Why do bibliographies and indexes? Do Next Generation Libraries need these traditional skills and services? Lots of librarians know intuitively that bibliographies and indexes are 'good' but many are having problems justifying such things to their managers and organisations.

In this paper I will consider the purpose and value of indexing and subject bibliographies and why librarians should continue to do this work. Whilst looking particularly at our own (University of Waikato Library) bibliographies and indexes e.g. Bibliography of the Waikato region, the Māori Bibliography and the Index of Māori names I will explore other similar databases and tools to determine their significance for Next Generation Libraries. Do they still have a role? Are they still warranted? Will a Google search find the references? I intend to conduct sample searches to determine hit rates and to test these questions out. I will then examine whether reshaping the packaging of these services facilitate their use? I want to also address access and accountability issues along with minimising the barriers to their use. I will then make recommendations for outcomes from this work.
Why do we compile bibliographies and indexes? Jim Traue in the introduction to his *New Zealand studies: a guide to bibliographic resources* writes “The assumption that one can readily make in an older country, that most things worth knowing can be found inside the covers of a book or periodical, cannot yet be made in New Zealand studies.

To get to the real heart of the country one must still travel the private roads – the unpublished catalogues and card indexes in the major research collections – and make substantial use of the byways, the cart tracks, bush roads and walking tracks of bibliography.” (1985, p.7)

Is this still true more than twenty years later? Yes, for the reasons I will now attempt to explain. Whilst many of the byways are now available online or in hard copy these less travelled roads are more important than ever. In this paper I will argue that the tools we create, the bibliographies, indexes and finding aids are essential for Next Generation Libraries and will provide our customers with much needed help in finding the right information for their needs.

I believe that traditional library skills are still the key to this work but that they should be combined with modern day technical nous, marketing skills and an eye for opportunities.

The background to my interest is that I come from a key library in New Zealand in terms of bibliographical work. For many years the University of Waikato Library has made a significant contribution following the example shown by Fletcher Cole and Tony Millett and other colleagues in establishing such bibliographical tools as *Bibliographical work in New Zealand* ... the *Bibliography of the Waikato region* and the *Maori Bibliography*. Our recent work in getting Fletcher’s *Index of Maori Names* available online has been well recognised (and I hope well used!)

Chartier notes that in his first Panizzi lecture Don McKenzie characterised bibliography as the discipline which ‘can show the human presence in any recorded text’ because it is ‘the discipline that studies texts as recorded forms and the processes of their transmission, including their production and reception. (2002, p.19)

The purpose and value of subject bibliographies and indexes can be summarised as follows to:

- Provide or improve access
- Encourage usage
- Build awareness
- Facilitate research and knowledge building
- Present ideas
- Give credit for work done
- Promote our collections and resources
- Smooth the way for the researcher
- Ensure accuracy and accountability
Do Next Generation Libraries need these traditional skills and services?

Yes, for the reason that not everything can be obtained from one or two sources in New Zealand as resources are fragmented and much is still only available uniquely in print-form, which often has no index or very limited indexing—e.g. the Appendices to the Journals of the House of Representatives (the Parliamentary papers or AJHRs) which contain much information particularly for the nineteenth century.

Many of us are working with physical collections in a digital world and by utilising the professionalism and skill levels of New Zealand librarians we can enhance access to this recorded content. Libraries are ideally placed to provide these links. Librarians are often working with researchers; we see new publications both journals and books; we work with primary records such as newspapers, manuscripts or archives; and we have the access to databases and the World Wide Web. We also know very often what people are seeking. Koehler (2000) identified seventeen social and legal responsibilities of librarians including one to contribute to the collective social memory. This is an important and significant responsibility in a country such as New Zealand.

The traditional skills that librarians can provide are: arrangement and organising, cataloguing, description, indexing, listing or creating inventories, and, finally, searching techniques and skills to locate the content.

These traditional skills are needed as they:

- Provide for the effective provision of the information e.g. Henry Fletcher’s *Index of Maori names*. See: [http://www.waikato.ac.nz/library/resources/nzc/fletcher/](http://www.waikato.ac.nz/library/resources/nzc/fletcher/)

- Ensure our work is passed on so that finding aids, lists, pathfinders and other tools are utilised - as we have contact with interested groups e.g. researchers, students, genealogists, local historians, Friends of Libraries


- Enable us to develop the Library value network as discussed by Kunneke (2004)

With the growth of Google, Wikipedia, etc, we are in an exciting but also challenging time. Our communities still need quality information in the right place at the right time. Our bibliographies and indexes should aim to provide this link.

Eliot declares “We (libraries) are faced with a digital tidal wave… (2002, p.11) It is a paradox of modern librarianship that in the midst of all this diversity and multiplicity, libraries will become more and more like each other….The only thing that will continue to make libraries unique, distinctive and thus worth visiting will be their special and local collections.” (2002, p.12) My target audience for these examples then, are local history librarians and the New Zealand Collections and the other specialised library collections.
Sample searches:
In order to face this onslaught what can we gain by studying the results of some sample searches? I have summarised the detail on these searches which are largely on historical topics, on people, social issues and cultural topics in the Appendices to this paper. As with any recommended search strategy — go wide!

I found a mixture of results. On some in-depth topics you clearly need all finding aids, on others such as quick facts or data, Google may well supply all that is required. If one judges purely on hit rates Google would be the winner. Nevertheless when the quality of the content is assessed then our bibliographical tools triumph. When working on local history topics or for biographical detail I would still recommend hard copy although in some cases now of course these publications can be accessed online such as McLintock’s 1966 An Encyclopedia of New Zealand; available through Te Ara: the online encyclopedia at: http://www.teara.govt.nz/1966/en.

Notes:
Some other specific points to note from these searches though:
Google can often provide overview type material or brief summaries of key facts on a topic e.g. the Ralph’s mine disaster in Huntly in 1914 but if you are a serious researcher the Report of the Royal Commission on the Huntly mining accident will provide far more. However it is not yet available online and is only tracked down by using either the index to the AJHRs or A checklist, New Zealand royal commissions, commissions and committees of inquiry, 1864-1981 that was compiled by Evelyn Robertson and Peter H. Hughes in 1982. On this topic, Index New Zealand has a newspaper article, whilst the Bibliography of the Waikato region reveals 4 items. It is in these areas that local or regional bibliographies come into their own. When presented with a reference enquiry on such a topic, find out if an online bibliography exists, or if indexing of local newspapers has been done by a library or newspaper office and seek to use them.

Where a subject has arisen only recently such as the Hayes Paddock debate in Hamilton it features strongly on Google and the quality and range of the material is very good. In addition, Newztext also proves very useful, linking to 231 documents though a number are same day duplicates of the same story appearing in different newspapers or online sources. For solid in-depth content though the hard copy still wins out in my view.

For very specific topics such as a question we were asked earlier this year—how to find out how many trains went through Frankton Junction on a daily basis in 1937? Google did not provide the answer. Where did we begin? We were dubious that we would find the answer in the printed publications that we held but in this case we were able to put the researcher in touch with a local railway memorabilia collector who had NZ Railways timetables for the 1930s. So here we could note that Librarians often have the connections or know how or who to contact to make them. As Jim Traue has taught, it is important to identify the expert and tap into their knowledge where appropriate.
When seeking information on Māori topics these and other factors come into play. On a topic such as Matariki it is fascinating to see the range of subject headings that are allocated:

**University of Waikato Library Catalogue**
- New Year—New Zealand
- Cosmology, Māori
- Astronomy, Māori
- Māori Rites & Ceremonies
- Southern Sky
- Pleiades
- Māori New Year
- Māori Social Life & Customs

**Index New Zealand**
- Museums
- Celebrations
- Festivals
- Māori Culture
- Astronomy
- Hui
- Māori history
- Organic culture
- Ceremonies

It is just as well we have keyword searching! I think the Māori Subject heading project should be of assistance in this area also.

Consistency with the spelling of a person’s name is also essential as the search on *Index New Zealand* on Robert Te Kotahi Mahuta reveals:

**You are connected to** Index New Zealand

Search Request: Subject Heading = mahuta r
Search Results: Displaying 1 through 25 of 25 entries.

<table>
<thead>
<tr>
<th>#</th>
<th>Titles</th>
<th>Headings</th>
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<td>20 Mahuta, Robert</td>
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<td></td>
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<tr>
<td>2</td>
<td>9 Mahuta, Robert Te Kotahi</td>
<td>not applicable</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>1 Mahuta, Robert Te Kotahi a Koroki</td>
<td>not applicable</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>1 Mahuta, Robert Te Kotahitanga-a-Koriki</td>
<td>not applicable</td>
<td></td>
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<tr>
<td>5</td>
<td>1 Mahuta, Robert Te Kotahitanga a Koroki</td>
<td>not applicable</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>1 Mahuta, Robert Te Kotahitangi-a-Koroki</td>
<td>not applicable</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>1 Mahuta, Robert Te Kotahu</td>
<td>not applicable</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>1 Mahuta, Robert Tekotahi</td>
<td>not applicable</td>
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</tbody>
</table>

In the introduction to the last printed edition of the *Bibliography of the Waikato region* Tony Millett wrote “No bibliography is ever complete, even at the date of publication; and any work compiled by many people over many years is likely to contain its share of errors.” (1988, vii) We have never ending tasks to complete and we must keep going! Working cooperatively and sharing indexing standards and building common thesauri will be vital.
Minimising barriers to their use.

There is a very useful document, prepared by the Reference and User Services Association Access to Information Committee of the American Library Association, available online that looks at the broader topic of access to information and provides a bibliography! The writers discuss technical, physical, cultural, economic barriers, as well as organisation of information, access to scholarly and educational information, legal, ethical and philosophical concerns (2004). We all need to be reminded of these barriers. In New Zealand, some of the economic barriers are hopefully minimised or prevented at least by provision of free internet access in public libraries and schools.

Librarians should be working to reduce ‘Findability’ and ‘Usability’ barriers and be excellent advocates for public information. There are many examples of NZ libraries working already to produce online topic kits with reading lists and website links. Christchurch City Libraries for instance has a children’s section of their web site which has links to useful homework sites, as well as information about subjects such as New Zealand disasters, early Christchurch, New Zealand birds and animals and interviews with, and stories by New Zealand authors. See: http://library.christchurch.org.nz/Kids/Homework/

When undertaking these searches I came across some interesting challenges:

- For example, obtaining the biographical essays through the Dictionary of New Zealand Biography homepage is great but why won’t the website let you out? See: http://www.dnzb.govt.nz/dnzb/- The content is excellent and access essential but the site is a very frustrating one to use.
- And when you go to the website of Auckland City Libraries why does a new window get opened each time you click on an external page? http://www.aucklandcitylibraries.com/

Perceived barriers may not always be obvious so we must be alert and put ourselves in the shoes of our clients and see what they come up against and then wherever possible seek to eliminate or minimise the barriers we find.

Recommendations and challenges to solve:

When commencing work on a new index or tool, the very first activity is determining the scope and usefulness of the project. Who is the intended audience is and how is that audience reached? The next is to notify appropriate sites such as the Register of Digitisation Initiatives (RoDI). RoDI’s website at http://ndf.natlib.govt.nz/register/register.htm hosted for the National Digital Forum by the National Library, aims to provide a central source of information about New Zealand digitisation initiatives and to help individuals and organisations contact others in the field with similar interests.

You can utilise RoDI to search the database of digitisation initiatives, contribute details of digitisation initiatives at your organization and make contact or share expertise with others in the digitisation community.

The Register includes:
• Digitisation projects, such as conversions of collections of texts, still and moving images, sound recordings or 3-D objects into digital format for access via the World Wide Web or another platform
• Online exhibitions
• Other projects that involve digitised content created in New Zealand or related to New Zealand topics

If you have not accessed this register before I would recommend some serious browsing!
Then when moving to establish an index seek advice on setting it up. Follow such criteria as Bonura (1994) recommends for a good online index such as: providing multiple entry points, being easy to read, having consistent access routes and quick access to the information. (p.154).
Once underway, the next steps for a website resource are to ensure it will be functional, that it is optimised for search engines and will continue to be so in the future. McAlpine (2001) has some very useful procedures and tips for this work.
We should be taking action to ensure we can obtain feedback and recording client comments and problems, as well as keeping usage statistics. Once we have this information and data then we should be acting on it. As new technologies develop we must exploit them fully to reach new generations and to provide the best tools we can.
I have a plea for special collections, librarians, archivists and curators that they do the following:
• list their collections on registers such as the New Zealand National Register of Archives and Manuscripts (NRAM) at: http://www.nram.org.nz/

• make their indexes and finding aids available online if at all possible through their OPACs or Library homepages eg. Hamilton City Libraries newspaper indexing work or the bibliographies compiled at the University of Waikato Library at: http://www.waikato.ac.nz/library/resources/localdatabases.shtml

• ensure they are found on search engines such as Google and Yahoo by getting and keeping the links optimised. We must be delivering at the right time and in the right places for our users

• build and continue cooperative ventures and resource sharing such as the Find New Zealand Articles Collaborative Indexing Project http://findnzarticles.natlib.govt.nz/

The bibliographic or indexing process is a journey for all involved. Bibliographies are not bygone or bypassed but remain biplanes, bridges and building blocks.
We need to be working to ensure we are getting our treasures found, promoted and ‘selling’ our bibliographic wares to our library colleagues and researchers alike. It is also about excitement, exploring and being energised by our work. There are many rewards to be gained from making our bibliographies fly and our indexes soar! Come fly with me.
<table>
<thead>
<tr>
<th>Searches conducted</th>
<th>University of Waikato (HU) Library Catalogue</th>
<th>Index New Zealand</th>
<th>University of Waikato (HU) Bibliographies</th>
<th>Google- New Zealand pages</th>
<th>Other relevant tools, bibliographies</th>
<th>Te Puna</th>
<th>FindNZ Articles</th>
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<td>Individual: Hilda Ross</td>
<td>0 by subject</td>
<td>1 newspaper article</td>
<td>Bibliography of the Waikato region (WaiBib) 2 items - 1 journal article 1 section within book</td>
<td>425 hits Monumental stories - good summary of her life DNZB essay</td>
<td>Newztext 11 items but nothing substantial</td>
<td>1 item National Party ephemera</td>
<td>1 newspaper article 1 journal article</td>
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<tr>
<td>Place: Firth Tower, Matamata</td>
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<td>1 journal article</td>
<td>WaiBib - 3 journal articles - 1 reference in book</td>
<td>284 hits Mostly real estate in the early listings</td>
<td>Google Scholar- 4 hits -a town plan -war site -hazard risk -a bankruptcy notice!</td>
<td>0 items</td>
<td>1 journal article</td>
</tr>
<tr>
<td>Event: Ralph Mine Disaster</td>
<td>2 items</td>
<td>1 newspaper article</td>
<td>WaiBib 4 items</td>
<td>394 hits</td>
<td>Newztext – 3 items, brief mention</td>
<td>0 items</td>
<td>0 items</td>
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<td>0 items</td>
<td>0 items</td>
<td>WaiBib 6 items 4 sections within books 2 journal articles</td>
<td>21 -all of Google 10 pages from NZ 5 or 6 good content e.g. Wikipedia, NZ history.net + Te Ara</td>
<td>Newztext 3 items but two the same article and not that useful</td>
<td>0 items</td>
<td>1 newspaper article</td>
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<tr>
<td>Hayes Paddock Hamilton--houses</td>
<td>0 items</td>
<td>2 journal articles</td>
<td>2 journal articles</td>
<td>2310 hits Very useful material early on e.g. property law, district plan, online articles, media releases</td>
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<td>Māori Bibliography</td>
<td>Index of Māori Names</td>
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<td>Google</td>
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<td>2 items</td>
<td>12 items</td>
<td>5 items</td>
<td>0 items</td>
<td>1 biographical essay</td>
<td>566 Including Monumental stories DNZB + biography on Treaty of Waitangi website</td>
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<tr>
<td></td>
<td>- 1 biography</td>
<td>7 Rickard Eva</td>
<td></td>
<td></td>
<td></td>
<td>370 items Including tributes and articles</td>
<td>2 items Radio interviews</td>
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<td></td>
<td>- 1 collection of newspaper clippings</td>
<td>5 Rickard Eva</td>
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<td></td>
<td>Tuaiwa</td>
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<tr>
<td>Robert Te Kotahi Mahuta</td>
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<td>35 items altogether but some duplicates due to misspelling of his name</td>
<td>18 items but only one about him- all the rest written by him</td>
<td>12 but of his ancestors not him</td>
<td>5+ items</td>
<td>44 hits -Te Ao Hou articles - NZETC e-books</td>
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<td>2 items</td>
<td>0 items</td>
<td>0 items</td>
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<td>25 entries as subject but not all on Māori mana</td>
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<td></td>
<td>Both children’s picture books 1 in English, 1 in Māori</td>
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<td>But just ‘gods’ does get useful references but have to dig within them eg. Use indexes</td>
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<td>2 hits</td>
<td>48 references</td>
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<td>As subject 2 hits By keyword relevance 80 entries</td>
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<td>1 section in book</td>
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<td>- 1 pamphlet</td>
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<td>1 in title not subject matariki</td>
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<td>- 1 poster</td>
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<td>- 1 video</td>
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<td>37 hits as subject heading search</td>
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<td>59 hits many of which not on subject</td>
<td>2 million + hits</td>
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<td></td>
<td></td>
<td>Majority very good</td>
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Acknowledgements:
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Bibliography:


