

LIANZA

Conference 2019

21 - 23 October | Manukau



Nāu te rourou nāku te rourou
Our families, our communities, our libraries



LIANZA 2019

ABSTRACTS

21 - 23 OCTOBER 2019

VODAFONE EVENTS CENTRE, MANUKAU, AUCKLAND

MONDAY 21

1. PANEL

Ma tini, mano, ka rapa te whai

Chris Szekely, Alexander Turnbull Library, National Library of New Zealand Te Puna Mātauranga o Aotearoa

Panellists include: Bill Macnaught (National Librarian), Rebecca Elvy (Chief Executive, Ngā Taonga Sound & Vision), David Reeves tbc (Chair, Library & Information Advisory Commission), Chris Szekely (Chief Librarian, Alexander Turnbull Library), Bruce Ralston (Chair, NZ Memory of the World and panel chair).

A panel discussion featuring New Zealand Library & Archive leaders who are developing a collaborative, national approach to understanding and optimising the documentary heritage system in New Zealand.

"Ma tini, ma mano, ka rapa te whai = By the many, by the thousands, so will the work be done."

Audience: Public Librarians

Keywords: documentary heritage, system leadership, academic libraries, archives

Monday 21 October 2019, 11:00am - 12:40pm, Room: BNZ Theatre

2. PAPER

Playful pop-Up Books

Zoë Colling and Damen Joe, Auckland Libraries

The 'Playful pop-up books' exhibition (12 December 2018 - 3 March 2019) displayed 24 stunning examples of movable and pop-up books from Auckland Libraries' Sir George Grey Special Collections. The exhibition approached the gallery space in new and different ways.

The 'Playful pop-up books' curatorial team aimed to focus on children and their families. This resulted in several exhibition features aimed at this audience: pull-down-and-pop-up labels with text written for children, an interactive sticker voting wall and a dress-ups alcove. It was a good collaboration across teams. The exhibition connected with Auckland Libraries' summer reading programme: Kia Māia te Whai / Dare to Explore and crucial design expertise and production came from the preservation unit.

Hear librarians who worked on elements of this exhibition talk about the process, challenges and successful outcomes of this exhibition.

Audience: Public Librarians

Keywords: exhibition, pop-up books, heritage, special collections,

Monday 21 October 2019, 11:00am - 11:30am, Room: Noel Robinson 1

3. PAPER (3a)

Holistic approaches to the reference interview

Vaoiva (Iva) Matagi, Manukau Institute of Technology

Holistic approaches to the reference interview

Iva Matagi, Manukau Institute of Technology, Manukau, Auckland

Teu le Vā – To nurture and care for the space/s in between.

Respect and acknowledgement of the relationships and spaces (Vā) between people is a living concept that weaves through many Pacific cultures.

This presentation shares my experiences on how embracing Pacific and Māori relationship concepts into practice helps to enrich the reference interview for both the Student and the Librarian.

Audience: Academic Librarians

Keywords: Va Ako "Reference interview" MIT Nursing Pacific Health

Monday 21 October 2019, 11:00am - 11:30am, Room: Noel Robinson 2

3. PAPER (3b)

Southside Libraries connecting with Southside Youth principles-Do they actually work?

Monika Nair, Auckland Libraries

At the 2012 Lianza Conference, Richard Misilei and Tasneem Mohammed laid out four principles that should be used to successfully engage with youth in South Auckland. Since that presentation, those principles have gone through some hard testing at Tupu Youth Library. We, the current Tupu staff, present our experiences to see if those principles still stand, or do we need to start looking at other values in order to connect to South Auckland youth?

Audience: Public Librarians

Keywords: South Auckland, Tupu Youth, Engagement

Monday 21 October 2019, 11:00am - 11:30am, Room: Noel Robinson 3

4. PAPER

Co-creating a community partnership: Dementia Canterbury & Christchurch City Libraries

Kim Slack, Christchurch City Libraries

In 2014 Dementia Canterbury and Christchurch City Libraries met to begin discussion around partnering together to deliver groups for people living with Dementia. Both recognized the need to support the increasing numbers of older people and in particular those with dementia to 'live well' in our community.

Social engagement, social connection and social stimulation are all now recognized as critical components to support living well. Social isolation is however a significant contributor to social, emotional, cognitive and physical decline.

People with dementia tell us they want to do 'normal' things in places that are also normalized.

Libraries provide the ideal opportunity to engage in meaningful discussion using relevant information in all its forms. With the support of trained volunteers, Dementia Canterbury staff, and with opportunity for all librarians involved to receive specific education around dementia a variety of groups have been created.

Audience: Public Librarians

Keywords: Partnerships, education, dementia, community, connection, stories

Monday 21 October 2019, 11:00am - 11:30am, Room: Noel Robinson

5. PAPER

Your library, your communities, your Parliament

Michelle Baker, Office of the Clerk of the House of Representatives and Katherine Close, Parliamentary Service

New Zealand's Parliament works best when you get involved and when everyone has a voice. We know that many people don't know why or how they should be involved and that is something we're trying to change. You and your libraries have a vital role to play in this.

In this workshop we'll show you the resources you can use to help your communities understand and take part in the work of Parliament. These include things like Parliament XR (our virtual reality tour), the Parliament website, and much more.

You'll leave with more awareness of how Parliament works and be confident in helping your communities with their questions. With the next general election not that far away, it's the perfect time to upskill, or refresh your knowledge of Parliament.

Audience: Public Librarians

Keywords: #parliament #democracy #haveyoursay #virtualtour

Monday 21 October 2019, 11:00am - 11:30am, Room: Noel Robinson 6

6. PAPER

Wellington Airport eKiosk: A New Way to Promote Digital Collections

Monty Masseurs, Wellington City Libraries

How can a public library system grow its digital collections beyond its devoted core community, increasing reach and visibility?

Wellington City Libraries has designed and developed the first bespoke high visibility OverDrive eKiosk in Australasia, in partnership with Wellington International Airport.

With over 900,000 visitors per year, Wellington International Airport is a busy hub for Wellington's library catchment, and international visitors.

Installed in February 2018, Wellington City Libraries' eKiosk has been used thousands of times, providing substantial increases for OverDrive collections in new users, unique users and overall issues.

Find out about the design process, technology demands, and innovation required in developing the eKiosks, but also the mutual benefits received from collaborating with major internal and external partners such as Wellington Airport and OverDrive. The touch screen process for instant temporary collection access will be showcased and described, but also future options for external promotion of digital collections.

Audience: Public Librarians

Keywords: Digital Innovation, Collections, Collaboration, Service Promotion

Monday 21 October 2019, 11:35am - 12:05pm, Room: Noel Robinson

7. PAPER

Hamilton Kit Collection - Embracing learning outside of the book!

Julie Laing, Hamilton City Libraries

As public librarians, we believe that one of our main goals is to provide the building blocks for learning for our communities, and to remove existing barriers to learning. We feel that this goal should not be limited to general reading comprehension but should be extended to fostering life skills and digital literacy.

The Hamilton City Libraries Kit Collection evolved in response to these goals. We created kits that customers can issue to get hands-on experiences in their own homes. Our work with industry leaders in America and Canada, and with the University of Waikato, helped us to steer the direction of our Kit Collection in a way that best serves our communities.

We would like to see other New Zealand public libraries offer the same opportunities to their patrons and to help others navigate potential pitfalls on the way to building their own successful kit collection.

Audience: Public Librarians

Keywords: Kits, technology, education, life skills

Monday 21 October 2019, 11:35am - 12:05pm, Room: Noel Robinson 3

8. PAPER

Inclusivity in Chicago Libraries

Penny Guy, Tauranga City Libraries

In April, I travelled to Chicago, courtesy of an Edith Jessie Carnell Travelling Fellowship, to investigate how libraries there are making provision for disabled patrons. My particular focus was on Sensory Storytimes for children with developmental disabilities, atypical sensory processing and/or other conditions. I visited a number of libraries and observed 6 Sensory Storytimes, 2 Sensory Playgroups and a Supported Gardening session. During this session, I will present my findings and make recommendations for practices that New Zealand libraries could adopt to make them more welcoming for all community members.

Audience: Public Librarians

Keywords: story-time disability autism inclusivity

Monday 21 October 2019, 11:35am - 12:05pm, Room: Noel Robinson

9. PAPER

Te Aka Mauri Journey Te Haerenga o Te Aka Mauri

Lois Haddon and Kim Heke, Rotorua Library Te Aka Mauri

Ka mauri nui te tamariki,
 Ka mauri roa te whānau.
 Ka mauri tū te hapū,
 Ka mauri ora te iwi.

As children are nurtured,
 the family will flourish.
 As relationships are enhanced,
 the people will prosper.

In 2015 it was confirmed that Rotorua Library required extensive renovation and earthquake strengthening. At the same time the Lakes District Health Board were looking to centralise a large number of their children's and adolescent outpatient services. This resulted in the innovative suggestion that the 'Children's Health Hub' be co-located in the renovated Rotorua Library building.

The driver behind the 'health hub' concept was a commitment to reducing inequity.

Redressing the impacts of inequity on the literacy and wellbeing of our community was a challenge that we as information professionals felt equally passionate about.

The seeds to create a unique collaboration model had been sown.

Audience: Public Librarians

Keywords: Innovation Wellness Equity Collaboration

Monday 21 October 2019, 11:35am - 12:05pm, Room: Noel Robinson 6

10. PAPER (10a)

Challenging times ahead: Changing attitudes and service delivery models

Kristen Clothier, Hastings District Libraries

Over the past few years we have been on a journey. With limited resources and needing to think about how these could be maximised to make the biggest splash in reaching our ever-changing communities, we questioned: why were we still approaching things in the same way? Why are we living with the mantra of 'it's how it's always been done' so comfortably?

We started changing, tweaking, and shaking things up. From completely overhauling our summer programming, to running bigger and better events, outreach and working closely with the prison – staff, and our community, have been reaping the benefits.

Slowly we are changing our culture so that there is a growing sense of ownership in all our offerings. There is an openness to trying new things, sharing ideas and an environment where staff are encouraged to 'give it a go' even if the results end in a 'not as expected'.

Audience: Public Librarians

Keywords: Culture change, Programmes, Service redesign, Audience engagement

Monday 21 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson

10. PAPER (10b)

Better Lives; Library collaboration in the custodial and reintegration space

Carla Crosbie, Hastings District Libraries and Maryanne Marsters, Hawkes Bay Regional Prison, Department of Corrections

Corrections Librarians have previously highlighted the importance of a strong relationship with the public library. Public libraries often discuss the need to reach the hard to reach, the vulnerable and the marginalised.

But what does public and prison libraries working together look like? How does this relationship happen? It's no simple undertaking to establish a programme or engagement initiative inside a prison. How does the library reach and engage with those men or women who are incarcerated? Is it even the place of the public library to be there?

This presentation will highlight the journey that Hastings District Libraries have been on with Hawkes Bay Regional Correctional Facility. It will outline how the public library has taken on the challenge of collaborating behind the wire. It will cover how this work considers further opportunities such as targeted outreach to families of prisoners and the organisations working in reintegration spaces.

Audience: Public Librarians

Keywords: Collaboration, Vulnerable Communities, Better Lives, Prison, Reintegration

Monday 21 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 1

11. PAPER (11a)

Find your Voice @ Kāpiti: Poetry and diverse storytimes at Kāpiti Coast District Libraries

Stephnie Burton, Jane George, Diana Holmes and Juana Kelsen, Kāpiti Coast District Libraries

If You're a Poet, We Want to Know It, an annual poetry competition (which just completed its seventh consecutive year), is open to all ages in the Kāpiti community and culminates with a National Poetry Day open mic night and an anthology of all submissions in both print and electronic form. The competition invites the community to participate and try their hand at different themes (e.g., Kāpiti, Matariki) and poetic forms. Presenters will outline how they organise this event each year and ensure its continuing success.

Diverse story time events celebrate and champion difference and represent the many groups that make up Kāpiti's community. The library (both inside and outside its walls) is viewed by the public as a safe, open space, and so provides the perfect venue for diverse storytimes such as Tamariki Time and

Rainbow Storytime. These will be highlighted, as well as plans for similar programmes in the future.

Audience: Public Librarians

Keywords: children, storytimes, community, inclusive, diversity, rainbow, multicultural, library as cultural community centre, literary programming;

Monday 21 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 3

12. PAPER

Having a Look-See: EBP by Stealth

Jo Simons, Libraries and Learning Services, University of Auckland

We all do it ... but we don't talk about it.

Libraries upgrade their websites, develop wriggle & rhyme sessions, teach academic literacies, report on business intelligence – whatever the sector, we provide services to our members, based on their needs. Many of us use evidence when we do this. But how much rigour is there in our data gathering and analysis?

Evidence Based Practice is an effective way of introducing some of that rigour. Using the principle that past success is a good indicator of future success, EBP looks for supporting data when developing better practice. Small practical changes to everyday processes can lead to significant change over time, developing a "new normal" in the way we do things.

In short, "Look-See" is Research-SIG's take on making simple, practical EBP a method for uncovering ideas and developing practices that support the success and wellbeing of the communities we serve.

Audience: Public Librarians

Keywords: Evidence-based practice, Research methods, Gathering evidence, Service improvement
Monday 21 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson

13. PAPER (13a)

Interactive Discovery: curating for a large scale psycho-geographic experience

Sarah Snelling, Christchurch City Libraries

The Discovery Wall is an interactive exhibition that showcases some of Christchurch City Libraries digitised heritage collection. Composed into a digital psycho-geographic map of Christchurch, this unique experience is on a massive touch screen wall located on the ground floor of Tūranga. Multiple users can explore the past and present of our city on this digital interface and raises the profile of and engagement with our hidden digital heritage collection.

The Discovery Wall is accompanied by a website at discoverywall.nz where the community can contribute and a mobile version that will tour around to other libraries in the network and go out for Outreach programs and events.

Sarah will reveal how the curation process was managed to create this interactive visitor experience, what a psycho-geographic map is, things she discovered while working on the project along with some of the results since the Discovery Wall went live.

Audience: Public Librarians

Keywords: Discovery, Interactive, Heritage, Engagement

Monday 21 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 6

13. PAPER (13b)***Developing a cultural narrative for Tūranga***

Aurelia Arona, Christchurch City Libraries

Join us as we share the story of the development of the cultural narrative for Tūranga, Christchurch's new Central Library. Hear about the process of working in partnership with mana whenua through our collaboration with Matapopore Charitable Trust. Learn about the development of the narrative and how it is represented in the physical design and reflected in the integrated artworks of Tūranga.

Hear about our key insights, working through the process of relationship and trust building, as we navigated the complexities of the processes and requirements of two organisations and how the successful completion of the narrative has breathed both life and soul into the building, enabling us to build a platform of reciprocal respect and mutual engagement with our mana whenua partners for the future.

Audience: Public Librarians

Keywords: Partnerships, relationships, mana whenua, new facilities, design

Monday 21 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson

14. PAPER***Co-Design - Kotahitanga with Our Community***

Kat Cuttriss, Hutt City Libraries

For our Hutt City Libraries strategy, we explored co-design methods as a way of hearing and sharing the voice of our communities. We identified "empathy conversations" as our method of choice, then held conversations with people we found around the city.

From these interactions, we constructed a range of 'personas' representing our diverse community, which we then used to create and develop library services, spaces, activities and collections. We also learned a method for community engagement that we embedded into daily practice.

The result is a co-designed strategic vision which is targeted and relevant to who our community really are. We also now have a widely-understood technique for community engagement, which we use every day.

We see relevance for all library staff to use this approach, to build closer connections with their own communities, and to ensure strategies are co-designed in partnership with the people for whom they are intended.

Audience: Public Librarians

Keywords: co-design, empathy conversations, community engagement, library strategy

Monday 21 October 2019, 3:30pm - 4:00pm, Room: BNZ Theatre

15. PAPER***VR - Ye Ha!***

Angela Jowitt and Scott Burgess, Puke Ariki, New Plymouth District Council

Puke Ariki Library has been offering VR (Virtual Reality) experiences to the community and observing customers reactions to the everyday emotions this invokes. We have brought the people of our community, of all cultures and ages from families to individuals, together to experience this technology and would like to share our findings with you.

We will discuss decisions on technical equipment and the evaluation of it, taking the technology around our Community Libraries, customer reactions – their joys and sorrows, enabling customers with disabilities to have experiences they otherwise would not have been able to and how humbling it has been to open up the world and universe to people and “change lives” through our libraries.

VR technology is becoming more affordable. We believe we are starting to see a purposeful use for it and opportunities to enrich the lives of people in our community through this technology.

Audience: Public Librarians

Keywords: Virtual Reality Technology Experiences

Monday 21 October 2019, 3:30pm - 4:00pm, Room: Noel Robinson 1

16. PAPER

Opening up the collections

Freya Elmer, Walsh Memorial Library, Museum of Transport and Technology (MOTAT)

Online collection platforms have become one of the most effective ways for collecting institutions to enable community engagement, while increasing accessibility and discoverability of the collections. The Walsh Memorial Library, at MOTAT, has recently implemented a project to upgrade its collection online platform. Benefits and challenges of digital collection platforms for special libraries was highlighted during the change from eHive to Vernon Browser, both platforms offered by Vernon Systems.

This presentation will discuss the need, challenges, decisions, and outcomes of this project, with respect to the documentary heritage collections held in the Walsh Memorial Library, MOTAT. As well as the success Vernon Browser has had in fostering new forms of audience engagement and interaction. It will also touch on future possibilities for this platform which we hope will increase digital citizenry and community engagement in the future.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: digital; collections online; special libraries; collection management systems

Monday 21 October 2019, 3:30pm - 4:00pm, Room: Noel Robinson 3

17. PAPER

It takes a community to raise a reader

Jo Buchan, Services to Schools, National Library of New Zealand Te Puna Mātauranga o Aotearoa

Reading for pleasure has been shown to improve literacy and other educational outcomes, relationships and wellbeing. However, raising readers takes a community forged through strong relationships between schools and school libraries, public libraries and families and whānau. These communities maximise the chances of fostering a love of reading in their children and young people by providing reading resources, reading role models, support, inspiration and the expectation that every child and young person will be a reader.

This session will explore ideas and strategies for building connections within communities. It will also look at how reading – so often perceived as a solitary activity – is a social activity and a powerful connector, building relationships and communities.

Audience: Public Librarians

Keywords: Reading for pleasure, wellbeing, community, relationship, schools, families

Monday 21 October 2019, 3:30pm - 4:00pm, Room: Noel Robinson 4

18. PAPER***Chrome, the cloud and public libraries***

Wendy Horne, Upper Hutt City Library; Anna Williamson, HB Williams Memorial Library Gisborne and Joan Simpson, National Library of New Zealand Te Puna Mātauranga o Aotearoa

This presentation will go through some of the highlights of the APNK refresh for libraries and their customers, as well explore what we can do to keep moving forward with technology and partnerships. Hear about the different experiences from two public libraries who each trialled a different aspect of the new APNK model using chromebooks and cloud software.

Audience: Public Librarians

Keywords: Public computers, chromebooks, google OS

Monday 21 October 2019, 3:30pm - 4:00pm, Room: Noel Robinson 6

19. PAPER***The Future for Story Telling looks Great in Auckland***

Keith Stuart, Auckland Libraries

The addition of local government archives under the umbrella of the Auckland libraries will enable researchers to tell a more complete stories of the people of Auckland.

Audience: Public Librarians

Keywords: archives, local government, pacifica

Monday 21 October 2019, 4:05pm - 4:35pm, Room: BNZ Theatre

20. LIGHTNING (20a)***A platform for the future: Auckland Rapid Transit (ART)***

Chelsea Renshaw, Walsh Memorial Library, Museum of Transport and Technology (MOTAT)

Public transport is an important issue that speaks to the liveability of cities and is close to the hearts of many in our community. Join a curator and a librarian in sharing the lessons they learned telling the story of a proposed city rail network for Auckland in the 1970s and bringing design to life in a technology museum. Explore the way our approach to knowledge sharing and co-creation helped to realise the significance of this story by giving a platform to voices in our community.

Assistant Librarian Chelsea Renshaw presents the steps she took to identify the history and significance of the renderings and the conservation treatment required for them to go on display. Curator Rachel Bush discusses bringing two disparate stories together - of technology and art - to create a compelling exhibition that engages visitors with the topic of public transport.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: exhibition development, collection management, community engagement, knowledge sharing

Monday 21 October 2019, 4:40pm - 5:10pm, Room: Noel Robinson

20. LIGHTNING (20b)***Collecting more by collecting less***

John Sullivan, Alexander Turnbull Library

The Alexander Turnbull Library develops and maintains a comprehensive documentary heritage collection of documents relating to New Zealand and the people of New Zealand. This collection has largely been generated by the generous donations of New Zealanders. A range of factors are obliging us to refocus our collecting on areas in which we are less strong. Our challenge is to bring our existing

us to refocus our collecting on areas in which we are less strong. Our challenge is to bring our existing community support base with us as we make these changes.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: Special Heritage Research Donors Community

Monday 21 October 2019, 4:40pm - 5:10pm, Room: Noel Robinson 1

20. LIGHTNING (20c)

What's the plan? Future-proofing Aotearoa's cultural heritage

Olivia Baldwin-Denton, Victoria University of Wellington

Aotearoa New Zealand has no substantive cultural heritage conservation training programme. How does this lack serve our diverse community and how do we justify this knowledge gap within our unique cultural place in the world? We exist in a multicultural reality founded on a bicultural partnership. This reality created through our history and relationships and the current mahi of those aiming to find balance, equality, and autonomy, forms a discrete world view – one which is highly relevant to the care of our cultural heritage. Yet we are not considering how we integrate cultural heritage care with Kaupapa Māori and Moana Oceania at a training or research level. As information professionals we support knowledge, literacy and creativity through exploration, providing inclusive safe havens for our communities to learn and grow. How are we caring for our tangible and intangible resources to ensure their continued accessibility and relevance moving forward?

Audience: Special Librarians (GLAM, law, health etc)

Keywords: Heritage; training; Kaupapa Māori; sustainable education.

Monday 21 October 2019, 4:40pm - 5:10pm, Room: Noel Robinson 1

20. LIGHTNING (20d)

Playful Sharing - Wellington City Libraries and Spanish Speaking Communities

Debbie House, Wellington City Libraries

Wellington City Libraries' Multicultural Specialists aim to support our local communities to embrace and develop their bilingualism. In 2019/ 2020 we are promoting seven language weeks. Social media videos are planned for and envisaged.

Research shows cognitive gains for bilingual Spanish children, as opposed to their monolingual counterparts. Our social media video invites Spanish speakers into their libraries for a playful, creative, relaxing experience that supports growth and wellbeing.

We will evaluate the social media engagements on the posts. Book handling data will show if our bilingual books and language resources are being read/borrowed more regularly. Are more Spanish speakers joining/using the library and/or attending Social English groups?

Our communities are diversifying and our roles as librarians are expanding to encompass the digital realms. New and creative ways of engaging our communities are needed. We hope that this sort of video could be one effective strategy in our growing toolbox.

Audience: Public Librarians

Keywords: bilingualism communities video Spanish Language 'social media'

Monday 21 October 2019, 4:05pm - 5:10pm, Room: Noel Robinson 1

21. WORKSHOP

Trans* and Gender Diversity 101

Rhion Munro, Auckland Libraries

Transgender people are everywhere – in our families, friendship circles, communities, schools - and

most significantly to us, they are using our libraries, whether we realise it or not.

But let's face it, gender diversity can be... confusing.

Cisgender, Intersex, Non-Binary – the terminology is complex and no one wants to offend anyone by using the wrong pronouns – speaking of which, how do you know the right ones to use? What are the right keywords to help the Transman at the reference desk? What about the library bathroom situation? Even with the best of intentions it can feel like we're doing and saying the wrong things.

Let me make it easy for you.

By the end of the 65 minutes you will have a better understanding of gender diverse terminology, the pressing issues that affect our community, and ways to support the transgender folk that are using your library.

Audience: Public Librarians, School Librarians

Keywords: Transgender Diversity LGBTIQ Gender

Monday 21 October 2019, 4:05pm - 5:10pm, Room: Noel Robinson 3

22. WORKSHOP

Ngā Tamariki, Ngā Taonga

Rochelle Paki, Christchurch City Libraries

Sharing my ideas and knowledge about how you can revitalise Tē Reo Māori through the mediums of a Kōhanga Outreach programme and Ngā Pakiwaitara, a Preschool storytime programme with a reo Māori kaupapa that is delivered weekly in our new library Tūranga. . Giving the opportunity to learn songs and rhymes in Te Reo Māori to support in the delivery of Wā Kōrero / Story time sessions. A workshop full of learning and fun.

Audience: Academic Librarians

Keywords: Ngā Tamariki, Ngā Taonga

Monday 21 October 2019, 4:05pm - 5:10pm, Room: Noel Robinson 4

23. WORKSHOP

Spark curiosity, build understanding: connecting ākonga with culture and heritage.

Samuel Beyer, National Library of New Zealand Te Puna Mātauranga o Aotearoa

Connecting with the culture and heritage of Aotearoa New Zealand in meaningful ways helps young people to be 'confident, connected, actively involved, lifelong learners.' (New Zealand Curriculum)

Resources of many types can be used as catalysts for curiosity and sources of information.

This workshop will draw upon recent findings of how teachers and students discover, access, use, create, and share resources to support teaching and learning about Aotearoa New Zealand, and how this might be achieved more effectively in current, increasingly digital, learning environments. The place and role of libraries are integral to this.

In this interactive workshop, participants will explore:

- how a variety of resources, when coupled with effective questions, can be used to spark curiosity and engage learners in discovering more about Aotearoa New Zealand's eventful past.
- how library collections and services can connect teachers and students with Aotearoa New Zealand's culture and heritage — including local histories.

Audience: Public Librarians

Keywords: Education, Resources, Culture, Heritage
Monday 21 October 2019, 4:05pm - 5:10pm, Room: Noel Robinson 6

24. PAPER

Introducing the SIG for Librarians supporting customers with disabilities.

Katie Lumsden, Christchurch City Libraries

In February this year, a new LIANZA special interest group was formed; for Librarians supporting customers with disabilities. This talk, given by some of the founding members of the group will introduce participants to the SIG and will cover the following topics.

1. Why is such a group needed.
2. Why the group was formed.
3. Why members of the group joined
4. The aims of the group.
5. The progress of the group has made so far.

There will be then be a question and answer session

Audience: Public Librarians

Keywords: disability, professional development, communities

Monday 21 October 2019, 4:40pm - 5:10pm, Room: BNZ Theatre

TUESDAY 22

26. PAPER

Whanaungatanga – Together We All Succeed

Lillian Pak and Shane O'Connor, Hutt City Libraries; Lydean Herman, Taita College

Through collaboration and partnership, Hutt City Libraries has supported Taita College in raising NCEA achievement, literacy levels, and provided learning experiences within the school that support learning engagement, career and study pathways for their learning community. Working towards knowledge creation for and by students, Hutt City Libraries are actively implementing similar models at other schools in Lower Hutt.

Come and learn how Whanaungatanga is fostering the relationships between home, school, public libraries and the community, and the impact it makes on successful outcomes for our people.

Audience: Public Librarians

Keywords: collaboration; partnership; whanaungatanga; relationships; career/study pathways; school
Tuesday 22 October 2019, 11:00am - 11:30am, Room: BNZ Theatre

27. PAPER

Communities and social media – collecting the conversations that matter

Susanna Joe and Gillian Lee, Alexander Turnbull Library, National Library of New Zealand Te Puna Mātauranga o Aotearoa

Libraries have an important role to play in working with local communities to collect resources that are important to them. One well known example is the community Kete where photos and documents are scanned and uploaded for the public's benefit, but what about web content? Today's documents are on websites or social media sites. How do we assist communities to collect and preserve their websites or social media accounts?

Audience: Public Librarians

Keywords: Web archiving; social media

Tuesday 22 October 2019, 11:00am - 11:30am, Room: Noel Robinson 1

28. PAPER

Barbarians at the gates of New Zealand's public libraries?

Carol Routley, Independent contractor

The concept of equity of and free access to public libraries in a democracy has long been internationally recognised and is adopted by the library profession in New Zealand/Aotearoa (NZ). However, the notion of the free public library for anything other than access and joining is not legally protected in NZ. This session evaluates results of research into records of fees and charges for joining, internet and borrowing across all NZ's public library systems. It relates charging to the average cost of rates (2017-2018 and 2018-2019) and draws conclusions about equity and fairness for our communities now and into the future. Trends are identified and implications highlighted for professional values.

Audience: Public Librarians

Keywords: Public libraries, New Zealand/Aotearoa, Charging, Equity, Fairness

Tuesday 22 October 2019, 11:00am - 11:30am, Room: Noel Robinson 3

29. WORKSHOP***Supporting young learners' lifelong journey – let's work together***

Miriam Tuohy, Services to Schools, National Library of New Zealand Te Puna Mātauranga o Aotearoa

Libraries from all sectors – Public libraries, tertiary libraries, school libraries, and the National Library – have a role to play supporting learners to develop the skills they need for the future.

When we collaborate, we can make a greater impact than working in isolation. Library staff and resources are pulled in many directions. By sharing what we have – resources, time, expertise, passion – and finding ways to work together we can help make library support for young learners a seamless experience. What does this look like in practice?

In this session, we'll explore examples of existing collaborations (such as AnyQuestions) and some future possibilities that could work with your own community.

Join us to explore together:

- why collaboration matters
- how to get started
- how to find a natural fit for collaboration
- how we can help each other succeed.

Audience: Public Librarians

Keywords: Collaboration, Learners, Families, Reading

Tuesday 22 October 2019, 11:00am - 12:05pm, Room: Noel Robinson 4

30. WORKSHOP***Pacific Engagement: Catching the knowledge wave 10 years on***

Judy Taligalu McFall-McCaffery, University of Auckland; Maryanne Marsters, Hawkes Bay Regional Prison, Department of Corrections and John Mata'afa, Te Matariki Clendon Community Centre and Library, Ngā Pātaka Kōrero o Tāmaki Makaurau – Auckland Libraries

The demography of a rapidly growing diverse NZ population is challenging many long standing existing beliefs and practices originally designed for a homogenous print based literate population. Engaging Pacific peoples and diverse communities in libraries and information management in an electronic age however requires different strategic (re) thinking and planning approaches for each sector; tertiary, schools, public libraries, special libraries, archives and museums. The skills for developing and implementing such plans for engaging diverse minority communities are increasingly being seen as part of the necessary professional knowledge base for all librarians.

How have these challenges been addressed in the information sector? This workshop draws on institutional policies, strategies, practices and protocols participants use in engaging with library clients. Participants will identify challenges, successes, share ideas, then develop an action plan for engaging with Pacific clients within their workplace. The workshop activity will be useful in engaging with other minority communities.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: Pacific engagement diverse communities practices strategies policies

Tuesday 22 October 2019, 11:00am - 12:05pm, Room: Noel Robinson 6

31. PANEL***Looking for that AHA Moment***

Nina Whittaker, Walsh Memorial Library, Museum of Transport and Technology (MOTAT)

Auckland Heritage Archives (AHA) is a community of practice that connects documentary heritage professionals from key institutions across the Tāmaki Auckland region. Its network reaches across public, special and academic libraries, as well as archives and records management, with ten members representing Auckland Council, Auckland Museum, Maritime Museum, University of Auckland, Auckland Libraries, MOTAT and Archives New Zealand. A selection of panellists from AHA institutions will share insights into the current state of documentary heritage across Auckland's GLAMR sector. The panel will address the needs and challenges within Auckland for communication and collaboration, how AHA is working in this space. They will also explore how cross-sector networks like AHA can work with LIANZA and other professional organisations to reach out to smaller institutions and endangered documentary heritage. Is there such a thing as an "AHA" moment for Auckland's documentary heritage community?

Audience: Special Librarians (GLAM, law, health etc)

Keywords: collaboration, community of practice, Auckland Heritage Archives

Tuesday 22 October 2019, 11:35am - 12:05pm, Room: BNZ Theatre

32. PAPER (32a)

Engaging with schools; the digital space, our story, your opportunity.

Ann-Louise Vonk, South Taranaki District Libraries

A hot topic in South Taranaki is that Hawera LibraryPlus teaches technology at local schools. Topics include 3D printing, coding, robotics, and circuitry. The sessions have been so successful schools are contacting us to work alongside them.

South Taranaki Libraries built up resources, developed staff skills, and considered how this could be expanded. A challenge facing our schools is being prepared for the inclusion of technology in the curriculum; we are helping through 'Tech for Teachers' sessions. As librarians navigating our way through a changing world, we provide knowledge teachers can utilise.

In this interactive session you will

- Discuss bringing technology into schools in an affordable, creative and innovative way
- Consider ways to resolve problems/barriers
- Experience playing with circuitry

This session is for anyone interested in thinking about how technology can be used to support learning, or who is interested in tailoring programmes to individual schools.

Audience: Public Librarians

Keywords: technology, schools, digital innovation, outreach

Tuesday 22 October 2019, 11:35am - 12:40pm, Room: Noel Robinson 1

32. PAPER (32b)

Taking the 'Maker' out of the 'Space': Community-led STEAM Programming

Stephen Clothier and Jamie Boorman, Wellington City Libraries

Involvement in the Maker movement, provision of equitable access to new technologies, and supporting STEAM education in our communities are all increasingly seen as falling within the mission of public libraries in New Zealand. Yet, many of our libraries face constraints in terms of physical space and infrastructure to support a fixed 'makerspace' educational facility. This means that communities and families within the catchments of smaller libraries may not receive the full benefits of our libraries' investment in maker technology.

Wellington City Libraries has navigated this problematic space by developing mobile 'maker carts' and new programmes for all ages that can be delivered throughout our library network and beyond. This presentation and hands-on demonstration gives you the opportunity to try out some of Wellington City Libraries' maker cart programmes and see how library programming and technological resources can be brought beyond the library walls and directly into your communities' hands.

Audience: Public Librarians

Keywords: Makerspace; Educational programming; Transportable; Community outreach

Tuesday 22 October 2019, 11:35am - 12:40pm, Room: Noel Robinson 1

33. LIGHTNING (33a)

Libraries Caring about the Environment - programmes for sustainable communities

Steve Harley, Nelson Public Libraries

Nelson Public Libraries, in collaboration with many stakeholders and groups aiming to reduce our communities' environmental impact, ranging from Council's own Environmental Programmes Team to individual members of the community, have delivered a number of programmes aiming to educate library users on environmental awareness and sustainability, to a positive reception. This presentation will share our experiences in delivering these programmes, and raise awareness among library professionals on their role as a leader in the community in reducing our collective environmental impact.

Audience: Public Librarians

Keywords: environment; public libraries; programmes; education

Tuesday 22 October 2019, 11:35am - 12:05pm, Room: Noel Robinson 3

33. LIGHTNING (33b)

GenConnect: Connecting Generations for Healthier Communities

Steffi Marshall, Christchurch City Libraries

Offering intergenerational programming not only helps the wider community by enabling two very diverse groups to interact and develop relationships, but also help reduce inaccurate stereotypes and encourage tolerance. Since 2016 the Upper Riccarton library has offered a programme which promotes interactions between the younger generations and older adults by providing free technology help. High school students help older adults feel more comfortable with any digital technology and on the other hand, older adults contribute by sharing local community history and helping the students learn skills such as empathy, kindness and patience.

Audience: Public Librarians

Keywords: Intergenerational programming, tech help, GenConnect,

Tuesday 22 October 2019, 11:35am - 12:05pm, Room: Noel Robinson

33. LIGHTNING (33c)

Embracing diverse communities: turn grumbles to gold

Cath Sheard, South Taranaki District Libraries

In early 2018 South Taranaki Libraries held a successful Rainbow Storytime; a similar event in October generated a small number of complaints. Hearing complaints is uncomfortable but generates opportunities to talk about acceptance and diversity, and a platform to be explicit about our values as public librarians.

As a result, the district team at South Taranaki are now clear about their values, and the importance of our facilities being welcoming spaces for the rich diversity of people we serve.

We learned how vital it is to know what you stand for, your limits and tolerances, and how well they

mesh – or not – with organisational values.

This lightening talk will explain what happened, how we dealt with it, and where we are now. My hope is our story will enable others to consider these issues and embrace the diversity in their own communities more strongly.

Audience: Public Librarians

Keywords: diversity, rainbow, programming, public

Tuesday 22 October 2019, 11:35am - 12:05pm, Room: Noel Robinson 3

34. LIGHTNING (34a)

Value Pacific Youth place on librarianship as a potential career

Richard Misilei, Auckland Libraries

Ask Pacific youth if they'd like to work in libraries in the future, and they'll give you a passionate, "Pffft, as if!" Why is that? We know our industry is an awesome one and does amazing things for our communities, so why wouldn't they choose librarianship? Using the Pacific 'Talanoa' method, I uncover and unpack the reasons why Pacific Youth say no to librarianship, and also discover ways in which we can change this attitude towards libraries.

Audience: Public Librarians

Keywords: Pacific, Youth, Librarianship, Talanoa

Tuesday 22 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 3

34. LIGHTNING (34b)

Vā Pasifika: Cultural Engagement from the Old Plantation

Rhia Taonui, Palmerston North City Libraries

This brief paper reports on how Palmerston North City Libraries' engagement approach with the Pasifika community as the welcome mat for community engagement and new relationships. With only 4% of the Palmerston North population identified as Pasifika, Palmerston North City Libraries have their work cut out for them, focusing on ways and means to bring Pasifika into the library space.

Going back to basics, the face to face community approach proved time and time again to be an essential first step in gaining community trust, which enabled the development of targeted programs, events and pinpoint resources to neuter the connection. We will talanoa on the sustainability of these approaches, the relationships formed (or lost), the challenges and what does the term 'Old Plantation' got to do with community engagement?.

Audience: Public Librarians

Keywords: Pasifika, Cultural Engagement, Community

Tuesday 22 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 3

34. LIGHTNING (34c)

Turou! Oro mai! Pacific Collection Relabeling Project

Melissa Manapori, Auckland Libraries

Turou! Oro mai!

Deep within Auckland Central Library is a basement full of precious books. Some are rare, last copies and irreplaceable. Amongst these half a million items lie many Pacific treasures. Much like the islands themselves, they're spread wide along two floors, separate yet connected by the sea of shelves in between them.

When Melissa Manapori started working in the role Pacific Collections specialist, she felt a sense

of stewardship towards these scattered items and began a project to locate and protect them, recognising their importance, enhancing mana . Working from a Pacific worldview, these stories are gathered, assessed and, depending on the item, either placed in special collections for preservation or made accessible through correct cataloguing, labelling and intentional placement.

Melissa's talk will describe the collaboration, advocacy, passion and perseverance that were required to improve connections between the people and taonga/measina of the Pacific held by Auckland Libraries.

Audience: Public Librarians

Keywords: Pacific Taonga Measina Collection

Tuesday 22 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 3

35. PAPER

Harnessing collaboration & co-design to create positive community change

Sonia Munro, Auckland Libraries

Libraries are in a fight to remain relevant in communities across New Zealand. Decreasing visitor numbers, declining issues and budgetary constraints have created an environment where library teams are faced with the challenge of attracting new customers, while continuing to retain their existing customers.

Creating external partnerships through collaboration and co-design, has enabled the library team at Māngere Town Centre Library to increase community connection, access specialist expertise for specific programming, increase engagement with youth through digital programming, while freeing up staff time to reach out to other diverse groups, resulting in an increase of active library membership and improved social cohesion and economic outcomes for the community. Māngere Town Centre Library to transition itself from a traditional library to a community hub. Three case studies and personal stories will be shared to highlight the qualitative and quantitative benefits of this transition for the community and the library service.

Audience: Public Librarians

Keywords: Collaboration Co-design Community Employment Engagement Research Youth Senior

Tuesday 22 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 4

36. PAPER

Health Science Libraries The small libraries making a difference

Barry O'Callaghan, SouthernDHB

When you don't have your doors open to the public, you don't see your community. Health Science Libraries are throughout the country and have supporting partners to enable them to create and build their own community. Health Science Libraries are the small libraries quietly getting on and making a difference in supporting those who make a difference in the lives and well being of all New Zealanders, yet nobody really knows what they do. Or who do they serve. Can the experience of a public library be used in a highly specialised field? Can public libraries learn from health science libraries? After all there is more than one kind of library. A discussion based on the experiences and findings of working in public libraries and then making a shift to a specialised library.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: Health Science Libraries Public Libraries Community

Tuesday 22 October 2019, 12:10pm - 12:40pm, Room: Noel Robinson 6

POSTER (1)

Pictorial Eloquence: Telling a story visually

Robyn Wilson, Palmerston North City Library

Pictorial Eloquence: Telling a story Visually

Our 2019 LIANZA conference theme focuses on the 'well-being and success of our people.' I will illustrate how Art, specifically our Quilt Collection has helped our Palmerston North City Library to achieve this aim.

I will share my journey, from discovering a large quilt in archives to managing a quilt project which was a collaborative effort between Palmerston North City Council staff and our community; to where I am today sourcing quilts for our ever-changing display. Quilts are one way of connecting with our community through talanoa – a shared dialogue

Along the way I will discuss notions of community engagement and the individual elements of our 2019 Conference vision and conclude with ideas going into the future.

Audience: Public Librarians

Keywords: Community engagement, Quilts, Talanoa

Tuesday 22 October 2019, 1:00pm - 1:30pm, Room: Fisher & Paykel Foyer

POSTER (2)

Can Librarians Save the Planet? Re-positioning the Six Capitals

Paul Tudor, Tonkin & Taylor Ltd

This poster will first relate the activity of libraries and librarians relate to the Six Capitals:

- Financial capital
- Manufactured capital
- Intellectual capital
- Human capital
- Social and relationship capital
- Natural capital

The poster will analyse some of the difficulties with the Six Models model, especially in how it treats information and knowledge. How can one derive a single, accurate, up to date figure for the value of information? And what about knowledge, which is constantly being reshaped and built upon, in which form of capital is knowledge held?

Audience: Special Librarians (GLAM, law, health etc)

Keywords: Knowledge assets ; Intellectual capital

Tuesday 22 October 2019, 1:00pm - 1:30pm, Room: Fisher & Paykel Foyer

POSTER (3)

Using the Cynefin Framework to understand complex problems

Paul Tudor, Tonkin & Taylor Ltd

This is very much a deep dive into workshop techniques, using a set of specific methodologies to capture varying viewpoints, map these, test solutions and finally come to an agreed course of action. The Cynefin Framework offers a different way of looking at a problem, a set of issues or policies, or a means to understand particular decisions. By being actively involved in the process, the workshop participants will get first hand experience of how to approach complex scenarios or problems, using the lens or filter of the Cynefin Framework.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: Knowledge Problem solving Values Issues Complexity

Tuesday 22 October 2019, 1:00pm - 1:30pm, Room: Fisher & Paykel Foyer

POSTER (4)

Connect, Collaborate and Cultivate: an example of community collaboration

Mojgan Sadighi, Massey University Library

Public libraries generally have a strong connection with their local communities. In contrast, tertiary libraries are mainly expected to fulfil the needs of their own clients (students and staff). Although some university libraries actively engage with their wider community in alignment with their university's Vision statement, it is a challenge for smaller institutes with limited human, financial and physical resources to cater for people outside their walls.

During her employment at IPU New Zealand library, the author strengthened the relationship between IPU and Palmerston North community organisations.

In early 2018 IPU library partnered with the Manawatu Multicultural Council (MMC) in facilitating and promoting a series of writing and communication workshops for students at all levels in 2018.

This workshop will discuss the methods, challenges and outcome of the above project and hopefully provide insight, inspiration, and valuable guidelines for other tertiary libraries to engage with their local communities.

Audience: Academic Librarians

Keywords: Community engagement, Tertiary institutes, Collaborate

Tuesday 22 October 2019, 1:00pm - 1:30pm, Room: Fisher & Paykel Foyer

37. LUNCHTIME WORKSHOP

Pasifika Ukulele Workshop - Learn a Pasifika "Omni-Action-Song"

John Mata'afa, Auckland Libraries

We invite you to join our Pasifika Ukulele family for a workshop to teach you one Pasifika "Omni-Song" that has verses and actions from Aotearoa and all our Pasifika cultures!

It is easy as to sing! It is easy as to learn! It is easy as to share! It is suitable for children and adults.

Everyone is welcome, and we will have lots of friendly helpful Ukulele teachers to guide you, have a laugh with you and sing with you!

There will be Ukuleles available for you to use during the workshop and feel free to bring your own as well.

We will also be working to provide a promotion where you can win one by attending the workshop and /or buy one locally in Manukau for a special price!

So, go ahead and explore your musical talents and come along and join in the fun!

Audience: Public Librarians

Keywords: Ukulele, Music, Song, Pasifika, Aotearoa, Children, Community

Tuesday 22 October 2019, 1:00pm - 1:30pm, Room: Sir Woolf Fisher Arena

38. PAPER

Go forth an Co-Create - Practical Co-Creation projects in Libraries

Louise Anderson, Whakatane Library

Go forth and Co-CREATE – Lessons from the co-creation experience. Discovering the value of and learning how to lead co-creation projects in public libraries. Leaders and librarians collaborating with customers and community to enhance the library experience, develop relationships, encourage participation, social connection, communication and contribution.

Audience: Public Librarians

Keywords: Co-Creation, Collaboration, Leadership, Projects

Tuesday 22 October 2019, 2:45pm - 3:15pm, Room: Noel Robinson 1

39. PAPER

Brokering, boundary-spanning, belonging: becoming embedded in a community of practice

Courtney Harper, Counties Manukau Health Library

Libraries and knowledge services are in an exciting time of flux. With the redefinition of library roles, there is unprecedented opportunity to shape and steward knowledge mobilisation through the communities of practice we engage and support. In this presentation, I will share my experience of becoming an embedded knowledge broker in a healthcare improvement and innovation community of practice. I will discuss three types of relationships I have developed with this community of practice – brokering, boundary-spanning, and belonging – the advantages and disadvantages of each, what skills and qualities it takes to work this way, and the prospects for libraries to demonstrate added value to their stakeholders. This talk will be of interest to special librarians, but also any information professional who wants to get where the action is and influence decision making; to ensure a strong future for the sector, I argue, this should be all of you.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: community of practice, health, knowledge roles, influence

Tuesday 22 October 2019, 2:45pm - 3:15pm, Room: Noel Robinson 3

40. PAPER

Keeping it local - co-developing library services in the community

Nicholas Keene and Pete Gray, Whanganui District Library

Doing more with less is now business as usual. Local libraries are an experiment in expanding services without adding to the operational budget. We are embedding self-service libraries into existing community centres or businesses. Basic library services are offered by trained volunteers or business partners in the host institution, with library staff expertise a phone call or web chat away. Success will require a new level of co-working with our community partners. Local enthusiasm, organisation and commitment will need to be matched by a flexible Library management team listening, understanding and adapting without imposing. Two months from the opening of the Hakeke St Library, we are on a steep learning curve that will only accelerate when the second, Rangiora St Library opens in May. Local libraries offer one potential model for working with communities to develop a locally flavoured service on a small budget with limited risk.

Audience: Public Librarians

Keywords: community, local, co-design, volunteer, working smarter

Tuesday 22 October 2019, 2:45pm - 3:15pm, Room: Noel Robinson 4

41. PAPER

We are the Pacific

Kate Ogden, Christchurch City Libraries; Sandy Nepia, Whanganui District Library and Trina Roycroft, Auckland Libraries

In May 2018 there was a hui in Suva, Fiji. This gathering of more than 80 library professionals, influencers and funders from 19 different Pacific countries conceived the Pacific Libraries Network.

Our intent is to strengthen the impact of Pacific libraries to better support the needs of communities through collaborative networking and advocacy. Libraries and librarians across our part of the world are working hard in what are sometimes very difficult circumstances. In Fiji we were given a resounding message by colleagues from all over the region. They said "We are the Pacific". New Zealand and Australia are part of these diverse islands and they are part of us. When our region is strong we are strong and by lifting up our neighbours we too are lifted.

This paper will show what we have learned and where we are going and how you can join us.

Audience: Public Librarians

Keywords: Pacific Libraries Network; Collaboration; Advocacy;

Tuesday 22 October 2019, 2:45pm - 3:15pm, Room: Noel Robinson 6

Talanoa

Talanoa (in Tongan/Samoan/Fijian) means an open, shared dialogue between two or many. 'Tala' in talanoa means talk, to talk, to dialogue, to tell a story. Talanoa can be formal or informal in which people share their stories, thoughts and feelings on a topic of interest (Vaiolaeti, 2006). There are different types of talanoa ranging from talanoa vave |fast and brief talanoa; to fakatalanoa when people meet for the first time; to pō talanoa |deeper exchange and sharing of ideas (Fa'avae, 2016). Talanoa is guided by protocols and principles which includes faka'apa'apa (Tongan) fa'aaloalo (Samoan)| respect; 'ofa (Tongan), alofa (Samoan)| love, compassion to generate ethical and meaningful engagement between people. The sharing of stories in the talanoa encourages inclusiveness, participation, and open interactions. For Tongan, Samoan, Fijian including other Pacific cultures, talanoa is a precursor to establishing effective and ongoing reciprocal relationships which our conference sessions hope to create. We look forward to seeing you in one of our exciting talanoa sessions

42. TALANOA

Talanoa for all – Social media and its influence on youth

Tuesday 22 October 2019, 3:45pm - 5:00pm, Room: Noel Robinson 1

43. TALANOA

Talanoa for all – Strengthening connections in the Pacific

Tuesday 22 October 2019, 3:45pm - 5:00pm, Room: Noel Robinson 3

44. TALANOA

Talanoa for all – Topic to be crowd-sourced

Tuesday 22 October 2019, 3:45pm - 5:00pm, Room: Noel Robinson 4

45. TALANOA

Talanoa for all – Libraries, digital innovation & inclusion

Tuesday 22 October 2019, 3:45pm - 5:00pm, Room: Noel Robinson 6

WEDNESDAY 23

46. PAPER

How to use NZSL in the library every day.

Katie Lumsden, Christchurch City Libraries

In 2006 New Zealand Sign Language was recognized as a national language of New Zealand in 2006. Whilst this is a widely known and stated fact and it is used by 20,000 people in the country including hearing parents of deaf children (Office of Disability Affairs, n.d.), it can be difficult to include it in our daily work in Libraries.

In an attempt to change this, this paper will cover the following:

1. An introduction to the Deaf Community and NZSL as a language.
2. Guidance on how to communicate with members of the Deaf Community
3. NZSL resources and a demonstration of them.
4. How to include NZSL in pre-school sessions.
5. How to include NZSL in programming with adults.
6. Additional benefits of using NZSL in the library

A handout listing resources and the vocabulary used will be provided.

Audience: Public Librarians

Keywords: NZSL, deaf, inclusion, community, communication, disability, professional development
Wednesday 23 October 2019, 10:20am - 10:50am, Room: BNZ Theatre

47. PAPER

Mind the gap: or why a library needs a manager.

Nicola Harwood and Sarina Barron, Nelson Public Libraries

Why does a library need a manager? What is the role of leadership within the library and its wider community?

This paper reflects on a situation where there have been a number of changes in the Library Manager position over the past four years. It will explore the challenges, the wider concepts of leadership and management and the need for good professional development and succession planning in the wider library team.

Audience: Public Librarians

Keywords: Leadership, Management, Community

Wednesday 23 October 2019, 10:20am - 10:50am, Room: Noel Robinson 1

48. PAPER

DigitalNZ on communicating copyright information and a user upload feature

Rowan Payne, National Library of New Zealand Te Puna Mātauranga o Aotearoa

DigitalNZ makes New Zealand digital content easy to find, share, and use. At www.digitalnz.org we provide a search across the collections of over 200 organisations around the country. The metadata of the 30+ million digital items that we bring together is also made available to the public via an open Application Programming (API).

DigitalNZ is always looking for chances to adapt its services in response to the new ways that people are engaging with information. In this presentation, we will share two projects that have been driving our work and thinking over the last couple of years: the redesign of how rights information is expressed on www.digitalnz.org, and the future potential for people and communities to upload their personal material to DigitalNZ "stories". These areas of work connect to the 2019 LIANZA conference theme of how emerging technologies can connect taonga and the community.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: DigitalNZ, copyright, user generated content, search engine, metadata

Wednesday 23 October 2019, 10:20am - 10:50am, Room: Noel Robinson 3

49. PAPER

Vā Oceans Between

Nina Oberg-Humphries and Tiresa Jerome, Christchurch City Libraries

Pasifika Librarians Nina Oberg Humphries and Tiresa Jerome use Pacific values to guide community engagement and make meaningful relationships with Pacific communities in Ōtautahi. The development and delivery of Pasifika programming in Tūranga Christchurch City Libraries has seen a rise in membership, use of the Pasifika Collections and use of Library facilities by Pacific peoples of all ages.

Join Nina and Tiresa in making Ei Katu (Cook Island flower head garlands) while they discuss Pasifika programming, community consultation and the importance of Vā in connecting to Pacific Peoples in your Libraries.

Audience: Public Librarians

Keywords: Pasifika community engagement programming consultation Vā Oceans Between

Wednesday 23 October 2019, 10:20am - 10:50am, Room: Noel Robinson 4

50. LIGHTNING (50a)

Institutional Repository and Gold Open Access—Unexpected Synergy?

Kin Lok Rocky Mak, Run Run Shaw Library, City University of Hong Kong

In recent years, institutional repositories have been relatively neglected by the scholarly communication society given the advance of gold open access, in which articles would then be freely accessible by all in the public and free from the myriad of constraints brought by green open access. However, institutional repositories are capable to serving more functions than many have imagined. An institutional repository could serve as a source of impact of academic libraries when working together with the gold open access initiatives in an academic institution. By providing a scholarly communication platform where all research output could be accessed by the public, the institutional repository can provide a platform of interaction and dissemination for the academic library with the public which gold open access through the publisher could not provide.

Audience: Academic Librarians

Keywords: Open Access; Institutional Repositories; Scholarly Communication

Wednesday 23 October 2019, 10:20am - 10:50am, Room: Noel Robinson 6

50. LIGHTNING (50b)

What are research-librarian skills and how do we get them?

Jo Simons, Libraries and Learning Services, University of Auckland

Serving our research communities - researcher-facing librarians and information specialists at tertiary institutions are increasingly required to understand the research process and the digital skills needed by researchers. Researchers expect academic libraries and learning services to be a source of training in these digital skills, so how do we expect staff to develop the knowledge to pass on to our clients? Should we be recruiting for these skills and/or upskilling current staff? Do our library qualifications enable graduates to be able to step into a role supporting researchers at a tertiary institution? At the recent eResearchNZ conference we posed these and other questions and then engaged a group of research-facing librarians in a wide-ranging discussion. This talk will recap and critically reflect the themes emerging from this discussion, and where the profession might go from here.

Audience: Academic Librarians

Keywords: Academic libraries, research support skills, qualifications, staff training

Wednesday 23 October 2019, 10:20am - 10:50am, Room: Noel Robinson 6

50. LIGHTNING (50c)

It's Party time! Social Research Consultations for Postgraduates

Ceire Hopley, Waiopahu College

In-person research support for postgraduates traditionally fit two methods of delivery – structured class sessions or individual research consultations. Recent literature on rebranding library drop-in sessions to "Research Parties" has highlighted a gap in subject librarian offerings for an informal, social style of research support.

Research parties were held for postgraduates, with snacks and drinks, sponsor merchandise, "conversation starter cards" and two or three subject librarian hosts. The relaxed atmosphere of the parties created opportunities for both librarian-student interaction, and peer-to-peer discussion around research challenges.

I will be sharing the process of planning, marketing and hosting the research parties, and the outcomes of trying a new style of research support. By the end of the session, the audience will have a roadmap of how to host a research party at their library.

Audience: Academic Librarians

Keywords: academic, research support, innovative offerings, relationships, subject librarian

Wednesday 23 October 2019, 10:20am - 10:50am, Room: Noel Robinson 6

51. PANEL

Connecting to our communities: the power of professional registration

Kat Cuttriss, Hutt City Libraries @KatCuttriss

It is more than ten years since the LIANZA Professional Registration scheme was introduced; it remains as relevant to the sector today. Hear from a panel of recently registered librarians including @kimtairi @Hao_Zhang @PeterMurgatroyd, John Garraway and Anahera Morehu about why they chose to register, the impact and the value of professional reflection articulated through registration. Cath Sheard @KiwiLibrarian will explain recent changes to Route C for entry into the scheme which will allow more people to apply for professional registration. Cath and Anahera will talk about the registration and revalidation process, describe what they look for in a journal, and briefly explain the Board's work including how journals in te Reo Maori are assessed.

Audience: Public Librarians

Keywords: registration, revalidation, journal, qualifications, professional registration, professional development

Wednesday 23 October 2019, 11:20am - 1:00pm, Room: BNZ Theatre

52. PAPER***Traditional metrics, altmetrics, and researcher profiles: Faculty perceptions and use***

Anne Ferrier-Watson, University of Waikato

As competition for research funding increases, research must demonstrate 'impact'.

Impact can be defined as changes in practice, knowledge, understanding, attitudes or ideas (Morton, 2015) both on other research and on society beyond academia.

The more visible a researcher's work, the more chance it has to generate impact (measured through traditional metrics e.g. citation counts, and alternative metrics e.g. Twitter mentions).

Based on a 2019 survey of 100 researchers this presentation considers the relationship between research promotion and impact; offers insight into the current practices, barriers to uptake, and future needs of researchers; and considers the implications for academic librarians in assisting faculty to engage with impact measures and promotion of their research.

Morton, S., 2015. Creating research impact: The roles of research users in interactive research mobilisation. *Evidence & Policy: A Journal of Research, Debate and Practice*, 11(1), 35–55. <https://doi.org/10.1332/174426514X13976529631798>

Audience: Academic Librarians

Keywords: traditional metrics, altmetrics, researcher profiles, research impact, visibility
Wednesday 23 October 2019, 11:20am - 11:50am, Room: Noel Robinson 1

53. PAPER***Pūkana mai ki te Reo***

Chris Szekely, Alexander Turnbull Library, National Library of New Zealand Te Puna Mātauranga o Aotearoa

Earlier this year, the New Zealand government released Maihi Karauna, a national strategy aimed at revitalising Te Reo Māori. A key focus of the strategy is on the public sector and promoting Te Reo as a spoken language in the workplace. 2019 is also the United Nations International Year of Indigenous languages. This presentation looks at the Alexander Turnbull Library as a case study, examining a range of initiatives that connect with Maihi Karauna's goals through a Treaty-based framework. In particular, the presentation profiles the Turnbull centenary exhibition Pūkana! Moments in Māori Performance.

Audience: Public Librarians

Keywords: Māori, Te Reo, Māori language, exhibition, youth audiences
Wednesday 23 October 2019, 11:20am - 11:50am, Room: Noel Robinson 3

54. PAPER***Responding to the needs of our Pacific neighbours' Libraries***

Daphne Smithers, Lincoln University

This presentation describes the hands-on experiences of a long-term volunteer Library Adviser assignment in Honiara, Solomon Islands, with stories of humour, tragedy, frustration, celebration, and a few of the many challenges community libraries face in the Pacific. Support for Pacific Island nations' libraries can be effective and have lasting benefit for communities who have no access to books or information and poor literacy rates.

Audience: Public Librarians

Keywords: libraries, Pacific, VSA, communities, transformation, literacy, Solomon Islands.
Wednesday 23 October 2019, 11:20am - 11:50am, Room: Noel Robinson 4

55. PAPER***'Help! I'm Unpublished!'***

Nicola Frean, Alexander Turnbull Library, National Library of New Zealand Te Puna Matauranga o Aotearoa

Unpublished materials (taonga tuku iho), can be diverse and challenging, but they have huge potential to enrich communities. This presentation surfaces recent activities and decisions from a team dedicated to making unpublished collections discoverable and accessible. It highlights how description, collaborations, and linking can benefit researchers of all kinds, while considering some of the challenges involved.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: archives, manuscripts, academic librarians, school librarians, public librarians

Wednesday 23 October 2019, 11:20am - 11:50am, Room: Noel Robinson 6

56. PAPER (56a)***Customer service training - going beyond role play!***

Kim Clayton, Victoria University of Wellington

Delivering good customer service training is difficult. Getting everyone in the same place, trying to keep everyone engaged and then there are the rosters.

We decided that things needed to change as large group sessions no longer worked. The more nuanced topics were being overshadowed by the sheer volume of content.

Instead we decided to look at modules. Modules can be focused on specific tasks, or aspects of customer service. They can be online, small group, or task based. They are scale-able, flexible and repeatable! With more than one person able to be involved in delivery

What have staff got out of it? For some it is a reminder of best practice. New staff it is a great training tool. From a survey of staff the overwhelming majority enjoyed the modules. They liked the short duration, the mixed delivery methods and appreciated the lack of role playing involved.

Audience: Academic Librarians

Keywords: customer service education, academic, public libraries, staff training.

Wednesday 23 October 2019, 11:55am - 12:25pm, Room: Noel Robinson 1

56. PAPER (56b)***Ko ngā kaimahi i a tātou tāonga Our treasured staff***

Shane O'Connor and Jeff Kirkus, Hutt City Libraries

Our staff are our greatest gift to our community, and the foundation of the excellent services we provide. Supporting and developing this taonga ensures our relevance and value to our communities.

Hutt City Libraries' Staff Learning Framework defines learning new staff working in libraries and community hubs need to complete so they have the knowledge, skills, and confidence to deliver outstanding services.

A key element of the Framework is fostering belonging and connection to communities. It also reflects our commitment to providing advice, and programmes which target selected literacies and active citizenship in the context of lifelong learning.

This presentation will offer insights into why the Framework was developed, how it was co-designed, how it is structured and what is included, how it is used, and future challenges.

Libraries from all sectors have an opportunity to adapt the Framework to their own context, because all library staff are taonga.

Audience: Public Librarians

Keywords: staff training, co-design, learning, professional development

Wednesday 23 October 2019, 11:55am - 12:25pm, Room: Noel Robinson 1

57. PAPER

Navigating teaching from face-to-face to online library tutorials

Anne Macaskill and Anais Saysell, Victoria University of Wellington

Academic librarians face increasing challenges to support increasing number of students develop important academic and literacy skills. Face-to-face teaching can be a key way that subject librarians connect with students, and both join the community of staff and students in a discipline and facilitate the development of that community. As more and more students access information online how can academic librarians replicate face-to-face teaching online? In 2018 we demonstrated that architecture students benefited from interactive, face-to-face information skills workshops tailored to their discipline. Students evaluated workshops positively and there was tentative evidence they improved the quality of their coursework. In 2019, the subject librarian is moving these workshops online and we are assessing whether this provides a workable solution to the challenges of increasing student numbers

Audience: Academic Librarians

Keywords: tertiary libraries, subject librarian, information literacy, online learning

Wednesday 23 October 2019, 11:55am - 12:25pm, Room: Noel Robinson 3

58. WORKSHOP

No (wo)man is an island: sole charge roles

Michelle Goodall, Jasmax and Zoe Cornelius, Department of Corrections

How do you end up in a job that you never even knew existed?

Suddenly you're on your own, in an obscure and unfamiliar industry, with a whole new set of challenges.

Now what??

Two sole charge librarians team up to share our experiences of working in specialist libraries.

By sharing our stories, and inviting you to share yours, we can build a fuller picture of the experiences of sole charge librarians and hope to inspire you to seek out these unique and powerful roles.

It's a chance to collaborate, share ideas and meet like-minded people, who are working on their own or are interested in learning about different types of roles.

All are welcome, regardless of role, type of library or industry. Even though it might seem like you are the only one doing what you do, collaboration and support can come from unlikely places!

And you might be surprised to find out that you already have all the skills you need thanks to your librarian training or experience.

This is for anyone who is interested – so please join us no matter where you're working or how big or small your team is.

Why you should come: you will meet interesting people from all kinds of roles, plus, there may be lollies.

Audience: Special Librarians (GLAM, law, health etc)

Keywords: sole charge, discussion, co-operation, collaboration, versatility, skills

Wednesday 23 October 2019, 11:55am - 1:00pm, Room: Noel Robinson 4

59. WORKSHOP

Copy-Riot: Chocolate, Cards and Copyright

Sarah Powell, AUT Library

The LIANZA Standing Committee on Copyright is joining forces with Universities New Zealand Copyright Expert Working Group to run a session on Copyright: The Card Game (NZ Edition).

Join in on the fun and learn all about copyright essentials for librarians in a practical and engaging way
- eat chocolate, play cards and learn about copyright!

Audience: Public Librarians

Keywords: school librarians, university librarians, copyright, game

Wednesday 23 October 2019, 11:55am - 1:00pm, Room: Noel Robinson 6

60. PAPER

Waiho i te toipoto, kaua i te toiroa

Jacinta Beckwith, Hocken Collections, University of Otago and Riki-Lee Saua, University of Auckland

In February 2019, the International Indigenous Librarians Forum was hosted by Te Rōpū Whakahau at Waipapa Marae, Tāmaki Makaurau, celebrating the 20th Anniversary of the Forum. As part of Te Rōpū Whakahau and the International Indigenous Librarians' Forum, we have had opportunities to connect and share with diverse indigenous peoples in the GLAMMI (Galleries, Libraries, Archives, Museums, Marae and Iwi) professions.

In this paper we reflect on our experiences of belonging to national and international indigenous library networks. We offer our audience insight into the value of being part of these networks and how they contribute to the success and well-being of our people. The personal growth and professional support of colleagues in these networks offers a flow on effect in enhancing the services we provide to our diverse communities.

Audience: Academic Librarians

Keywords: Māori, indigenous, whanaungatanga, relationships, manaakitanga, unity, international networks

Wednesday 23 October 2019, 12:30pm - 1:00pm, Room: Noel Robinson 1

61. PAPER

Linked Data 101

Jonathan Hunt, Catalyst IT

Linked Data is a set of principles and technologies for dealing with data at global scale. This workshop is a quick introduction to the what? why? who? how? of linked data. Learn key concepts underpinning Linked Data (previously known as the Semantic Web) including linked data principles, how to move from tabular to linked data, what benefits can be achieved by embracing linked data, and what are some relevant tools.

(This workshop is based on the Linked Data 101 workshop delivered with Adam Moriarty (Auckland Museum) at NDF in 2017 and 2018.)

Audience: Special Librarians (GLAM, law, health etc)

Keywords: linked data, semantic web, graphs

Wednesday 23 October 2019, 12:30pm - 1:00pm, Room: Noel Robinson 3



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