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The New Zealand Library & Information Management Journal

Purpose

The New Zealand Library & Information Management Journal is published by LIANZA with support from the School of Information Management at Victoria University of Wellington and is intended as a national forum on library and information management issues in New Zealand. It is not limited to a specific information sector or to articles of a particular type; rather, the content seeks to reflect the wide-ranging interests and needs of information professionals in New Zealand.

NZLIMJ is published in an online format biannually and hosted on the LIANZA website. Print editions of the *Journal* are distributed to all current LIANZA members.

Editorial Board

The *NZLIMJ* Editorial Board fulfils two functions. First, and principally, members of the Board provide double blind peer-reviews of articles submitted for publication as reviewed articles. Second, the Board provides such advice to the Editor as may be requested from time to time on other matters related to journal content.

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Introduction to the New Zealand Library and Information Management Journal

I am excited and flattered to be asked to write the introduction to the launch issue of *The New Zealand Library and Information Management Journal* (previously *NZ Libraries*).

This is an important step forward for the profession, not only by taking a scholarly approach to the library and information discipline, but also to express in a shared way, our applied knowledge and wisdom in the profession. It is important that we not only document and share our knowledge, but also take the time to reflect on things so we can create a better future together. We have a lot to be proud of, and it is warming to observe that we are taking a collaborative approach through the peer review process for these articles.

We have a thriving profession and wonderful libraries in New Zealand. This has been further reinforced to me as I interact more and more with the international library and information sector. I have seen first hand how we are all making a huge impact not only in New Zealand but also outside our borders – we are batting well above our weight internationally with our Digital Preservation initiatives and our approach to collaborative projects.

I would like to congratulate both LIANZA and the School of Information Management at Victoria University of Wellington for all their efforts and hard work in bringing this new approach to the Journal to us, and I'm sure you, like me, will look forward to devouring each issue.

Naku noa, na

Penny Carnaby

Chief Executive and National Librarian

National Library of New Zealand Te Puna Mātauranga o Aotearoa

Editorial

This is the first issue for a re-imagined journal of our profession, we are continuing directly on from *New Zealand Libraries* to create a publication suitable for the finest in New Zealand research and discussion. We have implemented a new structure which involves an Editorial Board in order to offer peer review of articles and the journal is now to be published freely online on the LIANZA website, with print copies also being published and sent to all LIANZA members shortly thereafter. Our aim is to present the very best of NZ research, opinion and discussion to the world and with the support of Victoria University of Wellington's School of Information Management, we hope that the journal will be a destination of choice for both reader and researcher.

It has again been an honour to receive and edit the contributions for this issue; it is always quite astounding how much work is being done across the profession in this country, and I am proud to help with sharing some of the best of that work.

The process of editing another's work is always an interesting if not necessarily pleasurable experience – it can be very difficult to be forced to cut snippets from articles for sake of space or clarity, but when this is necessary I assure you it is always done with sincere consideration! In the last issue (*New Zealand Libraries*,



Volume 49, Issue 13) we were privileged to run a tribute to John Sage written by W.J. McEldowney which several people remarked upon favourably; in the course of proof-reading that item I moved or removed a number of points of punctuation without realising how eminent a writer Mr McEldowney is and that every comma had been very deliberately placed. Unfortunately, we do not have space to reprint the article again in its virgin form but I trust that he will accept my apology and that our readers will place any blame for incidental errors entirely upon my shoulders should they be noticed.

Many of the articles in this issue of *NZLIMJ* reflect our interest in giving the best of service to library customers, looking at the design and support of new service initiatives and the value of existing ones. This journal is here as a forum for the asking and answering of important questions - it is vital that we continue to query the role and functions of our information services as society about us continues to change and evolve – are we keeping up or leading the way?

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The Merits of Including Formula Fiction in Library Collections

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Introduction

For the purposes of this article, written as an assignment, the term ‘formula fiction’ refers to series of books where the publisher sets a formula for writers to follow (Arnold, 2004, p. 7). In these books the characters usually stay at the same age and stage throughout the series, which may run into hundreds of titles; examples of the type are Animorphs, Sweet Valley High, Babysitters Club and Point Horror.

In the past there has been much debate about whether libraries should stock such books. A check of the forty-six New Zealand public libraries with internet-accessible catalogues (nzlibraries.com, n.d.) revealed that all stocked formula fiction in May 2006. Marion Arnold (2004) sent a questionnaire about formula fiction to all eighty-three New Zealand public library systems. Forty-six returned the questionnaire (not necessarily the same forty-six whose catalogues are internet-accessible), and all indicated that they stocked such series. It appears then that as far as public libraries are concerned the debate has been settled in favour of stocking formula fiction. The focus of this article is upon *how* to include them. What are their merits, and what do they deserve in the way of proportion, promotion and prominence?

Merits

What are some reasons public libraries include formula fiction in their collections?

Children and Young Adults (CYA) collection development policies

Interestingly, few internet-accessible CYA collection development policies mention formula fiction or light writing of any kind, selection criteria being heavily biased towards quality literature. One exception is from the USA, belonging to Morton Grove Public Library (2005), and states: “Popular series such as Sweet Valley Twins ... have large followings, with children usually requesting the books by number.... Demand created by word-of-mouth influences the purchasing of paperbacks”, and another (Haverhill Public Library, n.d.), has this one line: “Series fiction will be included within the collection as popular demands dictate.”

Popularity

G. Clark of Upper Hutt City Library (personal communication, May 8, 2006) told the author that they are “the books that our library patrons want to read.” De Beer (1991, p. 6) describes them as “popular and ... read by so many children.” She adds that there is no doubt that “they present children with a satisfying, pleasurable read.” Adding to this, Conejo (1990, p. 39) suggests that their predictability is one of the main reasons why they are so popular – they are “a haven of reliable comfort and safety.” Tirosh (2004, p. 220), writing about popular fiction for adults, says such fiction “fills a strong need for escape and relaxation by providing intense emotional satisfaction.” Both de Beer (1991, p. 40) and Conejo (1990, p. 7) relate the reading of formula fiction to the satisfaction of basic human needs. Both mention that the need to achieve is met in such adventure series as “Nancy Drew”, “Hardy Boys” and “Choose your own adventure”, and the need to love and be loved is met by romance series. Conejo (1990, p. 8) suggests that “through reading the formula teenage romance novel teenagers can capture a feeling of being in love and being loved ... [It] provides a private non-threatening space in which the reader finds her anxieties and aspirations expressed.”

A contrary opinion

Some people are concerned about sexist attitudes they believe are prevalent in romance series. “Coalition” (1981, cited by Conejo, 1990, p. 38) observes that they “teach children that the most important attribute is attractiveness”. Conejo (1990, p. 38) adds that “they reinforce the competitive spirit among girls for boyfriends, and a girl’s self-worth is determined by the boy she is able to attract.” Should library selectors consider the level of sexism in a series before deciding whether to stock it? Regardless of the purchaser’s opinion of a book or series’ qualities, is patron demand ultimately the deciding factor?

“Regardless of the purchaser’s opinion of a book or series’ qualities is patron demand ultimately the deciding factor?”

Accessibility

Writers frequently refer to the accessibility of formula fiction for reluctant readers. De Beer (1991, p. 7) makes the point that identification with the protagonist is usually taken to be a sign of good writing, but that in formula fiction the reader also identifies closely with the protagonist specifically because they are **not** fully developed. The reader can easily slip into the character and thereby achieve success, be fully competent, feel clever, or win the object of their desire.

Another contrary opinion

It has been pointed out that almost without exception formula fiction is predominantly peopled by white middle or wealthy classes (Conejo, 1990, p. 39). Even in materials where other people groups are included, such as in *Animorphs*, it

is still the white children who take the lead roles (Lurie, 1998). Hearne (1999, cited by Arnold, 2004, p. 22) suggests that the drop off in the performance of students from minority cultures in standardised testing can be attributed to the lack of formula fiction with which they can identify. Many children use formula fiction as a stepping stone to more challenging books, but if these children find nothing for their recreational reading at this vulnerable stage, they may stop reading altogether. It appears evident therefore that this racial aspect to formula fiction needs to be addressed and somehow balanced.

Familiarity

Another point in favour of formula fiction for reluctant readers is familiarity. From their earliest picture books children love familiar characters: Spot, Hairy Maclary, Mog, and many, many others. Having series of books about the same character helps to make choosing the next book easier - this is very important to some children.

Many early chapter books come in series for the same reason: success with one encourages the child to try another. Formula fiction keeps reluctant readers going beyond the first chapter books. Their simple and predictable plots, sentence structures and vocabulary keep less confident readers reading, yet it is these simplistic plots, writing style, diction and vocabulary that draw sharp criticism from commentators such as Saltman (1997, p. 23) who remain unhappy that libraries, for the most part, have opted to stock them.

Proportion

Where an imbalance in the book stock favours formula fiction, children will naturally gravitate towards it, and opportunities to encourage them toward more demanding reading will not present themselves as readily. Smaller libraries in particular need to be aware of this issue. If an attempt is made to buy every popular series, and to stock all the titles in a series, then it follows that there will be less of the budget available for well-written fiction. Should demand be used as the main criterion for purchase, or should plans be made beforehand for what proportion of the budget will be spent on formula fiction? Colburn (1994, p. 132) says that her library system sets a percentage annually for “both new titles and replacement copies of series titles still in demand”. In the year of writing, it was six percent of replacement money and less than six percent of new book money. Spiller (2000, as cited in Arnold, 2004, p. 12) suggests that funding for light material be “in proportion to ‘literary’ funding.”

Although possibly in the minority, there are nevertheless some children who find formula fiction tedious (Harris, 1999, p. 12; Hyland, 1994, p. 50; Wicks, 1995). If a library over-subscribes to formula fiction it will fail to cater for these children.

Promotion

“What the critics say” (1981, cited by Conejo, 1990, p. 41) mentions librarians noticing that romance series, for example, are bringing into the library teenagers who do not normally read. Conejo (1990, p. 42-43) suggests that formula fiction can be used as “drawing cards to entice children into the library where other genres can then be introduced.” One such strategy would be having annotated lists of ‘quality’ titles placed near the series books. Kaye (1990, p. 57) recommends the use of casual one-on-one conversations with browsing patrons to recommend books of ‘higher literary merit’. Both Conejo (1990, p. 42) and Campbell (2002, p. 6) recommend using opportunities to steer children towards higher quality series books. The recent release of the film *The Lion, the Witch and the Wardrobe* must have greatly assisted in such endeavours. Campbell calls series of this type “sequence stories” because the characters grow and progress. He urges librarians to pay greater attention to making sure that every title in these sequence series is stocked and replaced when necessary so as not to frustrate their readers.

CYA librarians can promote the continued reading aloud of quality books to children even after they are reading for themselves. Hyland (1994, p. 50) urges “you, as librarians, teachers, and parents, to be more discriminating in what you choose for reading aloud ... and ... for home collections.” By guiding parents and teachers to choose ‘literary’ books, CYA librarians give children the opportunity to hear or read quality writing, and the chance to develop an appetite for it.

Prominence

Kaye (1990, p. 56-57), who urges libraries to stock formula fiction, is nevertheless concerned that some libraries have gone too far the other way, giving them “a visibility and prominence that is not really necessary.” The books already come with an identifying logo on both cover and spine, along with the individual title’s number in the series, and they are often vigorously marketed to the buying public with such tie-in products as toys, games, diaries, calendars, and so on. Gerhardt (1982, cited in Conejo, 1990, p. 43) recommends buying selectively, keeping their percentage low and not advertising their presence in the library collection. There are a number of possibilities for shelving and displaying formula fiction. They can be treated as any other fiction book, and be shelved in the sequences for juniors, seniors and young adults. Alternatively, they can be shelved in genre collections, particularly those for young adults, just as many libraries do with their adult fiction. Quality genre titles could then be placed alongside the formula fiction. If a library chooses to display formula fiction separately from other fiction, consideration could be given to including in the area sequence series such as *The Chronicles of Narnia* as well.

Conclusion

Formula fiction undoubtedly has a place in CYA collections. Many librarians testify to the part such fiction played in their childhood reading. However, CYA selectors need to be aware of sexism, racism and other negative traits that can pervade these series, and work to maintain balanced CYA collections.

If a library stocks formula fiction then it should do well to say so in its CYA collection development policy. A limit of 'no more than ... percent' of the budget should be decided upon rather than purchasing them 'on demand'. Libraries can legitimately use formula fiction to draw in children who might not otherwise come, or to keep teenagers from falling away. These books do not need, however, unnecessary attention placed on them within the library. CYA librarians can take opportunities to encourage their young patrons to move on from them when they are ready. Conversely, there needs to be sensitivity shown towards those children who want to stick with them, that will always be their prerogative.

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Examining the Claims of Google Scholar as a Serious Information Source

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The Debate

Since its introduction in mid 2004 the Google Scholar search engine has been the subject of considerable interest within the library community and has been the subject of both excitement and criticism. While applauding its ambitious scope various writers have pointed out its shortcomings through unfavourable comparisons with the traditional scholarly databases. These include -

- the incompleteness of Google Scholar's coverage
- the inconsistent and unstructured nature of its records
- the lack of formal indexing
- the many inaccuracies that result from the application of an algorithmic approach to a large and varied body of documents and records
- the relative paucity of its search options
- the inability to accurately sort results by date.

By way of contrast, formally structured databases from commercial suppliers were seen to provide better coverage, were more up-to-date, had better search options, contained fewer errors and were more transparent. Their coverage was known and their users could reasonably expect that all relevant articles from the journals listed would be found by an appropriately structured search.

Google Scholar's most consistent critic has been Péter Jacsó who has subjected the results of searches to a rigorous analysis (Jacsó, 2005a, 2005b, 2006a, 2006b) and found a number of deficiencies -

- inflated results counts
- incomplete coverage of academic journal contents
- inaccurate identification and counting of citing and cited records
- inaccurate identification of authors' names
- the creation of bibliographic absurdities through poor handling of metadata
- the inclusion of material of dubious scholarly worth.

Jacsó sees Google Scholar as a wasted opportunity – having been granted access to a large body of academic content its creators have failed to apply sufficient rigour and have come up with a product that allows its users to “discover only a fragment of the scholarly literature” (Jacsó, 2005b). Other writers have echoed his criticisms; Roy Tennant (2005) described Google scholar as an “emperor without clothes” while Mary Ellen Bates (2005) suggested that library clients should be advised to approach it with “fear, uncertainty and doubt.” In a thoughtful study of Google Scholar’s usefulness in the social sciences Susan Gardner and Susanna Eng (2005) found much that was positive, especially in its relevance rankings, before concluding that “it cannot compete with the article index databases.”

It is little wonder then that the uptake of Google Scholar by many within the academic community, students and faculty alike, has concerned those librarians who do not consider its functional deficiencies and incomplete coverage of the scholarly literature to be well-adapted to the task of accurate and comprehensive information retrieval. Of particular concern has been the tendency of users to see it as a scholarly one-stop-shop in the mould of Google itself. Describing ‘the principle of least effort’ Thomas Mann (1993, p. 97) has suggested that “given a choice between a system of access to information that is perceived as easy to use and one that is perceived as difficult most researchers will choose the easy path alone regardless of the fact that it may contain lower quality content.” In the case of Google Scholar there is indeed reason to believe that students and researchers who find the complex structure of the electronic information domain uncongenial will follow this principle by treating it as a single unbounded source of information which by utilising a single search methodology releases them from the task of using a variety of sources each with its own set of protocols and its own limitations and boundaries (Brophy & Bawden, 2005; Markland, 2005). Such a desire would be only rational and even if there were some trade-off to be made in terms of coverage or accuracy this would probably be acceptable in many cases. It is important not to overstate the dangers inherent in this wish for simplicity; we should bear in mind that users of scholarly information are not passive consumers – they bring to the search process a body of existing knowledge and a reasonable expectation of what they should and will find. These critical users will not be easily satisfied by anything less than comprehensive and high quality information.

It is reasonable to wonder in fact whether the principle of least effort is as ironclad a rule as Mann suggests - after all below a certain point minimisation of effort becomes clearly dysfunctional. Rather than being simply minimalist, much information seeking behaviour may be governed by the principle known to biologists as “optimal foraging” (MacArthur & Pianka, 1966); researchers will gravitate towards those sources that give the greatest return for effort and will tend to avoid the energy cost of making their searching absolutely comprehensive when this is unlikely to produce a positive outcome. From that point footnote-chasing (Mann, 1993, p. 75) is likely to take over as the preferred method of acquiring new documents.

The fear that researchers would desert traditional information sources and tools has tended to place the early discussion of Google Scholar within an excessively binary frame which Kesselman and Watstein have cleverly characterised as a point/counterpoint dispute between ‘handwringers’ and the ‘carpe diem camp’ (Kesselman, 2005). Until relatively recently the desire to counter its use as a one-stop-shop and to criticise or defend it on this basis have tended to overshadow more pragmatic questions relating to its actual value and usefulness. It is only now that a more nuanced picture is emerging that the practising librarian may make real decisions on when to use it and how to position it alongside other information products. A report on the use of Google Scholar in University of California libraries (Meltzer, 2005) revealed an extensive pattern of activity despite misgivings on the part of librarians and concluded that its inclusion among the information products on the libraries’ home page was the most sensible course of action. Indeed G.E. Gorman (2006) has suggested that Google Scholar was well on the way to replacing many traditional library functions and that libraries needed to reposition themselves into new niches. The provision of openURL links through the Library Links programme has lead many libraries to make use of Google Scholar in linking their clients to subscribed content; recognising the complex issues surrounding its use. M.I.T. Libraries (2005) have provided sound advice to their clients on its value and limitations and on the need to supplement the results of its searches from other sources and undoubtedly librarians everywhere are grappling with the issues it has raised.

If librarians in New Zealand are to make use of Google Scholar and recommend it to our clients there are a number of questions to be answered –

- are there purposes for which Google Scholar is poorly suited?
- are there occasions on which it will be the best source of information?
- what are the gaps in coverage that should be supplemented from other sources?
- does it provide access to a sufficient amount of quality material to sit alongside structured databases on library websites?

Examining the Evidence

Despite misgivings it is possible to identify areas in which Google Scholar has a distinct edge over rival products and that advocate its use as a serious information tool. Although a thorough comparison of the differing results returned by Google Scholar and traditional scholarly databases is beyond the scope of this article some examples can be used to identify two distinct areas in which it performs with considerable credit – keyword searching within the full-text of articles and the linking of articles to later works that cite them.

Like its parent product, and other general search engines, Google Scholar is based on an algorithmic spider that creates indexes to massive amounts of internet-based text, in this case consisting of works that might, through their provenance, be considered academically sound. These include traditional web pages from

research and academic institutions and material from university digital repositories including theses, working papers and other ‘unpublished’ material as well as authorised copies of published articles. More importantly the Google Scholar spider has been given access to the full text of a considerable number of academic journals through their publishers’ websites. Google doesn’t publish a list of these but it is easily possible to compile a fairly impressive inventory – Blackwell, Taylor & Francis, Springer, Cambridge, Wiley, Sage, Emerald, Nature Publishing, Association for Computing Machinery, IEEE, American Institute of Physics, Royal Society of Chemistry, BioMed Central, Public Library of Science and many more including the journals of the Royal Society of New Zealand. In addition to these publishers’ sites the spider also accesses some substantial full text collections like Highwire (learned society journals), Bioone, Project Muse and JSTOR. All in all, this amounts to full text coverage of several thousand peer-reviewed journals and one is left looking for serious omissions. Elsevier’s ScienceDirect is the obvious one – having created their own scholarly search engine in Scirus they may not wish to share their content with a perceived rival even though this exclusivity may begin to look rather more like self-imposed exclusion. As well as Elsevier, Google Scholar also misses out on many small publishers with one or two titles, learned societies that haven’t found a place under the umbrella of Highwire and of course print-only titles. However as in addition to its full-text coverage Google Scholar also includes records from a number of open-access databases with searchable metadata and abstracts such as PubMed and ingentaconnect references to many articles from these excluded publishers are returned by its searches, albeit that the full-text is not being searched.

Providing search access to this amount of full text is a hugely ambitious undertaking and possibly beyond the capacity of those library-oriented federated search engines which still use metadata and abstracts as their search targets and simply link to full text rather than indexing it directly. While some databases provide full text searching, as do journal publishers’ websites, to amalgamate all of this into a single searchable entity creates so many inconsistencies that Google Scholar will provide errors and omissions to keep its critics busy for years to come. The variety of different data structures over such a wide range of sources militates against the construction of a single accurate and discriminating search statement.

Comparisons between the capabilities of databases and search engines are notoriously difficult involving as they do judgements on both the volume and the relevance of the information found and this article cannot pretend to be a rigorous examination which would need to be based on end-user perceptions of relevance as well as on “hit-counts”. However some simple examples will suggest areas in which Google Scholar’s usefulness is most evident. To allow for a fair comparison I have counted only hits to articles in scholarly journals that are found towards the top of the Google Scholar list of hits – within the first sixty or so records.

Example 1 (17 May 2006):

Effect of dairying on groundwater aquifers in Southland

CAB Abstracts and Web of Science (both through Web of Knowledge)

(groundwater or aquifer*) and southland and zealand and dairy*

2 hits

Geobase

kw: dairy+ and (kw: aquifer+ or kw: groundwater) and kw: southland

2 hits

Google Scholar

groundwater OR aquifer southland zealand dairy

117 total hits which included 16 “apparently relevant” journal articles within the first 40 hits.

Among the records found by Google Scholar but not by the database search were -

Cameron, K. C., Di, H. J., Reijnen, B. P. A., Li, Z., Russell, J. M., & Barnett, J. W. (2002). Fate of nitrogen in dairy factory effluent irrigated onto land. *New Zealand Journal of Agricultural Research*, 45(3), 207-216.

McDowell, R. W., Monaghan, R. M., & Morton, J. (2003). Soil phosphorus concentrations to minimise potential P loss to surface waters in Southland. *New Zealand Journal of Agricultural Research*, 46(3), 239-253.

Monaghan, R. M., Paton, R. J., & Drewry, J. J. (2002). Nitrogen and phosphorus losses in mole and tile drainage from a cattle-grazed pasture in eastern Southland. *New Zealand Journal of Agricultural Research*, 45(3), 197-205.

These three articles were present in both the Web of Knowledge databases and in Geobase but were not returned because the titles and abstracts did not contain the search terms which Google Scholar located within the articles themselves. One could argue about the degree of relevance of these three articles and the others found or that the database search had been too narrow (although the ability to construct highly specific search statements is an advantage of electronic searching), but it hard to imagine that the researcher would not welcome knowledge of these additional articles and the other thirteen that were found as well.

The advantage of full-text searching is illustrated by the example below. The record from CAB Abstracts while containing a full abstract and thorough indexing does not contain either of the search terms “groundwater” or “aquifer” and so was not returned by the search. The first sentence of the article’s introduction on the other hand gives a full match of all the ANDed search terms. Now it could be argued that the database record contains the term “water” throughout so that using

this as an ORed term would have produced this record as a hit, but to follow this logic means that the word “groundwater” cannot be searched for independently of finding all records containing the word “water”.

ISI Web of KnowledgeSM CAB Abstracts GO

Title: Nitrogen and phosphorus losses in mole and tile drainage from a cattle-grazed pasture in eastern Southland.

Author(s): [Monaghan, R. M.](#); [Paton, R. J.](#); [Drewry, J. J.](#)

Source: New Zealand Journal of Agricultural Research 45 (3) : 197-205 2002

Language: English

Abstract: An experimental system for monitoring drainage outflows from mole- and tile-drained plots is described, and nitrogen (N) and phosphorus (P) losses in drainage are reported for Year 1 of a 4-year study examining nutrient losses in drainage from a pasture in Southland. Twelve plots (0.09 ha), grazed by non-lactating dairy stock, were artificially drained by installing a mole and tile drainage network. A metering station was used to monitor drainage flow rate from six of these plots using a V-notch weir and a shaft encoder system. Drainage water samples were collected on a flow proportional basis using either an automated water sampler triggered by the flow monitoring system, or by manual collection during daylight hours. The amount of nitrate-N lost in drainage water in this first year of study was 25 kg N ha⁻¹, resulting in a volume-averaged nitrate-N concentration of 6.9 mg N litre⁻¹. Although this is a significant loss of potentially plant available N, the average nitrate-N concentration of the drainage water was below the 11.3 mg N litre⁻¹ standard adopted by the New Zealand Ministry of Health for acceptable nitrate levels in drinking water. Mean dissolved reactive P and total P concentrations in drainage waters were 23 and 74 micro g P litre⁻¹, respectively. Analysis of forms of P showed 61% of the total P lost in the drainage was in the form of particulate P, which may reflect the recent introduction of mole and tile drainage to this site.

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Nitrogen and phosphorus losses in mole and tile drainage from a cattle-grazed pasture in eastern Southland

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Keywords nitrate; phosphorus; mole and tile drainage; water quality

INTRODUCTION

The rapid expansion of dairy farming in Southland, New Zealand, throughout the late 1980s and 1990s has raised local concerns about the impact of this intensive land use on groundwater quality. The potential for leakage of nitrate into groundwater aquifers and the associated risks to human health has been of concern to rural communities within the region. The Ministry of Health (1995) has

Abstract An experimental system for monitoring drainage outflows from mole- and tile-drained plots is described, and nitrogen (N) and phosphorus (P)

Example 2 (17 May 2006):

Rushing attacks on ad hoc wireless networks

ACM Digital Library

+"rushing attack" +"ad hoc wireless network" (full text search)

8 hits

IEEE Xplore

rushing attack<and>ad hoc wireless network (full text search)

13 hits

Google Scholar

"rushing attack" OR "rushing attacks" "ad hoc wireless network" OR "ad hoc wireless networks"

68 hits

At least 28 journal articles and refereed conference papers were found – these included all of the ACM hits plus 11 out of the 13 IEEE records. To some extent this is an easy question for Google Scholar which covers both ACM and IEEE and there is cause for concern about the two IEEE records it did not find. On the other hand Google Scholar has found a sizeable body of information in sources that were not covered by either of these databases. The general purpose databases Web of Science and Business Source Premier produce no hits on such a specific topic even when the latter is searched full text.

This search demonstrates the need for care in searching Google Scholar. While Google's stemming technology was effective in returning variant endings in Example 1, here it failed to operate and only by ORing singular and plural was the search productive. Inconsistencies of this sort detract from Google Scholar's standing as a serious information source and underline the need for user awareness of its shortcomings and the need to try alternative strategies.

Example 3 (17 May 2006):

Gabriel Plattes (the seventeenth century utopian and scientific author)

Historical Abstracts

1 hit

Web of Science

2 hits

JSTOR (full text)

51 hits

Google Scholar

55 hits of which 38 were journal articles

Of the 38 journal articles 25 came from JSTOR which means that only about 50% of the potential hits from that source were found. As JSTOR sorts its results by relevance it is possible to find a correlation between the articles' rankings and the likelihood of being returned in a Google Scholar search. In this case 19 of the top 25 JSTOR articles were among those found by the Google Scholar search.

This example also highlights the power of searching full-text rather than metadata. In addition to the utopian tract *Macaria*, Plattes wrote about agriculture, geology, mining, chemistry, economics and social policy. The only published monograph about him is an obscure report by Charles Webster and he has been the primary subject of a handful of journal articles. Web of Science locates two reviews of the monograph and Historical Abstracts only the monograph itself. Records for many of the articles found by Google Scholar and JSTOR are present in Web of Science and Historical Abstracts but because they do not routinely index individuals named in the articles these were not found. An extreme example of the limitations imposed by this approach can be seen in the failure of Historical Abstracts and Web of Science to return the following article which established Plattes as the author of *Macaria* –

Webster, C. (1972). The authorship and significance of *Macaria*. *Past and Present*, 56, 34-48.

A controlled vocabulary entry for Plattes would have found this article but was not present in either database. Unless the databases were to index all named individuals in an article, as Chemical Abstracts (SciFinder Scholar) does for named substances, the full-text search approach still has a distinct edge in locating references to this individual. Even though full-text searching is not useful in all cases it is a valuable function in this and many other instances.

Example 4 (17 May 2006):

Works citing the article Matisoo-Smith, E., Roberts, R. M., Irwin, G. J., Allen, J. S., Penny, D., & Lambert, D. M. (1998). Patterns of prehistoric human mobility in Polynesia indicated by mtDNA from the Pacific rat. *Proceedings of the National Academy of Sciences of the United States of America*, 95(25), 15145-15150.

Web of Science

23 citing articles

Google Scholar

20 citing articles

Fourteen of the citing articles were common to both Web of Science and Google Scholar, meaning that the two sources had nine and six unique citing articles respectively. Four of the citing articles unique to Web of Science had full records on Google Scholar and should have been linked to the original cited article, another from the journal *Nature* should have appeared in Google Scholar but did not, while four articles were from journals issued by small publishers which were not covered. Of the six articles unique to Google Scholar four appeared in journals not indexed by Web of Science, including the *Graduate Journal of Asia-Pacific Studies* and the *Records of the Australian Museum*. The other two were not found by the Web of Science search because of erroneous citation of the Matisoo-Smith article. Links between cited and citing articles depend on a high degree of accuracy and consistency and this is clearly an issue for both sources.

Example 5 (17 May 2006):

Works citing the article Scheyvens, R. (1999). Ecotourism and the empowerment of local communities. *Tourism Management*, 20(2), 245-249.

Web of Science

6 citing articles from the journals *Annals of Tourism Research* (4), *Development and Change* and *Tourism Management*.

Google Scholar

33 citing references of which 9 were from scholarly journals in English - *Development and Change*, *Tourism Management*, *Journal of Sustainable Tourism* (2), *International Journal of Sustainable Development*, *Journal of Ecotourism*, *Development Policy Review*, *Current Issues in Tourism*, *International Journal of Tourism Research*.

The citing articles from *Development and Change* and *Tourism Management* were common to both sets with the result that a total of thirteen articles were found that had cited the original article by Scheyvens. Only the four articles from *Annals of Tourism Research* (published by Elsevier and hence not accessible to the Google spider) were unique to Web of Science whereas the other seven articles were unique to Google Scholar. Tourism research is not well covered by Web of Science and citations from several of the major journals in this field were therefore not included.

Jacsó has rightly pointed out the dangers of taking Google Scholar's "cited by" counts at face value but this example makes very clear the limitation of Web of

Science citation counts; being confined to citings in WoS-indexed journals they represent only a fraction of the true number of citings a document may have received. Unless the scholarly community is to grant an absolute meaning to the inclusion of journals in WoS then these figures could be seen as arbitrary in nature, especially for those disciplines outside the pure sciences.

Example 6 (26 June 2006):

Articles on leptospirosis published since 1966 in *New Zealand Veterinary Journal*

OID Medline With Map Term to Subject Heading

44 hits

OID Medline with Non-indexed Citations

68 hits

Google Scholar

108 hits

SciQuest database (i.e. full-text search of the publisher’s website)

136 hits

Because the “standard” version of Medline allows keywords entered to be mapped to the subject headings of articles it includes only articles from those journals that are fully indexed. Between 1982 and 2004 *NZVJ* fell outside this category with result that its articles are not from that period are not returned by searches. The result is that a search of Medline on “leptospirosis and Zealand” fails to locate a significant amount of the available information. By searching full-text Google Scholar outperforms both versions of Medline but the superior result obtained from SciQuest bears out Jacsó’s contention that Google Scholar does not find all articles from the journal’s “native” website.

 MEDLINE with Map Term to Subject Heading: Ovid MEDLINE(R) 1966 to Present with Daily Update ovid web gateway			
Change Database		Help	LOGOFF
Personal Account (for Searches)		Saved Searches/Alerts	
#	Search History	Results	Display
1	new zealand veterinary journal.jn.	1266	 DISPLAY
2	leptospirosis.mp. [mp=title, original title, abstract, name of substance word, subject heading word]	4159	 DISPLAY
3	1 and 2	44	 DISPLAY

#	Search History	Results	Display
1	leptospirosis.mp. [mp=ti, ot, ab, nm, hw] Details	5524	DISPLAY
2	limit 1 to yr="1966 - 2006" Details	4099	DISPLAY
3	new zealand veterinary journal.jn. Details	2820	DISPLAY
4	2 and 3 Details	68	DISPLAY

Google Scholar BETA

leptospirosis "new zealand veter" 1966 - 2006

Scholar Results 1 - 10 of about 108 for leptospirosis [definition]. (0.06 seconds)

Discussion

These examples demonstrate the more obvious strengths of Google Scholar in locating journal articles -

- searching of full-text as opposed to document summaries
- more precise search definition and location of otherwise hidden documents
- breadth of coverage, particularly of major academic journal publishers
- appearance of highly relevant articles near the top of results lists
- supplementation of publisher content with material from digital repositories

No matter how good the metadata and how skilfully written the abstracts the searching of summary documents is no substitute for being able to search within the full document itself - bibliographic records cannot emulate the information-richness of actual documents. This has been apparent since full documents first became searchable but the contribution of Google Scholar has been to add scale to a massive degree. This has been possible because the full-text already exists on the publishers' websites and Google's contribution is in the provision of access rather than content. In the end size matters – quantity itself is a major component of quality when it comes to information sources. The ability to locate terms and references within whole documents from thousands of journals places Google Scholar in a class of its own and the evidence suggests that conventional sources are not able to match its performance.

Google Scholar uses an algorithm based on the appearance of search words in titles and on citation counts to pull highly relevant items to the top of results lists. This is not only highly convenient but creates an impression of efficacy that appeals strongly to users and that may account in some degree for the perception gap that exists between librarians and users. We might worry about the important references missed by relevance sorting, and its tendency to push uncited recent references down the list, but this could be seen as a functionally positive feature given users' preference for looking at only the first two or three pages of results (Markland, 2005). There might in fact be equal cause for concern about the highly relevant results missed by the researcher who looks only at the most recent two or three years' records in a date-sorted database.

There are some significant limitations to Google Scholar –

- the paucity of search functions, especially the lack of proximity operators
- the inconsistency and unpredictability of Google's stemming operators
- poor date sorting
- the lack of stable metadata that would make results more reliable and easier to interpret.

Because the effectiveness of the Boolean AND operator varies inversely with the size of the record being searched the lack of proximity search functionality is a real disadvantage. In terms of precision the AND operator is most effective when used to search standard bibliographic records consisting of title, keywords and abstract and in fact searching for terms within the title only will generally produce a set of hits of the highest relevance. As the size of the search target increases the number of inconsequential hits produced by an AND search increases accordingly and by the time full documents are being searched the number of false hits can become insupportable. Consequently Google Scholar works best for very tightly-defined searches, those for which conventional database searches produce few or no results.

Jacsó has catalogued the data problems of Google Scholar so thoroughly that there is little to be achieved either by repeating them here or attempting to deny them. Essentially they result from the application of a generalised spidering technology to an area where structure and precision have traditionally prevailed. At its worst Google Scholar tests its users' tolerance by listing the authors of an article as "EA Activation, A Info and S Guidelines", but by and large its quick and dirty approach gets things "right enough often enough" to make it more than acceptable; we are already used to the false hits in database searches that result from the homonyms of search terms. At other times it is the victim of its own size and the variety of its sources as the foibles of individual providers appear to pass straight through to Google Scholar. For example Cambridge Journals Online have a practice of bundling all of the articles in a single issue into one PDF and then returning a search hit for any one of these articles as a hit for each of them with the result that hit counts from Cambridge titles can be magnified by a factor of between five and ten.

It is important to be clear about what is *not* being said here or to see this brief study as a shot in some war being waged between Google and the library community. Google Scholar is not an adequate *replacement* for the existing bibliographic information structures and given the manner in which it is constructed it is doubtful that it ever could be. On the other hand it is a valuable supplement and provides both a reality check and a new approach to information searching that is reminiscent of the impact made by citation indexing in the 1960s. In the same way as many see internet news sources and practices as a threat to traditional journalism we are justified in feeling that the structures with which we are familiar may be threatened by these new technologies but this fear in no way absolves us of the responsibility of looking at them with a cold eye and judging them by their merits as well as their weaknesses.

This article has concentrated almost exclusively on the relationship between Google Scholar and the academic journal literature. This has been done in order to test its claims of being scholarly at its most critical point. Searching as it does not only the formally published literature of scholarship but numerous digital repositories, departmental, governmental and organisational websites and other ‘grey’ sources, it finds a wide array of documents that have been subjected to varying degrees of quality control – theses, working papers, student papers, opinion pieces, even course outlines. This is very commendable and would in itself be good cause for interest but without the presence of peer-reviewed material it would not justify use of the “Scholar” tag. By providing access to such an extensive body of published and quality-controlled literature Google Scholar merits our attention and deserves to be brought within the academic librarian’s repertoire of effective search tools, not as a one-stop-shop but as an essential alternative to existing methods. That we are aware of its shortcomings and would wish to see the product improved is a measure of the success of its claims to serious consideration.

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“Inspiring, Relevant and on Trend” Customers’ Expectations and Perceptions of Public Library Services: a Gap Analysis of Service Quality

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Introduction

Service quality matters. It matters because service quality is about the relationship between the library and its customers and the way in which a service was or was not delivered. But it also centres on the fulfilment of customers’ expectations and that is why it is often defined as the gap between expectations (of an ideal library) and perceptions (of a particular library) in LIS research.

Libraries as service organisations are increasingly listening to their customers and taking their customers’ assessment of the service quality delivered by their libraries into account by using the Gaps Model of Service Quality originally developed for SERVQUAL to gauge customers’ expectations and perceptions (Hernon and Nitecki, 2001). These authors emphasize that service quality is a local issue to which Hernon and Whitman (2001) add that it depends on the library’s mission, vision, goal and objectives which expectations they decide to meet. Nonetheless listening to customers is important because they are the best judges of the service they receive.

Last year LIANZA coordinated a television advertising campaign in which public libraries were portrayed as relevant, on trend and an inspiration for all New Zealanders.

However, customers were not going to be asked for their feedback and that is why this research project was initiated in order to develop and test a survey to ascertain customers’ expectations and perceptions of public library services.

After receiving Ethics Committee approval from Victoria University Wellington, a questionnaire was sent to public library managers asking for a definition and examples of “inspiring, relevant and on trend” public library services. Nine library managers from a range of large, medium and small libraries replied and their responses were used to formulate 19 action statements. These formed the basis of the survey that was administered to customers at one particular small, self-selected library.

In this survey the respondents were asked to rank their expectations of the services provided by an ideal library and their perceptions of the services provided by that particular library using a Likert-type scale from 1 (strongly disagree with the statement) to 7 (strongly agree with the statement).

After the survey was completed, the resulting data was analysed. The mean response for each statement was calculated for both expectations and perceptions. The resulting averages were used to calculate the gaps between expectations and perceptions for each statement and to find out whether the respondents' expectations were being met or not. Finally the 'gaps' data was analysed using quadrant analysis.

The research project

The questionnaire and the formulation of the action statements

In the first phase of the research project a questionnaire was sent to all the Metronet library managers after consultation with the coordinator of the LIANZA advertising campaign. It was made up of six open-ended questions asking the library managers to define "inspiring, relevant and on trend" services and give examples of such services.

Based on the responses of nine library managers, 19 action statements were formulated with advice from the researcher's supervisor, Philip Calvert.

The statements progressed from the general to the specific and tried to group services focusing on related issues together:

- increased usage (Statements 1 and 2),
- the library's relationship to its customers (Statements 3 – 5),
- the staff (Statement 6)
- the core service of making books and other information available (Statements 7 – 10),
- aids to selecting books (Statements 11 – 12),
- online resources and computer courses (Statements 13 – 15),
- facilities (Statement 16),
- specific programs (Statements 17 – 18) and
- specific activities (Statement 19).

The 19 action statements are as follows:

Statement 1: My recent experience with the library's staff has inspired me to visit the library more often in future.

Statement 2: My recent experience with the library's services has inspired me to visit the library more often in future.

Statement 3: The library's activities and programs are relevant to my background, age and interests.

Statement 4: The library is responsive to suggestions I make regarding individual items for the collection.

Statement 5: The library encourages my participation in community activities through its events and programs.

Statement 6: The library staff are knowledgeable and provide me with swift and appropriate service at the time I need it.

Statement 7: There are always plenty of books in the topics I am interested in at the time I look for them.

Statement 8: When I need new information for my recreational needs, I expect to find it in the library.

Statement 9: When I need new information for my educational needs, I expect to be able to access it through the library.

Statement 10: When I need new information for my business needs, I expect to be able to find it in the library.

Statement 11: The library displays help me to select books that provide me with what I want at that time.

Statement 12: The book jackets and reviews on the catalogue help me select books that provide me with what I want at that time.

Statement 13: The online databases give me access to the information I need at that time.

Statement 14: The library offers courses to help me gain computer skills and search more effectively on the internet.

Statement 15: It is convenient and easy for me to renew or hold books online through the library's website.

Statement 16: The self-issue machine is easy to use and will save me time.

Statement 17: The library's baby and pre-school programs are encouraging my children to have an interest in reading.

Statement 18: Using the library's resources helps my school-aged children with their homework and assignments.

Statement 19: Joining the library's book club is an enjoyable way to meet other people and read all kinds of different books.

The Survey

The survey was based on the 19 action statements above whereas the wording of the directions was modelled on Herson and Whitman (2001, 18-19).

Customers were asked to indicate the extent to which an ideal library should possess the feature described in each individual statement (expectation) and the extent to which the particular library had that feature (perception).

A 7 point Likert scale was used in the survey instead of the original 10 point Likert scale because an uneven scale allows respondents to remain neutral as highlighted in the literature.

Respondents were asked to rank the expected service of an ideal library and the actual service of the particular library from 1 (strongly disagree with the statement) to 7 (strongly agree with the statement). The resulting coded numerical data was then compared and manipulated.

Data treatment

Both these sections are based on “Reporting and using the results” by Philip J Calvert (Chapter 11 of *Improving the quality of library services for students with disabilities*, edited by Herson and Calvert (Libraries Unlimited, 2006)).

Gap analysis

Gap analysis measures the difference between the importance customers place on a service (expectations) and their perceptions of how well this particular service was actually delivered (performance):

- Using a spreadsheet, the mean (arithmetic average) for each statement is calculated separately for expectations and performance, by adding all the scores (1 – 7) and dividing this sum by the number of responses.
- $\text{Gap} = \text{Expectations} - \text{Performance}$.
- A gap that is larger than 1 is considered significant in the LIS literature.

Quadrant analysis

Quadrant analysis is an analysis of gaps between customers’ expectations and perceptions of service.

- The expected mean scores are displayed along the vertical axis and
- the perceived scores are displayed along the horizontal axis.
- The grand mean for all expectation scores is calculated and the resulting number is entered into the graph as a dashed horizontal line.
- The grand mean for all performance scores is calculated and the resulting number is entered into the graph as a dashed vertical line.

Statements falling within

- Quadrant 1 indicate: high expectations/high performance
- Quadrant 2 indicate: high expectations/lower performance (There is room for improvement in service delivery).
- Quadrant 3 indicate: lower expectations/higher performance (Either resources could be reallocated or customers could be better informed of these services).
- Quadrant 4 indicate: low expectations/low performance.

Data analysis

Gap analysis

Each statement has to be looked at individually, especially if there is a large gap relating to a core service. But the data cannot be relied upon solely to make decisions about either keeping or not keeping a service as more in-depth information is required regarding the reasons for these gaps.

Quadrant analysis

The grand mean for expectations was 5.95 and the grand mean for performance was 5.15, whereby the grand mean was calculated by adding all means for expectations or performance and dividing them by the number of statements.

Statements in

- Quadrant 1: expectation score above 5.95/performance score above 5.15.
- Quadrant 2: expectation score above 5.95/performance score below 5.15.
- Quadrant 3: expectation score below 5.95/performance score above 5.15.
- Quadrant 4: expectation score below 5.95/performance score below 5.15 as well.

A chart was used to plot the mean scores for expectations from 1 – 7 for each statement on the vertical (y) axis and the mean scores for performance also from 1 – 7 for each statement on the horizontal (x) axis.

The two dashed lines – at 5.95 for the expectation score and 5.15 for the performance score - divide the chart into four (unequal) quadrants, whereby the top right-hand quadrant is Q1, the top left-hand quadrant is Q2, the bottom right-hand quadrant is Q3 and the bottom left-hand quadrant is Q4.

1 Statements (St)	2 Expectation (E) mean	3 Performance (P) mean	4 Gap = Expectation - Performance	5 Rank of Statements (E)	6 Rank of Statements (P)	7 Gaps - smallest to largest	8 Quadrant (Q) for each Statement
St 1	5.89	5.30	0.59	14	9	14	Q3
St 2	5.96	5.23	0.73	11	11	12	Q1
St 3	5.42	4.37	1.05	16	18	5	Q4
St 4	5.93	4.87	1.06	13	14	4	Q4
St 5	5.08	4.75	0.33	18	15	19	Q4
St 6	6.54	6.15	0.39	1	1	18	Q1
St 7	6.41	5.17	1.24	3	12	2	Q1
St 8	6.17	5.25	0.92	8	10	7	Q1
St 9	6.29	5.10	1.19	7	13	3	Q2
St 10	5.51	4.64	0.87	15	16	9	Q4
St 11	5.96	5.38	0.58	12	8	15	Q1
St 12	6.15	5.42	0.73	9	6	10	Q1
St 13	6.41	5.40	1.01	2	7	6	Q1
St 14	5.19	3.90	1.29	17	19	1	Q4
St 15	6.38	5.73	0.65	4	2	13	Q1
St 16	6.36	5.48	0.88	5	5	8	Q1
St 17	6.12	5.57	0.55	10	3	16	Q1
St 18	6.30	5.57	0.73	6	4	11	Q1
St 19	5.00	4.54	0.45	19	17	17	Q4
Grand mean	5.95	5.15	0.80				

Table 1. Expectations, performance, gaps, ranking and quadrants

Explanation

Column 1: Statements from 1 – 19

Column 2: Expectation means for Statements 1 – 19

Column 3: Performance means for Statements 1 – 19

Column 4: Gap between Expectations and Performance for Statements 1 – 19

Column 5: Statements ranked from highest (1) to lowest (19) for Expectation means

Column 6: Statements ranked from highest (1) to lowest (19) for Performance means

Column 7: Gaps for Statements ranked from smallest gap (1) to largest gap (19)

Column 8: The Quadrant for each of the Statements (Q1 – Q4)

Data interpretation

The independent survey was conducted over the course of a week in November 2005 through self-selection with 82 participants. A relatively high proportion of mothers with children and senior citizens responded due to the fact that the survey was mainly administered during the day.

The standard deviations were calculated for all expectations and perceptions and were relatively high in most cases (well over 1.000) for both (E) and (P) so it cannot be assumed that there is a normal distribution of scores.

Expectations

The respondents rated knowledgeable staff, online databases and having plenty of books as their top three expectations of an ideal library. They also expected convenience and more choices in their interaction with the library and its services and they expected to find new information for their educational needs at the library among other things - findings confirmed in the LIS literature (mainly the OCLC survey in 2005).

See Table 1 column 5 for more information.

Perceptions

The performance of the particular library was rated highest in the assistance received from the staff confirming their importance as ambassadors for the library. The respondents also rated the library's resources and programmes for their children very highly as well as the convenience and choices they had in dealing with the library.

See Table 1 column 6 for more information

Gaps

If the results that fall within Quadrant 4 are not taken into consideration, then having plenty of books available (Statement 7), finding new information for their educational needs (Statement 9), access to information on the online databases (Statement 13) and finding new information for their recreational needs (Statement 8) are the statements that attracted the four largest gaps between expectations and performance.

The fact that customers wanted more books had already been highlighted in an in-house survey – something that is confirmed in the 2005 OCLC survey “Perceptions of Libraries and Information Resources” in which libraries were perceived above all as a place to borrow books).

However, the gap between expectations and perceptions regarding access to online information had not been highlighted in the above in-house survey. This gap could either be due to the fact that customers are unaware of the rich electronic content that is available through the library website, which was another finding of the OCLC survey, or customers might need assistance in accessing the databases.

Being able to access new information for educational needs through the library (Statement 9) had the 3rd largest gap and was the only statement in Quadrant 2 signifying that this feature is important to customers but they do not feel that this service is being provided well by the library.

This was another result that had not been anticipated, but if something is a core service – like learning – customers usually have higher expectations. In this case

the library could advise customers what level of service it is able to provide with regard to their educational needs.

The OCLC survey confirmed that learning is perceived as being a core service of libraries as 85 % of respondents either strongly agreed or agreed that libraries are a place to learn.

Conclusion

The aim of the research project was to develop and test a survey focusing on “inspiring, relevant and on trend” library services. The 19 action statements that formed the basis of the survey were formulated from the responses of the nine library managers from a range of small, medium and large public libraries who replied to a questionnaire asking them to give a definition and examples of such services.

The survey used a 7 point Likert scale from 1 (strongly disagree with this statement) to 7 (strongly agree with this statement) to gauge customers’ expectations of an ideal library compared with their perceptions of the performance of a particular library. The resulting gaps between expectations and performance were used to calculate the degree to which the public library services highlighted in the 19 action statements either met or did not meet the customers’ expectations.

However, service quality also depends on which expectations a library is willing and able to meet, based on its mission, objectives and goals and is thus site-specific. Since the survey was developed for this research project and independently tested at a particular library, no direct recommendations were made and the results cannot be generalized.

While some of the findings had been highlighted elsewhere, like not enough books in the topics that interest customers, other results had not been anticipated, like the fact that the respondents did not perceive that their educational needs were being met by the library despite this being a core service .

Other library managers could either adopt or adapt this survey to their particular libraries, as service quality is site-specific and linked to the mission, goals and objectives of a particular library. Therefore the library chooses those expectations it is willing and able to meet and meet well.

Nonetheless it is hoped that this survey will be of practical use to library managers as another means of providing excellent customer service.

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A Guide to Finding New Zealand Historical Maps

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Old maps provide important information about past physical and human environments, and about relationships and distributions of a very wide range of phenomena. Maps are essentially a portrayal of place, in diagrammatic form, and are second only to the spoken and written word as a means of communicating what places are like.

Both sheet maps, the type that are usually found in map collections and stored in map cabinets, and maps that accompany text may contain information of historical value. Although a library may not possess a map collection as such it may well own other publications which contain significant maps, and may also be able to provide access to online sources of maps.

Documentation relating to the sources of New Zealand historical maps is poor, even though there are rich veins of information to be tapped. Maps are often not individually catalogued, and this guide is intended to indicate where historical maps can currently be found.

Online collections of maps

Matapihi / National Library of New Zealand.

<http://www.matapihi.org.nz/>

Matapihi includes many maps from collections around the country.

Maps Online / Auckland City Libraries

<http://0-www.aucklandcity.govt.nz.www.elgar.govt.nz/dbtw-wpd/maps/maps.html>

A selection of heritage maps from Auckland City Libraries which have been catalogued and digitised. This includes the George Church collection as well as other significant maps from throughout New Zealand, from the 1830s to the 1950s.

Library collections of sheet maps

The Alexander Turnbull Library and Archives New Zealand, both in Wellington, hold map collections of national importance, while the Hocken Library at the University of Otago is very useful particularly for South Island material. Beyond these major repositories, local libraries and museums often hold unique local cartographic material. A somewhat dated guide to these collections is the

Directory of New Zealand Map Collections, published by the New Zealand Map Society in 1989.

Some library map holdings are available from Te Puna. To locate maps, go to the National Bibliographic Database and click on More Limits, then select Map. The Database includes the catalogued map holdings of some of the research libraries in New Zealand, but as many map collections are not fully catalogued, or the catalogue records have not been reported to the National Library, it should be borne in mind that the database is nowhere near being a complete record; about 10,000 of the 50,000 maps held by the Turnbull Library are included.

The holdings of historical maps in the Canterbury Museum are listed in *Maps, a Catalogue of Historical Maps in the Canterbury Museum...* published under the auspices of Canterbury Museum by the Canterbury Branch of the New Zealand Institute of Surveyors in 1988. The catalogue is divided into three parts: by subject, the Antarctic collection, and the Museum's Lands & Survey Department collection.

Maps in official publications

Appendix to the Journals of the House of Representatives

A number of regular Government publications include maps which have with time acquired considerable historical importance. The most valuable source is the more than 2,200 maps which appear in the *Appendix to the Journals of the House of Representatives*. The *Appendices* date back to 1858, the first map to appear in this publication did so in 1861. The *Appendices* include the annual reports of government departments and certain statutory bodies, along with some reports from commissions and Royal Commissions, and from Parliamentary Select Committees. The most important papers, in terms of the maps available, are the C papers, which include reports on Crown lands, surveying and mapping, forestry, and the Geological Survey. The D papers include maps showing railways, roads, and hydro-electric development, the G papers maps relating to Maori land development, and the H papers include a variety of miscellaneous maps. A more detailed account of the types of maps in the *Appendices* can be found in two articles by Ray Hargreaves published in *New Zealand Libraries*, v.26 (1963), pages 185-190, and v.30 (1967), pages 177-184. An index to the maps, which is a simple chronological listing for the period 1861 to 1907, was produced by Ray Hargreaves, and published by the Geography Department, University of Otago, in 1968. Its title is *Maps in the Appendices to the Journals, House of Representatives*.

Records of the Survey of New Zealand

These consist of the annual reports of survey parties and officers of the Department of Lands and Survey. The Reports cover the period 1925 to 1928. Thirty maps accompany these Reports, showing exploration routes in Fiordland, areas of major flooding on the Taieri Plains and around Blenheim, power schemes, the proposed plans for the layout of the Auckland suburb of Orakei, the progress of topographical surveying around Rotorua, and geodetic triangulation in the

North Island. A guide to these maps written by Ray Hargreaves can be found in *New Zealand Libraries*, v.30 (1967), page184.

British Parliamentary Papers

Another source of maps is the *British Parliamentary Papers* relating to New Zealand. For about fifty years of the nineteenth century the British Parliament debated matters relating to New Zealand, and papers would be laid on the table relating to the debates. Between 1837 and 1880 74 maps were published as parts of these papers. A wide variety of topics were mapped, at both the national and the local level. For an index to these maps see Ray Hargreaves, *Maps of New Zealand Appearing in British Parliamentary Papers* (Dunedin, University of Otago Press, 1962).

Provincial Government Papers

From 1853 until their abolition in 1876 there was a form of provincial government experienced in New Zealand, and Provincial Council papers included a number of maps. 110 maps were published in these council papers, mostly by the Canterbury and Nelson Councils. No maps were issued with the papers of the Taranaki, Marlborough, Westland or Southland Councils. Only two maps appeared in the Auckland Provincial Council papers - of the Thames goldfield in 1870, and a proposed railway line between Mahurangi and Port Albert, in 1870-71. For a listing of all the maps which appeared in the provincial papers, see Ray Hargreaves, *Maps in New Zealand Provincial Council Papers* (Dunedin, University of Otago Press, 1964).

Reports of Geological Explorations

From 1867 through to 1894 the Colonial Museum and then the Geological Survey promoted much geological and topographical exploration throughout New Zealand, and published the results of these surveys in the *Reports of Geological Explorations*. The reports often provided the first detailed geological accounts of different parts of New Zealand, along with topographical and mineral information. 177 maps accompany these reports. An index to the maps can be found in Brian Marshall, *New Zealand Maps Published in Nineteenth Century Periodicals: a checklist* (Auckland, Department of Geography, University of Auckland, 1998). Look in the "Index of Journals" (p.122) for specific entries relating to the *Reports*.

New Zealand Mines Record

The *New Zealand Mines Record* (Off Campus Storage: General B - Serials) was published by the Mines Department from 1897 through to 1909, and included are maps of mining areas, plans of mines, and maps showing Mining Districts. The maps up to 1900 have been indexed in Brian Marshall, *New Zealand Maps Published in Nineteenth Century Periodicals: a checklist*.

Guides to sheet maps

Department of Lands and Survey Catalogue

Much of the government mapping of New Zealand has been carried out by what used to be known as the Department of Lands and Survey. The Department issued a provisional edition of its *Catalogue of Maps* in 1949, a first edition in 1959, and a second edition in 1975. Each edition was designed to be manually updated, and from time to time the Department would issue new pages for the catalogue. Updates for the second edition ceased to appear in 1985. Each edition followed the same basic format, with sections on general maps, cadastral and topographical maps, mosaics (composites of aerial photographs), street maps, and aerial photographs. Although designed primarily as a guide to what was currently available, with time the catalogues have become a valuable guide to what was published from the 1930s through to the mid 1980s.

NZMS 1 Inch to the Mile Topographical Series

This set of maps, published by the Department of Lands and Survey and covering New Zealand, commenced publication in 1939 when sheet N134, for the Hastings area, was published. The final edition in the series was published in 1987. About 350 sheets cover the country, and some sheets went to six editions. The sheets are particularly useful for looking in detail at changes to the landscape over the period that the sheets were published. A comprehensive listing of each edition of each sheet in the NZMS 1 topographical series can be found in Cutts, William H. *New Zealand Map Series 1 Topographic Series 1:63,360 listing of sheets published* (Christchurch, Department of Geography, University of Canterbury, 1992).

British Hydrographic Charts of New Zealand

Responsibility for the hydrographic surveying of New Zealand's coastal waters fell initially with the British Admiralty. Early charts were published to assist the Royal Navy in its collection of kauri for the masts of its ships. The first detailed and comprehensive charting of the New Zealand coastline since the surveys of James Cook was undertaken by the ships *Acheron* and *Pandora* between 1848 and 1855, and during the second half of the nineteenth century there were continual revisions of these charts. The earliest charts sometimes contain useful topographical information, but as the hydrographic information on the charts was revised later on, the land information often was not. Some of the charts are useful for tracing port developments and land reclamations. A guide to the nineteenth century British charts is Ray Hargreaves, *Nineteenth Century British Hydrographic Charts of New Zealand* (Dunedin, University of Otago Press, 1969). This guide lists the charts on a regional basis, and includes library holdings for each chart as well.

French Hydrographic Charts of New Zealand

The French were also active in carrying out hydrographic charting in New Zealand waters, and French charts are listed in Ray Hargreaves' *French Explorers Maps of New Zealand*, published by the Map Collector's Circle as no.32 in their Map Collectors' Series. 34 charts are listed; most of them appearing as French hydrographic charts, although some also appeared in French atlases. The charts are dated 1769 through to 1846, and the publication reproduces a number of the charts as illustrations.

Miscellaneous Auckland maps

Maps of Auckland, an outline guide, by G.T. Bloomfield. This is a guide primarily to the various Department of Lands and Survey map series that cover New Zealand, with specific reference to the sheets that cover the Auckland region. The time span is from the 1920s through to about 1970. Included are topographical maps, the NZMS 17 street maps, cadastral maps, air mosaic maps, administrative maps, and a variety of thematic maps. Also included are details of Auckland City Council cadastral maps, and Auckland Regional Authority and Auckland Regional Planning Authority mosaic maps. Town plans published by the Department of Lands and Survey from the 1920s through to the early 1930s are also listed.

Historical maps of Canterbury and Westland

In 1958 the Canterbury Branch of the New Zealand Geographical Society published *Maps of Canterbury & the West Coast: a selected bibliography*. The bibliography is divided into nine sections: Canterbury as a whole, North Canterbury - towns and settlements, North Canterbury - rural areas, South Canterbury - towns and settlements, South Canterbury - rural areas, West Coast as a whole, West Coast - rural areas, West Coast - towns, and West Coast - townships. Most of the maps listed were located in Department of Lands and Survey offices in Wellington, Christchurch, Hokitika and Nelson, and holdings are indicated for each map. With departmental restructuring, however, some of these maps will have been moved from one office to another. Maps held by other South Island repositories are also listed. Both printed and manuscript maps are included.

Otago and Southland Town Plans

In his *Nineteenth Century Otago and Southland Town Plans* (Dunedin, University of Otago Press, 1968) and a *Supplement* (Dunedin, University of Otago Press, 1971) to this publication, Ray Hargreaves has listed 263 town plans for Otago and Southland, published by the Otago and Southland Provincial Surveys up to 1876, and after that date by the General Survey Department of the New Zealand Government. Full bibliographical details are given for each map, along with library holdings for each sheet.

Maori mapping

Information on this topic can be found in:

Barton, P.L. "Maori cartography and the European encounter", in *The History of Cartography. Volume 2, Book 3. Cartography in the Traditional African, American, Arctic, Australian, and Pacific Societies*, edited by David Woodward and G. Malcolm Lewis. Chicago, University of Chicago Press, 1998, p.493-536.

Barton, P.L. "Maori geographical knowledge and mapping: a synopsis", *Turnbull Library Record*, 1980, v.13: 5-25.

Kelly, J. "Maori maps", *Cartographica*, 1999, v.36(2): 1-30.

Kelly, J. "Tuki's map of New Zealand", *New Zealand Map Society Journal*, 1995, no.9:11-18.

Milligan, R.R.D. *The Map Drawn by the Chief Tuki-tahua in 1793*. Mangonui, the author, 1964.

Guides to other maps

Published Geological and Soil Maps

Both the New Zealand Geological Survey and the New Zealand Soil Bureau (in their varying guises) have published numerous maps at the regional level, usually as part of a bulletin. Printed guides to the publications of both organizations listed these, and are still very useful as indicators of what has been made available. An online listing of Institute of Geological and Nuclear Sciences/New Zealand Geological Survey maps currently available can be found at: <http://www.gns.cri.nz/store/publications/maps.html#1:50>

An online listing of New Zealand Soil Bureau and Landcare Research soils maps available from Manaaki Whenua Press can be found at: <http://www.mwpress.co.nz/store/viewItem.asp?idProduct=354>

Unpublished Geological Maps

A Union List of Archival, Manuscript, and Theses Geological Maps of New Zealand was published by the Geological Society of New Zealand in 1996. The listing, compiled by Claren Kidd, describes and lists the location of unpublished and early geological maps. Many of the maps are those which have appeared in theses. Arrangement is alphabetically by the author of the map. There is a subject index, which includes place names, and an index based on the sheet numbers for the Department of Lands and Survey NZMS 260 (1:50,000) and 262 (1:250,000) map series. Library holdings for each map are also included.

Maps in Journals

A listing of maps of New Zealand, or parts of New Zealand, published in both New Zealand and foreign periodicals during the nineteenth century, has been compiled by Brian Marshall, *New Zealand Maps Published in Nineteenth Century Periodicals: a checklist* (Auckland, Department of Geography, University of Auckland, 1998). The listing includes maps published in both academic and popular journals, in annual directories (a significant source for early urban street

maps), and in various government serial publications, such as the *Crown Lands Guide* and the *Reports of Geological Explorations*. Approximately 650 maps are listed, from nearly 100 journals. The listing includes an index of journals in which maps appeared, a geographical index, and an index of personal names that appear on the maps.

Maps in Books

Books will often contain maps that have some historical value, but there is no guide or listing of these maps. Check the Description field in the bibliographic record. Whether the maps are simple location maps or detailed maps can be determined only by looking at the book.

Historical atlases

Bateman New Zealand Historical Atlas / edited by Malcolm McKinnon. Auckland, David Bateman in association with Department of Internal Affairs, 1997.

This atlas is not a collection of historical maps, but a collection of maps (with text) showing the history of New Zealand. The atlas is divided into five broad time periods. These are Origins (the geological history of New Zealand), Te Ao Maori, Colony and Colonised, Dominion, and From Progress to Uncertainty (the period from 1961 to 1991). The Atlas contains 100 plates, explanatory text, an extensive "Notes and Sources" section for each plate, and an overall index.

He Korero Purakau mo Nga Taunahanahatanga a Nga Tupuna / Place Names of the Ancestors, a Maori oral history atlas / comp. by Te Aue Davis. Wellington, New Zealand Geographic Board, 1990.

This volume relates specific place names to the exploits of early Maori discoverers, explorers and travelers. Traditional stories relating to the naming of places in New Zealand are printed here, and each tale is accompanied by a map showing the route of the journey (or journeys) and the locations of the places named on those journeys.

Geological and Topographical Atlas of New Zealand: six maps of the provinces of Auckland and Nelson / Ferdinand von Hochstetter. Auckland, T. Delattre, 1864.

Strictly speaking this is not an historical atlas as such, but it is included here as it represents the geological knowledge of the Auckland and Nelson provinces as it was known in the 1860s. Further information about this atlas can be found in Brian Marshall, "Justus Perthes & August Petermann: some 19th century New Zealand maps produced in Germany, *Turnbull Library Record*, 1998, v.31: 63-76.

New Zealand Electoral Atlas / Alan McRobie. Wellington, GP Books, 1989.

The atlas is designed to illustrate the location and extent of every electorate in New Zealand since the first districts were designed by Governor Sir George Grey in 1853. Both General and Maori electorates are mapped, and inset maps show detail for the larger urban areas.

Railway and tramway atlases / various editions from 1965 onwards, published by Quail Map Company, Exeter.

The *New Zealand Railway and Tramway Atlas* consists of a number of black and white maps showing railway and tramway lines. A reasonable amount of historical information is to be found on each map, indicating when particular lines were constructed, when some of them ceased to carry passenger traffic, and when some were closed down

Books of historical maps and charts

Early Charts of New Zealand, 1542-1851 / Peter B. Maling. Wellington, Reed, 1969.

The 128 maps that appear in this book were chosen by Peter Maling on the basis of their historical significance and geographic importance. Twelve of the charts are pre-Cook, a further ten are by Cook or his officers. The charts of various French visitors, including Dumont d'Urville, and of Vancouver and Malaspina, are also included, along with two Maori charts and various sheet maps. The book includes a bibliography and an index.

Historic Charts & Maps of New Zealand, 1642-1875 / Peter B. Maling. Auckland, Reed, 1996.

This book is in two parts. Part I, "From the Sea: Discovery & Charting", is a revised version of Maling's 1969 publication, with the omission of some plates and the inclusion of others. The topics covered are Tasman and pre-Cook, Cook and his officers, eighteenth century navigators, the years 1800 to 1830, pre-settlement harbour charts 1820-1844, Dumont d'Urville, Maori charts, early sheet maps, and charts from the *Acheron - Pandora* Survey 1848-55. Part I contains 64 charts. Part II, "On Land: Exploration & Settlement", has a regional approach, and contains 77 charts. Each chart is accompanied by a page of text, and the book concludes with a bibliography and index.

Early Sketches and Charts of Banks Peninsula, 1770-1850 / Peter B. Maling. Wellington, Reed, 1981.

Although there are more sketches than maps in this book, it is nevertheless a useful source for early maps of Banks Peninsula. 22 maps, both published and manuscript are reproduced in the book.

The Historical Maps of the Bay of Islands / John R. Lee. Takapuna, the author, 1972.

A collection of 11 maps, with accompanying text. The maps are designed "to locate and record as much of the locale of historic and prehistoric events as can be determined. They also show the pattern and distribution of the earliest land purchases. Pa sites and tracks are located and shown...."

The Charts & Coastal Views of Captain Cook's Voyages / chief editor Andrew David. 3 vols. London, Hakluyt Society, 1988-1997.

Prior to the publication of this title, only a small proportion of the charts and coastal views drawn by Cook and his officers had been published. These volumes

comprise a full descriptive and illustrated catalogue of the charts and coastal views that were made.

Some useful secondary sources

Bloomfield, G.T. The Evolution of Local Government Areas in Metropolitan Auckland 1840-1971. Auckland, Auckland University Press, 1973.

This book includes 56 maps showing former administrative boundaries, and boundary changes, within the greater Auckland region. Included are boundaries for urban areas, counties, local government areas, boroughs, hundreds of Eden County, town districts, road districts, drainage boards, pest destruction boards, water supply areas, and others.

Byrnes, Giselle. Boundary Markers: land surveying and the colonization of New Zealand. Wellington, Bridget Williams Books, 2001.

This book is not a history of the surveying of New Zealand as such, in that it does not detail who surveyed what, nor is it concerned to any great extent with the cartographic output of these surveyors. Rather, this book is largely a theoretical post-modern work offering, in the words of the author, “an alternative reading of the European colonization of New Zealand during the latter half of the nineteenth century, with particular reference to the work of the colonial land surveyors”.

Dictionary of New Zealand Biography. 5 volumes, covering the period 1769 to 1960.

<http://www.dnz.govt.nz/dnz/>

The biographies of a number of surveyors can be found in these volumes by consulting the "Categories Index" at the back of each volume. Look under the headings "Exploration" and "Science" to find relevant entries.

Easdale, Nola. Kairuri, the Measurer of Land: the life of the 19th century surveyor pictured in his art and writings. Petone, Highgate/Price Milburn, 1988.

A well illustrated account of the work of early surveyors in New Zealand published on behalf of the New Zealand Institute of Surveyors.

Holm, Janet. Caught mapping, the life and times of New Zealand's early surveyors. Christchurch, Hazard Press, 2005.

Biographies of a number of surveyors, most of whom were active in the South Island.

Hooker, Brian. Dictionary of New Zealand Map-makers: & an appendix, Early Cartography in New Zealand - a guide. Orewa, Del Zur Research, 2002.

Provides brief biographical notes and map making data about early cartographers and publishers of early New Zealand maps. The list focuses on the period 1642 to 1850, though some map makers who flourished around 1860 are also included.

Hooker, Brian. Early New Zealand Printed Maps. Orewa, Del Zur Research, 2000.

A catalogue and general review of early printed maps published to the middle of the 1840s.

Hooker, Brian. http://delzur_research.tripod.com/nzresearch/index.htm

Brian Hooker's web pages include a bibliography of material relating to the early exploration and mapping of New Zealand, a Dictionary of New Zealand map-makers and surveyors, an account of early non-British surveys in New Zealand waters, the text of Abel Tasman's journal, and other relevant material.

Marshall, Brian. *From Sextants to Satellites: a cartographic time line for New Zealand.* Auckland, New Zealand Map Society, 2005.

A comprehensive account of the surveying and mapping of New Zealand.

Marshall, Brian. *Map Making and Map Keeping in New Zealand: a review and bibliography.* Auckland, Auckland University Library, 1992.

The bibliography is divided into seven sections: cartographic and surveying serials, cartobibliographies, map exhibition catalogues, surveying and surveyors, map making, atlases, and map keeping and map collecting.

Natusch, Sheila. *The Cruise of the Acheron.* Christchurch, Whitcoulls, 1978.

An account of the surveying of the New Zealand coastline between 1848 and 1851. The charts produced from this survey were the first of the modern charts of New Zealand to be published.

Ross, John O'C. *This Stern Coast: the story of the charting of the New Zealand coast.* Wellington, Reed, 1969.

A detailed account of the hydrographic surveying of the New Zealand coastline, from Tasman to HMNZS *Lachlan* in the 1960s. A chronological list of surveys, and details of the early chart catalogues, form two of the appendices to the book.

Local histories often include a chapter or two on initial exploration and surveying, and the resulting subdivision of land for settlement.

Accessibility for the Disabled @ New Zealand Public Libraries

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Introduction

The challenge of providing equal accessibility for all people is one that faces all New Zealand public libraries. One group who is typically at a disadvantage is the disabled. Often the resources and services of their local public library may be quite suitable for the library's non disabled patrons but inadequate for the disabled due to the information being in an unusable format or the service being difficult for the disabled to make use of. By law, New Zealand public libraries are required to ensure that their resources and services are in a format or formats that are accessible and usable to all patrons regardless of their abilities. This article summates a MLIS research project that looked at the ways in which New Zealand public libraries are becoming more aware of the needs and issues of their disabled patrons and how this raised awareness can be linked to change. The project also explored barriers faced by libraries in making changes and how the services have planned to overcome them.

At the time that the project began in mid 2003 it was unclear what was being done in New Zealand public libraries to accommodate disabled patrons or what the barriers to improvement were as there had been no substantial piece of research previously conducted on this topic.

The Library and Information Association of New Zealand Aotearoa (LIANZA) recognized the need to make library resources and services accessible to the disabled in 1980 when they published their statement on Library Services for the Disabled by including the important point that the association believes "that everyone has the right to access to library services and materials to meet their needs for information, education, inspiration and recreation" (LIANZA, 2002).

It is clear from a review of the literature that libraries in other countries are discovering the need to be more accessible and that some promising steps toward improving their services are being taken; alternative formats for material have been provided and changes to how some services operate have been made.

A major issue identified in the review of literature is a lack of awareness of the issues that the disabled face when using their local library, the project explored

awareness and asked whether New Zealand public libraries were liaising with the disabled and their support personnel/groups.

Accepting that resourcing will be an issue for many libraries, the other major issue that the project looked at was training. This is important as training provides the link between the resources and services available and the ability of the disabled patrons to be able to make full use of them. Staff will need to be able to demonstrate to the disabled how to use the resources that are there for them to use. This means that staff need to be totally familiar with these resources and how they work first.

Definitions of Disability

For the purposes of the project the definitions of disability were split into three groups, as there are a wide range of impediments that can fall under the term of disability. These three groups are:

- Physical disabilities are disabilities that affect mobility or dexterity including those who have lost limbs or require modifications or special equipment to assist in mobility.
- Intellectual or learning disabilities are disabilities that make it difficult for a person to process information and communicate what they know or have difficulty learning.
- Sensory disabilities commonly refer to a loss of hearing or vision and can affect one of both of these. Sensory disabilities may also be partial loss of sight or hearing.

In order to evaluate what libraries are doing in the area of accessibility for the disabled, the study asked for information on:

- Changes being made
- Factors limiting libraries in the changes they would like to make.
- Training programmes and initiatives undertaken by staff

The Literature

Items of legislation from New Zealand, America and England on this topic were examined. LIANZA's statement regarding Library Services for Disabled People (LIANZA, 2002), the Human Rights Act (1993) and The New Zealand Disability Strategy (Ministry of Health, 2001), Yu (2002), Applin (2003) and Goulding & McCaskill (2001) all discuss legislation regarding the disabled and access to library service. The main pieces of legislation covered are the Human Rights Act 1993 of New Zealand, along with The Americans with Disabilities Act 1990 of the USA and the Disability Discrimination Act of Great Britain.

These Acts make it illegal to discriminate against a disabled person by: refusing to provide or deliberately fail to provide any service offered to members of the public; refusing to provide a service or make necessary accommodations which leave the service unusable by disabled patrons, or providing the service at a lower

standard than that provided to non disabled patrons. It has been written (Applin, 2003, p. 6) that “many libraries do not worry about serving a person with a disability until the need arises” – a bold and disturbing statement but not one without some anecdotal substance.

As libraries fall under the jurisdiction of these Acts, being accessible for disabled patrons is not just something that *should* be done in a library it in fact is required by the law that it *must* be done.

Yu (2002), Beck (1995), and Goulding & McCaskill (2001) all describe barriers to access in libraries for patrons who are disabled. The main barrier that these articles covered was a lack of awareness about the needs of the disabled - “many people’s anxieties could be overcome if staff were more aware of disability issues” (Goulding, McCaskill, 2001, p. 198). To achieve this, libraries need to accumulate knowledge of the needs of the disabled and then work with the disabled and their support groups then make the necessary changes. It is then important to seek feedback on what has been done so that further refinements can be made if necessary. Another important point that came out of literature is that “Competent communication is basic to adequate library service.” (Beck, 1995, p.110). This means that libraries must be aware of and preferably accomplished in all possible methods of interacting with the disabled. Libraries also need to be aware of all the possible methods the disabled can use to access information. The design of web pages and sites can create barriers to access and. “the access barriers created by an inaccessible design cannot be overcome even with the most sophisticated assistive application.” (Yu, 2002, p.411). This means that both how the web page is to be designed and the type of assistance patrons may require to access the web page need to be considered as part of a review of the barriers faced in library use by the disabled.

The third major theme in the literature is: was what can be done to improve access for the disabled. This can be split into two categories

- Changes in regard to the format resources are in
- Changes to services offered.

McCaskill and Goulding (2001) Morgan (2002) and Beck (1995) all discuss how access for the disabled can be improved. A major area of change identified in the literature is the use of adaptive technology. This is software and hardware that have been adapted to make them user friendly for those with disabilities. However these can both help and hinder the accessibility of library services reliant on them. For instance, “electronic catalogues may speed up the searching process for many but they often lack the facilities required for dyslexic people.” (Goulding, McCaskill, 2001, p. 201) To overcome problems such as these adaptive software needs to be tolerant of misspelling, have a large clear font style, be easy to navigate and use plain lucid language. Another major area of change is the use of alternative formats as these allow information to be available to many more users than resources in ordinary print format would be. Here in New Zealand the Royal New Zealand Foundation for the Blind is addressing this by producing “accessible

formats such as Braille, audio, electronic text, large print...” (Schnackenberg, Morgan, 2002, p. 1) and libraries are beginning to make greater use of these alternative formats, though large print and audio collections have become normal in some areas already.

Training and how it can allow staff to better serve users with disabilities was the next major theme covered in the literature. Goulding & McCaskill (2000) and Holt & Hole (2003) both discuss this aspect of making libraries accessible to the disabled. Training of staff is vital to improving the accessibility of library resources and services because “certain categories of users can feel particularly intimidated” (Goulding, McCaskill, 2001, p. 198) when using the library. If staff have received training in how to interact with the disabled and learnt about the various options open to them to improve accessibility in their library they can then identify current and potential barriers and come up with ways to overcome them. However there are limits to what training can do because “training is the link connecting assistive technology to patron use” (Hole, Holt, 2003, p. 34) and staff need to put into practice what they have learnt through training.

*“Trained staff
can open a
whole new
world to the
disabled”*

It should also be noted that without trained staff to demonstrate how to use the assistive technology available to disabled patrons some patrons will not be able to make use of the technology therefore the library may not be fully accessible to them. Trained staff can open a whole new world to the disabled which was previously not available to them and this will empower disabled patrons as they will learn new ways of accessing information and knowledge.

Case studies were the final aspect looked at when the literature was reviewed. Hutchinson (2001), Alcorn (2003), Myhill (2002), and Cornish & Cahill (2003) all fall into this category. The studies outline how libraries had recognized the issues and found ways to become more accessible. For example Gateshead Libraries Service has “worked with disabled people in an effort to harness the potential of information and communications technology and discover new and innovative ways for improved access to information services for disabled people.” (Myhill, 2002, p.177.)

Hutchinson’s article looked at how Montclair (N.J) Public Library addressed the need to be more accessible to the disabled. The article covered the planning process and this involved staff meeting regularly to “explore what it might take to provide unfettered access to information for truly everyone community wide” (Hutchinson, 2001, p. 76). The exploration involved extensive research and communication with service and support groups and the manufacturers of assistive and adaptive devices for details on products available. From these case studies it was evident that to be truly accessible requires a lot of work, effort and input from both the library and the disabled and their supporters. Communication is essential to make the needs of the disabled and the solutions for catering to their needs known.

The Survey

A survey was written comprising mostly of quantitative questions and was then sent out to all major public and district libraries in New Zealand. The target population was established using the online version of New Zealand Library Symbols 2003 (National Library of New Zealand, 2003) and simply deleting the details of special and tertiary libraries.

The survey was split into two parts, the first being general questions designed to give general information about the library responding and the second being a series of questions designed to give information relevant to the project. Results were tabulated in Microsoft Excel and presented as clustered column graphs. Analysis took the form of a comparison between the results and the relative size of the responding library population.

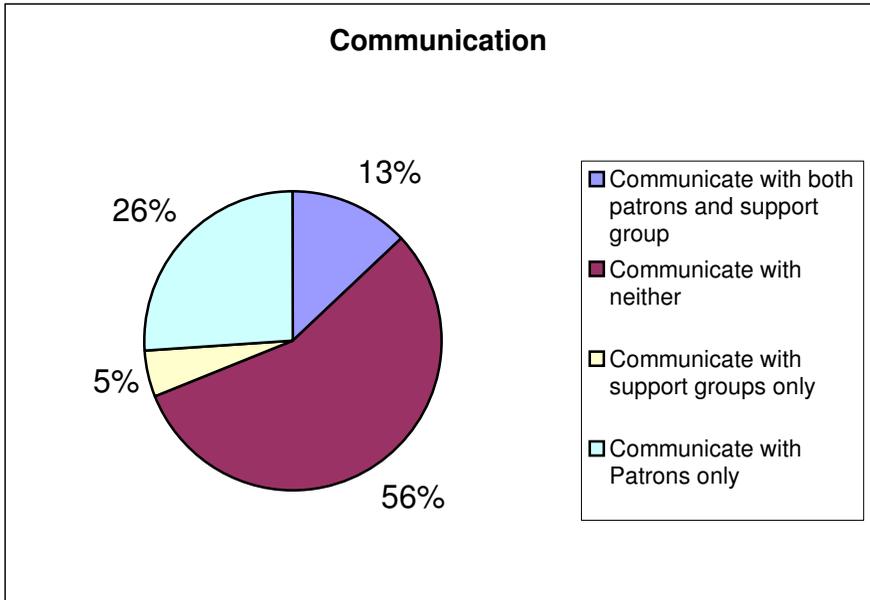
Participants

Of the 93 libraries that were sent the survey 62 responded; giving a 66% percent response rate. One library indicated it would not be responding as it was unable to do so at the time the survey was sent out and one library sent back only the last page of the survey meaning that for the first 13 questions there were only 61 responses but for the rest of the questions there were 62 responses. The position of the person in each library responding to the survey was varied, with the majority of respondents being either the library manager or the district librarian for their district. Eleven of the respondents did not disclose their position.

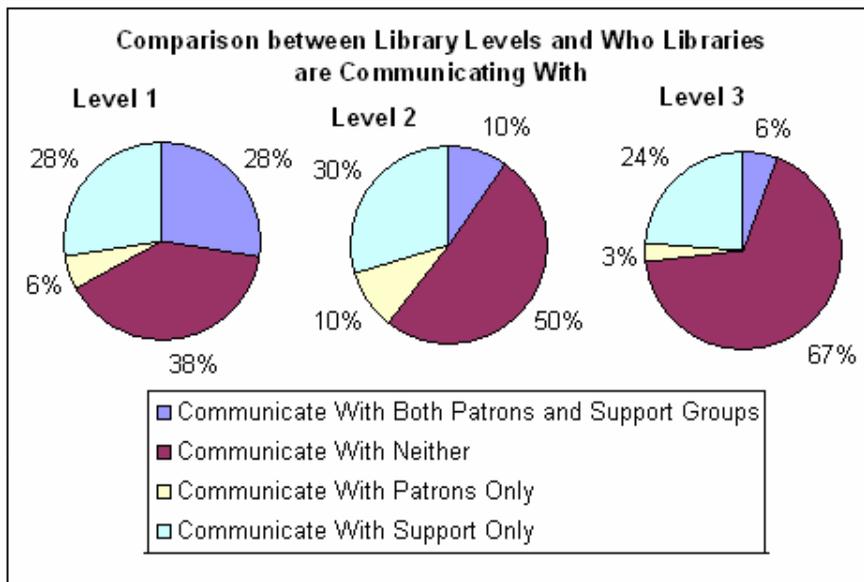
Fifty-four percent of libraries indicated that they were serving a population of 1000-10,000 people ("level 3"). Sixteen percent of respondents indicated they were level two (11,000-20,000 people) and 30% of respondents indicated they were level 1 (20,000 plus).

Section two of the survey focused on questions pertaining to the research topic. The findings fall under a number of broad topics.

Communication

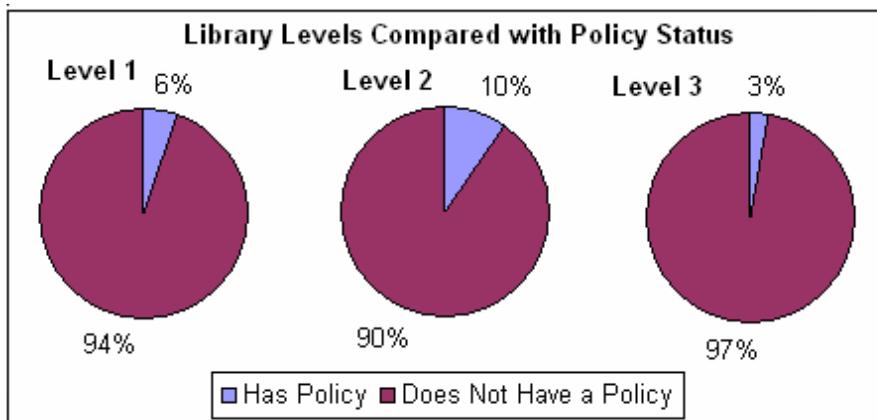


We can see that many libraries are not communicating with support groups or the disabled themselves in regard to access for the disabled. Only 13% of libraries are communicating with both the disabled and their support groups, 31% of libraries communicate with either their disabled patrons or their support groups but not both. Sixty one percent of libraries do not communicate with their disabled patrons while 82% of libraries are not communicating with support groups. Thirty nine percent of libraries are communicating with their disabled patrons while only 18% are communicating with support groups.



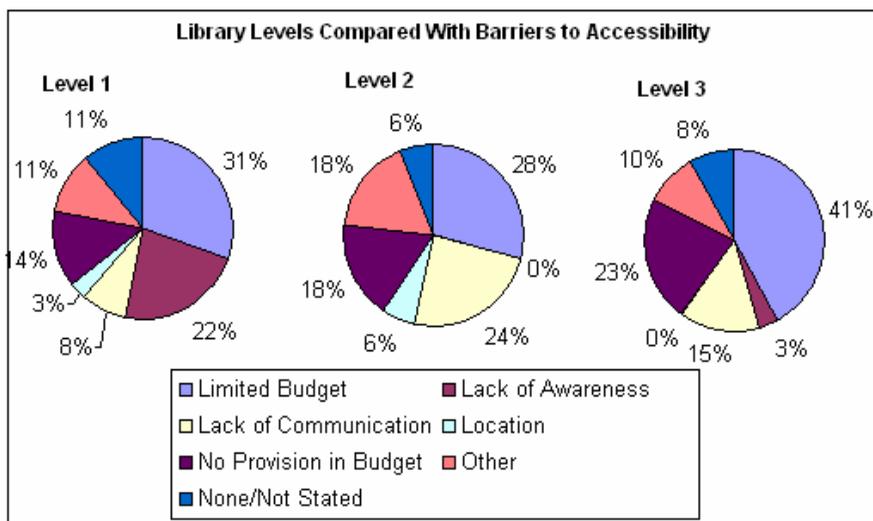
If we compare the percentage of communication with the level of libraries we can see that 34% of level one libraries, 20% of level two libraries and 9% of level three libraries communicate with their disabled patrons. Fifty six percent of level one libraries, 40% of level two libraries and 30% of level three libraries are communicating with their support groups. Thirty four percent of level one libraries, 30% of level two libraries and 27% percent of level three libraries are communicating with either the disabled or their support groups but not both. Sixty six percent of level one libraries, 80% of level two libraries and 91% of level three libraries do not have any communication with the disabled. Forty four percent of level one libraries, 60% of level two libraries and 70% of level three libraries have no communication with their support groups.

Policy Status

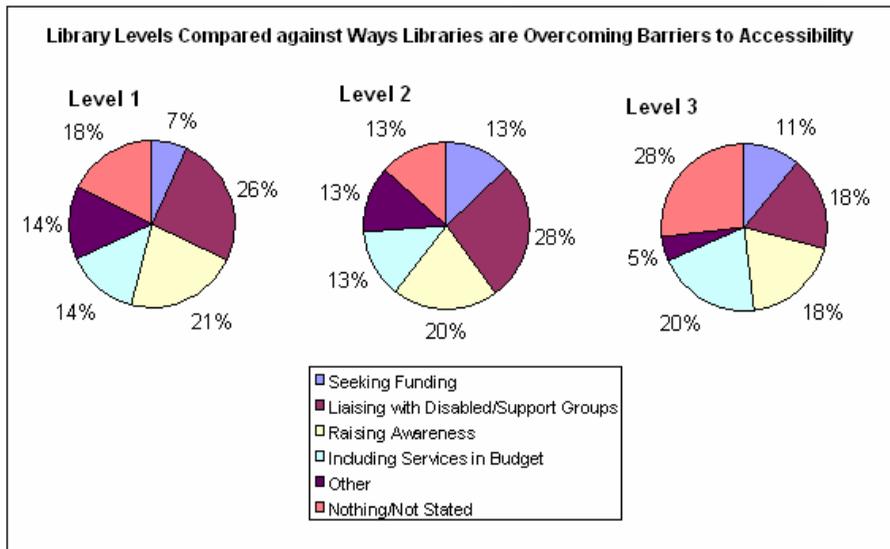


We can see that the majority of libraries in all three levels either do not have any formal policy regarding access for the disabled, did not indicate they have one but do have one or they have a policy but not in written form at this point in time. The majority of libraries that have indicated that they do have a formal policy are level two. Overall, only three of the 62 libraries that responded to the survey indicated that they have a formal policy regarding access for the disabled and 59 out of the 62 libraries that responded either have no formal policy, no written policy or chose not to indicate that they have a policy.

Barriers to Access and overcoming them



From the previous graphs we can see that a limited budget is the most significant barrier for libraries in all three levels. The second most significant barrier is that libraries have not provided for access for the disabled in their budget. Forty five percent of level 1 libraries, 46% of level two libraries and 64% of level three libraries have budget related barriers. Clearly, just because a library is large does not mean that the budget is sufficient to provide for access for the disabled. For level two and three libraries the location of the library and a lack of awareness of the issues disabled patrons face do not appear to be significant barriers. However for level one libraries a lack of awareness is the second most significant barrier and for level two libraries it is the lack of communication that is the second most significant barrier.



It would seem that the size of the library is not a factor in determining the responses to the barriers. However there are more level three libraries either not doing anything or their response to barriers was not stated. An improvement in liaison with the disabled and or their support groups appears to be the most common response by the libraries. The second most common response by the libraries has been to increase their awareness of the needs that the disabled have. Less than 20% of libraries in each level are trying to find alternative funding to help improve access but it may be that alternative funding is not an option for some libraries.

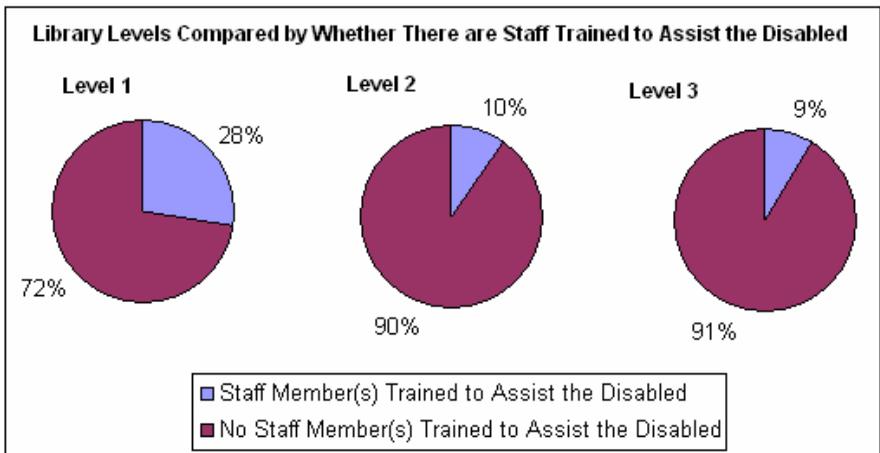
Training



From these graphs we can see that for level one and three libraries there is a large percent of libraries whose staff have not received training in the area of accessibility for disabled patrons.

There is however an even split amongst level two libraries. It should also be noted that for level one libraries the amount of librarians that have had training is nearly half.

For level three libraries nearly all of the libraries have not had their staff trained to help disabled patrons access their library's resources and services.



From this graph we can see that the majority of libraries who responded to the survey do not have a staff member trained to assist disabled patrons. For all three levels less than 30% of libraries indicated that they do have a staff member specifically trained to help the disabled. The graphs show that just because a library is a large library does not mean there is someone trained to help the disabled.

Discussion and Conclusions

There were a number of key issues raised in the above findings and these were placed into four groups: Communication, Policies, Barriers and Training and its Benefits.

Communication

The findings of the research project indicated that not all libraries are communicating as well as they should be with those who can help improve access for the disabled. This is very important; as “competent communication is basic to adequate library service” (Beck, 1995, p. 10). The disabled need to make their needs known and libraries need to make the effort to allow them to be able to do this. The disabled cannot make their needs known if libraries do not talk to them or their support personnel. Fifty-six libraries are not communicating with either the disabled or their support groups. However in some libraries the staff know the disabled patrons personally as the library is sufficiently small to allow this to happen. This means that each disabled person is able to make their own specific needs known to the library and the library can change its resources and services accordingly. Communication with support groups can also be useful in that they may be very knowledgeable about a particular disability and can offer ideas for libraries to try. Libraries can also “pilot developments and publicize services” (Gouding, McCaskill, 2001, p. 202) via consultation with local groups.

Policies

Formal policies are important for any organization as they give direction and guidance to that organization. They are also a good way of setting goals that can then be assessed to see if the organization is meeting its expected outcomes. Of the libraries surveyed in the project only three of those that responded have a written policy providing access for the disabled in place. Hutchinson (2001) comments on a plan that the Montclair (NJ) Public library have come up with that included what the library intended to do to improve access and a wish list of the equipment and materials they felt would be required to achieve this. Policies also mean that the library can plan ahead by recommending future actions to be implemented. It is important when creating a policy to allow the disabled the opportunity to be involved in the “development of accessibility solutions” (Yu, 2002, p. 416). Policies can also pave the way for new changes to be made, improve access to all of the information held in a library, ensure that the disabled can participate in all aspects of the library’s social and cultural life and provide the way for libraries to

make people aware of disability issues and how the library is becoming more accessible to the disabled. Obviously this is not something that is a priority for many New Zealand public libraries as only 4.83% of libraries that responded to the survey have a written policy. Many of those who do not have a policy also do not communicate with the disabled or their support groups and are not providing training opportunities for their staff in accessibility issues and do not have anyone trained specifically in this area.

Barriers

The findings of the project showed that there were a number of barriers to providing access for the disabled with the two main barriers being a limited budget and a lack of awareness about access for the disabled. Forty one percent of level one libraries, 28% of level two libraries and 31% of level three libraries indicated that a limited budget was a barrier. It appears that just because a library is a large library does not mean it will have any more generous a budget (proportionately) to work from and the findings appear to show this. In order to overcome this barrier, libraries need to look at ways in which they can get more money. Libraries could “start a foundation or a fund for services to the disabled, including assistive/adaptive equipment and software” (Beck, 1995, p. 210) or re-prioritise how their budget is allocated. The other major barrier is a lack of awareness of the issues. It has been noted that, “a lack of general disability awareness amongst library staff can also be a large attitudinal barrier” (Goulding, McCaskill, 2001, p. 194). The findings of the project show that 22% of level one libraries and three percent of level three libraries indicated that this was true for them. To overcome a lack of awareness libraries need to be more proactive in increasing communication and begin to enter into dialogue with those who have knowledge of accessibility issues as well as researching the field in order to become more informed and aware of what they can do.

Training

The findings of the study indicate that many of New Zealand’s public libraries are either not engaging in training programmes for their staff that cover this area or they declined to comment on the training their staff are undergoing. Only 43% of respondents indicated that their staff are undergoing or have undergone training in regards to accessibility. A lack of evidence that staff of libraries are undergoing this training suggests that training in this area is not a priority for many libraries or that libraries are not being proactive in this area. Of those libraries that did comment on the training that their staff had received, the training received was either basic (such as basic sign language) or the training focused on one particular disability such as a course dealing with the needs of the hearing impaired.

Recommendations

- That libraries ensure that all relevant groups (the disabled, support personnel and support groups be encouraged to participate in improving access to the library.
- Communication about what is being done and why should be encouraged so that awareness of disability issues is raised in the library staff and customer communities. This should assist support groups for the disabled in being aware of what resources and services are available and therefore be better able to aide their clients.
- Libraries need to be proactive in planning and implementing changes. The main barriers to better accessibility are a limited budget and a lack of awareness of the needs of disabled so Library management need to assess their priorities in light of these results
- Training schemes need to be developed to teach staff about use of accessibility aides and enable them to share this knowledge with customers.
- Policy development covering the Library's recognition of needs and intentions toward addressing them.

Conclusion

While it seems that New Zealand libraries are beginning to become more accessible there is still a lot more that many libraries could be doing to improve. The research discussed here suggests that the issue of accessibility is clearly not a priority for many libraries. It would seem that a lack of awareness is the biggest factor responsible for the absence of coordinated planning. It is probable that as awareness increases throughout society more will be done to improve accessibility but as some libraries could be doing much more right now than they are, it would be sensible for them to begin moving in this direction sooner rather than later. Several libraries that responded to the survey commented that simply receiving the survey had opened their eyes and that they will be endeavouring to be more proactive in this area. This is what is needed if libraries are to meet their legal obligation of being accessible to all, regardless of ability.

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Nora Bateson Scholarship 2005

- Report

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Introduction

In October 2005, I visited several libraries in the Australian Capital Territory (ACT). The purpose of my visit was to carry out a comparison between Australian and New Zealand library resources and services and to make recommendations regarding Auckland City Libraries resources and services where necessary. In particular I focused on the following areas.

- The operation of AskNow! - An Australian live chat reference service which is similar to Askanyquestions.co.nz in New Zealand.
- Terms and conditions of typical licensing agreements between libraries and publishers of electronic resources
- *Libraries Australia, Australia National Bibliographic* databases which replaced *KineticaWeb* search
- Services to the community (such as English conversation classes) and library information skill classes (such computer classes)
- New databases such as Weblinks which have thousands of teacher-reviewed and annotated web sites;
- Supersearch. This is a search engine used by ACT Public Library which allows patrons to search a number of databases at one time;
- New online resources which allow school children to get help with their homework from specialised tutors;
- The digital divide and its implications for the community;
- Home library services and
- Book clubs.

Background

According to the 2005 Australia Year book, the estimated resident population in Canberra is 322,492. There are two main library services to the community in Canberra the National Library of Australia and ACT public library which consists of nine branches are all located in Canberra.

According to The 2001 Census Social Atlas for the city of Canberra-Queanbeayn area (Australian Bureau of Statistics, 2003) almost half (43%) of the population

aged 5 years or older used the internet at home in the week before census night, the highest proportion of all capital cities.

Based on ACT Multicultural Services Review (2003), ACT unlike capital cities in other cities, does not have a particular area in which linguistically diverse groups are located. The vast ethnic communities are spread across the ACT.

An ageing population: there is now a high proportion of library members aged over sixty-five. According to the Australia Radio National on Wednesday 2 November 2005, over the next couple of decades an estimated five point four million people will turn to public libraries as an important information and recreational hub (Aedy, 2005).

National Library of Australia

The National Library is located in the centre of Canberra which is easily accessible by public transport. The Library has Australia's largest and most diverse collection of information resources and services - over 6 million items including books, maps, pictures, manuscripts and oral histories. The website (www.nla.gov.au) provides a range of information including catalogue, journal indexes, databases and guides. The library also holds a copy of published materials as part of the Legal Deposit agreement. NLA is a non-lending library but customers can request and access close stack collection.

ACT public library

The ACT Public Library is a network of public libraries and information services that provides access to information, culture, recreation and heritage for the community of the ACT. It includes the ACT heritage library and ACT Government and Assembly Library. Some of the services they provide include:

- Home services to the housebound customers;
- Electronic resources such as databases, homework help and digital media such as CD-ROMs for learning languages and
- Mobile library.

Recently the ACT Opposition party suggested that the government examine the viability of establishing a library in Weston Creek. Weston Creek is the only area in Canberra without a library. The ageing population in that area finds it difficult to get to the nearest library in Woden (ABC News Online, 2005).

Queanbeyan Public Library

Queanbeyan has a population of approximately 37,000. The main library is located in Queanbeyan and there is also one community library in Bundendore.

The Queanbeyan library is famous for its storytime sessions which run from Monday to Thursday in the morning. It is so popular that there is a waiting list to join the session. The sessions require bookings as it is run like a preschool in which children will come on their preferred day once every week.

The other main collection is the Home and Community collection for care givers and Loss and Bereavement collection which consists of books, audio visual material and an extensive list of internet sites and local groups that offer support to people experiencing loss and bereavement.

The Queanbeyan library also has a toy library service operating.

Observations

National Library of Australia

1) Accessibility of the website to the public.

The National Library strives to provide easy access of websites to the public and constantly evaluates its performance in this area. The library has recently launched a new internet based service, *Libraries Australia*. The new service replaced the previous service, *Kinetica*, as of 30 November 2005.

I was at the National Library just before *Libraries Australia* officially went live. I observed and sat in during the discussion of the new service and the meeting about usability of the service. Advantages and disadvantages from customer's point of view were raised. As *Libraries Australia* was designed in-house, I believe software maintenance is easier.

In relation to the previous service, *Libraries Australia* hopes to achieve the following improvements:

- 1 to improve the display of records;
- 2 to increase the number of databases available;
- 3 to enable searching of CJK and other non-Roman characters; and full Google style searching including treatment of AND and OR as Boolean.

The next goal for the National Library is to provide remote access to *Libraries Australia*.

E-resources is a pathway to online resources and will be replacing *Indexes and Databases*. These include links to suggested websites which are evaluated, and links to subscribed databases.

Tutorial exercises are available on the National Library website (<http://www.nla.gov.au/pathways/trainguides.html>). The Library prepares exercises for its onsite e-resource tutorials. These tutorials are particularly useful for users who are unable to attend a guided tutorial, as they can then work through any of these exercises at their own pace. The other advantage is that there is no copyright on it therefore other libraries are able to make copies of these exercises and use them for their own training sessions. The exercises came in two formats: HTML and Word 2000 or RTF

There is an ongoing evaluation of this, and the National Library strives to provide easy access and constantly maintaining the accessibility of the website.

2) Free internet access.

Users that come to the library are able to use the free internet access and wireless connections are also available for enabled devices. These were part of the government incentive to provide equitable access to the internet. According to the survey of internet access in public libraries conducted by the Australian Library and Information Association (ALIA), libraries have become a location for internet training, a resource for electronic access and providers of valuable online content (ALIA, 2006).

This corresponds also to the Public Act 1939, which states “The Issues Paper internet access to information: a basic and free service makes it clear that the internet is included in the definition of a “book” and should therefore be available free of charge” - <http://www.sl.nsw.gov.au/pls/policies/pdf/freeinternet.pdf>

3) Reader education

- A) National Library has been providing free reader education sessions to its users. Sessions include a New User session, family history training and guided tours.
- B) Recently they have revamped the way they conduct training. Instead of hands-on tutorial sessions, they have opted for classroom based training. Library staff will demonstrate a basic introduction to the catalogue and tips on effective searching methods. Hands-on sessions are reserved for more advanced level searching. The main advantage of classroom-based training is that it can cater for more people whereas a hands-on session which can only fit 8 people at one time.
- C) “*Teach Yourself Online*” (<http://www.nla.gov.au/nla/tutorial/index.html>) is a self-paced tutorial designed to assist Library users. It is very easy to use and to understand, and can be used both within the library and off-site.
- D) The online tutorial provides an interactive environment that enables users to work through various activities and exercises within a series of six modules. The modules are:
 - 1) Using Teach Yourself Online,;
 - 2) Navigating the Library’s Web Site;
 - 3) Understanding Your Topic;
 - 4) Search the Library’s Catalogue;
 - 5) Using Databases for Research; and
 - 6) Searching the internet.

All these tutorials are easy to follow and provide interactive web-based instruction.

- E) I also observed a number of AskNow! Sessions. AskNow! is an Australian live chat reference service which is similar to Askanyquestions.co.nz in New Zealand. It provides online help to patrons who are looking for reference sources. Unlike Askanyquestions.co.nz, AskNow! mainly caters for the general public rather than just school children. The long hours of operation allow the public to ask any questions and the queries are usually answered within 10 minutes.
- F) Due to the long hours of the service (9.00am - 7.00pm AEST.), the National Library of New Zealand and National Library of Singapore assist in the operation of AskNow, by rostering staff to be online and available at different times.
- G) There is no licensing agreement between the vendors and National Library with regards to providing information from databases to the public. Therefore, operators are encouraged use search engines to retrieve relevant websites for their customers.
- H) On the other hand, the operators for Askanyquestions.co.nz are encouraged to use resources from the EPIC list of databases. Access is via the website of Te Kete Ipurangi (TKI) - <http://www.tki.org.nz/>.

4) Licence negotiation

- I) A statement of principles guides licence negotiation between vendors and Members, which includes public libraries on whose behalf a State/Territory library negotiates.
- J) The statement was established by the Council of Australian State Libraries (CASL) consortium (<http://www.caslconsortium.org/>), which represents state and territory libraries and the National Library throughout Australia.
- K) The purpose of the CASL Consortium is to secure access to commercial electronic information resources for its members. The CASL Consortium aims to simplify licensing arrangements, improve cost benefits for member libraries, and explore opportunities for making electronic products more widely available to all Australians, regardless of where they live.
- L) Agreement such as required rights for access and use, authentication and ongoing support are covered in the statement. Therefore this licence protects both individuals and vendors.
- M) CASL website provides details from product list databases such as Australia/New Zealand Reference Centre, Biography Resource Centre and Health and Wellness Resource Centre. This information forms the

basis for libraries who wished to view the Product and the Licensing agreement such as copyright, access and condition of use.

ACT Public Library

1) Collection and resources

Adult and children non-fiction items are shelved together. The advantages are:

- When browsing, users only need to look at one section rather than two separate locations.
- Users for whom English is not their first language might feel more comfortable with checking out children's books.

ACT Public Library subscribes to Weblinks K-12 online. Weblinks is a product of Pledger Consulting which is based in South Australia. It consists of thousands of teacher-reviewed and -annotated web sites.

Weblinks K-12 is a comprehensive monthly directory of internet sites commonly requested by learners when researching in the library. Between 80 and 100 up-to-date and relevant World Wide Web sites are selected each month to meet the research needs of learners. The subscription is reasonable and as a result, many school and public libraries are able to subscribe to it. Weblinks is an excellent tool for librarians to use when searching for internet resources for customers compared to search engines. Weblinks consists of recommended websites that have been evaluated and accessed at a regular basis:
<http://weblinksresearch.com.au/products.html#wlonline>

ACT Public Library also holds junior fiction in large print format. It has many advantages such as providing resources for children that have vision impairment. However, it is a challenge maintaining the collection as it is expensive to publish and is therefore not easily available.

2) Services

Live Homework Help! (<http://www.livehomeworkhelp.com.au/au/default.asp>) is a chat reference service catering for school children. Started in February 2003, it is run from terminals at the Whitlam Library in Cabramatta. Students with homework problems - maths or science can go online for 'live' sessions with specially trained tutors. Tutors are usually graduate students who are specialised in the area which the children need help with. The service is available from Sunday to Friday, 4pm - 10pm Sydney time.

There are a number of bookclubs around Canberra. At ACT, there is a bookclub called Read Around Canberra that meets ten times a year. It costs \$110 and in 2005, a prominent Canberra poet, reviewer and facilitator Kathy Kituia led three reading groups over the period. ACT Public Library can offer up to fifteen copies of thirty titles to private reading groups or clubs. The library catalogues these books separately, and forms a special collection that is not available to the general public. The service is free and the loan periods are tailored to suit the meeting

date. The service is very popular among the community and is another way in which libraries can increase their issues and revenue.

Because of the ageing population, there is a demand for the homebound service that the library provides. At present, there are about 500 customers who require the service. The majority of items are delivered by staff while volunteers also assist in delivering items to homebound customers. Due to the vast demand for the service, items are usually prepared one week in advance by the staff. Most of the selection is done at Griffiths library which is the central library for ACT.

The library is fully funded by the territory so it can provide free requests, along with free rental of CDs, DVDs, and Videos for customers. However, these create a conflict between the library and the video shops. There is a limit to how many audio visual materials members are able to borrow.

Request slips are printed and placed inside the items. All request items are shelved on the open shelves and not behind the desk. Patrons can thus locate their own requests and issue them on the self-check machine. In order to protect the privacy of the users, library staff have shelved the items with their spines facing down to reduce the possibility of other customers reading the title of the book.

“library staff have shelved the items with their spines facing down to reduce the possibility of other customers reading the title of the book.”

Queanbeyan Public Library

At the moment, the library does not have a library website but its catalogue is available online. Queanbeyan is part of New South Wales State. Therefore the library belongs to the New South Wales.net (www.nsw.net). The benefits of belonging to this net include:

- people across the State have greater access to the internet via the distribution of over 700 PCs for internet Access in public libraries;
- public libraries and their clients have free access to quality online information resources including the Health and Wellness Resource Center and the ANZ Reference Centre
- Staff training, which is beneficial for smaller libraries who cannot afford to train staff.

Queanbeyan Public Library - like ACT Public Library - subscribes to Weblinks K-12 but in hardcopy version.

The library also belongs to Legal Information Access Centre (LIAC) - <http://liac.sl.nsw.gov.au/>. LIAC is a state wide service providing free access to information about the law through the State Library and NSW public libraries.

Being part of it the library has access to:

- Legal tool aids;
- Law books and pamphlets; and
- Plain language information for students and others who want to understand a recent legal issue or change in the law.

These are well used resources as customers in rural areas are not able to seek legal advice easily. Customers find it easy to use the plain language information pamphlets and if necessary a library staff member can refer a customer to the Legal Information Access Centre.

Summary of findings and recommendations.

Auckland City Libraries is serving its community well by providing access to the following resources:

- Access to wide range of resources both print and digital (Out of all New Zealand libraries, Auckland City Libraries subscribes to the greatest number of databases);
- Provision of computers and basic information skill classes for the community;
- Resources such as reference and non-fiction materials that support school age children needs; and
- The *Library to You* service that provides library service to homebound customers.

In addition, Auckland City Libraries also services its community by participating in collaborative initiatives projects such as *Matapihi*, *Any Questions*, *Electronic Purchasing in Collaboration* (EPIC) and *Libraries for a Greater Auckland Region* (eLGAR).

Recommendations (summary)

- Printed slip to be used for items that are on request for customers.
- Subscribe to the *Weblinks K-12* database, which consists of annotated websites that will provide better services for the needs of school children.
- Reevaluate existing bookclubs.
- Create an introductory computer guide book, and make it available to customers for use during information skill classes.
- Create multilingual websites and digital community space.
- Additional services to the ethnic communities such as English conversation classes (see Table 1 for full descriptions).

Table 1: Recommendations (detail)

Recommendations	Steps taken
<p>1) Use a printed print slip to use when checking-in requested items. It is much more accurate than writing down patron's name and was used at ACT libraries. In Millennium, current library management system used by Auckland City Libraries, there is a functionality in which you can print out the slip. However, the font is small and consists of other irrelevant information such as the barcode of the item and the patron's address.</p>	<p>Have suggested to the Millennium team that they consider changing the font of the printed slip, to reformat information that is relevant in the printed slip.</p>
<p>2) Subscribe to Weblinks K-12</p>	<p>Have suggested to the Digital Access manager to consider subscribing to Weblinks K-12. The manager has referred my proposal to the Information Resource team.</p>
<p>3) Re-evaluate existing book clubs which are currently conducted within the library system.</p>	<p>Consider how to maximize such an event so that it will increase revenue and visits</p>
<p>2) To produce guide books on topics such as an introduction to computers and internet searching. Staff can use the guide books when conducting information skill classes. With the current implementation of Pharos in all Auckland City Libraries, it is easier as all libraries will have the same software. The guide books will ensure that the quality of information disseminated is of a consistent standard. ACT has a similar booklet which is produced by Access Education and Teacher Education and Learning Solutions at the Canberra Institute of Technology.</p>	<p>Have suggested this to the Life long learning manager. It is one of the objectives for community libraries at Auckland City Libraries to develop as learning centres and to provide learning opportunities and resources. Therefore the guide book will be essential once this is underway. The community no longer thinks of community library as just a "traditional lending library" but as an information gateway through which people can access information via the provision of technology and advice.</p>
<p>6) Multilingual website. Currently ACT Public Library has a multilingual catalogue available on its website.</p>	<p>It is Auckland City Libraries' Digital Strategy Plan 2005 to implement the Multilingual OPAC in Millennium for customer access. This will happen after Chinese script-enabled access is available on staff and customer computers.</p> <p>It is also Auckland City Libraries' plan to develop and implement a digital community space in partnership with a community group(s). Initial planning was underway in 2005 and now awaits funding.</p>
<p>7) Visited the Australia's Adult Migrant Centre library and was recommended a number of items that proved to be relevant and good.</p>	<p>Have put in the suggestion for purchase on a number of English related books.</p>

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Cookbook Collections - from Kitchen Drawer to Academic Resource

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Abstract

The growth of a collection of New Zealand-published recipe books is described, with particular emphasis on the problems posed by fund-raising and promotional cookbooks that often lack basic details of publisher, place, author and date. Use of internal clues can provide sufficient information to allow these books to contribute to academic research on New Zealand's culinary history and assume greater standing in library collections.

In the last decade, increasing numbers of New Zealand-published cookbooks have been included in book auctions, and their selling prices have risen steadily. On internet trading sites and at book fairs recipe books have emerged as 'collectibles' with prices linked to antiquity, condition, and presence of advertisements. This trend will undoubtedly have a flow-on effect for libraries when serious collectors seek to preserve their collections intact by donating or bequeathing them to appropriate institutions.

For much of the 20th century, most library collecting policies excluded the systematic acquisition of a very common type of cookbook: the charitable, fund-raising recipe book, or as it is known in America, the community cookbook. Yet in the private collection of 1118 New Zealand-published cookbooks described below, this type makes up half. They present particular challenges that librarians will confront as their cookbook holdings increase in future—including problems of dating, 'authorship', publication and condition. The purpose of this paper is to outline how one such private collection (that of Helen Leach) was built up, and how it was managed so that its potential as an academic resource could begin to be realized. Information gathered in the process may be of value to librarians and other researchers.

The collection of New Zealand-published recipe books described here has been built up in several stages. It has never aspired to completeness (e.g. all editions or variants of a particular type, all books by a particular author) but was assembled to provide information for a variety of purposes which changed over time—cooking, enhancing memories of people and places, writing social history, and eventually providing data for a major research project. Most of the books were obtained in the South Island, especially Dunedin. Only since 2003 have books been actively

sought from North Island sources. Fewer than 10% of the items were purchased new.

The nucleus of the collection was formed in the late 1950s when it served as a practical working library that was housed in the family kitchen. 'Going flatting' in 1964 and marriage in 1966 led to a more deliberate policy of cookbook acquisition. Overseas books did not offer the advice needed for processing the products of fishing, hunting and gathering acquired by impoverished graduate students. The best recipes for preserving and cooking items such as puaa, rabbits and eels were in New Zealand-published books. As well as new items, some secondhand cookbooks were purchased, especially those compiled by rural cooks. By the mid-1970s there were too many cookbooks to shelve in the kitchen, and too many to use as a working library.

A transition occurred in the function of the collection: it became a reference collection, stimulating questions concerning regional variation and temporal change, and serving as resource for public talks on the history of cooking and eating. Gaps were identified in the series, and Bagnall's *New Zealand National Bibliography to the Year 1960* (1970) was consulted to identify titles that might be sought out to provide better coverage.

By the 1990s, the collection was becoming both physically and conceptually unmanageable. Shelving the books in standard bookcases had been adequate for those with intact covers, but was proving unsatisfactory for those that lacked external protection. Stationery cabinets were bought in which the more fragile books and pamphlets could be stored flat.

A database was developed to keep track of the holdings. Commenced as a simple list of items in the collection, the database had the following basic fields: author/editor/compiler; title(s); publisher/printer; place of publication or printing; date (actual or estimated, with appropriate qualifier); edition/reprint; organization responsible (for a community or promotional book). Because of the large number of community and promotional cookbooks in the collection, special problems were encountered. It was not unusual for such books to have no named author or compiler, no publisher or printer, and no date.

In 2005 we commenced a three-year project on the development of New Zealand's culinary traditions funded by the Royal Society of New Zealand's Marsden fund. In our proposal we argued that recipe books were a relatively untapped resource, and that they existed in large numbers despite New Zealand's short publishing history. Each member of the project team was familiar with cookbook holdings in both public and private collections. Using them meant that analytical techniques for processing the data within them would have to be developed and that there would have to be a more systematic effort to place those lacking the usual publication details.

The database for the collection had more fields added, in order to (1) record data that would separate out the different categories of cookbook; (2) improve the

prospects of identifying the coverless books; and (3) indicate the topics covered by the recipes, as well as named examples.

The new fields were as follows: page counts (including both numbered and un-numbered); topics (including section themes and certain marker recipe categories); and book function (searchable codes were used to discriminate different categories of authorship and book purpose). The enlarged database became a research tool as well as a management device.

Using Internal Clues to Increase Information Capture

The absence of an author's name is often an indication that a cookbook has been compiled from contributed or previously published recipes. While compilers are occasionally named on the title pages as 'compilers' or 'editors', many cookbooks have no such page. However a preface, or foreword, by a leading figure in an organization often thanks named members who 'put the book together'. Their names were entered in the database as compilers.

Many fund-raising recipe books fail to include the name of their publisher (if separate from the organization) or their printer, either on the title page, the last page or the outside back cover.

Where advertisements are carried, presumably to subsidize the costs of publication, it is worthwhile checking for the advertisement of a local printer or print-shop. These names were entered with a query in the printer field, on the grounds that the actual printer of the book is unlikely to include the advertisement of a competitor. No book was ever encountered which carried advertisements from more than one printer.

Advertisements also provide confirmation of the place of publication or origin. Where a recipe book is raising funds for churches named St Peter's, St Mary's, or other commonly used saints' names, the advertisements will enable the location of the particular church to a suburb (and therefore a city) or a smaller town.

Dating proved to be the most difficult field to fill in satisfactorily. For the database to be used analytically, a best estimate was required to at least within a decade. A range of internal clues were used where books lacked a printed date:

- dates occurring in advertisements—even when they indicate the commencement of a business, this at least is evidence of a *terminus post quem*, i.e. the book must be later;
- references to jubilees and decades passed since a business was established, e.g. Edmonds' products advertisements often state how long they have been made—knowing from other sources that Thomas Edmonds set up his business in 1879 allows the first printing of the 7th diamond jubilee edition of Edmonds' *The "Sure to Rise" Cookery Book* to be placed around 1939;

- where well-known authors' and compilers' affiliations to particular institutions are stated, these may supply date ranges for their books by reference to biographical information obtained from other sources (e.g. *The Dictionary of New Zealand Biography*);
- where street addresses are given for advertisers or distributors, or occasionally authors and compilers, it is worth comparing these to dated directories (such as Stone's, Wise's, or N.Z. Post Office) in case businesses or individuals have changed their addresses—a book's date of publication can sometimes be tightly bracketed by two independent relocation events;
- similarly business telephone numbers may have changed with a move to new premises; in addition, over the past four decades in New Zealand telephone exchanges have progressively upgraded from four digit (or party-line) systems to the present seven digit numbers, though not all simultaneously;
- datable technological advances may be apparent in appliances advertised in recipe books or recommended in the recipes—for example the gas Regulo was a feature of gas stoves by 1931 and recipes printed after this often provided the Mark number; another chronological marker, this time for the period 1948–1960 is provided by the pressure cooker—these were being manufactured and distributed in Britain, Australia and New Zealand by 1948, with a very obvious presence in recipe books right through the 1950s;
- decimal currency was adopted in 1967 and the price of the recipe book or of items advertised within it instantly changed to the new system;
- metric measurements were adopted officially in 1974, though imperial measurements occur sporadically in fund-raising books to the present day; however from 1974 at least some recipes in each book demonstrate the use of metrics—a book with decimal prices but no metric conversions can therefore be placed between 1967 and 1974;
- name changes have occurred in several food items: the tree tomato was officially renamed the tamarillo on February 1, 1967, while the Chinese gooseberry was increasingly referred to as the kiwifruit from 1973; (Orsman, 1997)
- many community cookbooks called on celebrity support to help their cause, and leading figures (or their wives) provided their special recipes—it is relatively easy to assign a date range to mayors, prime ministers, and governors-general, as well as to the national presidents of organizations such as Country Women's Institutes;

- some authors and compilers of cookery manuals stated their present or former role in an educational institution as a form of qualification—if biographical information is available on these figures, this information may indirectly date their manual;
- when recipe names are coined to mark a special event, such as a royal birth or wedding, or a highly popular movie, they also provide a *terminus post quem*—a recipe for Princess Marina Pudding from the 6th edition of Elsie G. Harvey’s undated *New Zealand’s Leading Recipe Book* suggests that Bagnall’s estimate of this as c.1920 is too early, as Marina did not marry into the British royal family till 1934; similarly Elsie Harvey’s *The ‘Peace’ Recipe Book* cannot be 1918 as Bagnall estimates, since Princess Margaret Rose, after whom a recipe appears to be named, was not born till 1930, and the recipe for “Garbo’s Cake (Stands Alone)” in the same book clearly refers to her famous remark in the film *Grand Hotel* which was released in 1932;
- although the most prolific publisher of New Zealand recipe books, Whitcombe and Tombs, is notorious for omitting dates of publication, many of their cookbooks have a job number which helps to place them chronologically.

In her study of this publisher and printer, Penelope Griffith (1982) described the G and the numerical sequences as stopping and starting, as well as repeating, over the period 1887–1960. Despite these complications her table allowed us to confirm 1901 as the publication date of the first edition of their *Colonial Everyday Cookery* and its 14th edition as close to 1926. Edmonds’ undated *The “Sure to Rise” Cookery Book* 6th edition can be positioned around 1936; however it is important to note Griffith’s warning that the job number was allocated when a project was first begun, not the year of publication which might be several years later. This seems to be the case with several of their cookery books published in the 1940s.

- mergers, take-overs, and the introduction of new partners in publishing firms also provide internal clues for dating—for example, the merger between Whitcombe and Tombs and Coulls Somerville Wilkie in 1971 places all undated books marked Whitcoulls on or after that date;
- finally, the actual composition of recipe books is proving increasingly valuable for dating, as the history of particular recipes and ingredients is documented—where a recipe with a distinctive name and concept is known to have been introduced to a New Zealand audience through the food column of a dated magazine, that recipe serves as a ‘horizon marker’ (a term borrowed from archaeology where it is applied to rapidly diffused decorative fashions, often in pottery).

- The introduction of a new ingredient can be an equally useful marker—as for example when the orange roughy (*Hoplostethus atlanticus*) fishery was discovered in 1979;(Orsman,1997) recipes mentioning it by name appeared by 1984. When we have information on the key horizon markers in each decade, date estimates will become increasingly reliable.

The Nature of the Collection

The Attribution of Responsibility

Authorship is a contentious issue in relation to the history of recipe books. Leach (1996) has argued that because of the widespread fear of unfamiliar foodstuffs, very few recipes are truly novel, in the sense of having been ‘created’ by a single authority. As a result of these cultural constraints, most recipes are either repeated or reworked from previous publications (Mennell, 2001). Before the 19th century, sources were hardly ever acknowledged and the contents of most recipe books could be considered plagiarized in the modern sense. However this term carries the implication of appropriation of personal intellectual property, and there is little evidence that the repertoire of recipes repeated in kitchens across the land was ever perceived as anything other than a public good, to be shared.

The originality residing in most ‘authored’ cookbooks, therefore, is to be found not in the individual recipes, but in the selection of the recipes, their arrangement, and style of presentation. With this in mind, the coding of a named person responsible for a particular book in the collection as either author or editor/compiler may exaggerate the creativity of the former and understate the originality of the latter.

In the collection as a whole, only 23% of the books were ‘authored’ and only 20% compiled by a named person. Fund-raising books (n=554) are far more likely to have no named compiler (72%) than books promoting commercial products or appliances (44%, n=282). By not naming the workers who put together these community cookbooks, the message that these are written **by** the community **for** the community is underlined. The tiny proportion of fund-raising books with named ‘authors’ (1.6%) makes the same point.

When attribution is examined chronologically from 1900 to 2005, several variations in these overall proportions can be seen:

- authored books increased during the second world war, which was a period when very few books appeared in order to raise funds for local causes, and when authoritative figures were dispensing advice on nutrition and health;
- as fund-raising books peaked in the 1970s so did the percentage of unattributed books;
- after the 1970s authored books increase to over 30%. Considering the number of books in the collection acquired second-hand rather than purchased new, it is likely that recipe books authored by food-writers are

under-represented, being less likely to become ‘jumble’ than the fund-raising books.

Although ‘authorship’ may be equivocal, the contribution of one or more recipes to a fund-raising or community cook book was often recognized and rewarded by publication of the donors’ names. In the total collection, 33.2% of the books have the names of contributors associated with the recipes. As expected, most of these were fund-raising books. Names occur in only 15 books that had no obvious fund-raising objective.

This does not imply that all fund-raising books have identified recipe donors—in fact the percentage is only 65%, but those 356 books open a very large window into the social history of their communities (Leach, 2003). They demonstrate the composition of sub-groups within rural and urban centres and can be correlated with electoral rolls and other historical documents.

Printers and Publishers

At least 330 publishing and printing firms were involved in the production of the 1118 items in this collection. The most prolific publisher by far was Whitcombe and Tombs (103 books), a firm that had branches in many New Zealand cities and was trading under this name from 1887 to 1971. Another long-established publisher was A.H & A. W. Reed—42 books in the collection carry the Reed imprint and range in date from 1945 to 2001.

Many firms producing newspapers also undertook commercial printing, and in the South Island in particular they were often responsible for the fund-raising cookbooks. With the growth in numbers of ‘authored’ cookbooks since the 1970s, publishers have become more visible than printers. Printing and publishing was not restricted to the cities, however. A notable contribution was made by the Levin printers Kerslake and Billens, joined by Humphrey by 1945. They printed 14 books in the collection, mainly for the Women’s Institutes series.

Determining the number of books that emerged without the services of either commercial publishers or printers is not straightforward, because a lack of information in the relevant database field can simply reflect the loss of critical pages at the front or back of a book. For this reason, our analysis of those suspected to be, or identified as, in-house publications begins in the 1930s, when books tend to be more intact, and concentrates in the early decades on those books that have not been type-set.

Only one book in the 1930s and one in the 1940s match this criterion. From the 1950s schools and churches increasingly acquired duplicating equipment with which they produced their notices, newsletters and fund-raising recipe books.

A special waxed stencil for each page was cut on a typewriter and then mounted on the automatically inked duplicator drum. Large runs were possible with this equipment. Though the process was time-consuming, it was also economical.

Identifying these books as in-house is not straightforward because local printers also used this type of duplicator.

In some cases we suspect that the local printer, however, was responsible just for the cover and binding.

In the 1960s and early 1970s when the use of mimeograph machines peaks, at least 6% of the books in the collection appear to be in-house. Most of these were, as expected, for fund-raising (e.g. 11% of the fund-raising books published in the 1960s). Photocopiers replaced mimeographic duplicators in the 1970s and a typescript could be reproduced in-house or at a local printer's premises. There is no way of distinguishing one from the other if the printer's name is not provided. From the 1980s, computers and office printers were capable of reproducing fonts that had once been restricted to commercial printers.

Place of Publication

In view of the fact that the collection was built up from a Dunedin base, we expected some bias towards books emerging from Otago, Southland and Canterbury. Taken as a whole the collection is relatively evenly distributed between North (44.72%) and South Island (53.4%) over all book categories. However when fund-raising books are considered on their own, the South Island proportion rises significantly—65.34% compared to North Island 32.85%. This suggests a working hypothesis that most fund-raising books do not travel as far from their place of origin as those commercially published and distributed.

One notable exception to this localization effect is the national fund-raising category which used networks of women's organizations to sell and distribute their nationally-compiled books, for example the Women's Division of the Farmer's Union (1925–1946), the Women's Division of Federated Farmers (1946–), the National League of Mothers (1926–) and (Country) Women's Institutes (1921–).

Date

Cookbooks are notorious among bibliographers for lacking dates of publication. Overall, only 57% of the items in this collection have a printed date. However the remaining 43% we do not consider to be un-dated, except in a strict sense, for they all contain internal clues that have allowed us to make a reasonable estimate of their chronological position.

Between 1930 and 1980, less than half the books included a printed date. It is tempting to link the failure to provide a printed date with the rise of the local fund-raising recipe book, and it is certainly true that a higher proportion of such books are undated in the decades from 1960 to the present than the proportion of undated items in the collection as a whole—in the 1960s, for example, 61.45% of fund-raising books were un-dated compared to 50.32% in the whole collection. But in-house fund-raising committees and jobbing printers were not the only ones responsible for this statistic—Whitcombe and Tombs were 'date-shy' for most of their publishing history.

Editions

Most printers and publishers seem to have been aware of the difference between a second or subsequent printing and a second edition, though some exceptions were encountered: for example the 3rd edition (1908?) of Mrs Patrick Gill's *The New Zealand International Exhibition Cookery Book* differs from the 4th (1911?) only in the headers and footers and in one advertisement; the North East Valley Presbyterian Church's 2nd "edition" of *Dainty Recipes* has identical content to the 1st except for advertisements; Mrs S. D. Sherriff's *GHB Cookery Book* is identical through all three "editions" of 1961, 1966 and 1968. In contrast, the 1951 "reprint" of the New Zealand Women's Institutes' *The New Home Cookery Book* 1950 edition has sufficient changes to warrant the title of new edition, including repagination and a new index.

Most New Zealanders are familiar with the long-running Edmonds cookery book series, and its current editions are frequently cited on best-selling lists. However other recipe books have had long runs, both as series and as multiple editions of the same title. Longevity was not confined to commercial promotional books such as Edmonds' and Scott Brothers' "Atlas" stoves editions, but extended to the cookbooks of national women's organizations, church fund-raising committees, and cookery teaching manuals.

Famous series have included Aunt Daisy's, Una Carter's, New Zealand "Truth's", League of Mothers, and more recently Alison Holst's *Kitchen Diary*.

Organizations

The coding of the cookbooks according to their purposes was a response to the large number of books in the collection that, unlike most books, were not written by an author for commercial gain.

Food-writers' works of this type were an insignificant minority of cookbooks until the 1980s when they constituted 33% of the collected items for that decade, rising to 42% in the 1990s. Before this time the cookbooks in the collection primarily raised money for organizations, were used in teaching cookery, delivering official health messages, or they promoted branded products, appliances, energy sources, or retail chains.

Before using their recipe content in studies of changes in our culinary traditions, it is essential to assess their biases and 'representativeness'. To use, for example, Edmonds' series alone to reflect changes in the New Zealand diet is to ignore their emphasis on products that housewives purchased for making sweet puddings and baked goods.

Early editions of Edmond's contain far fewer soups and meat dishes than contemporary general cookbooks (e.g. Whitcombe's), cookery manuals, and even fund-raising books.

From the analysis of the book purposes by decade, the following conclusions were reached:

- the highest proportion of fund-raising books (64%) occurred in the 1970s, falling to 55% in the 1980s and 47% in the 1990s;
- the lowest proportion of fund-raising books (12.5%) was in the 1940s, a time when paper was short and local charitable goals took second place to the war effort;
- cookery teaching manuals were proportionally more common in the early 1900s than after the rise of the fund-raising cookbooks—in fact teaching manuals were in wide circulation more than a decade before the first fund-raising books appeared in New Zealand (one in 1903, three in 1905);
- after their early prevalence and subsequent decline in the 1920s, the proportion of teaching manuals increased slowly, peaking in the 1950s at 8.3%, a time when education authorities invested heavily in manual training facilities and ensured that the curriculum included cookery classes for all girls for two or more years;
- ‘official’ recipe books promoting good nutrition rose to 11% during the 2nd World War;
- commercial health-related recipe books peaked at 4% over the same period, and reached the same level in the 2000–5 period;
- after the 1st World War product manufacturers followed overseas trends in using recipe books to promote their brands, often supplying them free on demand or through unsolicited deliveries—34% of recipe books in the 1920s were produced by food manufacturers, falling to 31% in the 1930s;
- during the 2nd World War food advertising declined sharply—then the proportion rose to 17% in the 1960s, but fell back until the 2000s;
- recipe books promoting either gas or electricity as an energy source for cooking were most prominent in the 1930s (13% of books in the collection)—this was a time when municipal gas and electricity departments competed vigorously for market share;
- recipe books produced by stove and other appliance manufacturers were most common in the 1950s (12.5%), and subsequently leveled off at 6–8%;
- cookbooks were issued by retail chains mainly in the 1930s and 1940s, with a few appearing in the 1960s.

The diversity of purposes revealed by this exercise, and the significant changes in their proportions from one decade to the next, reinforced our conclusion that New Zealand-published cookbooks cannot be treated a homogenous genre.

Even within the category of fund-raising books we found many different types of

organization had been active, from church-based charities to sports and cultural groups. The proportion of cookbooks fund-raising for church-based activities fluctuated from 53% in the 1920s to 11% in the 1940s, rising again to 35% in the 1960s—since then the proportion has been stable at about 12% despite falling church attendances.

In contrast, non-church based support groups (such as Red Cross) were more active in recipe book production during both world wars (63% and 33%). From the 1950s the proportion fluctuated from 5–14%, but has recently risen to 20%, perhaps as community groups replace the state in some areas of care. Service and social groups (such as the Victoria League and Country Women's Institutes) emerged as significant producers of cookbooks during the Depression (50%) and 2nd World War (56%). After a decline to 30% in the 1950s and a low point of 8% in the 1960s, the proportion has been stable at 11–14% over the past four decades.

Three of the categories dealing with children (pre-school, school, and youth groups) follow New Zealand's demographic trends quite closely: the spread of the Plunket Society and the kindergarten movement throughout New Zealand led to an increase in the first category in the 1920s; then as the 'baby-boom' affected the country in the 1950s, 25% of the fund-raising books were instigated by these groups.

As the birth-rate slowed, the figure fell progressively: from 20% in the 1960s to 8% since 2000. Not surprisingly school-based fund-raising cookbooks track the same demographic wave, but later. None have been collected with dates prior to the 1950s when they make up 15% of fund-raising books. After the 1960s (14%), they rise to a peak of 23% in the 1980s and then fall back to 16% since 2000. Books produced for youth groups (such as Scouts) similarly peak in the 1980s.

Fund-raising cookbooks for sports groups appear in the decades between 1910 and 1930, but are not represented in the collection again until the 1960s, rising to a proportion of 11% in the 1990s.

The remaining categories are not represented until the 1960s, when employment-linked groups (e.g. nurses) first produce cookbooks, followed in the 1970s by ethnic and special interest groups (such as flower arrangers, dog-breeders, choirs, genealogists and political party members). So far none have exceeded 6% of the fund-raising cookbooks published in any one decade.

Topics

Section headings were entered in the database as faithfully as space and the necessity to avoid ambiguity permitted. Preliminary searching has already produced significant results. Taking invalid cookery as an example, a search produced 100 books with a section devoted to this topic, out of a total of 1118. They range in date from c.1900 to 2001.

This does not mean that the category is evenly spread throughout the 20th century. In fact 84 fall before 1960, with only 8 appearing in the 1960s, 5 in the 1970s, and

1 in the 1980s. The final example from 2001 is in a retrospective heritage recipe collection. Inspection of the search results demonstrates in fact that the concept of the 'invalid' belongs firmly to the pre-antibiotic era. Once penicillin was available and immunization against debilitating childhood illnesses such as whooping cough and measles, children did not have long periods at home as invalids or convalescents requiring special meals.

In contrast, a search for cookbooks with sections for diabetics, or diabetic recipes included within other sections, identified a total of 35, only 8 of which pre-dated 1960. After 1960, the majority of diabetic sections or recipes were in church-based fund-raising books (11), school- (4) and sports-related books (2). In the 1990s, there is a trend towards the inclusion of diabetic recipes for cakes and desserts within the regular sections, not separated off as was common earlier.

As Type 2 diabetes increases in the higher age groups within the community, the incorporation of diabetic sections into fund-raising books issued by groups with middle-aged and senior members is not unexpected—nor is the recent trend to integration of diabetic recipes into regular sections. It may be interpreted as a 'normalization' of this condition.

Conclusion

Though often coverless, unattributed, and undated, recipe books have a valuable contribution to make to New Zealand social history. Because they are not a homogenous genre, knowing the purpose and intended audience of a recipe book is essential for interpretation.

Authored recipe books may contain recipes from external sources, or idiosyncratic recipes that fail to be taken up. Despite the problems they pose to cataloguers, compiled cookbooks are arguably more useful to researchers than authored books for they reflect the repertoire of dishes made at a particular time and location, especially in the fashionable categories of baking, preserving and desserts.

Equally valuable, manuals produced by cooking teachers emphasize basic recipes for family meals. All types have been under-studied till now, especially those that were treated as paper ephemera in library collection policies. However all deserve attention from both librarians and academic researchers.

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Small Libraries of New Zealand

by Margaret Jenner

Reviewed by Jenny Argante

In this beautifully produced book, Margaret Jenner, Reference and User Education Librarian at the Bay of Plenty Polytechnic in Tauranga, sets out on a journey that takes her from Port Fitzroy on Great Barrier Island to Gropers Bush in Southland. Her record of this voyage of discovery is a thoughtful and inspiring book that will appeal not only to librarians and library readers, but anyone who is interested in books, buildings, history or landscape.

Margaret learned photography for this project, and the pictures that accompany the text are of a high standard, both technically and artistically. She was a novice writer when she began, and the text that accompanies the pictures is both delightful in content and insightful in comment: a high achievement indeed.

At the book launch Margaret Jenner wittily outlined the conception, birth and delivery of Small Libraries in New Zealand, which owes a significant amount to the contribution of fellow-librarians across the country, and the secretaries of historical societies. Local history is a great strength of New Zealand publishing, and I'd expect copies of this book to be on every library shelf in New Zealand by Easter.

Many of the libraries continue to be in use, and a substantial percentage are now heritage sites. Tiny Pukekawa library is only 10' x 12' and still open for business. Katikati Library in the Uretara Domain features on the mural Our People – Our Story, along with the first librarian Marjorie Hunter, who served from 1914-1954. And yes, the Elms Mission Library here in Tauranga is included – built in 1839 and the oldest free-standing library in New Zealand.

Albany Memorial Library is located at what was once known as Fingerpost Junction, and the Tudor style of the exterior is continued in the panelling of the interior. Glentunnel Library is red-brick and octagonal with patterned tiling on the outside walls. Leigh Community Library is housed in The Cottage, and a typical homestead of 140 years ago, transported from Warkworth for relocation. The Akaroa library is located at 103, Rue Jolie in this appealing French settlement, and was rechristened the Akaroa Coronation Library in 1911 as a condition of grant-aid for major remodeling. The building resembles a traditional doll's house with its roof of terracotta tiles and its decorative fretwork on the façade.

Architecturally, this is my favourite. Amongst all those small libraries whose stories Jenner shares with us, what will be yours, I wonder?

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NZLIMJ welcomes original contributions on any topic or field relevant to the library and information professions in New Zealand. Such submissions must: include the author(s) name, affiliation and email address; include an abstract of no more than 200 words; be no more than 6000 words in length, including references; use the APA (name, date) referencing style and include full bibliographic details in the list of references; be submitted to the Editor as a Microsoft Word document.

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