KEYNOTE - LAURINDA THOMAS

Wellington City Libraries

The Dangerous Myth about Librarians
Sunday 24 September, 2:15pm - 3:15pm, Plenary Room - Level 1 (Christian Cullen Lounge)

We live in a world where both information, and the means of distributing that information, is inextricably linked with power relationships. For us to navigate that relationship we need to ask ourselves, what, or who, is a Librarian really for?

We like to think that the positive traits of our profession, such as being trustworthy and friendly, outweigh the slightly more irritating “twinset and pearls” stereotype. But have we too easily embraced a "palatable" version of what our profession is all about? Is our internalised idea of "what a Librarian is" having a negative impact on our ability to do what's best for the people who depend on us?

Are we ready to embrace a new definition of what it means to be a part of the library profession?

KEYNOTE - MATT FINCH

Community Engagement, Scholarly & Information Learning Services, University of Southern Queensland and Creative/Researcher at British Library Labs

The Future Sound of Libraries
Sunday 24 September, 3:15pm - 4:15pm, Plenary Room - Level 1 (Christian Cullen Lounge)

Matt Finch returns from the land of fable with new stories, old stories, myths and statistics.

How do we balance procedure and innovation, creativity and accountability?

What treasures are buried in memory and fantasy? How do we make them relevant to our business?

What is the future sound of libraries?

It's time for a journey beyond the limits of "business as usual" to explore the place where imagination meets real impact.
KEYNOTE - VINH GIANG

Entrepreneur, magician and teacher

Open your mind
Monday 25 September, 9:30am - 10:30am, Plenary Room - Level 1 (Christian Cullen Lounge)

Entrepreneur of the Year, magician and communications coach, Vinh Giang (pronounced Jang) has built businesses from a very young age. He loves both business and magic; this has led him to discover many common threads between these two worlds. Vinh has devoted himself to understand the ways in which people are fooled by illusions, and by the tricks that life plays on us and that we play on ourselves. Through identifying and understanding how this occurs, he unlocks the minds of his audience, opening them to new possibilities.
KEYNOTE - HANA O'REGAN

General Manager of Oranga/Wellbeing for Te Rūnanga o Ngāi Tahu

Kai hea rā taku whare kōrero - Where is the house of my voice?
Monday 25 September, 2:00pm - 3:00pm, Plenary Room - Level 1 (Christian Cullen Lounge)

My own understanding of my whare kōrero - the space that houses my own historical narratives, stories and knowledge, has been something that has developed over time. It has been constructed in parts and in different stages and often without an architectural plan. There have been times where I have added adornments to my whare kōrero before realising the foundations upon which they stood were flawed and required attention. I have re-piled my house numerous times - each time the whare kōrero itself taking new shape and design, fulfilling new functions, new and additional rooms being added and some other been relegated to the demolition list.

My whare kōrero influences how I see the world - how I see myself and those around me. Although it is mine by right - my inheritance - after all, it is made up of the knowledge that made me and is about me - I don’t always have the key to access it. This kōrero will be a journey into my whare kōrero and will look at some of the inherent challenges inherent in accessing its knowledge and the roles that others have in its identification, construction and maintenance.

HUMAN LIBRARY

When Using our Human Library

The individuals who have agreed to participate as “books” in our human library are giving freely of their time and expertise. Please treat them with respect and consideration, and note the following:

1. Loan periods are strictly enforced. If you use more than your allotted time another delegate will miss out so at 15 minutes the conversation must end. However, you are more than welcome to pick up the conversation at any point later during conference.

2. “Books” are allowed to end the conversation at any time - they may also decline to answer questions that they do not feel comfortable answering.

3. To make the most of your time do some research and have two or three key things you would like to find out from your “book”. Ensure you make the most of their expertise and knowledge.
1. PANEL

**Thinking Outside the Square: Creating a new Central Library for the new Christchurch**
Monday 25 September 2017, 11:00am - 12:40pm, Christian Cullen Lounge (Level 1)

- **Erica Rankin** - Central Library Establishment Manager, Christchurch City Libraries
- **Sally Thompson** - Development Manager - Libraries, Christchurch City Council
- **Elaine Sides** - Selection & Access Team Leader, Christchurch City Libraries
- **Pat Street** - Manager Programmes & Learning, Christchurch City Libraries
- **Kate Ogden** - Community Libraries Manager, Christchurch City Libraries
- **Guy Field** - Central Library Peterborough Street Team Leader, Christchurch City Libraries

Ten years ago a new Central Library for Christchurch was a page in a long term plan. Earthquakes brought tragedy, endings, new beginnings and some unexpected gifts. Six years after the disaster the building is on its way, but in that gap a lot of other things have had to change as we have rethought our spaces, and transformed our services and our staffing model towards an enhanced customer experience in a new Central Library fit for the 21st century and beyond.

This presentation will look at the successes, opportunities and challenges that lie behind and before us as we work to make our dream library a reality in a city that is rebuilding both its places and communities. We will take you from the conception of this project through the earthquakes-as-catalyst into some of the specifics of building, programmes, partnerships and staffing that we are grappling with.

A new Central Library was identified in the Christchurch Central Recovery Plan which named the Central Library as a key anchor project in the reconstruction of Christchurch; a significant draw card, bringing people back in and revitalising the central city, catalysing growth, social energy and investment. Under a cost sharing agreement between Christchurch City Council and the Crown, a new site on Cathedral Square was identified for the construction of a new library, replacing the former building which had been severely damaged by the earthquakes.

As the only Christchurch City Council led anchor project in the blueprint there is unprecedented interest and ownership by the city in the development of the new Central Library. For the Libraries team this has meant a totally new way of working, with multiple stakeholders, increased layers of complexity and a huge programme of work. Normal planning processes were turned on their head with the site identified and architects appointed before a business case was commissioned. The cost
sharing agreement with the Crown specified a significant amount of funding from philanthropic sources, thrusting us into an unknown world of philanthropy and partnership with a capital P. A design and build procurement method was selected and again was new territory both for Council and the Library.

A vision for the new library was developed, incorporating the hopes and dreams of the citizens of Christchurch through the “Your Library Your Voice” campaign and an internal steering board was set up to coordinate the 61 project strands identified, including everything from programmes, position descriptions, staffing numbers and technology requirements down to the detail of where the rubbish would go and how we would deal with lost property.

Guiding principles in service, space planning and enhanced customer service through innovative practice and new technology have led to difficult decisions about staff accommodation and collections, but they have also introduced a new robotic team into the mix.

Join us as we share some of the challenges, opportunities and revelations experienced to date. We don’t claim to be there yet but encourage you to join the conversation…

Five specific areas we will address in this presentation are:

**Building**
The building of a place that supports the dreams and aspirations for the people of Christchurch and Christchurch City Libraries has been 10 years in the dreaming and six years in the planning. We are now mere months away from opening day and are here to share the planning processes, partner experiences and highlights as well as some of the lessons learned on our journey.

**Collections**
Space is at a premium as we transform into a 21st century library offering many new services and programmes. The overall size of the collection has yet to be finalised, however we do know there will be at least 35% less than what was housed in the old library. Each item moved to Central will need to earn its keep for it to remain.

So what collections will be offered? Will there be breadth and depth and what does this mean? Will collections float or be permanently located to Central? And will customers’ expectations be met? We will share the work that has been completed to date; the decisions; the tools; and the assumptions we have tested through consultation.

**Programming**
Life long, life wide, cradle to grave, community consultation, philanthropic drivers, partnerships and collaboration, STEAM collective, consistency, points of difference, specialisation, outcomes, outputs, one library v our library.

Where to start? We share our experiences of public programming for a network of 21 libraries and outreach services alongside planning for a brand new Central Library service.
Staffing
How often do you get the chance to build a staffing structure from the ground up; to develop everything from position descriptions, to teams, to management structures; to create brand new roles and to work out how it is all going to fit together? This was the challenge and the opportunity facing us, as we moved towards the construction and realization of our new Central Library. A design was needed for the staffing of the building over the 74 hours that it would operate every week, in order to meet the needs of the projected 3,000 people that were going to come through its doors every day.

Find out how we developed 19 brand new roles, 8 different structure options, and more than 100 positions.

Service Philosophy
So, the building is ready, the programme is organised, the collection is in place and the staff have arrived. How are we going to make this work? How will over 100 colleagues share an understanding of what good customer service looks like? How will we work together? How will we collaborate with our customers? How will this giant library fit in with the other Christchurch City Libraries? With many, many more questions than answers 2016 saw us embark on a mission to establish some principles that could guide our planning and our eventual service delivery.

2. PAPER

Architect to Special Librarian: A journey to openness for learning and challenges
Veronica Libunao - Wellington City Council

Monday 25 September 2017, 11:00am - 11:30am, Blossom Lady (Level 3)

Architect to Special Librarian: A journey to openness for learning and challenges. Migrating to a new country is difficult enough but factoring in the imminent change in careers makes it doubly challenging. This paper will look into the challenges faced by migrants starting careers diametrically opposed to their background. It will look at how the author had dealt with these challenges while still maintaining balance between work and life. It will also touch on the cultural nuances experienced and how the author had adapted to the challenges of university study and on-going formation. Finally, this paper will describe the author’s successful evolution and transition to another career and the subsequent discovery that the key to a successful reinvention is an openness to learning and challenges.
3. PAPER

Open to View - there ain’t nothing like the real thing
Chris Szekely - Chief Librarian, Alexander Turnbull Library

Monday 25 September 2017, 11:00am – 11:30am, Terror to Love (Level 3)

Da Vinci’s Mona Lisa is one of the western world’s most recognizable paintings, digitally reproduced, re-purposed, re-used and recycled. So how come there’s always a queue and a crowd to see her in the flesh at the Louvre Museum? This presentation examines how the “artefactual remains” of a digitized item take on a new resonance as ‘the real thing’ where content is not king, and mauri is fundamental.

The discussion will be illustrated with examples from the Turnbull Gallery, and the library’s national exhibition loans programme.

4. PAPER

Open your arms (and mind): A practical approach to connecting libraries with their CALD communities
Mojgan Sadhigi - IPU New Zealand

Monday 25 September 2017, 11:00am – 11:30am, Twiggers

New Zealand is a multicultural society and home to people of diverse national origin. Purposefully engaging culturally and linguistically diverse (CALD) communities (including new and emerging communities) creates many exciting opportunities and stimulating challenges for libraries in providing facilities, programs and services that can successfully meet the needs of all New Zealanders. I participated in the 2014 Shared Leadership Program in Victoria (Australia) and was part of a multi-disciplinary project team who developed a “Toolkit for Collaboration” to highlight best practice for engaging CALD communities. This presentation will highlight my journey (and the rest of the project team) and the lessons we learned along the way. The tool kit will also be available for download and use after the presentation.

5. PAPER

Reimagining the role and value of library services in the health sector
Peter Murgatroyd – Counties Manukau Health / Ko Awatea

Monday 25 September 2017, 11:35am – 12:05pm, Blossom Lady (Level 3)

How “open” are we as a profession to embrace the changes and uncertainties that are coming our way? In this presentation, I will explore disruptive shifts that are having a profound impact upon library services: from collections to connections from ownership to access from physical space to digital footprint from one size fits all to
personalised knowledge ecosystems from a focus on clinical outcomes to health outcomes from a hospital focus to a whole of system focus. I will give examples of how the increased emphasis on supporting organisational goals and priorities and on providing evidence to support systemic change and quality improvement across the organisation has redefined the role and value of library services at Counties Manukau Health. I will explore the critical importance of developing relationships with stakeholders in the organisation, the concept of boundary spanning and the necessity and value of intra and inter-organisational collaboration. In this presentation, I will share some of the approaches we are taking at the Counties Manukau Health / Ko Awatea Library and also send out some challenges to the audience on our future relevance in a rapidly changing landscape.

6. PAPER

Indigenous Knowledge Centres
Lesley Acres - Indigenous Library Services, Regional Access and Public Libraries, State Library of Queensland

Monday 25 September 2017, 11:35am – 12:05pm, Terror to Love (Level 3)

Indigenous Knowledge Centres (IKCs) are owned and operated by Aboriginal and Torres Strait Island Shire Councils. Councils are responsible for the physical infrastructure, staffing and day to day operations of their IKC. The Indigenous Library Services team, located in Cairns, (without an out posted officer in Brisbane) are the Branch within State Library of Queensland (SLQ) that administers the financial contributions to support Councils to assist with the operational costs of the IKCs including staffing, collections of library materials, professional development. As an organisation, SLQ also collaborates closely with Indigenous Councils to provide guidance and assistance on programs, activities and events that could be delivered through IKCs.

Services provided by IKCs to the community are delivered at the discretion of Council and vary between IKCs, but may include:

- Lending of items
- Public access to Information Technology and devices
- Public programs
- Promotion of programs that encourage the capture and retention of traditional knowledge, culture and languages
- Family history research
- Preservation of materials

SLQ currently supports 24 Indigenous Knowledge Centres (IKCs), operated by 12 Indigenous Shire Councils. The IKCs are located across Queensland from the Torres Straits and Cape York regions in the north to Cherbourg in the south, assisting Councils to open, refurbish and relocate IKCs.
The presentation will give a brief outline on the history of the establishment of the IKCs and highlight some of the successful, innovative projects that IKCs delivered to their community using their traditional language, cultural knowledge to ensure it is preserved and continued to be passed onto future generations.

7. PAPER

The Use of Programme Evaluation Data in Public Libraries in Aotearoa New Zealand
Anne Goulding - Victoria University of Wellington

Monday 25 September 2017, 11:35am – 12:05pm, Twiggers

This presentation will discuss the use of evaluation data by public library services. As public library services focus increasingly on offering programmes to their communities, there is increasing pressure to evaluate the outcomes and impact of these kinds of activities. A range of evaluation practices have been used but how does the data gathered through evaluation inform future development and decision making? The presentation will give an overview of the results of a survey of public library managers which explored why they undertake evaluation and what they do with the results.

8. PAPER

When all you’ve got is a hammer: Solving all a library worker’s problems with 8 simple bookmarklets
Deborah Fitchett - Lincoln University Library

Monday 25 September 2017, 12:10pm – 12:40pm, Blossom Lady (Level 3)

Ever wished you could click a single button to search for a definition, a MARC code, or a bib ID; get off-campus access or even open access to a journal article; or mock-up some tweaks to a web page? You don’t need complex infrastructure, high-level coding expertise, or even permission. This presentation will show you how anyone can create a bookmarklet in Firefox or other browsers to carry out simple webpage-based tasks. It will include javascript recipes ready for you to use or customise to suit your own day-to-day needs.
9. PAPER

**Born digital in New Zealand Aotearoa: Opening new avenues for collecting**

*Jessica Moran - Alexander Turnbull Library, National Library of New Zealand*

Monday 25 September 2017, 12:10pm - 12:40pm, Terror to Love (Level 3)

How ready is New Zealand for digital collecting, especially those unique, rare, and archival materials usually found in our archives and special collections? In 2016 an environmental scan of the current state of born digital archival and special collections across New Zealand was undertaken in the form of an online survey. “Born digital” refers to content created digitally or electronically, and without an analogue original or equivalent. Increasingly the material and content being collected by New Zealand Aotearoa cultural heritage organisations across the Gallery, Library, Archives, and Museum (GLAM) sector will be born digital. Collecting, managing, and preserving this born digital archival and special collections material creates new challenges and opportunities for our cultural heritage organisations. The survey uncovered data about how well prepared and positioned the GLAM sector is to collect and preserve these materials in memory institutions, and also measured our progress against international benchmarks.

This paper reports on the survey findings. Current levels of born digital collecting, expected future collecting levels, and the general preparedness to collect, manage, and preserve born digital collections in New Zealand are reported. Details about the current state of staffing, infrastructure, descriptive and processing practices, and access to collections are also documented. The results of the survey suggest there are gaps in current professional skills and training, and those needed to collect and care for born digital collections. To address the noted skills gap the Library held two pilot digital collecting workshops earlier this year in collaboration with LIANZA and the Archives and Records Association of New Zealand (ARANZ). The presentation will define some of the key areas for improvement identified by the survey, report on the first two pilot workshops, and suggests further work to be done in this area.

10. PANEL

**Inspiring New Zealanders to Read**

Monday 25 September 2017, 12:10pm - 12:40pm, Twiggers

10a. **Why should kids have all the fun?**

*Jane George, Nisa Promchot, and Pam Coleman - Kāpiti Coast District Libraries; April Stevenson - Hutt City Libraries*

Kapiti Coast District Libraries and Hutt City Libraries recently initiated adult reading programmes to complement their long running children’s summer reading programmes. As its name implies, Kapiti’s Adult/Teen Reading Challenge targeted teens as well as adults and included a draw for prizes from submitted book reviews, as well as weekly games, and a ‘challenge’ list of book types to try out. The programme was run as a stand-alone – i.e., not at the same time as the children’s summer reading programme. Kapiti wanted to ensure the programme
was interactive so book reviews submitted were posted on boards in the libraries for other readers to see, and the reviews were also uploaded to the catalogue. Teens appreciated the ‘book in a jar’ game where pages from a given title were copied and cut up into small readable bits and put in a large jar. The object here was to guess the title. The challenge list of book types – e.g., a book from your childhood, a graphic novel, a book by a New Zealand/Kapiti Coast author – was to encourage readers to branch out and try something new.

Hutt City’s goal with their Explore. Read. Relax programme was to promote their collections, services and programmes while testing the interest of adults in a reading challenge. The programme was run concurrently with the children’s summer reading programme and designed as a self-directed challenge on a postcard-sized entry form. The form included eight activities/tasks, four of which had to be completed to qualify as an entry to a prize draw.

Panellists will discuss how the programmes were designed and implemented, and report on results.

10b. Opening books: Inspiring Aucklanders to read for pleasure
Karen Craig - Auckland Libraries

Say “summer reading programme“ and the first thing that comes to librarians’ minds is preventing reading backslide among children during the holidays. At Auckland Libraries, with a successful kids’ programme underway, we wanted to address the more insidious reading backslide many adults experience due to busy lives, parenting responsibilities, facebook, TV on demand etc., all competing with the simple act of opening a book. Karen will talk about developing and running “The Great Summer Read”, a challenge-based programme, with incentives, to motivate teens and adults to get, get back to or indulge, the recreational reading habit. She’ll discuss how the decision to use predominantly online channels allowed us to offer our customers a fun, free experience encouraging reader development and engagement with the library, while using practically no budget and causing minimal impact on staff workloads. Over 1000 Aucklanders took part this year, a two-fold increase from last year’s pilot. We are aiming for 2000 next year!

POSTER PRESENTATIONS
Sponsored by Victoria University of Wellington
Come and hear about the posters from their authors

Monday 25 September 2017, 1:00pm - 1:45pm, Level 1 Foyer

1. Digital and makerspaces in the USA Kathy Aloniu, Dunedin Libraries
Hear Kathy chat about her Edith Jessie Carnell tour to various digital and makerspaces in the USA.
2. What is print disability? Tom Smith, Blind Foundation
Someone who has a print disability cannot, or finds difficulty with, reading print because of a visual, physical, perceptual, developmental, cognitive, or learning disability. This study takes a closer look at these various conditions and how they relate to print material to create greater awareness. It will also provide practical information about the vital role technology and copyright play in improving the lives of people who cannot access print.

3. Opening nursing students’ minds to evidence for practice
Catherine Doughty, Whitireia Library
The third year Whitireia Bachelor of Nursing curriculum was reviewed to further integrate the teaching of evidence based practice. This led to a collaboration between Whitireia academic nursing staff and the Whitireia Health Librarian. The poster will discuss how this has been achieved both with collaborative information literacy workshops and collaborative assessments in the form of a journal club and with a formative student assessment that focused on database searching strategies and referencing exercises. Effective teaching practice resulted and it was repeated in the same paper the following year with the 2017 year three student nursing cohort.

4. Beyond the Page: The development and implementation of a region wide children and youth literary festival
Stephnie Burton, Upper Hutt City Library
Beyond the Page (BTP) was a library-run collaboration between Upper Hutt City Library, Hutt City Libraries, Wellington City Libraries as well as Expressions Arts and Entertainment Centre. This children and youth literary festival had the aim of connecting with young people of all ages across the region by offering opportunities for engagement with the wider community. This included creating local spaces for innovation and encouraging exploration of their own stories in order to embrace new ideas and challenges. The festival was held during the two week school holiday period from 8 to 23 July 2017 and encompassed such events as Royal New Zealand Ballet story times, a regional wide scavenger hunt and Fifi Colston wearable art demonstrations.

5. Let the good times roll...
Ann-Louise Vonk, South Taranaki District Council
As a graduate of the Kotuku15 Emerging Leaders Programme and Branch Librarian at Hawera LibraryPlus in South Taranaki, I was aware I needed to upskill in time management. I would look at other colleagues and think “how do they do it”? Thanks to attending Saul Ireland’s programme ‘Zauled: making work flow’ I now:

- Sleep better
- Work less
- Achieve more
- Feel in control
- Am confident of being organised instead of overwhelmed.
For some people the library is the one place where they can guarantee they will have a conversation or at least some kind of interaction with a human being. Many are lonely, elderly, restricted in some manner and with very small or non-existent personal social circles. The library is rapidly becoming the ‘coal face’ for the disenfranchised, the lonely, and the unaware.

It is my belief that the library is the ultimate third place. Many of us hold regular activities in our libraries which are in themselves third spaces for our own unique variety of members from our communities. In this conversation I will present to you the various ways in which our own small rural libraries act as third spaces. Not only will I be sharing what we have been doing in South Taranaki but I wish all participants to contribute their own experiences to what I envisage as an open and shared discussion.

**LIANZA HUMAN LENDING LIBRARY**

Monday 25 September 2017, 3:30pm - 4:30pm, Level 1 Foyer*

Bill Macnaught, National Librarian
Louise Lahatte, LIANZA President
Paul Stacey, Author "Made With Creative Commons"
Matt Finch, Community Engagement, Scholarly & Information Learning Services, University of Southern Queensland and Creative/Researcher at British Library Labs
Laurinda Thomas, Wellington City Libraries
Lesley Acres, Indigenous Library Services, Regional Access and Public Libraries, State Library of Queensland
Donna Lanclos, Anthropologist and folklorist
Thérèse Angelo, Director, Air Force Museum of New Zealand
Sue Sutherland, Managing Director - Sue Sutherland Consulting

The human lending library allows you to sit one on one with each of our human “books” and have a detailed conversation about an area of interest to you. You might drill down on an aspect of their keynote or professional expertise or pick their brain for suggestions towards your work. Please note that all human books have the right to end the session if they do not feel comfortable.

*By appointment
11. PAPER

Transforming information literacy space(s) to support student learning
Senga White - Southland Boys High School; Catherine Doughty – Whitireia Polytechnic

Monday 25 September 2017, 3:30pm - 4:00pm, Christian Cullen Lounge (Level 1)

This national TLRI (Teaching and Learning Research Initiative) funded project aims to improve students’ information literacy competencies and learning across the senior secondary and tertiary sectors. It is a partnership with six secondary schools and four tertiary institutions. The researchers will use participatory action research to develop new ways for teachers and librarians to collaboratively plan and implement instructional approaches that prioritise critical use of information literacy skills to learn disciplinary content knowledge. Outputs include a set of information literacy progressions (NZQF Levels 1-3 in schools and 4-7 in tertiary institutions) and teaching resources for use in schools and tertiary institutions. The presentation will outline the baseline data gathered in 2017 (year one of the project). It will also explore the IL development landscape at secondary and tertiary level, from the librarians’ point of view, in order to better understand and describe the experience that transitioning students may have in our institutions.

12. PAPER

Promoting health and wellbeing in the library: How Linwood Library is building collaborative relationships with health, community and social services to help promote health and wellbeing to its library users
Alan Seaton and Andrea Lord – Christchurch City Council

Monday 25 September 2017, 3:30pm - 4:00pm, Blossom Lady (Level 3)

The announcement that a complex of co-located community wellbeing services, The Loft, would become the library’s neighbour, provided a unique opportunity for the library to reimagine the role that it could play in promoting health & wellbeing to the community and their customers.

The Library responded to this opportunity by increasing its health collection and making physical changes to the library that better promote health resources. More importantly though has been a concerted effort at establishing and building relationships with staff from different organisations in The Loft. Underpinning these efforts has been a reimagining of the library’s contribution to wellbeing in the community that has seen a broader more holistic approach encouraged among staff. This has allowed collaborative initiatives to take place and has resulted in staff offering greater assistance to customers that directly contributes to improving their wellbeing.

Whilst still in their infancy the signs of these relationships strengthening to allow further collaborations are positive and this can only add value to service provided by the library.
13. PAPER
Waimakariri Libraries - Attracting the Non-Traditional Users / Learning Connections
Mark O’Connell and Jason Clements - Waimakariri Libraries
Monday 25 September 2017, 3:30pm - 4:00pm, Terror to Love (Level 3)

The Waimakariri Libraries aim to empower the community to learn through engaging, informing, and connecting with the local primary schools, high schools, and preschools, as well as providing educational opportunities for adults, with the core focus of fostering a lifelong joy and commitment to learning in our community. To seek this outcome over the last 12 months we have expanded our traditional services while at the same time actively increasing our engagement with more diverse communities through a variety of programmes and initiatives.

Join Mark O’Connell, People and Places Coordinator, for an overview of the programmes and events designed to engage with diverse communities. Followed by Jason Clements, Learning Connections Coordinator, who will present waiata in Te Reo Maori, a TumbleBooks poem called: ‘Uncle Wally’s Old Brown Shoe, and a puppet play of Roald Dahl’s revolting rhyme: The Three Little Pigs.

14. PAPER
Te haerenga o Koha
Kathryn Tyree and Chris Cormack - Catalyst IT
Monday 25 September 2017, 3:30pm - 4:00pm, Twiggers

Te Haerenga o Koha is the story of the libraries who chose to be open, and succeeded.

This talk will be delivered in English and Te Reo Māori

Open is a value that libraries exist to uphold, and Koha exists because of. It’s why we have a job to do. With Koha Openess exists in every interaction, and is the question before every decision.

Without Openess we are all alone. Running to try and deliver the same thing as everyone else in a different way. When we use Open systems the smallest libraries start the race in the same place as the bigger libraries. The bigger libraries can run further, but they take the small libraries on the journey.

The presenters of this talk work everyday with library software and data, in our work on Koha Library Management System. We’re going to demonstrate how far we can take the value of Openness with our choice and use of technology.

As Olugbenga Adara, a Koha librarian from Nigeria, once said “Alone we go faster, together we go further”.
About Koha:
The Koha community supports free and open source library management software for ~15,000 libraries. Catalyst IT have a dedicated Koha team who implement and support Koha for libraries in Aotearoa, and contribute their expertise to the global Koha community project and development team.

15. WORKSHOP
Dealing with the weird, the wonderful, and the just plain odd
Pam Finnie - Redefine

Monday 25 September 2017, 4:05pm – 5:10pm, Christian Cullen Lounge (Level 1)

This practical and entertaining session is for anyone - regardless of experience or skill - who wants to develop or reflect on their face-to-face communication skills. This might be when communicating with colleagues, team members, team leaders, the general public or contractors.

Using the latest sophisticated props such as fake flowers from the $2.00 shop, and demonstrating slick dance moves, Pam will get you thinking about your communication style in ways you probably haven’t done before.

The skills covered during this session are subtle. If you choose to use them people probably won’t be able to put a finger on what you are doing differently, they will just know that whatever you are doing differently, works.

This is not about thinking that other people need to change, it is about thinking of small changes that you can make that will make a difference.

When you leave the session you will have:

• Three practical techniques to start using (or to continue to use) to communicate effectively;

• Three pages of sample phrases and questions to use in different situations - regardless of your communication skills and experience; As well, during the session you will probably have:

• Cringed as you recognise yourself, laughed out loud, and had a lightbulb moment - or two - as to how to communicate more effectively with certain people.
16. PAPER

Opening minds - enhancing library customer feedback through interactive survey methods

Sebastian Mundt - Stuttgart Media University

Monday 25 September 2017, 4:05pm - 4:35pm, Blossom Lady (Level 3)

User surveys have always been a core instrument for libraries to gain user feedback. To overcome their main limitations – relatively low response and limited suitability for open feedback and exploration – librarians are moving forward: More and more, instruments like low-scale continuous survey tools, focus groups and participatory design methods are being employed even if some of them require specific resources and competences. The great potential of user surveys – publicly interacting with the library community and generating feedback on the widest possible scale – remains valid. To better exploit this potential and overcome the widespread fatigue with web-based survey questionnaires, Stuttgart Media University Library tested two “interactive” survey modes in a pilot study. The general usefulness of in-person surveys to activate audiences is unquestioned. However, they require more resources, specific knowledge and competences, and have thus rarely been employed in libraries. To investigate their suitability, an in-person tablet questionnaire and a ‘paper & pencil’ classroom survey were tested in a student library survey and compared with a standard web-based questionnaire. Both classroom survey and tablet survey methods demonstrated their usefulness for building and developing relationships with student users. The use of these “unconventional” survey modes led to a much higher degree of engagement and interaction from students than the self-administered web survey, showed a better overall response rate, a better representation of low-interest users and significant differences in open-ended comments. The presentation will give a practical insight into the methods and discuss the main outcomes of the study, including a balance of costs and benefits. The in-person tablet survey is currently being tested in public libraries. The results are therefore meant to stimulate the discussion about the role and understanding of user surveys in general and their suitability to activate specific target populations in academic, public and school libraries.

17. PAPER

Building a continued sense of wonder

Jackie McMillan - Dunedin Public Libraries

Monday 25 September 2017, 4:05pm - 4:35pm, Terror to Love (Level 3)

“A Continued Sense of Wonder” is the name for a series of regular meetings held at the Dunedin Public Library, for adults who enjoy reading children’s books. Our meeting’s name picks up on the idea that literature intended for children and young people can continue to enchant and inspire adult readers. This paper will cover the processes we’ve adopted to promote and structure the meetings and I’ll draw out
some of the lessons from the meetings so far with a case study of the discussion at one particular meeting. I will describe what I think are the benefits of building “A Continued Sense of Wonder” for libraries and the community.

18. PAPER

Developing a Pasifika Strategy for Auckland Libraries - Talanoa
Richard Misilei and Elenoa Mo’a Sili-Mati - Auckland Libraries

Monday 25 September 2017, 4:05pm - 4:35pm, Twiggers

The development of Auckland Libraries' 'Talanoa' was an interesting and intricate process. The background behind the work was informed by these factors:- The city of Auckland is identified as having one of the largest Pacific populations in the world- Auckland Council serves Auckland’s wide diversity, of which the Pacific community is a strong part of. The Council’s driving document, The Auckland Plan, acknowledges the uniqueness the Pacific population gives to the city- Auckland Libraries' main driving document, Te Kauroa, advocates priorities that advances its services to Pacific people. Information was sought from our Pacific stakeholders i.e. customers, staff, community leaders, etc. but needed to be done outside of the Western-norm of research. Instead this was done via our ‘talanoa’ process - various informal discussions in a realm of trust and comfortability. The information received through ‘talanoa’ was immense, and the data took some time to process. However, what was received was very valuable. The end result became known as ‘Talanoa’ - Auckland Libraries’ Pasifika strategy, a document that has truly been shaped by the Pacific community. The name for the final document - ‘Talanoa’ - was chosen because of its constant theme during the consultation phase of the work.

19. LIGHTNING

Monday 25 September 2017, 4:40pm - 5:10pm, Blossom Lady (Level 3)

19a. Exploring how to ensure the continuing growth of the special libraries, and keeping them open for business
Veronica Libunao - Wellington City Council

The noticeable decline in the numbers of special libraries and exploring ways to ensure its growth as well as the on-going formation of special librarians is the focus of this paper. It will explore the possible reasons for the decline and what can be done to address them. It will touch on the challenges that special librarians face in their day to day administration of services and the innovative ways they solve these challenges. It will also reconnoitre the available as well as, possible opportunities and resources that may support the special librarians tasked to run these special libraries.
19b. "Health Navigator" and Books by Prescription  
Dr Janine Bycroft - Health Navigator; Peter Murgatroyd - Counties Manukau

Community and school libraries are well placed to serve as vital health information hubs. This presentation will explore two New Zealand health information initiatives that are combining traditional and new technologies to make the best health information available to all New Zealanders. This presentation will act as a catalyst for exploring new opportunities for collaboration between the health and library sectors to promote well being in our communities.

Health Navigator NZ is a grass roots initiative, building on the support of clinicians, academics, managers and consumers. Overseen by a charitable trust, the vision for the website is:

“All New Zealanders will have the right health information, self-care resources and support to live full and healthy lives to fulfil their dreams - together we will create the healthiest nation in the world!”

Its focus is on improving health literacy, self-efficacy, knowledge, skills and resilience for whanau to manage well at home, retain their independence, maximise health and wellbeing.

20. PAPER

Community archives: Opening the door to other voices  
Alison Fields and Sarah Welland - Open Polytechnic of New Zealand

Monday 25 September 2017, 4:40pm - 5:10pm, Terror To Love (Level 3)

Community archives: opening the door to other voices. Community archives don’t fit many moulds when it comes to what they are or what they do. They often operate as a type of archive, library and museum hybrid, resulting in them falling between the gaps in sector-based definitions and practice. While they encompass a variety of types (for example, a local history collection, Iwi archive, online participatory archive or interest-group archive), there is growing recognition of their value in documenting the memory of community, and their ability to fill the gaps and enlarge the wider documentary record. This talk discusses how community archives (and the community heritage information they keep) complement library practices and collections and explains the place that community archives occupy as providers of community heritage information.
Non-expert on the virtual reference desk: Online chat at Lincoln University

Rebecca Dames - Lincoln University

Monday 25 September 2017, 4:40pm - 5:10pm, Twiggers

Academic libraries around New Zealand are embracing online live text chat services as a powerful medium to reach their users. Since launching AskLive on our website in July 2014, the Library, Teaching & Learning team at Lincoln University have answered hundreds of queries spanning topics from referencing lecture notes, to the best local pub on a Wednesday night. Our staffing model of everyone being available to answer questions whenever they’re at their desk means that a lot of queries don’t go directly to the expert - and that is absolutely fine.

This presentation will look into many aspects of the AskLive service at Lincoln University, including statistics about pages it’s accessed from and their influence on usage and topics asked, the effectiveness of an all-for-one staffing model, and how we manage having non-librarians answering reference queries.
OPEN - MIGRANT VOICES PANEL
Tuesday 26 September, 9:30am - 10:30am, Plenary Room - Level 1 (Christian Cullen Lounge)

Facilitator: Donna Miles-Mojab

Latest figures from UNHCR (United Nations High Commissioner for Refugees) place 65.3 million people worldwide being forced to flee their homes.

Among them are nearly 21.3 million refugees, over half of whom are under the age of 18.

34,000 people are forcibly displaced everyday as a result of conflict or persecution.

LIANZA 2017 is proud to offer a Migrant Voice panel discussion to this year’s conference programme. Facilitated by Scottish born, Iranian New Zealander Donna Miles we will meet a few new New Zealanders who now call Christchurch home.

The discussion will open our minds with their stories of how they came to be here in Christchurch, and what situation drove them to leave their own country.

Refugees are people just like you.

The difference is they have been forced to flee their homes.

A koha box will be at the door for Shakti New Zealand who specialise in empowering migrant and refugee women especially those affected by domestic violence http://shakti-international.org/shakti-nz/.
KEYNOTE - PAUL STACEY

Author "Made With Creative Commons"

The Future of the Commons
Tuesday 26 September, 1:40pm - 2:40pm, Plenary Room - Level 1 (Christian Cullen Lounge)

For many years the commons has been lost from public and government consciousness. There are no speeches, debates, or headlines about the generation of economic and social good using a commons. In contemporary society, the market and the state dominate the discourse on how a society should be run. Rarely is the commons even considered as an option.

Structured to inspire big thinking, this Future of the Commons session makes the case for the renaissance of the commons. Drawing on his work at Creative Commons and his recently released, co-authored book, “Made With Creative Commons”, Paul explores how grassroots sharing in the digital age and open practices have led to new forms of global commons. Open Access research, Open Educational Resources, open data, open cultural works, and open science have all emerged as significant commons building movements.

Largely initiated at the grassroots level these movements are increasingly attracting citizen participation, government policy support, and the interest of non-profit and for-profit enterprises with a social mission. Using case studies from around the world Paul will describe how social enterprises of all kinds are adopting open practices and contributing to a commons while still operating in a sustainable fashion.

Integral to this future of the commons exploration is the unique role libraries have as central agents of this commons renaissance. Building on their traditional role as a commons of books and periodicals this session explores how libraries in the 21st century are expanding and diversifying their role to include support for new kinds of commons such as maker spaces, 3D printing, and digital media.

Come with your big thinking hat on. This session aims to spark your imagination and inspire more use of the commons as a means of solving social, economic, and global challenges.
22. PANEL

Meeting Specific Needs
Tuesday 26 September 2017, 11:00am – 12:40pm, Christian Cullen Lounge (Level 1)

22a. Gifted Children: Open Heart and Open Mind approach
Robyn Wilson - Palmerston North City Libraries

I will take the narrative ‘Journey of Stew’ and the conference theme of Open Heart and Open Minds and use this as a practical session to help Librarians and interested parties to understand Gifted Children and best serve their needs.

22b. Opening access to public libraries for children with disability
Jo Kaeding - University of South Australia

Every child has the right to feel welcome and be part of their library’s community. Unfortunately, this is not always the experience of children with a disability and their families. Learn the seven elements of the inclusive libraries model and how you can use these in your library. This session summarises the findings of a study of 18 public librarians who focus on inclusive library practices and offers attendees recommendations for how to move towards inclusion.

22c. Promoting dementia-friendly libraries: Setting up books clubs to encourage reading and community inclusiveness for people living with dementia
Sally Rimkeit - Psychogeriatric Service, CCDHB; Alyson Baker, Recreation Services Librarian, Nelson Public Libraries and Gillian Claridge - IPU New Zealand

Reading is an important leisure activity with multiple health benefits, and the elderly are known to spend more time reading than any other age group. People living with dementia, often an older person’s condition, may find book reading difficult to access and enjoy because of progressive cognitive impairment. This presentation describes a project to establish dementia-friendly book clubs at public libraries. The book clubs will be semi-structured meetings for people living with dementia, facilitated by a step-by-step manual, written by the presenters, for the librarian. The reading materials include the series of dementia-friendly books based on classic literature developed by the presenters, one an Old Age Psychiatrist and the other an Applied Linguist (see www.dovetalepress.com).
The dementia-friendly book clubs have two primary purposes: 1) to promote the important leisure activity of book reading for people living with dementia, given the salutary effect that reading has on both emotional and cognitive well-being; and 2) to promote the public library as a place of community and social support for people living with dementia. The facilitator’s manual provides instruction on how to run the weekly book clubs using the following titles: A Dovetale Press Adaptation: Little Women by Louisa May Alcott, Sherlock Holmes The Adventure of the Blue Carbuncle, The Garden Party & The Doll’s House by Katherine Mansfield, A Christmas Carol by Charles Dickens; and A Dovetale Press Selection: Poetry for the Restless Heart. The books are adapted to enhance enjoyment and accessibility for the person living with dementia and include evocative illustrations for stimulating book club discussion. The facilitator’s manual encourages the participants to share personal views and opinions, rather than relying on semantic knowledge or memory, which may now be out of reach because of cognitive impairments. The book clubs are designed to be enjoyable and strengths-based to promote social inclusion, dignity and self-esteem for the person living with dementia.

The presenters are also involved in an international randomised-controlled trial assessing the effectiveness of book clubs on quality of life, cognition, and thriving in people living with dementia in residential care homes.

22d. How to support people with dyslexia to use your library: It’s more than Readers Advisory and Hi-Lo books
Katie Lumsden - Christchurch City Libraries

10% of the population is dyslexic. Libraries may not appear to be places that are open to people with dyslexia and it is difficult for staff to know what books to recommend, or what books in their collection might be suitable. However libraries do have items in their collections that are dyslexia friendly and e-books platforms that can be modified for people with dyslexia. This presentation seeks to share Librarians what dyslexia is, how to identify books in their own collections that are dyslexia friendly, how to modify e-books to suit the individual needs of these customers, and how to empower customers and their whanau to accomplish these activities themselves.
23. PAPER

Huakina te whare ki te ao
Ariana Tikao and Catherine Amey - Alexander Turnbull Library, National Library of New Zealand; Anahera Morehu - Te Whare Wānanga o Tāmaki Makaurau

Tuesday 26 September 2017, 11:00am - 11:30am, Blossom Lady (Level 3)

Ngā Upoko Tukutuku was developed by the Māori Subject Headings Project, which is jointly sponsored by LIANZA, Te Rōpū Whakahau, and the National Library. It provides a structured path to a Māori world view within library and archival cataloguing and description. It supports cataloguers and descriptive archivists to assign appropriate terms and helps users find items within a meaningful framework. Ngā Upoko Tukutuku is the only indigenous thesaurus recognised by the Library of Congress.

Members of Te Whakakaokao, the Māori Subject Headings Working Group, will give insights in the creative process of establishing new terms, and the connections with Māori communities, librarians and the world. Ngā Upoko Tukutuku is at an exciting point. Tukua, a new training programme, launched in February 2017 in Wellington. Linked data initiatives offer the potential to surface the terms in exciting ways, with researchers creating data visualizations of the thesaurus structure, and introductory work to establish partnerships in the world of open data.

The presenters will offer a window into the process of term creation. We will highlight the complexity of the work, and the challenges of multiple world views within Te Ao Māori. Depending on the terms considered, the work can be taxing and profound; it can also be joyful and light-hearted. Examples will include the creation of terms for frogs and spiders. The complexity of positioning these terms and maintaining the integrity of the varying tribal whakapapa (relationships) proved a challenge that was only resolved through much research.

24. PAPER

Rejuvenating Customer Experience
Marion Read and Gail Clark - Upper Hutt City Council

Tuesday 26 September 2017, 11:00am - 11:30am, Terror to Love (Level 3)

In public libraries, we pride ourselves in great customer service. We are told that library staff are friendly and willing to help, our annual survey results are almost always positive, but, our usage at best is static or in decline, there are less people coming into our libraries and less resources being borrowed.

In promoting self-service, have we become more reactive to customer requirements rather than being pro-active in anticipation of our customer needs?

Great customer service is about giving our customers choices - moving from control and process to imagination and engagement. Think about retail spaces - the actual purchase is made at the shop counter but the point of sale is actually made when the
customer discovers the products they want to purchase on the shop floor. Therefore, layout and stock presentation is essential for successful purchasing - it is no different for libraries in the 21st century.

Research undertaken in UK Libraries has shown that most people are “chance” browsers and that only 1 in 3 is looking for something specific, few people ask staff anything and the average length of a visit is between 5 and 10 minutes.

For Upper Hutt Library the need to purchase new shelving for the fiction collection gave us a great opportunity to rethink how we promote our stock to our customers, extend their choices and awareness of our resources and enable more effective browsing through layout design.

After six months in planning the layout changes were undertaken in the last week of January 2017. There were key success factors and lessons learned including ensuring effective communication, signage and keeping staff engaged in the process.

25. WORKSHOP

Web admin for librarians
Stephen Judd and Liz Rea - Catalyst IT

Tuesday 26 September 2017, 11:00am – 12:05pm, Twiggers

Librarians used to manage databases. Now they manage or even administer a variety of web-based software. This workshop will open up website administration for you so you can deal with common problems, and have more effective interactions with your IT departments and software vendors.

Library Management Systems used to be databases with an OPAC in front. But now, the modern Library Management System is two websites: one for administration and one for public access. There may also be a website, digital asset management system, blog and community archives and more to look after.

This workshop will be based on questions and problems the presenters have encountered in their work with librarians on these kinds of systems.

The issues we cover will be relevant to managing any website, including web-based LMS.

Topics we will cover include:

- What is DNS?
- What is the difference between HTTP and HTTPS?
- What is a firewall?
- Do I need to worry about those pop ups?
- Who even am I: authentication, identity and single sign on?
- Do I need a library website now that the library system is a website… and the discovery system is a website, and actually my organisation has a website, oh and the digital repository too
26. PANEL

Digitisation and heritage
Tuesday 26 September 2017, 11:35am – 1:40pm, Blossom Lady (Level 3)

26a. Home thoughts / Wā kainga
*Tiriata Carkeek - Kāpiti Coast District Libraries*

At Kāpiti Coast District Libraries we see Heritage and Māori Collections as being about the things that make us unique - in our district and as New Zealanders - our history, our identity and our sense of belonging. An important part of our role is to reveal the significance of these special collections to culturally diverse groups.

We believe that collective memories and shared stories are important building blocks for a strong community and - if our libraries are to be community hubs or anchors - it is important that our customers see and hear themselves and people like them reflected in our library activities. It is also important that we provide a comfortable, welcoming and inclusive space that supports this narrative.

26b. People, place, and community: World wide engagement through collection intelligence
*Lyn Keily - The University of Newcastle, Australia*

It has been a long-held dream of the Cultural Collections team in the University of Newcastle (Australia)'s Library to make their digital treasures available to the local community and to the world via a single, state-of-the-art repository, and, even more importantly, to enable collaboration and engagement. The dream became reality when UON launched the Living Histories @ UON platform to drive engagement with their oral history archive through crowd interaction. By unlocking the knowledge contained in previously scattered content, a worldwide audience can now explore and contribute to a growing body of research centred around interviews of folk in the coalfields towns of the Hunter Valley by local historian, John W. (Jack) Delaney from the late 1970s through to the early 1990s. Delaney's interviews show the very strong relationships between people, place, coal and community - themes which also feature in many of the print, video and image collections also revealed by Living Histories @ UON. This presentation will demonstrate how combining powerful online geolocation and analytic tools with compelling location-based content greatly increases collection appeal and reinforces the sense of place. It will also demonstrate how social media tools, integrated with the system, can be used to reach out to communities and promote collaboration and engagement. Like the Upper Hutt City Library, Antarctica New Zealand, the State Library of South Australia and other regional collections, the University of Newcastle's Cultural Collections has chosen a custom implementation of Recollect. Speakers will explore both the technical and research-specific aspects of how UON and Upper Hutt City Library are using this technology to gain insight into their collections and build an international audience and participant base, providing a toolkit of practices that can drive engagement with communities, research groups and funding bodies.
26c. Back in the day: Finding innovative ways of using a public library’s heritage collections to celebrate a civic anniversary and invite community engagement
Reid Perkins - Upper Hutt City Council

This presentation describes one attempt by Upper Hutt City Library to open up its archives to more community engagement through creating a temporary ‘pop-up museum’. This event took place as part of celebrations marking the 50th anniversary of Upper Hutt becoming a city and was constructed around the theme of life in the district during the 1960s. The pop-up museum was held offsite in a specially constructed section of a working shop within the CBD. It displayed photographs, publications, artefacts, and audio-visual material from the Library’s heritage collections, and invited public collaboration through the adding of information and the donation of further content. The event proved very popular. The paper will discuss insights gained from the experience and possible applications to the work of other libraries.

26d. Power to the people: Using digital platforms to democratise archival holdings
Lesley Courtney and Heather Glasgow - Palmerston North Libraries and Community Services

The Ian Matheson City Archives is entrusted with a large collection of Council and Community records, which contribute to telling the story of Palmerston North and its community. Initially a traditional archive, where access was in person and hard copy donations grew our collections, we can now reach users no matter where they are, and can seamlessly grow our content via a digital platform.

This is all made possible through our digital repository, Manawatū Heritage which was launched in 2016. Welcoming and inspiring, it was built to remove barriers to community participation and ownership. It is a mobile-first, cloud based, interoperable digital repository platform, which puts usability, and simplicity to the fore. This presentation demonstrates how it displays and opens up our wider content for use and how it encourages the community to participate in collecting, creating and curating today’s stories and tomorrow’s heritage, digitally.
27. LIGHTNING

Tuesday 26 September 2017, 11:35am – 12:05pm, Terror to Love (Level 3)

27a. What’s going on with e-book usage?
Catherine Leonard - Auckland City Libraries

Five eBook vendors, five different platforms, a new discovery platform and mobile app, a slow but steady increase in e-resource usage - this has been the environment related to ebooks at Auckland Libraries for the past few years. In many ways it has been a fortunate position to be in. But when we started to review what staff were saying about the technical burden the number of platforms placed on front-line staff, the reality of how this plays out with customers, we started a journey that goes to the heart of many of the issues associated with ebooks: the content, the access, and the platform experience.

At the same time, we had started work on taking a new approach to data and analysis which could help us with collection sizing and spending. We wanted to understand what would help our staff involved in collections development and management to adjust to changing trends, to demonstrate clear accountability for collection spending and to provide greater visibility, transparency and understanding of the use of our collections.

Catherine will discuss the research undertaken to provide context for the usage data and the journey towards new methodologies and tools to help Auckland Libraries understand, develop and manage its ebook collections.

27b. Games for learning
Dan Millward - Gamefroot

We’re all about young people learning through making games. Our product Gamefroot is an online game creation platform that marries industry expertise and educational curriculum.

In 2015 we worked with teachers, schools and students who helped us design and tailor Gamefroot for young learners. Last year we spent four months based in Te Papa as part of their Mahuki program where we were “heads-down-tails-up” learning all we could about the GLAM sector.

During our time at Mahuki we developed a number of online courses that support literacy learning and compliment museum based education. During my talk, I will talk about Mahuki and how its helped our business, and then showcase attendees two online courses we developed for kids:

- Mihi Maker is an online course that steps kids through making their pepeha in the form of a game that they can share with others
- My Game About Me By Me is an online course that steps young people through telling a story about themselves in the form of a game

Both courses are designed to align with Level Two curriculum and engage kids. We want to talk to you about making them available to all kids via libraries in New Zealand and abroad.
28. PAPER

Opening up licensing agreements: How to interpret and how to convey terms to our users
Annette Keogh - Auckland University

Tuesday 26 September 2017, 12:10pm - 12:40pm, Terror to Love (Level 3)

Have you ever felt intimidated by the dense legalese of licence agreements? Once you have understood and signed off on a licence agreement have you ever struggled with how to communicate the terms of use for all your institution’s resources both to you colleagues and to your end users? If so, this talk aims to open up licence agreements and make them less opaque for both librarians and patrons. In the first part, I will discuss some things to look out for and consider when signing agreements. In the second part, I will talk about how at the University of Auckland we used the Ex Libris library management system, Alma, to display the terms of licence agreements in our catalogue.

29. LIGHTNING

Tuesday 26 September 2017, 12:10pm - 12:40pm, Twiggers

29a. Expectations of iwi when holding a leadership role
Anahera Morehu - Te Whare Wānanga o Tāmaki Makaurau

“Ko au te tumu i herenga ngā waka”, a whakataukī of Ngāpuhi that was provided by Merimeri Penfold as a support in finding a suitable name for the University of Auckland, Libraries and Learning Services, who is also known as “Te Tumu Herenga”. Although the strategy and vision are new, the founding document is not so for Aotearoa. LLS Vision and Strategy schedule indicates “Our commitment to Te Tiriti o Waitangi underpins all of the above principles and is embedded throughout our work”. What does this actually mean for the organisation? Although in its infancy, I am able to share with you how this impacts on me as a Māori woman in a leadership role and expectations from iwi, hapū and whānau.

What does this mean for the information sector? It opens up ideals into the different ways that we in the information sector are able to utilise our ability in making ourselves accessible to iwi, hapū and whānau. What do iwi, hapū and whānau want? What does the information sector want? Do Māori and non-Māori run parallel or are they intersecting and melding, creating a new strand, a new DNA?
29b. E faapei ole Lalagaina e le Apogaleveleve Iona Fa‘amoega Creating Open Spaces in Libraries through Language
Irene Tufuga - Auckland Council

The challenge for Auckland Libraries, was finding new ways of engaging with our Pacific communities. With Samoan Language Week acknowledged as a key event by Auckland Libraries, it was time for a fresh approach. Taking the concept of creating open spaces in libraries through language ‘E fa’apei o le lalagaina e le apogaleveleve lona fa‘amoega’, Ōtāhuhu Library become the setting for a secondary school debate to be held entirely in Samoan.

This presentation will look at how the Auckland Libraries Samoan Language Debate developed. How it enabled the language to be celebrated and showcased in a way which had not been done before. Our intention was for New Zealand born Samoan youth to extend themselves by thinking about what it means to be a New Zealand Samoan growing up in New Zealand. The mootts, autu o felafolafoa’iga were topics and issues relevant to the youth born here. This was an opportunity for the speakers to address their elders, and for their community to listen to what issues and what culture and identity means to them.

This presentation will look at how we followed Samoan protocol in every step of the journey. Here our elders and children and non Pasefika staff could participate in this community event. In this talk, we will show that programmes for our communities do not always have to be about collections or resources, but that libraries can become an important space where issues, voices, ideas are heard leading to knowing your community better, and consolidating working relationships with other stakeholders.

30. PAPER

UC’s Collection Review Recipe
Joan Simpson - University of Canterbury

Tuesday 26 September 2017, 2:45pm - 3:15pm, Christian Cullen Lounge (Level 1)

Along with many library staff at UC, I have spent the last 3 years working on a review of the monograph collection at our libraries. The aim was to involve academic and library staff, in an open process with no surprises. We established a process to follow and a timeline. However, many exceptions to the process were created and the timeline changed frequently. A reduction in the footprint of the library was created yet it doesn’t feel like a job well done. After my presentation, I hope to hear from others so that we can all learn for the next time round.
31. PANEL

Explore the future of digital content in Aotearoa
LIANZA Standing Committee on Digital content and E-lending

Tuesday 26 September 2017, 2:45pm - 3:15pm, Blossom Lady (Level 3)

How do we make digital content more open and accessible to our patrons? How do we provide more online content with dealing with finite budgets? How do we handle issues of copyright? Is Open Access the way that academic publishing will go? What role does self-published digital content play in libraries? Join us in this panel discussion as we explore these questions and more as we discuss the future of digital content in Aotearoa New Zealand.

32. PAPER

Kia tūwhera te whatumanawa: Opening up to other realities
Cellia Joe-Olsen - Alexander Turnbull Library

Tuesday 26 September 2017, 2:45pm - 3:15pm, Terror to Love (Level 3)

From Columbus to Darwin, Athens to Poland, learn about some of the recent travelling done in the name of indigenous librarianship. This presentation is a digest of five international engagements, with a ‘so what?’ assessment that ponders the value of international networking and its relationship to developments in Aotearoa New Zealand. How does a mātauranga Māori world view connect with other indigenous viewpoints, and how do these viewpoints collectively fare within western ideologies?

33. PAPER

Open but closed - the National Library’s experience of the Kaikoura earthquake
Rachel Esson and Chris Szekely - National Library of New Zealand

Tuesday 26 September 2017, 2:45pm - 3:15pm, Twiggers

In mid-November, much of New Zealand was shaken by a 7.8 earthquake. For the National Library in Wellington this resulted in immediate closure. All staff were accounted for and unharmed, and the national collections were reported as safe, secure and undamaged. Within a fortnight of the event, the National Library re-opened its doors to the public. However, four months on, the majority of the collections remained inaccessible and unavailable, with mounting staff and customer frustrations, and uncertainty regarding when business-as-usual services would resume.

In this presentation, the National Library shares its experience of the earthquake and what it learnt in terms of communication, hazard identification, staff safety and the arcane language of engineers.
34. PAPER

Revitalising an academic library: Resources, space, and service
Claire Brocklehurst - Ara Institute of Canterbury

Tuesday 26 September 2017, 3:45pm - 4:15pm, Christian Cullen Lounge (Level 1)

In 2016, as a result of the merger of two institutions (CPIT and Aoraki Polytechnic) to form Ara Institute of Canterbury, the library at the Timaru campus was overhauled to ensure it reflected the aims of the new organisation. The existing collection, space, and service were all evaluated, and a number of changes were planned. The collection was overhauled, and records added to the main catalogue. The library space was redesigned, to make it more student-focussed. The services offered by the library were expanded, with particular focus on digital and self-help resources. This was a steep learning curve, both for our small library team, and for the staff and students affected. This paper will discuss the challenges faced, the processes undertaken, and the ongoing plans for progress at this library.

35. WORKSHOP

Enhancing library services with a journey mapping approach
Maxine Ramsay - National Library of New Zealand

Tuesday 26 September 2017, 3:45pm - 4:50pm, Blossom Lady (Level 3)

Are you providing quality experiences to your library community? How do you know? Is there room for improvement?

Journey mapping is a commonly used process to track the user experience (UX) of a product, service, or process. National Library’s Services to Schools Capability Facilitators have been exploring journey mapping as a way of facilitating discussion within school communities about developing user-centred library services. Our work with schools focuses on an inclusive approach which means finding new ways to incorporate user voice into library service development.

During our workshop, which will be of relevance to all library sectors, we will:

- introduce the concept of journey mapping through a school library case study
- complete a journey mapping exercise
- explore how this approach can be used to develop user centred library services

Journey mapping is a useful way of seeing things from the library user’s perspective. It can provide you with qualitative evidence to describe what your users think and feel about your services. This evidence can then inform the development of current and responsive library services. We look forward to your participation at our workshop.
Impact of public library services on African migrants in New Zealand
Eric Boamah - Open Polytechnic of New Zealand

Tuesday 26 September 2017, 3:45pm - 4:15pm, Terror to Love (Level 3)

The number of immigrants keeps increasing in recent times, especially in advanced countries and so how migrants are integrated and settled in the new country has become an important concern of the whole global society. As an open society, New Zealand receives thousands of immigrants yearly and public libraries play a vital role of developing programmes and services to help integrate new immigrants into the country’s socio-cultural system. This demonstrates New Zealand public libraries’ belief in building an information society where relevant and useful information is freely available to everyone.

African immigrants come to New Zealand from a completely different socio-cultural context. Their information culture is different and their information infrastructure is not as advanced as that of New Zealand. It is uncertain how African immigrants perceive the services and programmes developed by New Zealand public libraries for them. Once integrated, it is also unknown how they continue to make use of the public libraries services to experience the full impact of New Zealand’s open information society.

In this presentation, I discuss the findings from an interpretive qualitative research that explored the impact public libraries services have on African migrants during their integration and settlement process in the socio-cultural life of New Zealand.

Most African migrants who took part in this study were not aware of any public library services available for them. Majority of those who knew about public library services, were not interested to use the libraries due to different factors including, finding the library environment in New Zealand to be too noisy. Some public library staff and managers were also either not conversant with the public libraries services framework or had not heard about it all.

This study is relevant for New Zealand public libraries to understand how African migrants perceive their services so that they can tailor programmes to meet specific needs of Africans migrants in New Zealand.
37. PAPER

Being Open to Indigenous knowledge: how are non-Māori librarians making sense of mātauranga Māori?

Kathryn Oxborrow, Anne Goulding and Spencer Lilley - Victoria University of Wellington

Tuesday 26 September 2017, 3:45pm - 4:15pm, Twiggers

This presentation will discuss the background and some preliminary results of the first presenter's PhD research in progress. The research is investigating how non-Māori librarians in Aotearoa New Zealand make sense of mātauranga Māori (broadly defined as Māori knowledge) in their professional lives. There are several specific issues at the interface between indigenous knowledge and libraries which make this a particularly pressing issue for libraries and librarians. This is because information and knowledge are central to the profession. Some broad examples include metadata and ownership. Local and international developments support the view that this is an area of growing importance in the profession. We will give an overview of the many ways in which librarians may encounter indigenous knowledge in the course of their work. Some preliminary themes from interviews with non-Māori librarians on their processes of sense making in relation to indigenous knowledge will be presented.

38. PAPER

Open Education: Transforming LIS education in New Zealand

Pam Bidwell and Jan Irvine - Open Polytechnic of New Zealand

Tuesday 26 September 2017, 4:20pm - 4:50pm, Christian Cullen Lounge (Level 1)

Libraries make a profound contribution to their communities. We understand that the future of libraries depends upon the quality of their staff at all levels. Over recent years, the Open Polytechnic has been engaged in extensive stakeholder consultation regarding the re-visioning of the library education portfolio of programmes. The Open Polytechnic takes stakeholder involvement seriously, and we use feedback from our consultations to shape future qualifications. We want to harness the transformative potential of education to build a new generation of confident practitioners. Our students should find our qualifications enriching, and employers should see these as desirable and future-focused. We have a responsibility and opportunity to provide qualifications that support libraries to thrive in whatever ways are required to support New Zealand in the information age.
Next generation academic libraries: Closing physical spaces, opening opportunities - experiences at the Engineering Library at the University of Auckland
Rachel Chidlow - University of Auckland

Tuesday 26 September 2017, 4:20pm - 4:50pm, Terror to Love (Level 3)

In 2016 Libraries and Learning Services (LLS) at the University of Auckland developed a vision and a strategy for the future. The vision and strategy looks forward and considers new possibilities to enable LLS to respond and contribute most effectively to the University’s strategic directions and aspirations.

A review of Engineering Library Services was conducted in October 2016 as part of vision and strategy work. Several recommendations in the review were approved, the most significant being the closure of the Engineering Library as a physical service point.

This presentation explores the drivers for and process of closing a Library, dealing with a large and underutilized print collection and the human element of leading staff through a difficult change process.

Coming out the other side, this presentation will also look at how services have evolved and the new opportunities that emerged for LLS Staff, students and the University as a result of changes.

An Open Smile
Jane Cherry, Independent contractor / consultant

Tuesday 26 September 2017, 4:20pm - 4:50pm, Twiggers

Jane Cherry is the winner of the LIANZA Research-SIG 2016 Research Award. She presents her findings on attitudes to “prescribed smiling” in the New Zealand library customer service culture.

In the private service sector smiling is seen as a critical basic service standard to the overall experience of good service. Even though the library sector is in the service sector, there is a reluctance to adopt a prescribed service model.

Research has shown that librarians are reluctant to smile on demand. Where does this idea that smiling should be authentic and natural come from? How and why do librarians resist the pressure to be seen as part of the service industry and thus deliver a prescribed or standardised service encounter? And how is it passed on to new staff members?

Jane explored these questions by conducting focus groups consisting of LIS staff working in public libraries throughout New Zealand.

Erving Goffman’s theory of dramaturgy asserts that social interactions in everyday life are similar to a theatrical performance, and we are actors conveying an impression. The impression a person conveys fits the behaviour rules which have been established by the culture of a group.

Using Goffman’s theory as her framework, Jane sheds light on the library service culture and why she thinks that library staff need to consistently offer friendly service with a smile in order to reduce barriers and meet the core library values that underpin the profession.
KEYNOTE - TAKEREI NORTON
Archives Manager, Te Rūnanga o Ngāi Tahu

The development of a digital atlas of Ngāi Tahu history
Wednesday 27 September, 8:55am - 9:55am, Plenary Room - Level 1 (Christian Cullen Lounge)

Kā Huru Manu - the Ngāi Tahu Cultural Mapping Project (http://ngaitahu.iwi.nz/our_stories/cultural-mapping-unlocks-ngai-tahu-history/) uses the latest Geographical Information System (GIS) technology to record, map and transmit traditional Ngāi Tahu knowledge. With the aid of GIS technology the stories and place names that record Ngāi Tahu history in Te Waipounamu are being mapped onto a virtual landscape for future generations. In conjunction with the mapping of traditional knowledge is the development of a reference based system guided by kaumātua and marae representatives to ensure the authenticity and integrity of information. This mahi is part of a wider iwi project developing a fully-integrated Ngāi Tahu archival search engine connecting internal and external repositories of Ngāi Tahu knowledge. Takerei Norton, Ngāi Tahu Archives Manager, has managed the Ngāi Tahu Cultural Mapping Project since its inception in 2007. Takerei will discuss how the project has evolved over the years, and will show case the soon to be publicly released Ngāi Tahu Cultural Mapping Website.
The Anthropologist’s Tale
Wednesday 27 September, 1:40pm - 2:40pm, Plenary Room - Level 1 (Christian Cullen Lounge)

What does it meant to be an anthropologist in a library? What does it mean to invite anthropologists into your library? Why would you do that? Why would they accept the invitation? What is at stake in libraries, and the ways they operate, if they do not reach out to people such as anthropologists? What are the risks of inviting anthropology into your library, any library? If Chaucer had written academic tales what would he write of librarians and anthropologists and learning technologists and students and faculty? His power was in observation, the power to draw lessons from the world around him and weave a narrative that gave meaning and a lesson to his readers. Donna Lanclos tells stories about her work as the Anthropologist in the Stacks, and the role of her work in changing spaces, practices, and perceptions of libraries.
41. PAPER
Tuwhera open access: Towards an indigenously informed approach to scholarly communication
Luqman Hayes - Auckland University of Technology
Wednesday 27 September 2017, 10:00am – 10:30am, Christian Cullen Lounge (Level 1)
Building on a paper presented at Theta 2017 which described the project to develop an open access scholarly publishing platform for AUT, this presentation will explore the ways in which that initiative, known as Tuwhera, has grown and how it seeks to evolve as an ecosystem of interrelated tools for storing, describing and openly sharing research, and how in doing so it has drawn on indigenous concepts of knowledge sharing and openness.

42. PAPER
Doing better things, not doing things better!
Jane Robinson and Marianne Aitken - Marlborough District Council
Wednesday 27 September 2017, 10:00am – 10:30am, Blossom Lady (Level 3)
Are you open to challenging your assumptions? Are you willing to look at your processes from the customer’s point of view? Are you open to new ideas and to adopting a new way of thinking? If the answer is yes, join us to hear about our journey using the Vanguard Method to move from a “command and control” organisation with a top-down hierarchy, to one that is demand led.

A change in performance requires a change to the system. However much of the effort in programmes of change is given over to doing things right - there is not much questioning of whether these are the right things to do in the first place. Adopting this method is not a project - it’s a new way of thinking and working. We will give an outline of the Method and show how it can provide gains for you, your team and your customers.
43a. Becoming Ambicultural - opening a conversation

Manuhiri Huatahi - University of Auckland

The evolution from monoculturalism to biculturalism, to multiculturalism is part of the New Zealand drama and thus opens the way to ambiculturalism which recognises that all NZ people are ambicultural. In New Zealand, “ambi” means that each person has their own culture, while at the same time are open to what is offered by Māori people as tangata whenua and founders of Aotearoa-Niu Tīreni, and other peoples.

The Royal Commission on Social Policy (RCSP 1988) recognised the benefit offered to all immigrants to NZ since 1840, stating that “...in 1840 there was no contraindication to the entry of settlers from diverse cultures, and indeed, the British Crown clearly represented many ethnicities including those of Welsh, English, Irish, and Scottish descent and other non-British settlers already in the country. The multicultural nature of New Zealand is not new”.

The Royal Commission goes on to say “...and the Treaty, in providing for a partnership between Māori people and the Crown, did not prevent the crown from addressing the cultural needs of those within its mandate.” (RCSP 1988, Vol 11: Future directions “The Treaty of Waitangi”, p. 53). Aotearoa-New Zealand libraries are a unique community resource and capable of reflecting a distinctive ambicultural character.

This presentation explores the concepts and principles of ambiculturalism and aims to integrate and optimize the best of Māori and other cultures, how it differs from monoculturalism, biculturalism and multiculturalism and how it can be applied at an individual, organisational and professional level.

43b. Open Access to conference proceedings: the great hunt for proceedings referenced in the 2012 PBRF round

Deborah Fitchett - Lincoln University

Large amounts of scholarly information are lost to the world due to conference proceedings being closed access, being deleted from websites, or never even being collated. But just how much is lost and how much is still available?

I sourced a dataset of conference outputs listed as Nominated Research Outputs in the 2012 PBRF round. After data cleaning, I derived an anonymised dataset for which TEC granted permission to share online. I then crowdsourced help to search for proceedings from each conference and classified these as: free online; non-free online; available in physical form; or not apparently available.

In this presentation I will provide an overview of my methodology, including tools used in data cleaning. I will then discuss my results and their relevance to PBRF auditing and the broader realm of scholarly communication - along with my blue sky solution to the problem of lost conference proceedings.
44. LIGHTNING

Wednesday 27 September 2017, 10:00am - 10:30am, Twiggers

44a. The library as a third space
Elisabeth Marrow - South Taranaki District Council

For some people the library is the one place where they can guarantee they will have a conversation or at least some kind of interaction with a human being. Many are lonely, elderly, restricted in some manner and with very small or non-existent personal social circles. The library is rapidly becoming the ‘coal face’ for the disenfranchised, the lonely, and the unaware.

It is my belief that the library is the ultimate third place. Many of us hold regular activities in our libraries which are in themselves third spaces for our own unique variety of members from our communities. In this conversation I will present to you the various ways in which our own small rural libraries act as third spaces. Not only will I be sharing what we have been doing in South Taranaki but I wish all participants to contribute their own experiences to what I envisage as an open and shared discussion.

44b. The highs and lows of opening an intergenerational community hub
Joanne Smith - Hobsons Bay City Council, Victoria, Australia

From its early concept as a completely digital ‘paperless library’ – drawing community backlash – to the refurbishment and integration of a heritage listed building into a contemporary facility this project encountered a unique set of challenges and opportunities to reshape the way a community views its libraries. Newport Community Hub opened in September 2016 and is an accessible, two story building adjoining the fully renovated Newport Mechanics Hall. The library is the heart of the building, linking Maternal and Child Health services, Youth Services and meeting spaces for seniors to create a truly intergenerational environment. The presenter will share some of the highs and lows of the project along with images of the completed building and the transformation of an old and run down library into a vibrant and engaging space. Plus sharing stories of the behind the scenes work undertaken to bring together four teams into a shared workspace.
The way people use libraries is changing everywhere. Auckland Libraries' Te Kauroa - Future Directions strategic document was developed in 2013 with extensive input from customers, elected members and staff, and it signalled the need for a shift in focus. With Auckland growing more diverse and larger every day, and the financial pressure on city infrastructure is intense. The challenge is to ensure Auckland Libraries serve this growing population in timely, relevant and contemporary ways without growing costs. In order to operate as a contemporary, relevant and leading library network in a fast growing city, changing the way we deliver services has become urgent.

In 2016 Auckland Libraries embarked on a significant programme of change to transform how we resource and deliver library services. A range of challenges and activities all pointed to the need to radically disrupt the status quo - fiscal pressures and growth, a changing council, a service incubator experiment and a new service model. In order to be Fit for the Future our changing business needs had to translate into opportunities for library staff to grow and develop.

Auckland Libraries' leadership and staff share their perspectives on a year which stretched our collaboration, communication and change leadership skills beyond what we thought was possible. How did we do it? What did we learn? How did we come through such a big change?

Most libraries use social media to reach their patrons and much has been made of the potential for librarians to deliver information literacy content via these platforms. Exactly how to do so is not so clear. At UC, we’re trialling delivering course specific information literacy content via Facebook, working with academics and student clubs to refine our message and ensure it reaches its intended audience. We’ll discuss how we scoped our project, how we developed our content and - most importantly - the available free tools within Facebook that we used to quantitatively assess the impact of our posts.
47. PANEL

Kōtuku update
Led by Jane Cherry, Independent contractor / consultant

Wednesday 27 September 2017, 11:00am – 11:30am, Terror to Love (Level 3)

The Kōtuku Emerging Leaders Programme is now in its third year. The Kōtuku 17 cohort will share stories and insights from their leadership hikoi. This panel discussion will be facilitated by Jane Cherry, LIANZA Leadership Champion.

48. LIGHTNING

Wednesday 27 September 2017, 11:00am – 11:30am, Twiggers

48a. Engaging the student community through work placements in the AUT university library makerspace
Jessica Henry - Auckland University of Technology

Tertiary Libraries must respond to changes in the learning environment as access to online resources increases and physical item loans decrease. To better engage with students and the wider community at Auckland University of Technology (AUT), the physical spaces in the Library are shifting to include sites where new ideas are created, and socialisation and collaboration are encouraged. When Studio 55 (AUT Library and Learning Support Services ‘Makerspace’) launched in early 2017, an opportunity emerged to trial two projects: engaging students from Applied Humanities, and Art and Design programmes at AUT. Both of these projects are mutually beneficial to the students involved (who gain valuable work experience) and the Library and Learning Support Services (who gain business data as well as promotion and visibility of services). This presentation will describe the two projects, from the initial idea and set-up through to implementation, with reflections on the process and potential developments for the future.

48b. The summer boutique library - closing the library but keeping the doors open
Daille White, Jane Brooker, and Lucy Lang - Victoria University of Wellington

Victoria University's Architecture and Design Library (A&D) was being closed from November 2015 to February 2016 to enable completion of its refurbishment. The challenge for the Library was to engage with faculty staff and students to determine how to provide access to collections and services over this period. This paper will discuss our response to these challenges and the positive outcomes achieved. Clear and frequent discussion and communication with the Faculty (and support from the Dean) enabled a boutique “summer library” to be set up elsewhere on the Te Aro Campus, providing a small collection and maintaining services to students and staff while the old library was closed and rebuilt.
49. PAPER

Nāu te rourou, nāku te rourou ka ora ai te iwi - With your basket and my basket the people will flourish
Judith Waaka - Nga Pataka karero o Tamaki Makaurau / Auckland Libraries

Wednesday 27 September 2017, 11:35am - 12:05pm, Christian Cullen Lounge (Level 1)

The way people use Libraries is changing everywhere. In order for Auckland Libraries to operate as a contemporary, relevant and leading library network in a fast growing city, a change in the way it delivered services was required. This change required a different way of working in order to become Fit for the Future.

In October 2016 a hui of Māori staff discussed how Auckland Libraries can be more effective in its commitment to Māori while acknowledging the many successful initiatives undertaken by staff. The result from this hui was the establishment of the ‘Delivering Māori Outcomes’ design stream as part of the Fit for the Future change proposal. The purpose of the design stream was to ensure Auckland Libraries Māori Responsiveness Plan Te Kauhanganui was brought to life as we moved through change with integrity and accountability.

Join us in this presentation as we share our journey with you.

50. PAPER

A team of highly skilled players but do we have the bench strength? Why building bench strength and succession plans in libraries are critical, and how the library leadership can achieve this
Bhadra Chandran - Curtin University, Western Australia

Wednesday 27 September 2017, 11:35am - 12:05pm, Blossom Lady (Level 3)

Why building bench strength and succession plans in libraries are critical, and how the library leadership can achieve this. A presentation by Bhadra Chandran, Manager Learning Services from Curtin University Library, Western Australia. Developing bench strength as part of succession planning is critically important for any growing organisation and libraries are no exception. As a growing organisation, libraries continuously go through turnover, restructuring, adopting new trends, and changes in service models and strategy. Whenever a critical person leaves (whether in leadership, management, or a technical/professional area), the organisation should have a ‘ready successor’ or plan for a replacement in order to avoid service interruption. In this regard, senior level staff have an important role to play. The Curtin University Library has adopted various measures, and in the process continuously supports staff with various innovative methods to build bench strength. This is an empirical study on identifying critical roles and fostering strategic succession
by developing employee capability and building a talent pool. This article also emphasises the importance of coaching, inspirational leadership, empowerment, efficient communication, and creating a collaborative environment and positive work culture among staff.

51. WORKSHOP

Turn to the left, turn to the right #librarianstyle
Kim Tairi - Auckland University of Technology

Wednesday 27 September 2017, 11:35am – 12:40pm, Terror to Love (Level 3)

An interactive workshop that will explore #librarianstyle in pop culture from Katherine Hepburn in Desk Set through to librarians posting empowering selfies on social media. Some of the big questions will be answered: What is librarian style? How do you start defining your own style. Can dressing like David Bowie at work be detrimental to your career? Come and spend 60 minutes with Ms Tairi for a fun, hands-on session where clothes and style take centre stage.

52. LIGHTNING

52a. Finding our happy place at work
Cath Sheard - South Taranaki District Libraries

In late 2014 I took on the role of Libraries and Cultural Services Manager at South Taranaki District Council, stepping up to manage seven libraries, a museum and an arts role. The District team had been my peers, so I was in a unique position to understand the current structure, and where the tensions and pressure points were. One of my initial goals was to reduce stress levels, address minor tensions with the district team, ensure people loved their work, and see what came out of those changes. Two years on, people report they are happier at work and less stressed. As a team we’re doing more than ever before, without people feeling pressured. In this Lightning Talk I’ll talk about the changes I made, why I made them, how you might replicate some of them, and the results we have achieved as a result. Key themes include kindness, knowing your own strengths and weakness – and those of your staff, enabling others and learning to let go.
52b. Learnt it on the grapevine  
Pat Mock and Jenny Kirkwood - Waimakariki Libraries

This session outlines an experiment in developing a method of staff training which engages and motivates staff and gives them confidence using a variety of technology and online resources with the public. The system, which we dubbed ‘Grapevine Training” is based on the theory that you learn best when you have to teach someone else what you have learned. Short, focused sessions are passed from one person to another and finally back to the original trainer.

The presentation will explore the benefits and pitfalls we discovered.

53. PAPER

Open Sesame! OR how to embrace challenges, cultivate opportunities, be visible, and say no  
Sally Turbitt - Ku-ring-gai Library, Sydney; Amy Walduck - Government Research and Information Library, State Library of Queensland

Wednesday 27 September 2017, 12:10pm - 12:40pm, Christian Cullen Lounge (Level 1)

GLAMR industries are competitive and in a perpetual state of evolution and change, so how can you ensure you progress your career now and in the future? Even the most talented of us cannot predict a long-term career path or guarantee lifelong employment. When you seek your next opportunity, are you certain you will rise to the top of the pool?

Every one of us needs to embrace continuous strategic thinking and apply that to our own careers as much as the organisations we work for. Continuous strategic thinking for your career can be summed up as thus: be open to challenges, be open to cultivating opportunities, be open to being visible, and be open to saying no.

Sally and Amy have built their careers on the motto: Don’t make life plans. Embrace opportunity. (And also “if in doubt bring cake). Join them as they share their ideas on how to embrace opportunity, how to think about your career strategically and how they came to their next challenge which will be launched at LIANZA 2017.
**54. PAPER**

**Enter the incubator: Chickens are great, co-design is better**  
*Rhi Munro - Auckland Libraries; Mark Buntzen - The Distillery*

Wednesday 27 September 2017, 12:10pm – 12:40pm, Blossom Lady (Level 3)

In today’s busy, bustling society, how might we put public library services on the map? Is it possible to be all things for all people? How might we create valuable and innovative services that meet the needs of our diverse communities? If you are asking the same questions in your little corner of the world, Auckland Libraries may have some of the answers you are looking for. Join us to discover how a League of Librarians turned the tables on service design and found the sweet-spot where participatory design and libraries can co-exist. Hear how their work with The Distillery (thedistillery.co.nz) revolutionised their approach to engagement and provided their communities with a platform to shape the future of library services. Learn how you too can apply fundamental co-design principles to your own way of working and reach new levels of understanding about designing services alongside your patrons.

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**55. PAPER**

**Open data? Perceptions of barriers to research data-sharing**  
*Joanne Simons - University of Auckland*

Wednesday 27 September 2017, 12:10pm – 12:40pm, Twiggers

Open Data and Open Science are an important part of daily work in a research and tertiary education institute, and academic libraries are increasingly providing services and systems to facilitate data sharing as well as providing training in their use to researchers. Sharing of knowledge has always been one of the ideals of academia, but on a case-by-case basis, researchers can be reluctant to share their data, for a range of reasons. In order to set up systems that serve the needs of the researchers in their institutions and to encourage them to use these systems, librarians need to understand the barriers to researcher use of data-sharing systems.

My study aimed to identify the differences between librarian and researcher perceptions of the barriers to data sharing at the University of Auckland and to use knowledge of these gaps to better serve our research communities. I used a mixed methods strategy combining interviews and surveys to observe the differences, and the similarities, in the factors that researchers and librarians thought had the most impact on the decision whether to share data. The results could have a significant impact on the way we choose and promote systems to researchers, to help them make their data open for wider use.