part of the wider team of staff who will be delivering our new front-of-house service model.

We adopted the CBAM model to enable staff to raise their concerns before, during and after implementation of a new service delivery model. CBAM has provided us with tools and techniques to consistently measure where staff from different teams are at throughout the process, to determine common group concerns as they’ve arisen, to identify gaps in understanding at individual and team levels, to adopt different communication strategies, and to measure shift in attitudes. The experience of change evolves throughout the process, meaning that the concerns that staff felt early on have shifted over time. CBAM allowed us to meet staff where they were at across different stages of the change process.

We’ll describe the practical application of this technique, identify some pitfalls, and share why we’ve found it a valuable framework for change.

Audience
Primary audience = academic and public libraries, but applicable to all organisations looking to implement change using an alternative framework to the traditional change processes.
16. New Zealand’s Long Tail – how do we maintain, develop and share our stack collections

Frew, Catherine, Auckland Libraries, Auckland, New Zealand

Does your library keep a set of Barry Crump’s novels? What about Georgette Heyer’s? How do you decide which older non-fiction books to keep? By age? By popularity? Or some other criteria altogether?

Storage space is often at a premium, yet there is an expectation by customers that libraries will grant them access to a wide range of books including those that are no longer current or in print.

This workshop will be an opportunity for public libraries to get together and share with each other how they select what stays in their collections and how they store it.

We will discuss

- How libraries choose what goes in to their stacks
- Whether individual library systems in New Zealand have collective responsibility to store items not being kept by the National Library.
- Is there an opportunity for us to work together so we’re not all storing the same books. And if this opportunity does exist how do we make it happen

Audience

This workshop is for anyone in public libraries interested in the future of New Zealand’s long tail. It is intended as a workshop to create discussions, share ideas and develop connections
17a. Small and medium public libraries - you too can punch above your weight!

Littleworth Ian, Nelson Public Libraries, Nelson, New Zealand

Have lots of ideas and plans for services and programmes? Wish you had the budget, staff and expertise to deliver them? Often for small and medium public libraries budgets, staffing and expertise can be seen as a huge barrier to achieving what you want but barriers are there to be overcome. Nelson Public Libraries is in a similar situation to a lot of libraries and whilst we don’t have all the answers we have worked to overcome some of those barriers and grow our services and programmes. In a series of snapshots we will be sharing what Nelson Public Libraries has been doing to grow their programmes and services and how they don’t necessarily require big budgets or take large amounts of staff time. Things like creating memory boxes, engaging with local communities in different ways, book evenings, kid clubs, collection management changes and so on. Hopefully the learning we have had can be of assistance to other libraries in facing the challenges of bringing on stream new initiatives and punching above their weight.
17b. Reversing a negative trend, and aiming for new heights: workshop your way to success

Weber-Beard, Sabine, Far North District Libraries, New Zealand

In early 2015 Systems Librarian Sabine Weber-Beard noticed a steady drop in issues and also the Wi-Fi and APNK PC statistics at the Kaeo Library, with annual decreases in the range of 25% for issues and 20% for Wi-Fi and APNK PCs. Looking at the door counter numbers we tried to put a positive spin on it and worked out the average daily visits = 96 or 19.4% of Kaeo’s population of 495. Although this seems a reasonable number of visitors for a library, Kaeo Library is also a Service Centre and higher use would be expected. The Kaeo library is only part-time i.e. 10am – 4pm (closes for half an hour lunch) so is not open 8am – 5pm like most other Far North libraries. Concerned at the decrease, Sabine investigated potential causes by looking at all the different collections, set up of shelving, the placing of Wi-Fi tables and PCs, the layout of rooms and what more could be added. Since those initial investigations she has worked on lifting issues by doing a full living room colour swap with another Far North District Council library, removed all adult fiction that had been there since 2011, turned over all children’s picture books, weeded the large print section and added new titles. Sabine approached local and out of the area artists to create a Library Art Spot, contacted the local Primary School and College, and put a small notice into the local paper asking people for their input on suggested improvements. She has also set up a huge eBook display and made oversized book display posters. Sabine has more ideas for lifting foot traffic and issues and is planning various workshops over the coming months including eBook demonstrations, social media apps, book club, and some activities for youth. She also spends one day per week in the library to catch up with patrons, to see if this more personalised approach could make a difference.

In this workshop Sabine will explain the journey she has been on and present some of the outcomes to date using slides. Participants will workshop possible solutions for negative issues and foot traffic trends in small public libraries.

This is a hands-on workshop; expect to come up with innovative and interesting ideas, have your thinking challenged and come away with an overflowing kitty of fresh ideas for reversing any downward trends and aiming for new heights in your public library.

Audience
This workshop is aimed at those working in public libraries, where a decline in issues or foot traffic is causing concern.
17c. Just do it – Community engagement in Te Puke

Tipuna, Debbie, Western Bay of Plenty District Libraries, Te Puke, New Zealand
Busby, Christine – Western Bay of Plenty District Libraries, Te Puke, New Zealand

Te Puke Library was refurbished in late 2013. In early 2014, with a new layout and new staff, it was time to take on the challenge of engaging with a large, rural community who have different expectations of what a library can and will offer.

This paper will discuss the various ways that the Library team have created initiatives that have been popular in the community, and what has not. None of the ideas for activities or clubs are brand new, or particularly innovative in themselves, but the way that the Te Puke team managed them to appeal to the Te Puke community is.

The Te Puke Library also operates as a Council Service Centre, so any activities and planning had to fit around local government services such as rate payments, dog registrations, cemetery bookings and the general service requests that Councils work with.

Some of the successful events include a “Freaky Friday” in collaboration with Hell Pizza, where 77 children ran riot in the Library after hours one night, a Summer Reading Programme with over 200 registrations, the weekly Little Kiwis song story times, and Movie Morning for older people. But, we can’t pretend it’s all been brilliant, so we’ll also talk about the events that have flopped, and the challenges in providing whole new activities and services to a town that has not had this before.

This will appeal to anyone in the audience who is looking at shaking things up for their community. Whether it’s offering a new service, a new programme or changing the rules, getting your community onside is vital.

Audience
Public Libraries
18. Collection Development and Acquisitions in partnership with the vendors

Shaw, Nikki, Baker & Taylor/James Bennett, Wellington, New Zealand
Morgan, Leeann, Kapiti Coast District Council, Paraparaumu, New Zealand
Green, Sandy, Masterton District Library, Masterton, New Zealand

Karanga Rā! Shout! We would like to share the benefits your library can reap, by moving your library collections and acquisitions service to a technical outsourcing solution. We can show you how we develop profiled selection and deal with customised processing requirements. You will wonder how you ever found the time originally to communicate with the reason for being a public library, your customers. Staff from libraries who are already customers will also be shouting about their experiences of the customer service, the collection development possibilities and the financial gains.
19. HealthSIG, Facilitated discussion about library issues

Facilitated by PICS this session will engage health (and other interest) library and information professionals in a discussion about the big issues facing their sector, and share experiences in rising to these challenges.
20. Exploring library support for researcher needs in an academic context

Clark, Jane, Massey University Library, Albany, New Zealand
Rainier, Barbara, Massey University Library, Manawatū, New Zealand

Contributing Authors: Lamond, Heather; Chisholm, Katherine; Wallbutton, Alison

A key strategic objective of the Massey University Library is to support the research goals of the University. The University endeavours to promote the highest standards of research and scholarship, and support active participation in knowledge exchange.

In order to provide this support, the Library needed to have a good understanding of the current needs of researchers in the University, and insight into areas for future support. A survey of Massey University researchers was undertaken by the Library in 2014. Unlike other recent surveys that have employed the ITHAKA framework, the survey required a ranking scale response to statements of current and potential areas of support through the stages of the research life cycle, developed from the Research Libraries UK (RLUK) report.

Support services that the respondents rated as highly desirable ranged from those that would be considered traditional academic library services, such as strategies for keeping up with published research and bibliometrics, to newer services being provided by the library. These include helping researchers maximize the visibility of their own research and assistance with understanding the potential of emerging information technologies. Other areas that respondents rated highly, for example assistance in identifying funding sources and accessing information on Massey research projects-in-process, will likely require discussion with the University’s research unit. One unexpected finding in the survey was that demand for support with data management, curation and preservation did not feature as highly as anticipated. All of the survey data was subsequently further analysed according to respondents’ faculties and their career stages to highlight any specific areas that needed to be addressed.

The survey responses not only provide us with data to inform our Library strategic planning in terms of research support but will also enable us to design appropriate professional development for our librarians.

The presentation will cover the method and process of gathering the data, the analysis of findings and what the impact of the survey has been on our planning.

Audience
- Academic librarians
- Anyone interested in research support and the research lifecycle
It's the perennial problem - getting the funding for projects. Here's two contrasting case studies about funding online digital platforms. Antarctica NZ made the case to lotteries to digitise and catalogue a large number of items they unearthed during their office refurbishment. West Coast History needed an alternative to Facebook and used crowdfunding to get underway. We look at the practical considerations of setting up a campaign on GiveaLittle and making an application to the Lotteries Grants Board.
22. Kia hiwa rÄ•! : ITP Libraries listening to the call of vocational learners

Rowe, Lee, Bay of Plenty Polytechnic, Tauranga, New Zealand  
Hughes, Peter, Unitec, Auckland, New Zealand  
Liao, Pat, Manukau Institute of Technology, Auckland, New Zealand  
Weddell, Mary, Whitireia New Zealand, Porirua, New Zealand

At the LIANZA 2014 conference, keynote speaker Judith Peacock (2014) challenged librarians to move out of their complacent comfort zones and “disrupt and pivot”. The audience was urged “not to grey into the background”. This presentation will explore the work that is occurring in the institute of technology and polytechnic (ITP) library sector to redefine a common purpose, and discover possible future scenarios for planning, advocacy and change. The presentation will also include a karanga rā about the way that ITP libraries are already responding to the need for reinvention through innovation and future focused services. ITPs focus on delivering vocational education and are expected by government to enable students to complete qualifications that meet industry needs and/or lead to higher levels of learning. They are focused on achieving the outcomes outlined in the government’s tertiary education strategy:

- More people with tertiary qualifications
- Getting at risk young people into a career
- Boosting achievement of Māori and Pasifika
- Improving adult literacy and numeracy
- Higher quality and more relevant research

ITP librarians are dedicated to supporting their institutions to meet these outcomes. They believe that library services are essential to support learners successfully complete qualifications and that excellent facilities and services help attract new learners. But ITP libraries, as in other sectors, are under increasing scrutiny and pressure. They are faced with demands for accountability, efficiency, questions about the value the library adds to student outcomes, along with higher expectations and more complex social and learning needs. ITP libraries need to be able to prove their point of difference and demonstrate return on investment. As Peacock (2014) explained, these demands, although challenging, present an opportunity for higher education libraries to redesign their roles, and reassert their value and purpose within their institutions. A focus on information literacy and collection management is no longer sufficient. Librarians need to be partners in teaching and learning; moving from their traditional support ethos to a leadership ethos in the way they engage with their institutions and the community at large.

Traditional library structures and service models are beginning to be dismantled and transformed in innovative new ways. For example, as Arlidge (2014) describes, convergence of student services is already underway in many ITPs, leading to the development of multi-skilled teams working within libraries with the role being to support the needs of learners in the areas of information, technology, learning, careers, financial, health, disability and social
issues. This has helped strengthen the connection between library services and academic and learning processes. Collaboration is already a strong feature of the ITP library sector. This is only likely to increase as the demand grows for more efficiency, less duplication, and in order to provide wider opportunities and access to learning for students. There is much potential for further partnerships with groups such as other sector libraries, industry, community organisations and local government.

Audience: People interested in the future of libraries, changing role of academic libraries, innovative and collaborative library services

References


23. ALA Programmes Team

Programming Services for Older Adults: Spotlight on Creative Aging

A representative from the American Library Association Public Programs Office will share an overview of the “creative aging” programming rising in popularity in the United States. This session will share specific examples from the Creative Aging in Public Libraries project originated by ALA partner Lifetime Arts, including best practices and resources for replication in urban, rural and suburban libraries.
24. Professional Registration - essential, or nice to have?

*Sides, Elaine, Chair, LIANZA Profession Registration Board*

Professional registration was implemented in 2007. Five years later, the transition period came to an end, and the scheme matured. Between 2007 and 2013, several internal reviews were completed and changes were made to simplify the revalidation process, the amount of information available, and how the scheme was administered. In August 2014, Dr Brenda Chawner surveyed the profession and findings were shared, and discussed at a workshop at the 2014 LIANZA Conference.

In early 2015, an external review of the professional registration scheme was undertaken. This covered all aspects of the scheme – registration and revalidation process, Code of practice, Body of knowledge, Board structure, relationships held by LIANZA in relation to the scheme, benchmarking the scheme against other schemes, and the review process of NZ Library and Information qualifications. Recommendations on the future direction of the Professional registration scheme were made, and approved by LIANZA Council. Since then several changes have been implemented by the Profession Registration Board.

This workshop will provide members with an update on these changes, discuss the impact these may have on new and existing professionally registered members; and provide a forum for further feedback and questions.

**Audience**

Library and information professionals who are registered, or are considering professional registration, and employers looking for professionally registered staff.
25a. Library services to SHOUT about!

Macintosh, Jocasta, ColInfo, Melbourne, Australia

ColInfo is one of Australia’s largest locally-based full service academic library suppliers, dedicated to providing books, journals, eBooks and eMedia products from publishers worldwide for the academic, professional and library markets in Australia, NZ, Fiji and PNG. For our presentation we will be presenting the latest eBook, eJournal and eDatabase packages from our list of local and international publishers, ranging from WSP, World Bank and the OECD. In 2015 we have added the following products: ACO (Academic Charts Online), AVA (Audio Visual Archives), OECD Commonwealth iLibrary and the World Health Organisation.

We also wish to highlight that ColInfo can provide the following services to New Zealand libraries:

- Selection & Acquisition
- Collection Development
- Subscription Services
- Online Resources
- Major Reference Works

Audience
Academic Librarians, Government Departments
25b. An update from Springer

Hear the latest about Springer.
26. Shouting about #librariansforkindness

Sheard, Cath, South Taranaki District Libraries, New Zealand

In 2013 I completed the #HyperLibMOOC through San Jose University with Michael Stephens. The readings in the course provided a virtual coming together for a number of areas that had interested me some time: how we present ourselves online, how we can support our colleagues, and what place kindness has in the workplace.

I few years ago I completed an intensive leadership course; the main text was The leadership Challenge was Kouzes & Posner. I went on to buy myself their book Encouraging the heart: a leader’s guide to rewarding and recognizing others. That text, along with The power of nice: how to conquer the business world with kindness by Linda Kaplan Thaler and Robin Koval, has become one of my most valued business reads.

In this hands-on workshop I will talk about my own two steps forward, one step back journey towards kindness, consider what kindness looks like in practice, look at what kindness means for staff and customers and explain how to do a basic kindness audit at your library.

Kindness isn’t some woolly-headed open invite for staff to run amuck, free of any rules and consequences. Far from it! In fact operating from a place of kindness means ensuring there are clear rules and that everyone sticks to them. Kindness means being prepared to say when someone’s work is below par, or when tough times are about to bite. Kindness is about operating with honesty and care for the individual, and that includes in our online lives.

A library kindness audit asks you to look at your library from the user’s point of view and see what they see. As they approach the building is the signage positive? Once inside, are the service desks welcoming? Can new users find their way easily, or is getting around a guessing game? What obstacles do users encounter – dark corridors, tricky steps, hard to find rooms? So often we become blind to what is around us; a library kindness audit is an exercise is opening your eyes.

At the end of the session participants will have two or three easy to implement ideas for adding a little kindness into their workplace, a quick and dirty outline for running a library kindness audit, and an arty reminder of the session. Kindness can bring about social change and be the first-aid kit someone’s day needed – will you be part of the journey?

Audience
Librarians in all sectors.
Electronic technology has not only facilitated the copying and sharing content it has seen the development of a myriad of platforms on which content can be made available to users. The complexity of managing copyright in this environment has, in the extreme, seen users either make no use of third party copyright materials for teaching, or copy and distribute content with no thought for the law. This, coupled with a crisis in publishing which has seen sales of print books declining and a number of the major publishers closing their offices in New Zealand, fuelled a belief by publishers that they were not getting fairly recompensed for the use of their works. With profit margins falling, publishers sought to obtain maximum returns from secondary sources such as educational licensing. For universities reduced government funding, increased costs and capped student fees resulted in a push back against what was seen as unjustified licence fee increases. The ensuing conflict shored up entrenched positions which could not be sustained over time. A developing awareness that the legal system was unlikely to deliver a solution that was palatable to either party resulted in an about turn in which the parties agreed not to negotiate on price but on the basis of creating value for each other. In this article I argue that libraries are ideally placed to provide the interface between users and publishers. Electronic technology gives libraries in institutions which rely on copying of third party content under licence an opportunity to play a key role in the management of copyright by the use of software that identifies when copying of third party content exceeds the amount permitted and also collects metadata which can be provided to publishers to enable them to refine their business model. This would directly contribute to the sustainability of publishing in New Zealand and possibly see copyrighted content currently archived and inaccessible to the wider public made available to schools and other entities which hold a licence from reproduction rights organisations.

Audience
Librarians in institutions that pay licence fees for use of digitised content.
28. Machines, music and mayhem: a library's experiment with community connectedness

Erica Herron, Upper Hutt City Library, Upper Hutt City, New Zealand
Jane Cherry, Upper Hutt City Library, Upper Hutt City, New Zealand

There are people in every community who struggle to use computers, feel depressed or are lonely and Upper Hutt City Library engages with them through a variety of programmes. This presentation will focus on three of our regular programmes: UH Ukes, Unscripted and the Computer Mentors.

Every Thursday night for the past three years, people of various ages and backgrounds gather in the library to play ukuleles and sing. This programme was developed to provide an opportunity for people in the community to meet and spend time together playing music and singing, both of which have been found to lessen feelings of depression and loneliness. This group quickly grew to over twenty attending each week and they soon became competent players, so a beginner’s class was scheduled to run earlier in the evening. This beginner group has recently partnered with nearby Trentham Military Camp, where a weekly afternoon class is now being offered to defense personnel and their families. They have performed at events in the library and at various other locations around Upper Hutt.

Upper Hutt City Library provides free internet use to the community via APNK (Aotearoa People’s Network Kaharoa). Many patrons are not digitally literate and find it hard to use computers so to address this need Computer Mentors are now available for two hours every morning Monday to Saturday to assist with establishing email accounts, preparing documents and completing online forms. Our Computer Mentors dealt with more than 1700 enquiries last year, ranging from logging on to the computers to attaching documents to emails. The mentors are all volunteers, who find a sense of purpose in this programme as they are able to give their spare time each week to helping others in the community.

Unscripted is an improvisation class that was started in 2014 as an eight-week programme to reduce social isolation for those aged 50 and over. Seventeen people attended in the first week and by the end of the two hour session their laughter could be heard from the other end of the library. Many attendees did not know what to expect and were initially very nervous but they are now all good friends and continue to meet each week in the library, even without the assistance of a staff member. They have performed at events there and at several retirement homes around Upper Hutt. Members have also assisted another council division who promote physical activity, as a focus group which resulted in their having input into the development of that particular promotion as well as participating in it.

The workshop session will open with a short performance by the UH Ukes, then the three featured programmes will be introduced and explained. A participant from each group will be present to answer the following questions:

1. Why did you join this group/programme?
2. How has this group/programme benefited you?

Unscripted will close the session with a short improvisation piece and the presenters and panel will then use the remaining time to take questions from those in attendance.

Audience
Public librarians and anyone else with an interest in the role that libraries play in strengthening their communities.
29. Do penguins give A DAM

Ryan Jenny, Antarctica New Zealand

In her day job, bestselling fantasy and science fiction author, Jennifer Fallon, is the Information and Applications Advisor at Antarctica NZ, where she works under her real name, Jenny Ryan. In between her writing commitments, and in addition to regular trips to the ice to provide tech support at Scott Base, Jenny has fought for and succeeded in developing the Antarctic Digital Asset Management Project (ADAM), a digital initiative of global proportions.

In 2014, Antarctica New Zealand launched the ADAM (Antarctic Digital Asset Manager) project to digitize and comprehensively catalogue almost 60,000 images. Now the world's largest collection of Antarctic images online, ADAM highlights NZ's prominence in Antarctica and its involvement in the annual programs of scientific research.

The Antarctica New Zealand Pictorial collection began in 1957 with the intention of creating a photographic record of New Zealand's involvement in the Trans-Antarctic Expedition and IGY activities.

The collection was continued with photographs and slides collected each year by those working at Scott Base and by the professional photographers employed by the then DSIR for this purpose. This system of photographic record keeping resulted in a detailed collection representative of each year's events until 1994 when DSIR ceased employing professional photographers.

Although images continued to be accepted, no organized system for updating the collection was put in place to replace the previous joint professional and amateur system, making the yearly photographic record post 1994 fragmented and incomplete in some areas until the advent of digital photography when a database was implemented to cope with the influx of digital imagery and new media.

Adding to the challenge, the collection is covered by the Public Records Act and in 2002 scheduled for permanent transfer to Archives New Zealand. This could not happen, however, until the collection was comprehensively catalogued, and those holes in the record plugged.

For the next decade, the problem of how to catalogue this diverse collection was put in the “too hard” basket, until the Disposal Authority expired in 2012 and action had to be taken.

The solution reached in 2014 was an ambitious digitization programme combined with a 'crowd-inspired' approach to describe the images. The DAM platform Antarctica NZ selected also enables them to share and promote this collection widely on the web.
The process and results of this highly successful project will be the subject of our presentation.
30. How to Engage Learners in Your Library - A Focus on Digital Learning Experiences

Tiplady-Scurr Sarah, Christchurch City Libraries, Christchurch, New Zealand

When school groups or classes come into the library, how do we run a successful session with relevant learning outcomes and exciting activities?

During this workshop we dive into how to plan and teach a successful lesson in your library or at your local school. We will look at some teaching tips on how to run a successful lesson and then we will model a practical session on 'What is a Library?', a planned learning experience aimed at primary school students covering:

- A QR code treasure hunt tour of the library
- How to make exploring the library website and databases interesting
- The secret of the coolest library tour ever

We will also look at other library based lessons that cover Information Literacy and Cyber Citizenship. Come away with examples of engaging digital and non-digital activities to reinforce learning including tried and tested ipad apps for whole class and small group literacy activities.

Throughout this session you will receive tips on how to plan and prepare lessons, how to create links with your local schools and ideas on how to create relevant activities for school groups. At the end of this session you will take away a toolkit (including lesson plans) on how to facilitate a successful learning experience in your library.
31. PiCS – Facilitated discussion two – library futures

Solving wicked problems of the library with design thinking
a PiCS probing production

You pose the problem
PiCS people probe for the answer through design thinking.

Become a PiCS Prober by giving 10 minute blasts of brilliance throughout LIANZAshout as we solve the problem.

We seek:
The Problem
What is the current burning problem in New Zealand Libraries?
Tweet your problem to @PiCSidea #LIANZAShout #PiCSprobes

We need you to become PiCS probers to help ask the vital design thinking questions:
What is? – the current reality
What if? – vision the future
What wows? – chose the right future
What works? – The real world

Learn:
♦ the simple art of design thinking
♦ How to implement the process in your day-to-day activities

Lunch Day 1: bring your delicious lunch and join us as we set the scene of the question and Design Thinking
Afternoon tea Day 1: 10 minutes to probe What is?

Morning tea Day 2: 10 minutes to probe What if?

Afternoon tea Day 2: 10 minutes to probe What wows?

Morning tea Day 3: 10 minutes to probe What works?

“Design thinking offers a great start to bridge building. It fosters creative problem solving by bringing a systemic end-to-end process to the challenge of innovation.” Liedtka et al ‘Solving problems with design thinking.’
32a. ComicFest! : Celebrating New Zealand cartoonists and
comics through collaboration, community involvement and
collections

Masseurs, Monty, Wellington City Libraries, Wellington, New Zealand

For two years, Wellington City Libraries has run a successful comic themed multi-day event
based at their Central library featuring panel discussions with leading cartoonists, illustration
workshops, competitions, exhibitions and the giving away of over a thousand free comics on
Free Comic Book Day.

Originally envisioned as a one day event, ComicFest has grown quickly to run over four
days, has involved a who’s who of New Zealand cartoonists in Ant Sang, Sarah Laing,
Weta’s Greg Broadmore and Chris Guise, cartoonists Sharon Murdoch, Toby Morris, Tim
Gibson, Tim Bollinger and Jonathan King and has involved collaboration with organisation’s
like Weta Cave, the New Zealand Book council, the Alexander Turnbull library, NZ Comic
Con and major sponsor Graphic comic store.

ComicFest has quickly become one of Wellington’s major comic book events for all ages.

This presentation will explore many aspects of running a major public library event,
including:

- Designing and developing events for all ages – from super hero holiday programmes
to Women in comics panel discussions.
- Expanding an events reach through exhibitions, displays, promotion and social
media.
- Tips on maximising opportunities for sponsorship and insight into retaining and
increasing the value of those partnerships
- Ways to involve your collection in an event to increase customer awareness, usage
and increase community involvement.
- Using customer and participant feedback to improve and refine your model.
- Insight into developing a project plan for a large event involving many internal and
external participants.

Also discussed will be the increasing value of comics and graphic novels in a public library,
insights into ‘selling’ comics to staff and thoughts on expanding comic’s selection and raising
their profile in your library.

Key audience: Public, School libraries. Library staff involved in events, collection
development, project management and/or comic book enthusiasts!
32b. Pictures speak louder than words: Insights from the Cartoon Archive at Alexander Turnbull Library

Melinda Johnston, Alexander Turnbull Library, Wellington, New Zealand
Valerie Love, Alexander Turnbull Library, Wellington, New Zealand

The Alexander Turnbull Library is home to the New Zealand Cartoon Archive, which houses a wide range of work by New Zealand cartoonists from the nineteenth century to the present day. To celebrate the Archive’s ten-year history with the Turnbull Library, this paper focuses on this outstanding resource, paying particular attention to born-digital cartoons. We will showcase some highlights from the collection and also discuss some of the challenges the collection poses both for researchers and library staff.

The Cartoon Archive is not only a rich resource on New Zealand culture and politics, but is also one of the largest collections of born-digital materials at the Turnbull Library, with two to three hundred new digital cartoons added to the collections each month. But what exactly happens to these cartoons when the Library receives them, and how do we ensure their long-term preservation? The first half of this presentation will uncover the work that goes on behind the scenes to manage born-digital cartoons at the Turnbull Library, and will discuss the descriptive challenges that political cartoons pose.

The second half of the presentation will cover ways in which researchers can access these cartoons, and will provide some basic search tips for finding works that are relevant to your research or area of interest. With over 25,000 digital cartoons available online through the Library’s website, we will consider some of the benefits and pitfalls in using these cartoons for academic and student research. Finally, we will ask: what are some of the strategies we can employ when ‘reading’ cartoons? By asking a range of questions in order to interrogate the cartoon image, we can become more alert to the visual cues presented by the cartoonist and can cite specific visual details in order to clarify the work’s meaning. In doing so, we develop our own visual literacy and move from being passive receivers to critical readers.

Audience
This paper specifically targets those in the education and research sector, as we’re looking to demonstrate the potential of the New Zealand Cartoon Archive as a resource that is easily accessible for students and researchers. It would also be of interest to librarians and archivists working with contemporary born-digital collections.
Amplifying diverse voices: improving access, visibility and preservation for the Auckland Libraries Zine Collection

Chirnside, Angeline, Auckland Libraries, Auckland, New Zealand
Noonan, Hamish, Auckland Libraries, Auckland, New Zealand

Auckland Libraries established its zine collection in 2010. A ‘zine’ is a self-published booklet or mini-magazine with a small circulation, often within a particular geographic area or the community of interest it represents. Zines are produced on a range of topics from personal musings to DIY guides, comics to interviews and reviews from local music scenes.

Recognising the popularity of this initially reference-only collection housed at the Central Auckland Library, in 2014 library staff from readers’ services, heritage and research, collections and digital services teams collaborated to make changes that would increase the access and visibility of the zine collection and thereby ‘amplify’ the diverse, interesting, often local, and often younger voices represented in zines. These changes included individual cataloguing of the zines, making the zines borrowable, instituting a donation process to encourage collection growth and rejuvenation and increased promotion on the library website. Further, preservation of these quirky and unique items was secured through the establishment of a New Zealand-focused zine collection at Sir George Grey Special Collections.

The observable benefits of these changes have included an increase in opportunities for customer outreach, an increase in circulation of zines, an increase in donations, and the enrichment of local history resources through the inclusion of zines in the heritage and research collections. Additionally, this work enabled staff to create new connections outside their own teams and to strengthen existing relationships, particularly between lending and heritage teams.

Co-presenters and zine enthusiasts Hamish (Librarian, Readers’ Services) and Angeline (Library Assistant, Sir George Grey Special Collections) will describe the process of collaboration which led these so far beneficial changes.

Audience
This paper will appeal to those interested in establishing zine collections in their library, those currently working with growing zine collections, those looking to collect a broader range of materials for their local history or heritage and research collections, and those interested in how teams collaborate within large organisations.

Keywords: Zines; Public library; Outreach; Local history; Reader Services; Heritage Collections; Collection development, Collaboration
33a. People aloud: engaging staff to grow capability, culture and communication

Adams, Claudia, Libraries and Learning Services, University of Auckland, Auckland, New Zealand
Garraway, John, Libraries and Learning Services, University of Auckland, Auckland, New Zealand

Trends in academic library staff development programmes over recent years have included identifying and analysing core competencies (skills, attributes and abilities), identifying gaps in training and development and addressing staff performance. With the growth of technology, so too has followed the need for identifying and providing training for technology-based competencies. Added to this, as libraries have faced greater financial constraints, staff have had to become multi-skilled and cross-trained. With fewer job opportunities libraries have turned to in-house programmes and created committees to address staff morale and cross-functional development opportunities. This case study will describe the implementation of a staff development network introduced recently at the University of Auckland in the Libraries and Learning Services division. The network was designed to include representation across all levels and departments. This paper will report on process and activities to date.
In 2014 Saint Kentigern College Library started providing work experience placements for students who are working towards their diploma or degree in Library & Information Studies at The Open Polytechnic / Kuratini Tuwhera of New Zealand. Students indicate their interest in taking part in the Library’s 16-week training schedule, devoting two half-days a week for two terms, which enables them to make the connection between library theory and practice…..connecting the dots. During this time the students experience what is involved in being a 21st Century College librarian.

The College Librarians have created a structured plan, giving the students the opportunity to explore all types of work from cataloguing to creating LiveBinders and uploading articles to the Library blog. At the end of their training they receive a letter of recommendation and a detailed record of their work experience.

The College Librarians, the Trainees and the Coordinator of the Library and Information Study Courses are all enthusiastic about the collaboration between the two sectors.

Audience:
Public, School and Special librarians
34. Helping all the people all the time 10 years on: new tools and new ways with old tools

Stent, Claire, Statistics New Zealand, Wellington, New Zealand

The explosion of information resources provides challenges for special librarians. Ten years ago, Statistics New Zealand embarked on a project to use technology to improve the delivery of information services to a clientele with very broad subject needs. At that time, creative use of library systems and other technology was used to ingest information, filter it and make it available. Ten years later and the information landscape has changed. There is even more information available and clients have more options to discover it. Changes to the IT environment at Statistics New Zealand, made this an ideal time to re-evaluate the way services are delivered. Can a discovery service in the cloud meet clients’ needs just as well as the ingesting/filtering model. If so, do we need a library catalogue? What is essential when rebuilding a service model? What can we discard and what are the risks in doing so. What of our clients. Will they embrace a new model? This paper looks at the re-building of a library service without the baseline of a library system. The lessons learnt can be applied to many types of libraries, especially small libraries trying to meet clients’ needs with few resources, including staff.

**Audience**

Special Librarians and anyone in a small library
35. Telling a Story: Teaching our community to create their own eBooks

Morgan, Leeann, Kapiti Coast District Libraries, Kapiti Coast, New Zealand
Holmes, Diana, Kapiti Coast District Libraries, Kapiti Coast, New Zealand

This workshop will explain the new eBook digital programme that Kapiti Coast District Libraries has established as part of its Learning Centre. It will discuss the significant growth of eBooks in the international market and define the modules that participants who register for the programme can choose from. Topics such as; eBook marketing, branding, formatting, understanding eBook distribution form a New Zealand perspective, editing services and creating a social media presence for authors, will briefly be covered to give attendees an idea of the scope of options available for eBook participants at Kapiti Coast District Libraries. This workshop will also discuss future plans for eBook creation as an alternative revenue stream for Libraries. EBook services will provide Kapiti Coast District Libraries with the ability to meet community needs and raise significant revenue.

Audience
Broad Appeal
36a. Measuring customer love (or, what happens when you let a winemaker loose in libraries)

Soljan, Darryl, Auckland Libraries, Auckland, New Zealand

When Auckland Libraries recruited for a senior position on their leadership team last year, few would have expected it to be filled by a person who knew more about yeast than Yeats.

Darryl Soljan brought innovation, governance, marketing and a passion for books, access, community and information with him, but had never spent a day in his life as a library professional.

Hear how his outside perspective has tested existing thinking at Auckland Libraries, be personally challenged by some of the provocative questions he routinely asks about the ‘Library world’ and learn about how one of his initiatives in particular – *Measuring Customer Love* – could radically enhance the customer experience and performance of any and every library.

Audience
Library Managers and Leaders who want to delight their customers and keep Libraries relevant in the future.
This paper provides an overview on the rationale, development and process undertaken for establishing a weekly ESOL programme at Howick Library, including its uniqueness from other providers in the community and the challenges it deals with.

Statistics indicates that there will be a significant growth in the number of immigrants to New Zealand. Worldwide, the public library as a community space, are increasingly providing a variety of ESOL programmes to new migrants. This presentation is to enable and provide the skills, techniques in planning and delivering an ESOL programme for those who would like to conduct similar programmes to their community.

The significance of the growing Chinese population in the community became the focal point in the decision of the authors to establish Learn it, Ask it, Use it.

This weekly ESOL programme seeks to enable Chinese immigrants to:

1. Communicate effectively with library staff.
2. Gain confidence and skills to settle into New Zealand life
3. Promote, foster and build good relationship among members of the ESOL programme

Learn it, Ask it, Use it continues to spark interest among the Chinese community as proven by the increasing number of participants on a weekly basis. The programme has branched out from a classroom setting to using the web to consolidate their learning.

Audience
Targeted at Public Library staff and people interested in providing community learning
If a book written for teenagers is not on the shelf because it has an age restriction, will teenagers be intrigued and request it? Or is out of sight out of mind?

In this lightning session, Auckland Libraries Regional Collections Manager Louise LaHatte shares her experiences surrounding Ted Dawe’s award-winning book ‘Into the River’. Auckland Libraries invited the author to talk about his concerns regarding the R14 rating restriction, and ended up leading a campaign seeking to have the decision overturned with support from LIANZA and the Association of Public Library Managers. Libraries curate their collections to match the reader with their “book”, and Auckland Libraries argue this is more effective and more fair than external restrictions to protect young people.

Despite the restriction, Auckland Libraries achieved a revival of issues of the book to almost the levels they were before it was removed from shelves. Learn how Louise and her team achieved this, and what happened to the campaign.
37. Ma pango, ma whero, ka oti te mahi: UC Pathways to partnership through collaboration, co-operation and co-creation.

Arona, Aurelia, University of Canterbury, Christchurch, New Zealand
Saunders, Karen, University of Canterbury, Christchurch, New Zealand

UCPathways is a new key initiative of Student Success at the University of Canterbury designed to add an additional level of coordinated support for students and to retain at risk and priority learners. The programme combines learning and life skills to aid first year students in their transition to University study. UCPathways encourages the development of essential skills needed to succeed at University while simultaneously offering an enhanced student experience to a diverse cohorts of students.

The aim of Library involvement in this project was to provide targeted, intentional and proactive teaching and support designed in collaboration with UCPathways leaders and tutors. The method of delivery was informed by cultural values and practices associated with ako, manaakitanga and whanaungatanga as well as elements of Cuseo's seven principles for student success (Cuseo, J., 2007).

While working on student success this initiative also focuses on developing critically informed inclusive teaching practices that acknowledge, at times, tertiary spaces can alienate students. It draws on a phenomenological approach which suggests institutions such as tertiary spaces are made up of the bodies they contain. Such environments often fit the form of the dominant group, which in affect excludes minority bodies. When teachers and librarians reflect on how this power functions through not only language but embodiment there is the possibility to create a sense of inclusion for all students regardless of class, ethnicity, gender or sexuality.

Presented by Aurelia Arona and Karen Saunders, this paper will give an overview of the UCPathways programme and discuss the methodology of the library contribution and components. We will share key learnings related to our involvement in the UCPathways programme, sourced from student evaluations, marked bibliographies, project group recommendations and peer feedback from Pathways colleagues. These will include our ability and capacity to design and deliver library teaching sessions that are relevant, embedded in the course content, and delivered in a way that is culturally responsive. We will share our collaboration processes, internally with library colleagues and cross-unit working with our Pathways colleagues and observations we have made regarding areas for future staff development and opportunities for improvement to our service delivery.

We are now in our third iteration of the UCPathways Programme. Learning, being agile and responsive to the needs of Pathways students and partners has enabled us to develop and refine a personalised, student-centric model for service delivery that would not have been possible without collaboration.
Audience
This presentation may be of interest to those working in Academic Libraries. Customer Service, Subject Specialists, Academic Liaisons, Library Management, School Librarians, Public libraries, inclusive programmes and service.
38. Selfies in the library: using social media in libraries

Smith, Lorna, CPIT, Christchurch, Canterbury
de Ruiter, Julia, Waitaki District Libraries, Oamaru, Waitaki

It is hard to find a library these days that does not have some sort of social media presence. The question is, are all libraries using this powerful tool in a mindful and strategic way? Lorna (academic library) and Julia (public library) will reveal what social media projects their respective libraries have been involved in and what future ideas they have. They will also demonstrate that with a clear strategic plan, social media does not have to be scary or boring, but does require patience, dedication, and creativity. In a world where libraries are constantly being asked to justify their existence and with restricted budgets, social media is the perfect free tool for libraries to not only engage with their target audience, but also to promote their ever expanding services.

CPIT have been using various social media outlets for over five years. However, with a robust communication strategy and a dedicated and very enthusiastic library Promotions and Communications team, they have learnt to streamline their social media focus. They have also learnt over that time what works and what doesn’t work, which has enabled them to choose projects that will generate the most traffic and student interactions (which, of course, is what it is all about). Projects such as ‘The Edible Book Festival’, ‘Selfies in the Library’ and ‘Māori Language Week’ have all been successful and have become anticipated annual events.

Waitaki District Libraries have also built up a strong social media presence over the last three years and are active on Facebook, Twitter and Pinterest. Some of their most successful projects also include ‘Selfies in the Library’ (inspired by New York Public Library & CPIT library) and ‘5 minutes with a librarian’. Their primary goal is to make social media an integral part of the library’s core services and to make the library accessible to everyone 24/7.

The fundamental reason for your library to embrace social media should be to engage and interact with your target audience in a passionate and appealing way. However, the most important aspect of social media as a customer engagement and marketing tool is to have fun. By the end of the presentation you will hopefully take home some useful and inspiring tools to shout to the world about the amazing things your library is offering. Come prepared with your own device and discover the power of the hashtag first-hand (selfie stick optional!).

Audience
All
39a. Earthquake safety - Preventing shelving collapse

Best, Jill, Tauranga City Libraries, Tauranga, New Zealand

In late 2014 Tauranga City Libraries commissioned BECA Ltd to establish the best way to avoid harm to customers or staff from shelving collapse during an earthquake. Their findings will surprise you.

Audience
Any library manager / individual responsible for facilities.
39b. Delectable digital signage in the 'living room of the city'

Pifeleti, Seini, Palmerston North City Library, Palmerston North, New Zealand

The swift progress of technology has meant that digital signage has become increasingly prevalent as a means of customer service communication for many businesses and organisations. However, like any form of communication, it requires a level of care and flair if its use is to be optimised. But this story isn’t meant to be a best-practice exemplar. It is an account of what went on at the Palmerston North City Library when an unwitting Digital Service Guide was gifted the project of coordinating the purchase and implementation of new digital signage software (complete with baking metaphors). What often seemed like a recipe for disaster turned into a great learning opportunity and a chance to make something tasty that lasts a lot longer than a cookie.

Library-style Digital Signage Delicacies; a recipe

*Ingredients:*

*Digital signage software*
*Support*
*Screens/projectors hooked up to PCs that are fit to run said software*
*Patience*
*Snacks*
*Effort*
*Skills*
*Content for signage presentations*
*Creativity*

1. Purchase software.
2. Herd cats in an attempt to source PCs that are capable of running your software. Seek support as required.
3. Have patience when your projectors break down and rare parts must be ordered from overseas.
4. Learn how to use your software. Embrace the frustration and fun. Apply snacks as necessary.
5. Use your software to create amateurish material. Have patience and put in more effort.
6. Use your budding software skills to create material which is a great improvement on your previous output.
7. Encourage/implore/pester colleagues for content to use in presentations. Consider using snacks as bribes.
8. Employ patience in training others in the use of your software. Consider using snacks as bribes.
9. Use your software skills and flourishing creativity to create material which is actually pretty darn good.
10. Sit back and watch as those you have trained hit steps 5, 6, 7 and 9. Offer support as necessary.
You can follow the recipe and produce excellent results but it all comes back to two things: care and flair. Care about your audience and what you are presenting to them. Use your own creative flair to make something that will speak effectively to your audience and, let’s face it, make you a little bit proud of yourself and the place in which you work.

Audience
Staff from any libraries who have digital signage or an interest in it.
39c. Daring to be different - from straight lines to angles - designing for space and changing the library shelving layout

Green, Sandy, Masterton District Library, Masterton, New Zealand

Space is an issue for Masterton District Library and we have moved the shelving around many times to try to create areas for people to be and enjoy, most of which meant that ultimately access to materials or services was compromised to a greater or lesser degree. A scheduled refurbishment, paint, carpet, some furniture and replacement of our orange shelving, gave us an opportunity to completely change the way we used the floor space in the library. Inspired by sessions from the By Design Conference in Sydney, November 2013 we worked with our shelving provider to do something to redesign the way we used the space, incorporate different shelving layout ideas and use ideas about the ways people access library materials, which have a basis in research. The research that was used, the process of work shopping with staff to get their buy in to changing the layout, the layout itself, changing the way collections are presented and preparing the customers for change will be discussed, along with the responses and outcomes.

Target Audience
Any librarian interested in creating space, how customers access materials and taking a different approach to shelving and collection layout.
40. Open Data, Open Access, Open Sesame? CABI and Global Open Data for Agriculture and Nutrition (GODAN)

Edmeades, Chris, CABI

The GODAN initiative was announced in 2013 following G8 discussions to harness the potential of new technologies to address the problems of an increasing global population to 9bn by 2050 and a predicted doubling of demand for food, feed and fibre as well as an increase in people at risk of hunger to more than a billion.

The huge amounts of data generated by governments, business and other organisations has the potential to provide data-driven solutions to enable more efficient and effective decision-making to create innovations to bring about change in addressing food security in the context of global climate change challenges.

GODAN, funded by the governments of the United States, UK and the Netherlands and supported by a Secretariat hosted by CABI, is a rapidly growing organisation of around 120 partners across governments, business, NGOs and international organisations. Partners commit to promote open data in an available, accessible and usable form on a global scale to create benefit for all in the agriculture and nutrition sector from governments through to farmers in the field. The result will create a new transparency that will drive an emerging global data infrastructure and bring about fundamental organisational change as data are shared at all levels and in all directions. Currently much data are closed but the potential exists to explore releasing all data other than that which are sensitive for security, privacy or commercial reasons.

While the potential is enormous there remain issues in data management, licensing, interoperability and exploitation, as well as ethical issues around the use of personal data and beneficial data sharing.

The scale of the potential for data sharing is difficult to visualise. Research by the Open Data Institute, in collaboration with GODAN, illustrates the value of a results-oriented focus on solving specific real world problems of drought, pests, disease and food safety. GODAN therefore plans to focus at this stage on identifying problems and developing practical solutions by engaging with the growing open data community. Within the agriculture and food sector GODAN will build strategies to develop the assets and capacity needed and encourage its partners to advocate for wider data sharing.

GODAN is in the early stages of learning about the potential of open data to transform lives. It provides a forum for shared learning through the case studies researched, through mapping partner activity as the initiative grows and by bringing partners together to share problems and experiences to develop solutions.

GODAN – http://www.godan.info/about/
CABI - www.cabi.org
40b. How open, library-driven development ensures Koha stays innovative, supported and secure.

Tyree, Kathryn, Catalyst IT, Wellington, New Zealand
41. **Kia urupū tātou; kaua e taukumekume "Let us be united; not pulling against one another"

**Field, Sheeanda, Massey University, Palmerston North, New Zealand**  
**Waikerepuru, Ria, Massey University, Palmerston North, New Zealand**

Within many organisations there is a commitment to biculturalism. The challenge is how to put this into organisational systems and practices. What does the concept of biculturalism, or for that matter multiculturalism, really mean? What does it look like in a library context? Let us challenge your perception of biculturalism and the cultural world view of another.

This research topic evolved from library staff asking Māori staff within the library for training to help them gain an understanding of different aspects of biculturalism, te reo Māori, tikanga and Treaty of Waitangi. Māori Services staff within Massey University library needed to be aware of everyones ‘cultural’ understanding before responding to these queries. Māori Services implemented a Bicultural Survey as an initial response to this request for training. The email surveyed all library staff in October 2014. It consisted of four questions regarding biculturalism:

1. **What is the meaning of biculturalism to you?**
2. **Can you please tell me how biculturalism features in your role, does it?**
3. **What does it mean to be bicultural**
4. **What training, if any, would you like to see/have to help you with/understand biculturalism?**

Honest, thought-provoking and heart-warming responses were gratefully received from library staff. Answers varied from small comments to comprehensive pages. Findings allowed a glimpse into individual ‘cultural worlds’, resulting in a ‘rich’ mine of information.

This presentation will discuss the survey questions, using the analysis of the responses. It will show how the survey then assisted in the identification of training needs. Recommendations for improving future surveys will also be presented.

**Audience**  
This presentation is about ways in which to help and support people who are thinking about Treaty partnerships and biculturalism and sharing ideas for a ‘bicultural’ library.

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42. Access to a world of content with the joint national library solution for public libraries and school libraries in Denmark

Brøchner-Mortensen, Martin, Systematic, Denmark

The field of libraries has been facing major changes these past few years and will continue over the years to come. In Denmark public libraries are turning into “public malls” that expand their services and opening hours to provide citizen services and cultural experiences, often with decreased budgets. Collaboration between the public libraries and the school libraries is being intensified and the role of the school libraries has changed to a more active role in the learning process at schools. The supply and use of digital material and e-books have increased steadily and the trend is expected to continue.

But how do libraries and schools tackle these changes? Modern and effective IT tools are for sure a part of the answer to innovate and improve the current levels of service, the flexibility and collaboration in a cost-efficient way.

A new joint national library system, Cicero, is rolled out to almost all public and school libraries in Denmark in 2015-2016. The Cicero suite of products from Systematic encounters the challenges of the libraries today by releasing time within the financial frames. Combined with Systematic’s learning platform, Mimer, library content, digital content and learning tools are brought into play in the learning processes at schools.

Advantages of the first national library system in the world
More than 1,500 libraries in Denmark will soon use one joint contemporary system to handle the 50+ million loans every year. An intuitive interface and the national infrastructure offer the library staff more time for other tasks and it facilitates collaboration and knowledge sharing between libraries within and across municipalities. A shared national bibliographic database allows data to flow between the joint library system, the database and national web services integrated in the solution making listing, search and loan from other libraries possible. Financial benefits for the municipalities will be realised due to centralised operation and development. The open platform based on recognised standards makes it possible to access data from other municipality systems and eases standardisation of third party integrators.

Digital learning platform gives the schools easy access to library resources for learning
The digitisation of the Danish public schools is prioritised with a national initiative. The aim of IT
in the schools is to support the progression of the pupils and to ensure a motivating learning process independent of time and place.

Mimer offers the schools a digital learning platform that is closely connected to the joint library system Cicero giving them a unique access to all the resources at the libraries. The resources can be used directly in the teachers planning, the accomplishment and the evaluation of the learning processes. Through the user patterns, Mimer is able to qualify the library resources and content at hand based on the class level, the subject and goals defined for the learning process.

With Mimer and its unique access to the joint library system, digital content and learning tools, the Danish municipalities can get full utilisation of the investments already made.

Audience
Management and key staff at public and school libraries
43. Hacking Leadership: 21 things you can do right now to become a better leader

Thomas, Laurinda, Office of the Auditor-Genera, Wellington, New Zealand

Leadership is a process of lifelong learning. But what if there were simple things we could do right now that would make us better leaders? What if we knew what leaders do differently and could do those things ourselves?

This is not a session where you'll get your standard leadership spiel. We'll look at how leaders act differently, common myths we all believe about leadership and why introverts have a head start on being leaders.

Drawing on her experience in a variety of leadership roles, Laurinda will share her observations and insights about how leaders think and do differently.

Topics include:

- Why learning about leadership will make you better at your job - even if you have no intention of becoming a leader, ever.
- What holds us back from being leaders and why that's exactly what makes us perfect for the job.
- How to become a better leader, in any situation.
- Why controversy happens, how to anticipate it, and how to lead through it
- The golden questions that leaders ask to get the right result

The aim of the session is to turn traditional ideas about leadership on their head. Although the topic is leadership in a general sense, the examples provided are drawn from my different roles in the library sector, including academic and special libraries, as well as the vendor world and my time as LIANZA President, making them directly relevant to attendees.

The ideal format for this session would be lecture-style, for 45 minutes.

Audience

The target audience is:

- Early or mid-career professionals who are coming to grips with what being a leader might mean
- Late career professionals who want to better demonstrate their value to the organisation
- Those who think leadership is a daunting task, best suited to somebody else.

The presentation is sector neutral.
44. It's a Weebly Wonder - Creating effective library websites for zero cost with zero knowledge

Bosworth, Katherine, Digital Services for South Taranaki, New Zealand

Ever gone browsing the internet and come across an awesome, well designed and professional looking library website and thought to yourself *I wish our libraries could do something like this?*  
Now there’s a way!

You don’t need to be a computer genius to achieve a professional looking website for your library. *Weebly* makes it easy & I am going to show you how.

In this interactive workshop, which is limited to 25 people, you will learn how to get the most out of *Weebly* and go through the process of creating and designing a FREE website that will tick all the boxes in professionalism, creativity and uniqueness.

Learn how South Taranaki LibraryPlus use *Weebly* for promoting major events and how we have overcome the hurdles of having limited resources and no budget.

**Learning Outcomes:**
- Be newly inspired to create a website ideal for one off events
- Learn tips and tricks to showcase your event in style and increase participation
- Discover how to have the ‘WOW’ factor everyone wants
- Learn simple but effective design tips

**Audience**
All Library staff involved in promoting events
Public Libraries
Small/Medium Libraries
45. Kotui - the good, the bad and the ugly

Haines, Corin, National Library of New Zealand, Wellington, New Zealand
Three Kotui managers (yet to be decided)

Kotui is a shared library management and discovery service available to New Zealand public libraries on subscription. Kotui aims to facilitate Libraries working together to provide all of their customers with easy, fast and effective access to the local, national and international resources they need to live, learn and earn.

The word ‘Kotui’ in te reo Māori means to interlace or interweave.

This session would be a panel discussion involving 3 library managers and a panel chair. Working in collaboration is great in theory but in practice how does it happen? What’s it really like? The panel will explore questions like:

- What’s gone well?
- What have been the issues?
- Do we worry about issues that don’t matter to customers?
- Given what you now know, would you do it over again?
- Where to next – a opportunities and developments for Kotui.

The panel aims to offer a frank view of the up-sides, the down-sides and the yet-to-be-seen sides (the possibilities not yet realised). There will be time for questions from the floor.

Audience
Public Library managers and staff who are interested in joining Kotui
Librarians interested in the successes and challenges of Consortia in New Zealand
46. Librarians for hire: Exploring income generation through research services

Chivers, Melanie, University of Waikato, Hamilton, Aotearoa

LIANZA lists the “information access process” as one of their core Bodies of Knowledge (Library and Information Association of New Zealand, n.d.). ALIA claims that “Library and information specialists must be able to use research skills to provide appropriate information to clients” (Australian Library and Information Association, 2014, p. 4). Academic Librarians whose jobs include direct customer engagement spend much of their time teaching and supporting research skills; should we be taking the next step and offering a research service to our users? This paper will investigate how prevalent the practice of designing searches and carrying out commissioned research currently is in New Zealand and Australian academic libraries, and evaluate the viability of this service.

Over the past two years the University of Waikato Library has been approached to undertake several comprehensive literature searches, on both paid and unpaid bases. Two such projects have involved multiple librarians, who carried out systematic literature reviews following a detailed research brief. Feedback from these projects was overwhelmingly positive, with the comprehensive literature coverage cited as supporting the success of the project applications. Whether or not these projects generated income for the library, the potential to generate research income is evident. Academic staff face increasing pressure to attract research funding and meet publication expectations and it seems the library is ideally situated to support these pressures. This paper was motivated by a desire to determine the prevalence of such services in Australia and New Zealand Academic Libraries and establish whether such a service could be sustainable and worthwhile.

The 2012 Research Libraries UK Re-skilling for research report, found that the role of the subject librarian is evolving to include “developing effective search strategies, and undertaking literature searches for individual researchers or research teams” (Auckland, 2012, p. 19). The same study found 91 percent of librarians and library managers surveyed took the ability to “participate effectively in research projects” to be essential or desirable professional skills in the coming years (Auckland, 2012, p. 102). Active research services are seldom advertised on New Zealand or Australian University Library public websites, with a key exception being La Trobe University who offer staff an “advanced Customised Search Service (CSS) to support literature reviews for grant proposals and funded projects” (Karasmanis & Murphy, 2014, p. 4).

This paper will explore the potential impact and concerns associated with offering research services. Concerns include staff resource management and staff abilities, difficulty in determining the impact of research services on project outcomes, copyright concerns and the risk of breaching contracts with database providers. The paper will consider whether these challenges are outweighed by the potential for increased income generation and improved research outcomes for the institution.
The research process for this paper entails reviewing publically available university library websites and a targeted information gathering process across New Zealand and Australian libraries of current and predicted activity in this area.

References

Audience
This presentation is aimed at people with an interest in academic libraries, and with the state of library roles now and in the future.
47. New Zealand's Web Archives as a Scholarly Resource: Time to shout about it?

Crookston, Mark, Alexander Turnbull Library, Wellington, New Zealand

So much of our recent social history is created on the Internet. To ensure the protection of this significant documentary heritage, the National Library of New Zealand and Alexander Turnbull Library established the New Zealand Web Archive.

The Library has been collecting websites since 1999 and has over 20,000 sites in its curated Web collection, along with 4 biennial whole of NZ domain harvest datasets.

This presentation reports on a research project undertaken in collaboration with VUW that explores awareness and use of the web archive by NZ academics in humanities and social sciences, and outlines some points of discussion for research libraries. The first time the use of this unique collection has been researched and analyzed.

It has often been stated that such a resource was not for current researchers, but for our future generations to use to be able to understand the present. However the results of this research not only show that there’s a demand that is current, but more is wanted and expected from this unique resource in the very near future. When it comes to the history of the New Zealand web, the academic community is telling us that the future is now.

Audience
Attendees interested in:
- new resources in NZ studies for their customers;
- the documentation of contemporary NZ society;
- digital and web archive developments;
- Information seeking behavior of academics.
48a. Update from CREDO

Hear the latest about CREDO
First, the paper outlines the scope of data in the Pure research management system (RMS) - what types of data is included and what details are collected. Types of data are among others persons (e.g. researchers), organisational units (e.g. departments), funding opportunities, research funding applications, awards, research projects, outputs (e.g. publications, patents, licensing), datasets, and equipment. Other types of data are also included in the scope of the Pure RMS, for example bibliometrics, researcher CVs, and impact.

Related to this, the paper addresses the need for data integration - why and how the different types of data are integrated in Pure's CERIF data model - and how that supports the business needs of research administrators such as research offices, department managers, and other stakeholders.

Next, the paper turns to the need for IT tools to collect, validate, and integrate the various types of data; including tools for automated import of publication records (e.g. from online sources such as Scopus, Web of Knowledge, EMBASE, or PubMed), tools for validation and internal approval (e.g. publication validation, internal approval of grant applications, and ethical approval), and other tools for data governance.

Finally, the paper focuses on stakeholders' needs to use the collected, validated and integrated data in the RMS, in two areas in particular: Internal reporting and online exhibition. Internal reporting covers the business needs of research managers and research administrators to overview data and to draw conclusions on it; both for research strategy making and research strategy execution. Online exhibition covers the need of research-driven universities to exhibit and promote their research efforts online, and it covers the need for individual researchers to have rich, continually updated profiles online.

The conclusion of the paper will address the prerequisites of system implementation with regards to systems integration, legacy imports, data quality issues, hosting facilities, availability of staff and competences, costs in dollars and FTE, and changed or updated internal mandates.

The paper will be openly available. The paper will be accompanied by a PowerPoint presentation with visual support such as data model diagrams and screenshots.

Please direct all contact to Amelia Ford, Elsevier Australia, Tower 1, 475 Victoria Avenue Chatswood NSW 2067, email amelia.ford@elsevier.com.
Authenticity is the latest corporate buzz word – but it's one that merits the hype. Authenticity has been explored by many philosophers and authors throughout history, but the idea of authentic leadership that can apply to the whole of an organisation is still open to exploration and mining.

Some ideas I'll be exploring are:

- What does it mean to be authentic?
- What are the benefits of being authentic?
- Authenticity + Trust = Collaboration

Audience
Managers and Leaders within the Library and Information Profession
50. Information accessibility. Designing online government information to meet users’ needs.

Wray, Victoria, Department of Internal Affairs, Wellington, New Zealand
Kiss, Jason, Department of Internal Affairs, Wellington, New Zealand

Making information easy to find and easier to use is a challenge. At the coalface of dealing with public searching for government information, our public librarians are no strangers to understanding the challenges users face with trying to decipher what they need and where to find it. Govt.nz’s vision is to make it easy for people to find, access and use government information online.

Easy to use means so many different things to so many different users – usability and accessibility are the central points of designing online information to meet user needs. Recognising who users are and how to reach them, information providers have a wide range of techniques and development tools to optimise online information to make it accessible to all.

With over 40% of employed New Zealanders with low literacy the challenge lies not just in technology to present information appropriately, but also in the structure, language and visual tools to accompany this. This is a constant challenge for all information providers.

A primary info-mediary channel, librarians provide valuable insight to how the NZ public search for government information and operate online. Demonstrating how Govt.nz is designed for accessibility within a workshop environment provides public facing librarians the opportunity for direct feedback and help develop a pathway for Govt.nz to make it easier to use government information online. Co-creation of bridging the gap between online and physical information sources and accessibility of both within the library space will be a focus – sharing knowledge and expertise of both teams. Working together Govt.nz needs librarians to shout out how we can help serve them well.

Audience
Public facing librarians and library online support teams.
51. Always in draft? Collections Policy changes at the National Library

Esson, Rachel, Alexander Turnbull Library, Wellington, New Zealand
Elliot, Alison, National Library of New Zealand, Wellington, New Zealand
Gutchlag, Kim, National Library of New Zealand, Wellington, New Zealand
Crookston, Mark, The Alexander Turnbull Library, Wellington, New Zealand

The National Library aims to be consistent, connected and transparent across the many areas in which the Library builds collections relating to New Zealand, the people of New Zealand, and the Pacific. We are reviewing our collections policy and we welcome the opportunity to present the work we are doing in this important area.

A major change with this policy work is that it will develop a collecting framework that then is given relevance and specificity in collecting plans.

We will share and discuss some draft collecting plans that will outline current priorities across key areas of collecting activity, supporting consistency and transparency.

Audience
All New Zealand Libraries and librarians.
52a. International volunteer librarianship: dewey, sweat, and tears

Kirkpatrick, Aubrey, Centru Treinamentu Integral No Dezenvolvimentu Colegio Canossa (CTID), Baucau, Timor Leste

Five years into a library career, four different countries, three additional languages “learned”, two volunteer positions, one librarian.

Not many would think of a librarian when they discuss international aid and development. Most people are taken aback that Librarians Without Borders is an actual organization. In fact our dynamic skills as collectors, cataloguers, researchers, disseminators, and educators is acutely aligned with providing aid, capacity and support to many developing communities around the world. Public libraries especially are no strangers to tight budgets, extraordinary requests, inventive solutions, building issues, and language gaps. Libraries are universally recognized, their structure alarming similar around the globe. Our role as user-focused professionals allows us to operate both within the information and social environments. Discussing the merits of librarians in international development, we will look at the relation of our skills and the ethics of librarianship in this context while also focusing on the challenges and hardships. Using examples from my past experiences, I wish to highlight an application of our field that goes far beyond the typical library building, if one is willing to take that leap.

Audience
Everyone
52b. A One-Stop Solution for Your Data Needs

Nevena Nikolic, Nielsen Book Services, Auckland, New Zealand

- Why are children’s books driving the market for print books globally?
- What is the relationship of children to digital media consumption versus books?
- How are digital natives redefining the publishing and music industries?
These are just a few of the questions that will be answered as I share the outcomes of the
2015 Nielsen Children's Book Summit.

In addition to the insights above I will also briefly outline the data solutions offered by Nielsen
that will assist with searching for new titles, responding to customer enquiries or replenishing
stock.

Nielsen Book services will help with searching and selecting all formats including ebooks,
checking local price and availability, setting up new title alerts, creating and sharing book
lists, enriching your catalogue, bringing your OPAC to life, downloading MARC records, and
linking to WorldCat.org from within BookData Online, among many other useful bibliographic
functions.
Find out about these and other Nielsen Book services, and how they can assist your library
with cataloguing, acquisitions and customer service.

*Nielsen is the leading provider of book information globally - we offer the most
comprehensive and trusted source of bibliographic data worldwide.*

**Audience**
Acquisitions, Cataloguers, Researchers, OPAC, Information, Children’s librarians, School
Librarians, Technical services
53. **Ki te hoe: Massey University Library’s planning and quality journey**

Cooper, Amanda, Massey University Library, Auckland, New Zealand
Wallbutton, Alison, Massey University Library, Palmerston North, New Zealand

In 2013 Massey University Library embarked on a planning and quality journey. This journey, which involved all library staff, resulted in a new library strategic plan: *Ki te hoe*. This whakatauki, which translates as “paddling in unison,” symbolises our shared direction and determination to work together on a continuing journey, to best support the goals of Massey University. It is a journey that requires leadership, strategy, skills, and staff commitment to make progress effectively and efficiently.

This paper will outline how we have developed a strategic planning and quality framework at Massey University Library. Our strategic planning cycle involved all staff across three campuses working collaboratively to establish shared goals. These goals were then translated into a strategic plan *Ki te hoe*, which details the work we aim to accomplish during the next three years.

A strategic planning framework was devised to map out how our plan would be translated into objectives in business plans for sections and groups, and then into objectives for individual personal development plans. We have also translated the plan into a version which uses the language of our university stakeholders, to further emphasise how the Library supports the goals of the University.

Closely related to our strategic planning framework is our quality framework. This defines the practical way we will measure how we are doing, and is linked to our Library goals and parts of the strategic plan as appropriate.

This presentation will outline how Massey University Library has dramatically changed its planning process, including the successes, challenges and learnings. A case study will illustrate how the process has been implemented at our Albany Campus Library to show how our strategic plan has been translated from the big picture right down to the individual level in practice.

This session will be relevant to librarians from libraries of all sizes and sectors, who are embarking on, or even already underway on their own journeys.
54. Kōtuku cohort - LIANZA's emerging leaders emerge

Panel lead by: Stone, Lynley, LIANZA Emerging Leaders Champion

This is a one hour workshop designed to provide an opportunity for the Kōtuku: LIANZA Emerging Leaders Programme participants to present at LIANZA Conference. We will hear from a number of the cohort discussing achievements, participation in the programme, and their perspectives on leadership.

Rather than present a paper on how the programme was delivered and attendees hearing from the working group or organisers, this workshop will allow people to hear straight from the participants themselves.

A small group (12-15 people) are selected each February to participate in the programme, which is held annually. Preferred candidates tend to be people who would not have access to other leadership development programmes due to cost, geographical isolation or lack of employer support.

This is the first year the programme has been offered, and the session will appeal to attendees who want to learn more about how the programme went, and are interested in applying for Kōtuku 2016.

Audience
Anyone interested in leadership
55a. Building digital confidence amongst library staff

O’Connor, Shane, Hutt City Libraries, Hutt City, New Zealand

The Digital Go To Team model at Hutt City Libraries has been in operation for 8 years. Beginning as a series of groups tasked with being ambassadors for all things techy and sharing knowledge about specific digital products, the Digital Go To team has changed with the Libraries’ journey. The model has accommodated training and mentoring staff, troubleshooting as well as testing and developing a range of resources and processes. The presentation provides a public library case study of change management and digital education across a staff of 100 in 8 locations.

Audience
Library Managers, librarians involved in staff development, Digital services librarians
55b. Get with the program: working with developers

Tyree, Kathryn, Catalyst IT, Wellington, New Zealand

Software developers, or Programmers, love one thing: problems. More than that, they love coming up with solutions. Preferably the best solution for that problem that anyone has ever known. The only thing standing between you and that solution, is your relationship with the developers writing the code. Come and consider how you can give developers everything they need to do an awesome job with your software projects.

Audience:
Anyone responsible for software and services that require the input of someone with software development/programming skills.
55c. Cash for clicks: paying to promote posts on Facebook and Twitter

Kelly Bold, Auckland Libraries, Auckland, New Zealand

In March 2015, Auckland Libraries did two bold new things: they launched their new app and they chose to promote the app via a paid campaign on social media, a first for the organization.

There were a number of reasons why Auckland Libraries chose paid promotion and this lightening session will discuss them.

1) It’s cost effective compared with traditional marketing activities such as radio, tv or print ads.
2) Social media advertising allows you to target specific segments so you can make educated guesses to exclude groups you think will not be interested in your content.
3) Social media analytics can tell you exactly how many eyes have seen your promoted content as well as a wealth of demographic information about those “eyes,” - how they saw your content and how they interacted with it.

This session will outline the considerations Auckland Libraries took into account about which platforms and demographics to target and why, the results they achieved from a spend of $500.00 per month for 3 months, both in terms of social media reach, app awareness and downloads and website traffic, as well as the lessons and triumphs learned over the three month promotion period.

Audience
This talk is aimed at all social media administrators, staff involved in library marketing as well as library managers who may be interested in learning some of the lessons and triumphs of paying for promotion on social media.
56. Dealing with workplace stress in libraries

Wishart, Beth, Victoria University of Wellington, Wellington, New Zealand
Cuttriss, Kat, Parliamentary Library, Wellington, New Zealand

This session will outline some of the themes uncovered during my Masters’ Research Project. Librarianship is widely perceived to be a relatively stress-free profession, but a review of the literature showed otherwise. In fact, there can be many stress causing factors inherent in library and information work, such as

- low pay
- high workload
- repetitive tasks
- poor role/person fit
- exposure to sensitive and/or traumatic material used in some contexts to respond to client requests

The stress caused by work-related duties can result in various negative effects for employees, such as biophysical factors (e.g. lack of sleep, headaches and stomach disorders) and psychological factors (e.g. stress-induced anxiety and depression)

Once an employee experiences these negative effects, it can lead to further negative effects for our library and information organisations such as

- high staff turn over
- high sick rates
- staff speaking negatively of their workplace

While some amount of stress is good for any employee, there needs to be a greater awareness of, and willingness to mitigate, the causes of stress for library workers. My research investigated how New Zealand libraries (and information organisations) understand and manage stress in their workplaces. Rather than give a blow-by-blow account of my methods and results, this session intends to instigate a discussion on how to address stress, collegially and across the sector. It is also intended to shed light on this often-misunderstood issue, to help people “shout out” about their experiences with stress and how they themselves have addressed it as employee and/or as employer. It is widely acknowledged that the greatest resource that a library has is its staff. If a staff member is feeling stressed, then s/he will not be able to perform to their maximum potential. During this session, we will offer some simple, research-based and readily-applied solutions in the hope that we can make libraries a great place to work.

Audience
This talk would benefit team leaders and managers and everyone!
57. "Maybe we're doing it wrong"; lessons from running pop-up libraries

Kerr, Matthew, Kumeu Library, Auckland Libraries, New Zealand
Biazik, Ania, Central City Library, Auckland Libraries, New Zealand

Making a pop-up library happen is easy; they’re a fun way to explore, experiment, and entice new customers. But defining what value they add and applying the lessons they offer is a harder proposition. After you pack down your display stands, and return to your desks with a sun-tan, what will change? If you wish to run a pop-up library, you'll only get full value by being prepared to listen to the insights it provides your normal service. We’ll share with you the insights gained through running several types of pop-up libraries around Auckland. We’ll show how this can change the way we think of programmes and services operating in Auckland Libraries. Where changes have been made to normal operations, we’ll profile the success or otherwise. We’ll talk about the risks as well as the highlights of the different events, and furthermore, we’ll take you through how we plan a pop-up library experience, and how to use it to trial new services.

Keywords: innovation, pop up library, risk, library services, customer service, staff performance

Audience
Service delivery staff, managers, innovators
The role of discovery and its relationship with the ILS

Levy, Richard, EBSCO Information Services, Melbourne, Australia

There has been much debate about the decline of the Integrated Library System (ILS) as new types of so-called “unified management” systems become more prominent. Yet, these new systems retain key elements of ILS even as they become Cloud-based and integrate electronic resources. They are also not easy to implement, given that libraries generally predate the technology upon which they rely on to manage and disseminate resources to users. Traditionally, the ILS has played an important role in both the management and accessibility of library resources. This role was based predominantly on the need to catalogue, acquire and circulate print items. Yet, the focus has shifted increasingly towards digital content and, with this trend, end-user expectations have shifted radically as well. End-users expect to find relevant information on the first few pages of results. They do not care how the system works behind the scenes and their expectation is shaped and framed by the simplicity of the open web. This paper will look at the key role of the discovery service and its relationship with the ILS in supporting the library’s mission. The front-end discovery service is, after all, the gateway to the library’s resources where the user experience is either effective or not. How central is the discovery service to the library’s mission? How should the ILS support discovery rather than the other way round? And how can libraries best assess and choose the discovery service independent from the management back-end?

Audience:
- Systems Librarians
- Cataloguing
- Reference Librarians
- Subject Librarians
- Liaison Librarians
- Collection Development
- ERM
58b. Putting WorldCat Data for work on the World Share Platform

Cook, Angus, OCLC, Melbourne, Australia

WorldCat data is becoming increasingly used, not only for record sharing, but also in other areas of library operation such as interlibrary loan, circulation, acquisitions, eResource management, and collection evaluation. OCLC’s WorldShare Platform, the cloud based infrastructure used for WorldShare Management Services, is underpinned by WorldCat Data, creating efficiencies and streamlined workflows for libraries using WorldShare for library management services such as circulation or cataloguing or using WorldShare applications available as stand-alone options such as WorldCat Discovery, WorldShare Collection Manager or WorldShare ILL.

Providing WorldShare as “Software as a Platform” (SaaP) allows libraries to enjoy the benefits of a multi-tenant cloud service, secured in an ISO27001 environment, and still have access to data via a series of APIs and the OCLC Developer Network. OCLC staff will detail how the WorldShare platform is provisioned to NZ libraries, and share experiences of New Zealand and other libraries using the WorldShare Platform.
59. Marketing your library

Potter, Ned

How to shout so your users will listen, and to listen so your users will shout about your library

This workshop takes you beyond Ned’s talk to provide practical tools for libraries to promote themselves.
60. Digitised mātauranga Māori and its adoption: How are polytechnic Māori students and staff using these resources?

Heavey, Karn, Twist Library, Eastern Institute of Technology, Napier, New Zealand

Mātauranga Māori (Māori knowledge) is an important part of Aotearoa New Zealand’s cultural heritage, which is increasingly being lost. Through keeping te reo alive, a strong Māori culture will be retained and visible for future generations. Digitised Māori knowledge is being made available on the internet for Māori communities; however, little is known about how it is being used. A research project was undertaken to explore the factors that influence polytechnic Māori students and staff when choosing to use Māori digitised resources, and examined the reasons why they decided to do so.

This research identified the reasons why individuals felt comfortable using Māori digitised resources, and identified what the resources were used for. Digitised mātauranga Māori was considered to be of importance to the participants as they felt these resources offered significant support to both learners and teaching staff. Academic libraries are increasingly seeing a digital shift from traditional methods of research to using the internet to access Māori knowledge. Digitised resources are seen as increasingly useful in a polytechnic environment, and will continue to grow on the digital domain for Māori students and staff to use.

Conference attendees will gain an understanding of how Māori digitised resources are being used and how academic libraries can utilise these resources to support Māori students and staff with their learning.

Audience
Academic librarians and general library audience
In 2014 the Libraries and Learning Services (LLS) at the University of Auckland developed a Massive Open Online Course (MOOC) in partnership with Futurelearn, a company founded by the Open University, UK. The MOOC content was based on the earlier (2013) compulsory Academic Integrity course, also developed by LLS. The earlier course had attracted international interest, leading to the collaboration with FutureLearn. This opportunity allowed LLS to adapt and develop the original content for a new, global audience.

The MOOC was run for the first time in November 2014, with nearly 7000 learners enrolled. It will be run four times in 2015.

We will share our experience of developing and delivering the MOOC and some of the hurdles encountered along the way. We will outline how a MOOC differs from a “traditional” online course including the challenges of “globalizing” the content and moderating on a massive scale.

We will outline our use of a student-centred approach, including the use of narrative and storytelling to deliver content. The importance of a collaborative approach and development of nontraditional skills in online learning design will also be explored.

As librarians are becoming more involved in online learning design, the principles and process of MOOC design outlined here can be readily applied or adapted to any online learning design environment.

Audience
Any librarians who are involved in online tutorial design or online resources development.
62. LIANZA Children’s Book Awards: A Judge's Journey

O’Carroll, Helen, University of Auckland, Auckland, New Zealand

What are the LIANZA Children's Book Awards, what is their purpose and how do they work? This paper will look at the requirements of each of the six awards: LIANZA Elsie Locke Non-Fiction Award, LIANZA Esther Glen Junior Fiction Award, LIANZA Young Adult Award, LIANZA Russell Clark Illustration Award, LIANZA Te Kura Pounamu (te reo Māori), and LIANZA Librarians’ Choice Award. It will also reveal how the judging process works and what the judges are looking for, using recent winners as examples. This will be accompanied by the personal and historical perspective on the awards of a librarian who has been on the panel on three occasions over a 20 year period. As well as aiding members’ understanding of a substantial annual project which our professional association sponsors, this is an opportunity for anyone who is thinking of applying for the LIANZA Children's Book Awards panel in future to know exactly what is involved.

Audience
Everyone
Community Engagement - we asked, we listened and ....

The new Central Library for Christchurch City is planned to open early 2018. A very successful community engagement campaign titled ‘Your Library’ ‘Your Voice’ was run in 2013. This provided rich data to inform the design and service conversations with library staff and the architects. How did we consult with the community? What were their ideas? What themes emerged? How have these ideas shape our thinking? What did we learn from the consultation process?

This presentation briefly explores the Christchurch City Libraries community engagement process and the critical success factors for the new Christchurch Central Library. The success of the campaign means the community can relate to the project through the design phase and feel like the library is ‘theirs’. If design concept images are in the public arena reference to the design of the building will also be included.

We invite participants to share their experiences of successful community engagement stories that achieved a community ownership of ‘their’ library and services.

Audience
All
Ranui Library Harvest

Von Minden, Lars, Auckland, New Zealand
Moon Nic, Jasmax, Auckland, New Zealand

Harvest
Ranui is a proud and progressive suburban community on the fringe of Auckland city and Waitakere ranges. An area with some challenging social issues – Census statistics gives it a deprivation index of 10 – it typifies west Auckland’s diversity. The new Ranui Library was commissioned to create a sense of identity for the town centre, by integrating the community’s aspirations. Artist Nic Moon and Jasmax’s Lars von Minden discuss how they combined architectural, artistic and prosaic demands to include, and reflect, this decisive community in the construction and design of their new library.

Despite vigorous community consultation early in design and construction projects, the public is often excluded from the process of building. Once the contractor arrives on site, flicks the kettle on and boards-up the site’s boundary, the public are barred until the ribbon is cut. During Ranui Library’s construction, Nic, Lars and the wider design team looked for a way to get around this, to include the community earlier in the finishing stages.

The result was, among other things, a very nervous weekend for the contractor. A nine metre scaffold carrying 500 locals – mostly kids, and 50 buckets of clay pigmented slurry, Nic planned a centrepiece for the Library’s atrium living room, and the community obliged. The resulting artwork, six metre tree images filled with thousands of handprints, forms part of the design narrative for building’s architecture, and allowed the community a rare insight into the construction of their new library.

With the impetus for the collaboration driven by the Library team’s brief for integrated art, Nic and the design team explored how this could be expressed in a unified and relevant way, and be incorporated into the specifications and programme for the contractor. Persistence in the face of numerous logistical, contractual and administrative head winds kept the ideas alive. The result was a stronger community ownership of the library along with artworks that relate to both the people and the history of the area.

Join Nic and Lars as they discuss engaging with community and contractor, and how they cultivated the aspirational brief to fruition.
Auckland Libraries have opened 5 new libraries in just 14 months. Our future direction document Te Kauroa identifies ‘Engaging spaces at the heart of our communities’ as one of six key focus areas. We want our libraries to be “vibrant, accessible and open places for meeting, learning and inspiration” “spaces for creativity and participation” and “places of opportunity”

So, we can and will show you some beautiful pictures of beautiful new buildings but, our approach to our spaces is not just about the beautiful and the new. At the heart of all our buildings are the people who work within them and the communities they serve. We created a seminar series for staff with speakers expert in their fields of architecture, retail, technology and publishing to stimulate thinking about library spaces and how to engage with them.

In this lightening round, hear how our ‘changing rooms’ approach has encouraged teams to share ideas across the network, to use spaces differently, to really think about their communities and customers and to experiment, innovate and learn
63d. Te hau kapua - scooping the sand, together

Edmundson, Mirla, Auckland Libraries, Auckland, New Zealand
Waaka, Judith, Auckland Libraries, Auckland, New Zealand
Rennie, Jon, Athfield Architects, Auckland, New Zealand

A Māori history overlooked. A Victorian village in an affluent suburb - a place of heritage, transition, launching and landing. A library development on a reserve by the sea. Five mana whenua iwi with an interest in the area. Relationships that are challenging and no road map to success. Who do you please? Who do you consult? Who do you believe?

As the public library network serving Tāmaki Makaurau, Auckland Libraries has a special role to play in connecting the people of Auckland with the Māori world - Te Ao Māori. All aspects of Auckland’s library service must be effective for Māori in numerous, sustained, interconnected and measurable ways. In 2014 Auckland Libraries launched Te Kauhanganui, our Māori Responsiveness Plan. Te Kauhanganui lays out the path towards positive outcomes for Māori. Does our commitment and statutory obligations measure up for manawhenua?

A case study of the library development in Devonport, exploring how we learned to work with Mana whenua to illustrate their existence and histories in a place more known for it’s Englishness than it’s Māori history.

This stuff is hard and a plan is one thing – but turning into action is something quite different. Hear several perspectives from the team, what we learnt, what we achieved and what we’d do differently next time.
63e. What's the story, Kaiapoi?

Ashbey, Phillippa, Waimakariri Libraries, Canterbury, New Zealand

Think new library at the leading-edge, project management, innovation, strategic direction, community-focus, GLAM and cultural inspiration, when you wonder what this session is about. This is the story of one library’s path from disaster to revival.

The earthquake that hit Canterbury in September 2010 caused major damage in the township of Kaiapoi. Buildings housing the Kaiapoi Museum, Library and Council Service Centre were damaged beyond repair. In 2012, the Waimakariri District Council engaged Warren and Mahoney Architects to design a new civic centre incorporating a library, service centre, museum, community meeting rooms and art space. The Ruataniwha Kaiapoi Civic Centre was officially opened on 17 January 2015. This project incorporates new thinking about libraries and community facilities and was the result of a large team effort. Phillippa Ashbey, Waimakariri Libraries Manager, is proud to present the story of a GLAM which has bought life back to a town centre.

In this session, Phillippa will walk through the steps from the back-story of earthquakes, demolition, design and rebuild to the development of services for a dynamic new library environment. The Kaiapoi Library is one of three libraries in the Waimakariri District. The library has been designed to accommodate a collection of 30,000 items, with spaces that invite customers to create, collaborate and explore. The contemporary design allows maximum visibility across the floors and towards views of the adjacent river.

A review of the Waimakariri Libraries strategic direction was conducted prior to the opening of the Kaiapoi Library to ensure that every opportunity is taken to provide leading-edge library services. The shift in focus is towards support for information literacy and learning in the community. The establishment of a Learning Connections team is allowing further development of programmes and promotions with an educational focus, establishment of partnerships with schools in the District and facilitation of life-long learning connections in the wider community.

New technologies include completion of the rollout of RFID, digital signage, new public PCs and booking system, CCTV security, the implementation of touch screen technologies, extensive wifi coverage and a swing towards the mobile-learning environment.

New challenges have presented themselves as the District’s population has grown by 15 percent to 54,400 since the earthquakes. Many of the newcomers have relocated from Christchurch’s earthquake red zones or are new migrants involved in the city’s rebuild. These groups need encouragement to engage in their adopted community and the facilities of this new Civic Centre are helping with that transition.

A joint operating committee has been established to manage the facility and to act as a springboard for cultural inspiration. The centre is taking on a life of its own. It has become a popular place and a statement of civic pride. Staff and customers are delighted with the results. The Ruataniwha Kaiapoi Civic Centre has already been nominated for a Canterbury Institute of Architects Award and is also turning heads in the library and GLAM sectors.
64. Readers' Advisory Expansion Pack

George, Jane, Kapiti Coast District Libraries, Paraparaumu, New Zealand
Brown, Paul, Auckland, New Zealand

This is an invitation for librarians to ‘level up’ and ‘upgrade’ some of the weaponry in their library’s readers’ advisory arsenal with this special expansion pack, presented by experienced readers’ advisory educators, Jane Graham George and Paul Brown.

In a highly energised bibliosphere which is continually being ‘mashed-up’, ‘remixed’ and ‘blended’, library staff and their reading audiences can now immerse themselves in literature-based infotainment which would be almost unrecognisable to the stalwart library patron and die-hard V C Andrews fan of the 1970s! Yet, the more things change, the more some things stay the same.

Jane and Paul will tweak and re-imagine the established skill set which directly correlates to modern readers’ advisory work. We’re talking about doing ‘great’ readers’ advisory in the early 21st century.

Staying current with publishing trends and customer reading patterns is demanding of a librarian’s time. Jane will offer effective tactics for maintaining better ‘trend watching’ capabilities. Ding! High quality management of those perennial community favourites – book groups and author talks -- will receive similar attention. Ding! Again. Those libraries seeking to improve their performance around eReader training and eBook promotions will receive a booster shot from Jane’s sortie into this area of readers’ advisory.

Umberto Eco called them the origins of Western culture, while influential author Atul Gawande championed them as ‘cognitive nets’ which remained our species’ best strategy for dealing with simple or complex problems. Both men were talking about ‘lists’ and in his contribution, Paul will present an investigation into how librarians can adopt, and adapt, the highest representation of this form, the highly curated and personalised ‘Toolkit of Sure Bets’. Woot!

Combining practical tips with broad flourishes of interactivity, attendees at this two-hour workshop will have the opportunity to indulge their bookish passions, composing their own reader’s profile (which will be utilised in neighbourly advisory conversations) while also contributing to the composition of ‘Toolkits of Sure Bets’ on ‘hard target’ reading areas. (These lists will be collated and subsequently distributed amongst those attendees who wish to utilise them in their daily library work with readers.)

Quite definitely, under the intensive gaze of this workshop, and for two hours, libraries will be exactly all about books and reading.
On the hill where Whanganui District Library now stands there was once a stockade. If you witness Māori and their approach to the Library it sometimes appears as though the stockade were still here although now it is a mental or spiritual stockade rather than a physical one.

In response to this Whanganui District Library has developed the Te Kāuru Māori Access Framework to minimise barriers and enhance access pathways to information for Māori. Te Kāuru creates a cultural values foundation based on Mātauranga Māori constructs to the provision of library services to Māori and the community. The framework becomes a guide for staff and users and the impetus for culturally responsive guidelines to be adopted throughout the library.

Te Kāuru is applied not just to contact with Māori information staff and users but to all who connect with the Whanganui District Library and its services. The application of the Te Kāuru Framework to Māori engagement with the library services adds a dimension of cultural response to a community need.

“E te pātaka kei whea tō tatau kia taea nga kai kei roto i tō puku”
“O lofty storehouse where is you doorway that I can access the nourishment within.”

Audience
The target audience is librarians who strive to provide information to Māori.
New Zealand currently has 67 public library networks funded and managed by local councils, providing library and information services to all regions of the country. At first glance this appears to provide all parts of the country with access to information for recreation, education, and business support. However, New Zealand also has a significant number of volunteer libraries, usually operated by community members rather than by council employees. In some cases, these volunteer libraries are independently managed and funded, operating as an incorporated society, while in other cases, they are considered to be supplementary branches of the local library network. A preliminary list of New Zealand’s volunteer libraries, compiled with the assistance of public librarians throughout the country, has identified over 90 individual volunteer-run libraries. The distribution throughout the country varies. While some regions have many volunteer libraries (for example greater Auckland has 14, Whangarei 9), other regions appear to have none (such as Taranaki and Gisborne). Some of these volunteer libraries have been established for many years, while others have been set up more recently.

This presentation will present the preliminary findings of a research project intended to:

- identify the factors that influence the establishment of volunteer libraries in New Zealand,
- develop a typology of volunteer libraries,
- determine the extent to which New Zealand’s volunteer libraries contribute to social capital formation, community building, and digital literacies,
- identify the economic and educational outcomes resulting from volunteer community libraries.

Audience
Public library managers and staff
67. Digital Strategy - from the ground up

Kelly, Paula, City of Melbourne, Melbourne, New Zealand

The Global Digital Agenda has been the single most compelling catalyst for change we have experienced in public libraries in recent years. With imperatives from Government for “digital-first” services, and a world that needs new solutions to complex problems harnessing creative technologies and innovation, public libraries have a critical role to play as second and third place in the knowledge economy and in our role as place-makers for empowering people to read, learn, connect, create, belong and explore.

The digital agenda touches every area of our business from collections to place (including our virtual offers), to digital literacy including creative technologies programs and broad learning platforms, to financial and governance models and systems, and not the least, and most importantly - staff competencies, capabilities and capacity!

At the City of Melbourne, our Library Service has embraced this challenge and is developing its Digital strategy from the ground up. We’d like to share our process, our learnings, and our outcomes in moving towards being equipped to be a leading public library service. We hope by sharing this journey, other libraries will be incentivised to follow the lead if they haven’t already started skipping down the road towards our digital tomorrow.
68. Navigating image permissions and best practice for Māori collections held at Auckland War Memorial Museum - Tāmaki Paenga Hira.

Richardson, Zoe, Auckland War Memorial Museum, Auckland, New Zealand
Borell, Nigel, Auckland War Memorial Museum, Auckland, New Zealand

The Auckland War Memorial Museum’s Future Museum strategy has made a commitment to increase access to its collections online. The museum now routinely responds to requests for use of images from the pictorial and other collections in our care for use in publications, on websites or for other purposes.

Auckland War Memorial Museum holds a significant collection of Māori photographs and objects.
The nature of these collections requires us to be sensitive about and develop a a best practice approach to how we respond to these image requests and permissions.

A workshop was held in July 2014 to initiate an open discussion with other memory institutions facing similar challenges. We welcomed input from a wide variety of library, museum and external specialists in order to get a range of current perspectives. From this we have developed guidelines for Auckland Museum staff that will enable those that are responsible for approving the use of Māori images to make decisions that are based on Māori cultural values and current museum best practice endorsed within the organisation.
We have also developed a defined process for managing and considering such requests.

He Korahi Māori is a museum strategic priority, to act as kaitiaki but also allow considered access to these unique and precious taonga. Legal status, appropriateness and the significance of the image or object is considered when making decisions. Using an overarching “assumed access” policy, this process has streamlined requests and given some certainty and security to both museum staff and requestors that decisions have been well considered.

In our presentation we will share the museums’ guidelines and discuss the issues faced during the implementation, using real world cases. This has been achieved in accordance with He Korahi Māori and the guiding principles and values of the museum and its governance.

This session aims to increase the library and information community's body of knowledge around Māori images and cultural permissions.

**Audience**
Anyone who is interested Maori museum collections and Māori documentary heritage. Those responsible for collections containing Maori images, objects or culture.
69. Digital storytimes in public libraries in New Zealand Aotearoa

Goulding, Anne, School of Information Management, Victoria University of Wellington, Wellington, New Zealand
Dickie, John, School of Education, Victoria University of Wellington, Wellington, New Zealand (co-researcher)
Shuker, Mary Jane, School of Education, Victoria University of Wellington, Wellington, New Zealand (co-researcher)
Barber, Neal, School of Information Management, Victoria University of Wellington, Wellington, New Zealand (Research Assistant)

This paper will present preliminary results of a research study into the use of digital media in storytimes in public libraries in New Zealand Aotearoa. Tablet technology and ebooks are new additions to the pre-school storyteller’s toolkit but there has been little research into their use in public library storytimes nor evaluation of the extent to which they support the aims of children’s programming in public libraries including reading enjoyment and the development of early literacy skills. Although there is some anxiety about the amount of screen time children have, well-designed activities with digital media can introduce and reinforce some of the beneficial aspects of technology such as practice with important digital literacy skills, as well as exploration, discovery and creativity as applications extend the experience of the book thus building children’s narrative skills, vocabulary and reading motivation. The use of digital media in storytimes is also an opportunity to model to caregivers appropriate use of technology with children as concerns have been raised that reading to a child from an electronic device undercuts the dynamic and interactivity that drives language development. This paper will discuss the findings of a literature review outlining current developments and discussions of good practice around the use of digital media with young children and also present selected results of an online questionnaire survey of New Zealand’s public libraries. The survey is designed to gain an overview of the extent to which digital technologies are being used in public library storytimes in New Zealand, how they are being used and the motivations behind their use. It will also capture library services’ views on and experiences of the incorporation of digital media in their storyline programmes.

Audience
Public librarians, primary school librarians
70. 7 vital details your boss expects you to know about digital literacy

Pewhairangi, Sally, Finding Heroes, Auckland, New Zealand

7 vital details your boss expects you to know about digital literacy

Two recent developments, the *Future-Focused Learning Report* and the *Result 10: Blueprint*, indicate that the New Zealand education sector and the New Zealand government expect New Zealand library staff to be digitally literate.

In 2014, the New Zealand *Future-Focused Learning Report* suggested school libraries “take a stronger leadership role in using digital technologies to target achievement outcomes for at-risk students” and public libraries “offer digital literacy training programmes and internet connectivity”.

The goal of the *Result 10 Blueprint: a strategy for digital public services* is that by “2017 an average of 70% of New Zealanders’ most common transactions with government will be completed in a digital environment”. Public libraries are expected to contribute towards this goal by providing access and assistance to those who need it.

Due to their national significance, your boss is highly likely to read these reports or attend a presentation where these reports are discussed. It therefore seems inevitable that questions will start to be asked about what digital literacy means, in a practical sense, and how we can measure and improve the digital literacy of all library staff so that libraries are capable of meeting these expectations. Rather than duck for cover this presentation aims to provide you with some answers so you can respond to your boss with confidence.

This presentation will also describe the benefits of an online learning solution (to be launched in May 2015) aimed at teaching library staff digital literacy skills through self-paced, facilitated online courses that can be completed in just 60 minutes.

Jones, Pam, South Taranaki District Council, Hawea, New Zealand

Minecraft and Coding Clubs...MMOSG... Gaming Wars... are your stress levels rising just at the thought or have you already gone “whatever.... we can’t possibly go there”? Have you ever sat at conference or in a seminar listening to big libraries present about what they are doing and felt deflated, because you don’t have the budget, the personnel or know-how to even consider implementing something that exciting?

In this workshop I will offer practical strategies for small/rural libraries to up their game to play in the big boy’s arena.

Learn how South Taranaki District Libraries tackle the many obstacles and challenges to stay on the cutting edge of innovative new programming for libraries. Learning Outcomes:
- How to listen to a presentation from the large city libraries and feel confident you can adapt the ideas to suit your library situation & reduced resources
- Be inspired to freshen up your programmes and to think outside the square - to up your game
- Understand how to Implement technology with little knowledge
- Identify ways to seek funding for programmes from within your community
- Be motivated and confident to search out partnerships
- Stay innovative
- Stay relevant
- Ensure your community knows it can’t do without you
- Follow professional development sites to keep you in the know and up with the latest trends
- Create positive change for your library
- Feel prepared to come up with creative publicizing

For:
- Small/medium public libraries
- Children’s & teen librarians

Both an inspirational session and how to session.
72. How can social media tools really augment heritage collections?

O'Donovan, Michaela, Auckland Museum, Auckland, New Zealand
Passau, Victoria, Auckland Museum, Auckland, New Zealand

Libraries have been successfully using social media tools for engagement, promotion and crowd sourcing labour for special projects, but what about digital collection development? Auckland Museum’s Online Cenotaph, developed in association with memory institutions across the country and launched in late January 2015, has been actively designed for digital collection development using social media tools – to harvest the information and artefacts in the community and harness public interest in the commemoration of the people who have served for New Zealand Aotearoa - while still maintaining the integrity of the information in the core database. How effective has this been? Has the public taken it seriously? What about trolls and lurkers? This session discusses the User Generated Content approach for Online Cenotaph, how this fits with the authoritative data set, moderation strategy, the design compromises that had to be made and outcomes so far – including the types of material contributed by the community, challenges encountered in the first 6 months online and implications for resourcing.

Audience
Everyone
73. Take a walk on the wild side 2.0: The evolution of a library service at the margins

Smith, Susan, Prison Librarian, Corrections Southern Region, New Zealand
Wenborn, Judith, Prison Librarian, Corrections Southern Region, New Zealand

In 2009 we spoke at the LIANZA conference in Christchurch, looking at the unique challenges inherent in delivering a quality library service ‘behind the wire’. Based on survey results from this period we can now evaluate the evolution of the service in Canterbury while looking also at all factors that impact on our service delivery. The operating environment we inhabit is one of a fluid and diverse community influenced by Government policy and Departmental responses, which the library responds to, such as:

- The Department Of Corrections focus on reducing recidivism by 25% by 2017 and concomitant growth in educational, vocational, cultural and rehabilitative programmes and Release to Work schemes
- How changes in policy and prisoners recreation and work opportunities directly impact on their reading choices
- The impact of a smoking ban on the prison community
- Christchurch earthquakes and resulting prisoner movements across the country
- A Department owned television rental scheme and reduction in available channels.

Our quantitative analysis falls into two major parts; the first documents growth in every aspect of library patronage in the Canterbury region since 2008. Secondly, we discuss the findings of a statistical analysis of our survey data. The responses to the administered questionnaire (distributed as part of the NZ Prison Library Project 2009) allowed us to examine a number of subjective aspects of the prison environment including:

- Perceived encouragement of custodial staff
- Inter-prisoner library-related ‘talk’
- expressed preferences and actual usage of the catalogue

... and more objective measures of library uptake, frequency of use, and type of material borrowed. Further, constituent analysis permitted us to test for heterogeneous responses to various questions across different prison units and by distinguishable prisoner characteristics (ie, their stage of incarceration, ethnicity, and age). The findings of this nascent analysis have ‘validated’ our focus on certain priority groups and forms part of our attempt to understand, and thereby productively impact upon, the prison community we work with.
74. Career resilience: what is your brand?

Hill, Jane, Wellington City Council, Wellington, New Zealand

The modern workplace is defined by ‘change’. It is dynamic and unpredictable. This is having a significant impact on employment patterns, career trends and opportunities. We all need to take responsibility for our own career self-management and career development. What are you doing in this space to manage and become more resilient? Thinking about ourselves as a unique business – “Me Inc.” may be new.

Information for organisers
The request is for an interactive workshop highlighting three areas:
- Career resilience
- Developing your brand
- Values
I will be drawing on my experience and recent courses attended in this area.
75. Define mentoring: How do GLAM professional associations define mentoring activities

Campbell-Meier, Jennifer, Victoria University of Wellington, Wellington, New Zealand
Hussey, Lisa, Simmons College, Boston, USA

In a recent survey, the authors asked library and archive professionals in North America, why do you mentor? While many participants identified mentoring as a way to “give back” or assist others, participants also identified mentoring as something that was part of their job, and in some cases a requirement. Mentoring relationships are defined in the literature as long term relationships focused on support and counseling, while coaching focuses on short term goals, feedback and teaching. In follow up interviews, participants were asked to define mentoring and discuss interactions they associate with mentoring. How do GLAM professional associations promote mentoring? Are professional associations providing mentoring or coaching? Interview data will be discussed and definitions developed in order to identify gaps and inform future research on perceived mentoring and coaching.
76. What's in it for us? Strategic partnerships in a public library

Beattie, Annette, Manager Hutt City Libraries, Hutt City, New Zealand
Pak, Lillian, Hutt City Libraries, Hutt City, New Zealand
Boyd, Joanna, Hutt City Libraries, Hutt City, New Zealand

Hutt City Libraries’ strategic emphasis for library programmes and events is focused on six key areas – literacy, community development, heritage, youth, STEAM and business support. Because we are not the experts in all of these fields we actively look to partner with other groups and organisations in our communities to deliver these programmes, especially where there are strategic benefits for both partners. Therefore creating effective two-way partnerships with organisations and business is not just important for Hutt City Libraries, it’s vital to the continued success of our programmes and events. Our events and programmes development model is based on piloting, evaluating, and continuous improvement. This means we’re not afraid to trial new things to see if they work. This session will showcase Hutt City Libraries experiences in developing partnerships with organisations, businesses and schools which have resulted in new or improved programmes.

Audience
Library Managers, Library instructors, Librarians designing and presenting programmes, Institutions and businesses interested in partnerships with public libraries
77. ALA Programmes Team

Trending Models for Public Programming

A representative from the American Library Association Public Programs Office will share currently trending and successful program models and resources from the United States.
78. Building people potential: Development of a mentoring programme for new Library teaching staff at the University of Auckland

Bingham, Tricia, University of Auckland, Auckland, New Zealand

Library-wide mentoring programmes provide wonderful career growth and development opportunities for both mentors and mentees, including activities which can be used for professional LIANZA registration and revalidation. Mentoring programmes foster the transference of institutional and Library specific knowledge which may not otherwise be available, encourage library-wide relationship building and networking and perhaps most importantly improve the skills and confidence levels of those who are mentored. This paper outlines a mentoring programme for new Library teaching staff developed by Learning Support Services staff at the University of Auckland. The paper takes a “how to” approach, covering areas of: evidence-informed design, recruitment, selection, mentor-mentee matching, training, support and evaluation. The paper also outlines reflections on the one year mentoring pilot programme, outlining lessons learned and future directions. Although this paper focusses on mentoring library teaching staff, the principles outlined here have application to any Library area, team or department.

Audience
Any
79. An update from Kowhai Media

Frankham, James, Kowhai Media, New Zealand

Reading behind the headlines — how to make digital resources relevant

The New Zealand Geographic archive is now provisioned for 1.25 millions New Zealanders, including every school student in the country. Part of the success of the resource is a news service that connects headlines in daily media with relevant long-form content within the archive. Find out how it works, and how to use the same approach to make any content—digital or tangible—relevant to your audience.