

Standards for New Zealand Public Libraries
Library and Information Association of New Zealand Aotearoa
Te Rau Herenga o Aotearoa
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PREVIOUS PUBLICATIONS

RELATING TO PUBLIC LIBRARY STANDARDS IN NEW ZEALAND

- 1966 First published as *Standards for Public Library Service in New Zealand*.
- 1980 Revised and published as *Standards for New Zealand Public Libraries*.
- 1988 *Standards for New Zealand Public Libraries*, reprinted with minor amendments.
- 1995 *Standards for New Zealand Public Libraries* completely revised and updated to incorporate technological changes from print on paper to electronic as well as changes resulting from New Zealand local government amalgamations, and based on the approach of *Towards a quality service: goals, objectives and standards for public libraries in Australia (1990)*.
- 2002 *Standards for New Zealand Public Libraries Revised edition 2002*.

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PREFACE

Each new edition of the *Standards for New Zealand Public Libraries* has built upon the previous edition. This new edition - the 6th - is published only 2 years after the previous edition, and its main purpose has been to add new standards for a range of topics not previously covered. Teams of library professionals across NZ have researched international standards and local conditions to provide Standards which should be achievable by virtually all NZ public libraries, and need to be achieved to give NZ citizens access to information and culture at an international level.



Recent co-operation amongst public libraries, National Library, and Local Government New Zealand has produced outstanding results such as the Epic database consortium, and given public libraries a greatly increased profile and

credibility nationally. Now that central government is acknowledging public libraries as essential “infomediaries” in its National Digital Strategy, public libraries are in a better position than ever before to contribute effectively in their communities to the needs of a digital society:

We have retained the format of previous editions which set out the responsibilities of local authorities and of library managers, and recommendations for measuring performance. The levels of service recommended here are minimum standards and all libraries should strive to meet and where possible to exceed them for the benefit of their communities.

Jill Best

Editor

WHAT IS A PUBLIC LIBRARY?

A public library service is defined as a library service provided by a single local government authority, a grouping of local government authorities, or a local government authority jointly with another body, which is accessible to all members of the community served by the local government authority.

This service may be in a number of different configurations, including a central library with one or more branch libraries and/or mobile libraries and a central and/or branch library jointly operated with another organisation, or operating from shared facilities. The configuration of the public library service will be related to the distribution, density and size of the population as well as the topography and geographic area of the local government authority. The demand and expectations of the local community, as well as the financial commitment of the local government authority, will also influence the configuration of the public library service.

The role of the public library is to collect, organise, preserve and provide access to resources in a range of print, audiovisual and/or electronic formats for information, lifelong education and recreation. To fulfil this role, the public library provides access to facilities and services, without discrimination, to all residents and ratepayers of the local authority. The public library is a repository for unique collections relating to the local history and cultural memory of the community.

It also provides a public space for the community to meet and a focus for the access and distribution of information by and about the community.

The public library has a fundamental role in the development and maintenance of a democratic society and supports culture, education, and economic and personal development. It provides assistance and support to individuals to access and effectively use the library materials regardless of format.

The local public library is an access point to the collections and services of other libraries throughout New Zealand, and the international network of libraries.

These Standards apply to public library services which are funded through Council rates and revenue generated by the library, which employ paid staff who are accountable to the Council for the use of resources provided and the standard of service provided. These public library services may include some service points and/or components of their service provided by volunteers.

These Standards do not apply to public library services provided solely by community volunteers, irrespective of whether or not the Council provides a contribution to the operation of the volunteer library service.

A: MANAGEMENT

- A.1 *Responsibility - Local Authority*
- A.2 *Responsibility - Library Manager*
- A.3 *Performance Indicators*

A.1 Responsibility - Local Authority

- A.1.1** To provide a library service to the community which is effective, equitable and efficient.
- A.1.2** To provide a library service which meets the local authority's obligations under the Treaty of Waitangi.
- A.1.3** To ensure the library and its services are an integral part of the local authority's planning process.
- A.1.4** To develop plans which include short and long-term objectives, strategies and performance measures for the evaluation and review of library services.
- A.1.5** To assess, review and adopt specific written policies, by-laws and programmes for a library service developed in consultation with the local community, elected representatives, Council management and Library management.
- A.1.6** To provide a library service managed by librarians who have appropriate experience and nationally recognised qualifications.
- A.1.7** Ensure that the library has a formally documented staff organisational structure.
- A.1.8** To adopt LIANZA 's policy and planning statements including:
 - Statement on Free Library Service To All
 - Statement on Access to Information
 - Statement on Library Services for Disabled People
 - Statement on Library Services to Children and Young People
 - Code of Professional Conduct
 - Statement on Intellectual Freedom.
- A.1.9** To adopt legal agreements and contracts where necessary for the management of library services, (e.g.regional library services, joint library services, tenders, building and computer contracts).
- A.1.10** To encourage, and provide adequate resources for, the local library and its staff to participate in activities for the development of public library and information services nationwide.



A.2 Responsibility - Library Manager

- A.2.1** To have overall responsibility for the efficient and effective management of the staff, services and resources of the public library.
- A.2.2** To ensure that library services meet the needs of Māori within the community, are adaptable as those needs change and have the Treaty of Waitangi partnership as an integral component.
- A.2.3** To contribute to the local authority's policy development and ensure that the library service is an integral part of that development.
- A.2.4** To prepare written policy statements to cover major areas of library service and administration, e.g.:
- Materials Selection policy
 - Collection Development policy
 - Information Access policy
 - Policy relating to Māori services and bicultural development.
 - Policy on handling complaints.
 - Customer service policy and procedures, customer rights.
 - Policy on reference and information provision.
 - Policy on provision and appropriate use of the Internet and electronic services.
 - Policy on meeting room use, noticeboard and display area use, and petitions.
 - Policy on confidentiality of records.
 - Policy on service to people with disabilities.
 - Policy on specific aspects of the service, e.g.housebound, extension service and literacy service.
 - Policy on co-operation with other local organisations such as educational institutions, iwi, businesses and commercial organisations, other information providers.
 - Policy for technology purchase and replacement
- A.2.5** To interact co-operatively with other council services, community agencies and local Māori groups so that the library service is an integral part of the local community.
- A.2.6** To attend local authority meetings when required and provide regular reports on the operation and needs of the library service.
- A.2.7** To evaluate the library's performance on the basis of stated objectives in the annual plan.
- A.2.8** To keep the local authority informed of new developments in library and information service provision and their potential impact on the delivery of library service.
- A.2.9** To prepare short-and long-term plans stating priorities, goals, objectives, strategies, policies and programmes which meet the needs of the community. The following components should be included:
- An evaluation of current library services and resources.
 - An assessment of community needs by analysing the community in terms of groups and organisations, population trends and patterns, catchment areas and geographic distribution of target groups.
 - A statement on the role of the public library in the community.
 - A statement on library services to children, acknowledging the need for all children to expand their knowledge, search for understanding, explore aesthetic experiences, and develop pride in their heritage. The statement should make clear the different roles and responsibilities of the school and public library.
 - The development of strategies for change and how these are to be implemented.

- The establishment of performance measures which reflect the library 's priorities for service delivery, and by which the library can be evaluated both quantitatively and qualitatively on a continuous basis.

The library plans should be developed using a process which ensures input from the community including local Māori, the local authority, and library staff. They should be reviewed and updated regularly, based on the results of surveys (see below) and evaluation of the library's performance.

- A.2.10** To conduct at regular intervals, high-quality surveys and analyses to determine user and non-user needs, preferences and satisfaction levels.
- A.2.11** To collect statistics related to resources, staff, services and activities, which help evaluate performance, provide data for planning, show accountability, and enable informed management decisions to be made. To contribute data to the national programme (currently run by Lianza/Pubsig) which publishes standard statistical measures for all public libraries.
- A.2.12** To co-operate with other libraries, information agencies and organisations in the community in order to maximise the availability of library resources and access to information for the public.
- A.2.13** To recommend access to, and participation in, a network of library and information services including those of LIANZA, the National Library of New Zealand, university and polytechnic libraries, school libraries, special libraries and other public libraries.
- A.2.14** To contribute to, and be involved in, activities relating to the library profession as a whole in order to maintain the Library Manager's professional expertise.

A.3 Performance Indicators

- A.3.1** The library's performance can be evaluated against:
 - national and international standards
 - performance of other comparable public libraries
 - LTCCP and other plans of the governing authority
 - long-range library plans using goals and objectives as criteria for evaluating effectiveness and efficiency of library performance and service delivery
 - historical performance of the library service in the context of the community profile.

B: FINANCE

- B.1 Responsibility - Local Authority
- B.2 Responsibility - Library Manager
- B.3 Performance Indicators



B.1 Responsibility - Local Authority

- B.1.1** To fund the provision of public library service to at least the minimum levels required by these standards. As a general rule the following applies for a given level of service:
 - Small branches cost more per capita to operate than larger units.
 - The smaller the population unit, the higher per capita expenditure needed to provide an optimum service.
 - Co-operation between libraries may result in a cost effective improvement in service levels.
 - Larger libraries can provide more services, a wider selection of materials and the economic employment of more specialised staff.
- B.1.2** To adopt a Revenue and Financing policy for library charges using the consultative procedure outlined in the Local Government Act 2002, Section 103
- B.1.3** To ensure that any fees charged for use of library materials do not limit access to significant sections of the collection by any members of the community, especially for children.

The UNESCO Public Library Manifesto (1994) states that *“Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.”*

To promote this aim, the following services (at least) should be recommended during the public consultation process to be provided free of user charges:

- Lending services to children. These are generally agreed to have high public good benefits in education and literacy. The user group has limited ability to pay for the service.
- Lending of adult non-fiction. This service also is generally agreed to have high public good benefits for formal and informal learning - lifelong learning is essential in a Knowledge Society. Some of the user group (e.g. high school students, unemployed) has limited ability to pay.
- Staff assistance to use the library resources and to find general information.

The following services are sometimes charged for. The justification can be that they are non-core or added value services, or that they have a larger component of private good.

- Recorded music, videos and DVDs lending.
- Newly released and popular fiction
- Extended information searches
- Internet access
- Reservations
- Interloans

However it is good practice to ensure that customers are prepared to pay for such services. This can be measured by turnover or percentage uptake of services. It is also good practice to be aware of the user funded component as compared with the rates funded component of charged services and avoid poorer ratepayers subsidising through their rates charged services they are unable to afford for themselves.

B.1.4 To review and adopt the annual budget and financial plans prepared by the Library Manager.

B.2 Responsibility - Library Manager

B.2.1 To manage and administer the financial resources of the library in an efficient, effective and responsible manner.

B.2.2 To participate in Council-wide budget discussions in the process of preparing the library's annual budget, and to initiate activities designed to secure and maintain adequate funding from the local authority to meet the objectives laid out in the library's plan.

B.2.3 To prepare a financial plan for adoption by the local authority based on the library's medium-term goals, objectives, strategies and priorities, using the following steps and consistent with the authority's financial policies:

- Divide and distribute all functions, services, programmes and activities of the library into cost centres to arrive at a true cost of operation.
- Take into consideration all direct and indirect costs including asset replacement (the useful life of various fixed assets, the depreciation costs of assets owned, and capital costs and depreciation costs of buildings and equipment not owned by the library); personnel costs such as accrued annual leave, sick leave used, travelling costs, overtime costs, accident compensation, superannuation and long service leave; and services supplied by the local authority (corporate overheads).
- Determine priorities across the various services, functions, programmes and activities (cost centres); assess the impact of changing service levels or of reordering priorities.
- Take into account revenue expected to be generated by the library.

B.2.4 To take into consideration the following factors when determining total costs:

- quantity, quality and variety of resources and services offered
- alternative sources of supply for materials and services
- types of facilities and equipment (including electronic technology) available
- whether the library is part of a centralised or co-operative network for ordering, cataloguing and processing library materials
- number of staff, their specialisation, responsibility level and appropriate salary classification
- population base.

B.2.5 To report the library's financial situation regularly to the local authority.

B.2.6 To evaluate all methods of improving efficiency, which may include:

- implementing automated techniques
- streamlining operational procedures
- more cost effective alternative sources of supply
- participation in co-operative purchasing schemes and discounts related to the acquisition of resources, materials, supplies and equipment.

B.2.7 To investigate other sources of funds by considering the following revenue-raising options:

- making applications for grants distributed by government departments, foundations and trusts, and assist community groups in making grant applications for projects in which they may be involved
- encouraging bequests and donations
- investigating the possibility of sponsorships, partnerships, and commercial ventures

- review and enhance the effectiveness of value-added revenue-generating collections and services
- reviewing library fees and charges
- encouraging the setting up of bodies such as ‘Friends of the Library ’ groups to assist in the fund raising process
- encouraging local service clubs to make grants to the library for specific services or equipment.

B.3 Performance Indicators

B.3.1 Analysis of inputs and outputs of library services, facilities and systems, which will include:

- unit costs per function, service or activity (e.g. acquisitions, Interloans)
- staff costs per function, service or activity (e.g. per item issued, per weekly opening hour).

B.3.2 Analysis of total costs for the following:

- per capita
- per user
- per issue
- branch or focal point
- of operating the library on specific days (e.g. Saturday, Sunday),or during specific (peak)hours.

B.3.3 Analysis of comparative costs:

- over periods of time
- between branches
- with other comparable public libraries.

b. STAFFING

- C.1 Responsibility - Local Authority*
- C.2 Responsibility - Library Manager*
- C.3 Performance Indicators*



C.1 Responsibility - Local Authority

Under New Zealand legislation, the local authority's responsibilities for staff are delegated to the General Manager / Chief Executive of the authority.

- C.1.1** To appoint a library manager who is experienced in management and who has qualifications recognized by the Library and Information Association of New Zealand/Aotearoa (LIANZA)
- C.1.2** To be a good employer as set out in Schedule 7, Section 36(1) of the Local Government Act 2002 and to consider the requirements and aspirations of Māori in accordance with Schedule 7 Section 36(2)(d) of the Act.
- C.1.3** To conform to statutory regulations on matters such as occupational health and safety, privacy and equal employment opportunity.
- C.1.4** To appoint qualified staff to senior positions.
- C.1.5** To provide technical support to maintain and extend the library service.
- C.1.6** Because of the diverse nature of communities, their population size, make-up and geographic distribution, there cannot be a single formula model or standard in determining total staff numbers. As a general rule, the smaller the population base, the more staff per capita will be required to give an adequate service. However, staff are to be employed in sufficient number and with skills to provide the library services undertaken by the local authority. The following factors should be taken into consideration when calculating the total staff required:
 - Number and type of service points
 - Hours of opening
 - Services provided
 - Type of building
 - Total population served and the demographic breakdown and distribution of population
 - Usage statistics
 - Whether any technical services are outsourced
 - Use of automation such as self issue machines, RFID

The following measures indicate desired minimum levels of staffing:

- Total staffing hours should be twice that of total opening hours
- In addition to the Library Manager 1 staff member shall be required per:
 - 2000 population
 - 30,000 circulation transactions

- C.1.7** To ensure an adequate allocation of resources is provided in the annual budget for the training and development of library staff. This should be no less than 1.5% of the annual salaries and wages budget and should consider the following factors:
- Geographic location
 - Services provided
 - Local authority training policies
 - Provision of relieving staff to allow regular staff to attend training
 - Costs of travel and accommodation
- C.1.8** To consider and adopt the LIANZA Policy Statement on Voluntary Workers.

C.2 Responsibility - Library Manager

The Library Manager is responsible for the efficient and effective management of the staff of the library.

C.2.1. Performance

- To ensure the implementation of a formal management and development process consistent with the human resources policies of the local authority.
- To ensure on-going, informal feedback to staff on their performance as a normal part of managerial responsibilities.

C.2.2 Occupational Safety and Health

- To adhere to local authority policy, guidelines and performance objectives
- To promote staff awareness and participation in creating and maintaining safe working practices

C.2.3 Recruitment

- To ensure that all positions are clearly defined in terms of qualifications, roles, responsibilities and duties with clear and current job descriptions.
- To select a balance of staff which reflects, where possible, the diversity of the community served
- To actively seek appropriate job applications to ensure that the organization is able to meet Treaty of Waitangi partnership obligations
- To employ staff with a variety of suitable professional skills and qualifications to meet existing and emerging needs in the provision of resources and services to the community.

C.2.4 Education and training

- To encourage and support staff to develop professional, technical and communication skills through ongoing education and training.
- To develop training programmes (internal and external) to ensure an effective and consistently efficient library service. Skills include:
 - Professional library duties such as selection, cataloguing, information retrieval, teaching information skills, and advice to readers
 - Library management and organization
 - Community, educational and cultural partnerships
 - Inter-personal relationships
 - Customer service
 - Team work
 - User education
 - Supervisory and leadership

- Information literacy
- Technology
- Marketing, public relations and promotion
- To encourage the development of Māori language and cultural awareness in staff

C.2.5 Effective staffing strategies

- To ensure job descriptions are reviewed on a regular basis in consultation with staff.
- To provide planned induction and orientation programmes for all new employees and for staff who have changed positions within the structure.
- To provide clear organizational information on responsibilities and relationships for all members of staff in all locations and to review these regularly.
- To ensure that professional duties are carried out by appropriately qualified librarians
- To ensure that staff trained in professional duties are available during all hours that the library is open
- To develop and maintain flexibility in hours of work, rosters and duties in consultation with staff.
- To identify weaknesses or shortcomings in staffing and to address these through training, re-organisation and recruitment.

C.2.6 Communications

- To develop an internal communications structure which includes:
- Regular staff meetings at all levels
- Clearly defined lines of authority and formal channels of communication
- Regular and appropriate opportunities for discussion of policy, procedures and policies
- To liaise with staff on management issues.

C.2.7 Library Philosophies and Principles

To ensure that staff:

- Have a clear understanding of the role of the library in meeting the informational, educational and recreational needs of the community
- Provide a high quality service to all users without regard to age, ethnic origin, gender, political opinion, religious belief, disability, level of literacy or socio-economic status.
- Are fully conversant with the Treaty of Waitangi partnership obligations
- Are committed to professional partnerships

C.2.8 Local Authority

- Actively seek input into Human Resource policies including salary levels and conditions of employment
- Actively promote professional library standards in staffing ratios and qualifications
- Incorporate and value staff resources as part of the Local Authority strategic direction and policy

C.2.9 Volunteers

- To ensure that all duties are clearly defined in terms of qualifications, roles, responsibilities with clear and current job descriptions.
- To adhere to the LIANZA Policy Statement on Voluntary Workers
- To provide full orientation and training to any volunteers, including OSH responsibilities.
- To have a selection policy that assures an appropriate level of competency
- To provide ongoing performance monitoring and review.

C.3 Performance Indicators

Statistics may be used to quantify the levels and performance of staff. Statistics relating to quantity do not, however, necessarily reflect the quality of a service. The level of staff resources may be measured by:

- Staff per capita and per transaction
- Opening hours in relation to staffing hours
- Staff training and development hours and costs

The effectiveness of staffing policies may be measured by:

- Accurate and timely service delivery
- Customer satisfaction levels
- Level of OSH incidents reported

strengths and weaknesses of the library's resources. Such a document provides goals for future development and needs to be assessed on a regular basis in line with changes in the community profile, changing levels of use, demands for new services, and developments in technology. The collection development policy should incorporate the views of end users, i.e. customers and staff, taking into account the community's needs. Computer technology and access to online resources, including remote access, means that collection resources extend well beyond materials housed on shelves in physical buildings. As a result public libraries need to ensure the technology required to access library collections is available to all library users within libraries, as well as being usable by the majority of customers accessing the resources from home.

The Collection Development Policy should be ratified by the local authority and should be freely available to the general public. It should be reviewed and updated on a regular basis to reflect changes in the community and will include at least the following components:

- Description and analysis of the community to be served, and its known information needs.
- Definition of the purpose, scope and content of the collection.
- History and some evaluation of the collection.
- Identification of staff responsibility for budget allocation and the general oversight of collection development.
- Provision for library materials to be provided in appropriate proportions. In very small libraries the quantities of adult fiction, adult non-fiction, and children's materials should be approximately equal. In larger collections the proportion of adult non-fiction will be greater. Stock allocation will usually fall within the following guidelines:

| Population | Adult Non-Fiction | Adult Fiction | Children and Young Adults |
|----------------|-------------------|---------------|---------------------------|
| Over 50,000 | 50 -55% | 20 -30% | 25 -30% |
| 30,000 -50,000 | 40 -50% | 25 -30% | 25 -30% |
| Under 30,000 | 35 -45% | 30 -40% | 25 -30% |

An up-to-date collection of at least core reference materials must be maintained, and current newspapers and periodicals should be provided at a rate of four to eight titles per 1000 population.

- Selection criteria.
- Policy on gifts and donations.
- Policy and procedures regarding complaints.
- Policy on user requests.
- Policy on access to resources not owned by the library but provided by interlibrary loan, document delivery, or remote access services, including licences to access and use electronic resources. Such access should supplement but not supplant local collection development.
- Statements about the ways in which the library's collection complements those of other libraries nearby, or about co-operative collection development schemes with other libraries.
- Statements about the provision of online resources via the library's website. The resources selected should be meet the library's technical specifications and conform to general selection criteria.

- Policy on retention, conservation and preservation, and replacement.
 - Policy and procedures for deselection and withdrawal.
 - Criteria/guidelines relating to Māori collections and Māori material within collections.
 - Policy relating to heritage materials. Material of local historical interest should be actively sought and retained by the library. Such material may take the form of minute books, diaries, letters, centennial booklets, business records, graphic and pictorial material, maps, photographs, and paintings. The library should accept a special responsibility for acquiring and ensuring permanent access to all local newspapers.
- D.2.3** To provide adequate selection and bibliographic tools to support collection development.
- D.2.4** To ensure that selection is undertaken by suitably qualified and experienced staff with expert knowledge of the kinds of library materials for which they are responsible, and understanding of the community served. Some staff should have specialised knowledge of the needs of particular groups in the community, and work in consultation with community groups. To use the knowledge of staff in specific subject areas and to ensure that individual bias is avoided.
- D.2.5** To make specific provisions so that Māori resources are collected, stored and made accessible in a sensitive manner, preferably in partnership with local iwi or under the control of Māori staff.
- D.2.6** To provide for the establishment or continuing development of special collections, including collections of Māori resources, local history, or other collections particularly reflecting or serving the needs of particular groups within the community.
- D.2.7** To take into consideration groups with special needs (see also Section E for details of specific collection needs), such as:
- children and young adults
 - people from the range of cultures represented within the community
 - people with disabilities (children and adults)
 - older people
 - print handicapped people (children and adults) and those with literacy problems
 - people who are housebound or living in institutions
 - speakers of other languages
 - students and people engaged in informal education activities
 - local government officers and representatives
 - small business firms and factories
 - clubs and societies
 - unemployed people.
- D.2.8** To provide and facilitate access to government information and services, electronically and in print, to groups and individuals.
- D.2.9** To evaluate the collection regularly to ensure that it contains high-quality, up-to-date resources, reflecting current trends and local needs and preferences, and conforms with current selection and deselection policies.
- D.2.10** To develop selection and acquisition procedures which ensure that materials are available to the community as quickly as possible.
- D.2.11** To promote the full range of resources available to individuals and groups in the community by using marketing techniques to draw attention to particular sections of the collection, as well as making the collection more appealing.
- D.2.12** To assist users in the selection and use of materials.
- D.2.13** To provide suitable signage, and guidance (in accordance with the community profile) in the use of the catalogue and related equipment.

- D.2.14** To abide by New Zealand freedom of information, copyright, intellectual property, and censorship legislation..
- D.2.15** To provide for the adequate provision of stock to branch and mobile libraries, in relation to usage, and to provide currency and freshness through purchase of new stock and exchange or rotation.
- D.2.16** To participate in co-operative schemes with other libraries and information agencies, including educational institutions and local organisations and societies, to enhance collection development and resource sharing.

D.3 Performance Indicators

The materials in the library and their usage can be evaluated both qualitatively and quantitatively. The evaluation should be set against the library 's service objectives.

D.3.1 The following quantitative measures may be used:

- The acquisition of new library materials as specified in these standards.
- Customer satisfaction with the library 's resource provision, usually determined by customer surveys.
- Turnover rate - how active the collection is..
- In-library material and equipment use per capita - the levels of use made of in-library resources such as newspapers, magazines and computer databases.
- Circulation per capita - the number of items that circulate for every person in the library's service area and those who have joined under reciprocal borrowing schemes.
- Document delivery - the percentage of materials requested that are made available to the requester within seven (7)days and within thirty (30)days. This is to include requests, on-
 - order items, inter-branch loans, inter-library loans.
 - Average age of the collection.

D.3.2 Qualitative evaluation of the collection may include:

- assessment against a standard such as Conspectus
- comments and feedback from users, and measures of service quality derived from surveys
- analysis of the number of requests made by library for inter-library loans, and the types of materials and subjects requested.

E: LIBRARY USERS

- E.1 Responsibility - Local Authority
- E.2 Responsibility - Library Manager
- E.3 Performance Indicators



E.1 Responsibility - Local Authority

- E.1.1** To ensure that public library services and resources are available to all residents and not directed at some groups in the community to the exclusion of others.
- E.1.2** To ensure the confidentiality of all borrowers' data under the conditions of the Privacy Act 1993.
- E.1.3** To ensure the library is funded and staffed to provide opening hours to meet the needs of the community, at least to the level recommended below.

| RECOMMENDED HOURS OF OPENING: | |
|--|---|
| Population served | Hours open |
| More than 5000 | Normal shopping hours including Saturday hours |
| More than 10,000 | Every weekday and Saturdays, one or more evenings |
| More than 20,000 | Every day, several evenings, longer weekend hours |
| Main library of cities of 50,000 or more | Every day and every week-day evening |

The following factors should be taken into consideration when making a decision about hours of opening:

- the nature of the community to be served
- the proximity of the library to other community facilities such as schools, shops, businesses, and the hours and days of operation of these facilities
- co-operative scheduling with neighbouring libraries or with joint services (e.g. library/service centre may permit maximum user access)
- public transport
- seasonal changes in the community (e.g. holiday towns in summer)
- results of a community survey

The hours open should be as long as possible and at fixed hours convenient to the user. Changing patterns of social behaviour may require changed hours. Hours of opening should be displayed prominently outside the library and in other areas. All library resources should be available whenever the library is open

E.2 Responsibility -Library Manager

- E.2.1** To ensure all branches within the library system are integrated so that a quality service is available to all residents, while being mindful of the special character of local communities.
- E.2.2** To consult with tangata whenua to ensure that Māori aims and aspirations are an important part of developing services and activities.
- E.2.3** To acknowledge the particular needs and interests of special groups in the community such as those listed in D.2.7, and to provide special services, programmes, activities and materials for such groups. (See also Section L: Services to Speakers of Languages other than English or Māori, and M: Service to People with a Disability). In assessing particular needs, the following factors should be considered:
- An identification of the various groups to be served and the ways in which the library can cater for their special needs.
 - The demographic profile identifying the occurrence of groups with special needs, such as areas of high density of elderly people, children or non-English speakers.
 - A survey of community organisations to ascertain what agencies are serving the needs of special groups in the community.
 - An assessment of the special needs of print disabled people and the extent to which those needs are being met.
 - An assessment of other special needs.
 - An assessment of patterns of transportation within the city or district and with neighbouring authorities.
 - Identification of the extent of information and communication technologies available to residents.
 - An outline of the agencies with which the library will be initiating partnerships in order to share resources, facilities, and provide services.
 - A description of services, programmes and activities with goals, measurable objectives, priorities and broad schedule.
 - A mechanism for community input into the design and development of services.
 - A mechanism for the evaluation of services and programmes.

E.2.4 SERVICES TO HOUSEBOUND CUSTOMERS

- E.2.4.1** To provide a lending library service to people who are unable to visit a library or mobile library due to illness, disability or reduced mobility.
- E.2.4.2** To create a clear policy on eligibility for housebound services, taking into consideration both the needs in the community and the available library resources including staff.
- E.2.4.3** To consult with recipients of Housebound service as to their needs and ensure library materials are delivered to meet customer needs. The choice of materials is the same as that available to other library users.
- E.2.4.4** To promote the provision of Housebound services to the whole community.
- E.2.4.5** To deliver information to the housebound by electronic means where appropriate.

E.2.5 SERVICES TO CHILDREN

- E.2.5.1 Aims**
The public library fosters the process of intellectual and social growth in children by providing materials and services designed to meet their needs and those of the adults responsible for their development. Library services for children in a community should exist to enable all children to:

1. Expand their knowledge.
2. Further their search for understanding of self and environment.
3. Satisfy their need for aesthetic experiences.
4. Develop pride in their heritage and understanding of their culture.
5. Improve their ability to make critical judgements, develop their verbal, visual and aural communication skills.

To ensure the integration of children's services into the library's total program of service, the children's librarian or designated children's staff should participate in decisions affecting library policy, including the setting of goals and objectives and the budget process.

E.2.5.2 Access

Access to all materials in the library's collection and services the library offers including reserves, should be offered without any restriction imposed by the library on the basis of age. It is essential that children be accorded the same rights and privileges as other library users and be treated with the same respect and consideration.

E.2.5.3 Advisory service

Competent reference and reader's advisory service should be available to children during all the hours that the library is open. Guidance in selecting materials should be provided for parents and adults who work with children.

E.2.5.4 Programmes

The encouragement of reading for pleasure and information is a primary goal of children's services. Programming is a basic component of library services and is one of the most effective means of implementing this goal. These activities should be offered both at the library and out in the community, working in cooperation with other community groups, schools and pre-schools - this is essential in providing total library service to children in the community.

Library staff should endeavour to give regular instruction to the children on how to use the library resources, online catalogue, Internet and online databases, or any other technology available within the library.

Class visits from neighbouring schools should be encouraged, as should the visits of library staff to the schools. Story times should be a regular feature of the library programme and dependent upon staff and time available, the department should present ever flowing and changing displays to catch the interest of the children.

E.2.5.5 Collections

In determining the portion of the budget for children's materials, consideration should be given to the child population in the community, juvenile usage, and the overall needs of the children's collection. It is the library's responsibility to develop a collection that responds to the community while providing for the various abilities, potentials and interest of each child. This commitment requires the availability of a wide variety of print and non-print media.

Each library should have a written collection policy that includes criteria for selecting children's materials, aiming to provide the widest selection of high-quality resources, to assist the learning, development, and recreation of children and young people.

The public library has a special responsibility to provide books and non-book material for children from infancy to an unspecified age level, until they wish to borrow from the young adult or adult areas. And to also provide materials on all points of view on current and historical issues, chosen for sound presentation and appropriate levels of understanding, so that young people may develop critical thinking and make informed judgements.

It is essential a balance be maintained between fiction of all kinds and non-fiction, with particular emphasis on leisure reading and reference materials.

It is not the public library's main responsibility to provide books for school curriculum studies, but a children's library should offer a varied collection of background material, which may supplement the school subject.

Children with low ability in the reading of English should be able to find on the library shelves, books specially written for them. Every effort should be made to publicise these books, so that parents and children have free and easy access.

Where libraries are centred in areas comprising different ethnic groups, children should be able to borrow books in their first language, wherever possible. Libraries should provide materials representative of the various religious, ethnic and cultural groups in our society.

E.2.5.6 Staffing

Each library should have a children's librarian, or designated staff member, responsible for guiding and coordinating a full range of children's services, including the selection and maintenance of a children's collection. Children's staff should be given adequate time to support children's reference, reader's advisory, and program planning and implementation.

Children's staff should participate in professional organizations and continuing education and have time and necessary funds for attending professional workshops and conferences.

E.2.5.7 Funding

Public Libraries should apportion funding for services and resources for children. This allocation should exist separately from adult or young adult budgets and should be fixed at a basic annual minimum level on the demographic make up of the service area. Other factors to consider when allocating budgets should be juvenile circulation, the relative cost of the juvenile materials, the needs of the collection, reference service and programming.

E.2.5.8 Access

Children should have full access to all library materials and services including reserves, and automated databases.

E.2.6 SERVICES TO YOUNG ADULTS

E.2.6.1 Planning

Library service to young adults, 12-18 years of age, should begin with the recognition that that young adults form a unique and sizable segment of library users. Neither child nor adult, the young adult requires special space, materials and services through this transitional phase. Public libraries should make an active commitment to provide materials, resources and a welcoming environment for these young people as an investment in the present as well as the future.

Public libraries should develop and implement an action plan, which includes short and long term objectives, strategies for their achievement and mechanisms for evaluation and review. Such a plan should be designed to guide the library in providing services and resources appropriate to the needs of their young adult users. This plan should include mechanisms to identify diversity among young adults throughout the local community.

E.2.6.2 Funding

Public libraries should apportion funding for services and resources for young adults. This allocation should exist separately from adult or children's budgets and should be fixed at a basic minimum level on an ongoing basis. Allocation could be fixed at a basic annual minimum level expressed as a percentage of the total budget or as a per capita expenditure based on the demographic make up of the service area.

E.2.6.3 Evaluation

Public libraries should establish mechanisms for evaluating their services to young adults. Evaluation measures should be designed to assess the effectiveness of services in meeting current user and non-user needs and to determine what services might be instituted to make the programme more responsive to user and non-user needs.

User feedback can be sought in the following ways:

- Periodic surveys of active and potential young adult users.
- Record of communications from users.

- Development of partnerships and regular meetings with appropriate youth organisations/experts within the community.
- Focus groups made up from different young adult groups from within the local community.
- Reviews and comments from staff.

E.2.6.4 Space

The young adult space should exist as a clearly defined space separate from adult or children's spaces. The space should be established in a location that is easily supervised without making young adults feel intimidated. Proximity to adult reference sources is desirable. The space should comply to any existing legislation, standards and building codes regarding access for those people with disabilities.

The young adult space should include:

- Appropriate fiction/non-fiction, magazines.
- Appropriate non-book collections, such as CDs, CDROMs, X-Box/Play station type games, Videos, DVDs, talking books on cassette or CD.
- Sufficient shelving to provide easy access of the collections plus promotion of collections.
- Sufficient space for notice boards.

The young adult space should be in proximity to:

- A public service desk.
- Telephone.
- Clock.

E.2.6.5 Furnishings

Furnishings should be flexible, and reflect the needs and ages of the young adult user group. Furnishings should also help identify the space as the 'Young Adult' space and should be attractive to young adults rather than other user groups.

Furnishings should include:

- Appropriate shelving for collections of various formats.
- Comfortable seating and tables, both for recreation and for study.
- Sufficient notice boards providing information of interest to young adults from the wider community.
- Young Adult specific posters/signage (directional and informational).
- Listening and viewing equipment such as listening posts.
- Electronic resources such as OPACS, Internet terminals, computer/video type game equipment.

E.2.6.6 Collections

Every library should have written selection/acquisition and collection development policies including standards for:

- Types and levels of provision of resources appropriate to the needs of young adults.
- Resource sharing and interlibrary loan arrangements.
- Repair and maintenance of resources including electronic equipment and audio-visual resources.

The library's selection policy should reflect the special needs of young adults and provide access to a wide variety of media. A designated portion of the annual library budget should be allocated for the purchase of young adult materials to reflect the full range of their interests and abilities, with emphasis on acquiring materials of a popular and topical nature, as well as information on careers, life skills, and sexuality. Print materials selected should include paperbacks, graphic novels and teen-oriented magazines. Music should be selected with emphasis on popular formats and current interests of young adults.

Core Collections for young adults:

- Series books.
- Fiction:

Horror
Realistic teen novels
Mystery/suspense.
Romance.
Fantasy/science fiction.
Sports.
Adventure/survival.
Historical novels.
Classics, abridged or complete.
Multi-cultural fiction.
Short stories.

- Comics and graphic novels
- Media tie-ins.
- Magazines.
- Non-fiction:
 - Recreational, e.g. rock and rap/hip-hop music, skateboarding.
 - Informational, e.g. physical/mental/emotional health, and sex education.
 - Educational, e.g. careers, tertiary education, training.
- Non-print:
 - Music CDs.
 - Videos/DVDs, both recreational and informational.
 - Computer games.
 - Internet access to databases, both informational and recreational.
 - Talking books on cassette and CD.

Recommendations for the purchase of materials should be sought from the young adult community. Review sources should include appropriate library selection periodicals including specialist publications dealing with young adult interests. Print and electronic review sources should be used in the selection process.

E.2.6.7 Programming for young adult users

Successful library programmes support teens by fostering a sense of belonging and ownership of 'their' library space and resources. Programming should be as varied as the needs and interests of the young adults in the public library's community. Teens should be involved in the planning and implementation of young adult programmes for libraries.

E.2.6.8 Staffing

Public libraries should have a qualified Young Adult Librarian, or/and designated staff members, responsible for guiding and coordinating a full range of young adult services including:

- The selection/de-selection of young adult material.
- Development/management of the young adult collection development policy.
- Management of the budget allocated for the acquisition of young adult materials, resources and services.
- Ensuring the management and maintenance of young adult collections, resources, equipment and space.
- Establishing relationships and attending meetings with groups/individuals specializing young adult interests/issues within the wider community.
- Planning, organisation and implementation of programmes/events of interest to young adults within the library and wider community when appropriate.

- Developing Information Literacy skills, research skills and the Provision of user education programmes aimed at the young adult user.

The allocation of specific staff positions responsible for providing appropriate services to young adult users will be dependent upon:

- The size and demographic make up of the population served.
- Whether services are centralized, regionalized or independent.
- The geographic characteristics of the population server area.
- Funding.

E.2.6.9 Staff training

The Young Adult Librarian or staff with designated responsibility to young adults should be given the opportunity to develop an awareness of the diverse needs of this user group. This could be achieved via a structured training programme. The training should address the following issues:

- Trends and developments in young adult library services.
- Communication and communication techniques.
- Belief systems and cultural differences.
- Barriers both physical and attitudinal.
- Relevant government legislation.

Any training programme should reflect the need for diversity and change, with continuous re-evaluation, keeping in line with young adult users changing needs and experience. Specialist organisations and individuals should be consulted and staff should be encouraged to attend seminars and workshops facilitated by these experts. Any training programme should also aim to provide a reasonable level of knowledge, which will enable staff to conduct reference interviews and provide an appropriate level of service by:

- Assisting staff in the development of appropriate communication skills.
- Providing staff with the necessary collection development skills.
- Assisting staff in the assessment of current young adult services to enable recommendations for improvement.

E.2.7 SERVICE TO THE ELDERLY

E.2.7.1 Core library services for the elderly should include:

- Appropriate collections.
- Information provision with the assistance of appropriately trained staff.
- Access to collections through a catalogue.

Other services of benefit to the elderly include:

- Production of materials in alternative formats.
- Housebound and Residential Homes library services.
- Hospital library service.

E.2.7.2 Funding

Recognition of the needs of the elderly should be included when planning budgets and allocating funds. Public libraries should apportion some of its funding for services for the elderly on an ongoing basis. The allocation could be fixed at a basic minimum level expressed as a percentage of the total budget or as a per capita expenditure based on the demographic make up of the service area.

E.2.7.3 Planning and Evaluation

Public libraries should establish mechanisms for planning and evaluating their services to the elderly. Evaluation measures should be designed to access the effectiveness of services in meeting current user and non-user needs and to determine what services might be instituted to make the programme more responsive to user and non-user needs.

User feed back can be sought in the following ways:

- Periodic surveys of active and potential users
- Records of communications from users
- Regularly scheduled meetings with the organised advisory groups/individuals
- Focus groups
- Reviews and comments from staff

E.2.7.4 Access to materials and services

Public libraries should provide a service, which caters to all users. The same level of service available to the general clientele should be equally available to clientele who are elderly.

Special services, specially trained staff and arrangements may be required to cater to elderly users, as far as possible making such arrangements part of the general facilities available to all users.

Alterations made with the elderly in mind e.g. large-print OPAC screens, ramps, handrails, wide doorways, sound amplification, will often benefit a wide range of people including those classified as people with disabilities, parents with small children, people temporarily ill and people with common vision impairments. The need for such facilities will become more and more pressing, given the ageing of the population.

E.2.7.5 Access to buildings

The NZ building code and Standards provide minimum standards for access for people with disabilities (including the elderly) for new or modified buildings. Public libraries should consult with local disability organisations and organisations specializing in meeting the needs of the elderly to ensure adequate standards of access are met. In existing buildings, alterations should be undertaken with consultation with appropriate local groups as above.

E.2.7.6 Resources and materials for the elderly

Elderly clientele may be affected by “perceptual disability”, meaning that they are prevented or inhibited from reading or hearing a literary, musical, dramatic or artistic work in its original format. This includes the severe or total impairment of sight or hearing or the inability to focus ones eyes, the inability to hold or manipulate a book, or an impairment relating to comprehension.

Every public library should have written selection/acquisition and collection development policies including standards for:

- Types and levels of provision of resources appropriate to the needs of the elderly.
- Inter-library loan arrangements.
- Resource sharing where appropriate e.g. Borrowing from the National Library talking book collection.
- Repair and maintenance of resources with particular attention being paid to adaptive equipment and audio-visual materials.
- Provision of independent access to resources.

In developing such policies it should be recognised that the elderly have the same information needs as other clientele. However information may be required in another format.

E.2.7.6.1. Resources for elderly who are deaf or hearing-impaired

A collection on deafness and hearing impairment is an essential area of collection development for deaf and hearing-impaired people. This information should be regarded as an integral part of the library collection and available to all users. The library should ensure the people who will benefit from such a collection are aware of its existence. The collection should include material on:

- Current information on deafness and hearing impairment
- Materials on all aspects of deafness, including legal rights.
- Information about organisations, institutions and individuals providing services for deaf and hearing-impaired people.
- Books and pamphlets on sign language, dictionaries of signs etc.

Other resources benefit deaf and hearing-impaired people include:

- High-interest/low-vocabulary reading material.
- Well-illustrated materials.
- Videos/DVDs including captioned and non-captioned materials.

E.2.7.6.2 Resources for elderly with print disabilities

The library needs of elderly people with print disabilities are generally the same as those people who are can hold and/or see printed material. Not all elderly clientele who have a print disability are visually impaired. Non-print or adapted equivalents should be provided by public libraries for elderly people with a print disability. Formats should include:

- Large-print books, magazines, newspapers (if available).
- Audio (cassette/CD) talking books).
- Music (cassette, CD).
- Computer files, databases, CDROMS.
- Braille and other tactile materials.
- Videos/DVDs.

E.2.7.6.3 Technical aids and adaptive technology for the elderly

Technical aids should be provided to:

- Facilitate physical access.
- Facilitate access to resources.

The provision of a range of equipment is recommended to improve physical access to library facilities and services. Public libraries should apportion a minimum allocation of funding from the appropriate budgets for the provision of technical aids and adaptive technology on an ongoing basis. Public libraries should be aware of the extent of available aids and adaptive technology. Public libraries should consult with local organisations and experts when purchasing technical aids and technology for the elderly.

It is important that all technical aids receive regular maintenance. The allocated budget should reflect the maintenance needs of all equipment.

Technical aids available to Public Libraries for the elderly include:

- Cassette players.
- Magnifiers (hand held, illuminated and on stands).
- Illuminated CCTVs (Magnifiers using television screen to display print of varying sizes and contrast).
- Microfiche enlargers.
- Voice output devices - software for use with computers.
- Optical Character Recognition devices e.g. The Kurzwell Reading Machine
- Typewriters with printers.
- OPACS in large-print, with voice output.
- Good lighting in all areas of the library.
- Audio loop.
- Page-turners.
- Reading stands.
- Shopping trolleys.
- Carry-bags.

E.2.7.6.4 Internet Resources for the elderly

The Internet is very useful as a source of information and contacts for older people. Public libraries should provide appropriate Internet access to suit the needs of elderly clientele.

E.2.7.7 Arrangements of collections for elderly clientele

Public libraries should arrange material to allow maximum access by all library users. Shelving should not be too high or low. Collections with material of high use by elderly clientele such as talking books and large-print should be shelved at an appropriate level (between .4m and 1.10 m) where possible. Collections should be well lit, clearly labelled with clear signage. Physical access to the library's collections should meet appropriate standards for wheel chair access (minimum of 1.5m between rows of shelves).

E.2.7.8 Staffing levels

Within all public libraries the allocation of specific staff positions with specific responsibilities for supporting and cooperatively developing library services for special groups such as the elderly will be dependent upon factors such as:

- The size and characteristics of the population served.
- Whether services are centralised, regionalized or independent.
- The accessibility and configuration of the population served.
- Funding.

E.2.7.9. Staff training

Staff should be given the opportunity to develop an awareness of the differing needs of this diverse user group. This could be achieved via a structured training programme. Training should reflect the unbiased nature of libraries in their approach to the delivery of information services to the elderly. Training programmes should attempt to address the following issues:

- Communication.
- Communication techniques.
- Attitudes.
- Belief systems and cultural differences.
- Barriers, both physical and attitudinal.
- Relevant government legislation.
- Adaptive technology.

Specialist organisations should be consulted and staff should be encouraged to attend training programmes facilitated by these expert groups. Input into the development of services from members of the target group is essential and support from this user group should be canvassed.

Training should aim to provide a reasonable level of knowledge, which will enable staff to conduct reference interviews and provide an adequate level of service with confidence by:

- Assisting staff in the development of appropriate communication skills.
- Dispelling misconceptions and cultural biases through an educated understanding of the needs of the elderly.
- Provide staff with the necessary collection development skills.
- Assisting staff in the assessment of current and future accommodations and facilities to enable recommendations for improvement.

E.2.8 PROMOTION

E.2.8.1 To promote the services, programmes and activities of the library actively by:

- Providing information about the resources, services, programmes and activities in the community, to groups and individuals.
- Encouraging staff to participate in relevant community organisations and to co-operate with, and be part of, the community information network, whether formal or informal.

- Promoting the library's services to council staff and councillors and encouraging them to promote the library to the community.
- Building up relationships with partner agencies.
- Taking library programmes out into the community and by providing a wide variety of programmes within the library.
- Considering a wide variety of formats, including the following:
 - television, radio
 - websites
 - newspapers, magazines, community bulletins, newsletters
 - story times
 - activities for special groups
 - displays, bulletin boards, exhibitions
 - community notice boards
 - local fairs, festivals and fêtes
 - prominent signs
 - special display facilities and equipment
 - media releases
 - printed publications such as posters, bookmarks, brochures, newsletters, monthly lists of new materials, subject lists, author lists, reviews, annual report.

E.2.8.2 To encourage and support the formation of a 'Friends of the Library' group, which can independently advocate for the library and assist promotional activities.

E.2.8.3 To review the written policy statement on services, programmes and activities based on results from the community survey and the user survey every year.

E.3 Performance Indicators

- E.3.1** To evaluate the effectiveness of services and programmes provided by the library, the following measures may be considered:
- Library visits per capita, including electronic visits.
 - Membership registrations as a percentage of the population. Libraries with urban populations should aim for a minimum of 55%. Districts covering large areas with rural populations should aim for at least 35%.
 - Members as a percentage of the population - the percentage of population that has used the library in the past two years.
 - Members as a percentage of the population by target group - e.g. the percentage of population that has used the library during the past year by age, category of borrower, gender, occupation, or other factor, and compare these percentages with the total population represented by these groups.
 - Circulation breakdown - the number of library materials circulated by category of borrower and by type of material.
 - Reference transactions per capita - the average number of reference questions asked by each member of the community during the year.
 - Referral rate - the number of reference transactions which are referred to other information agencies in the community.
 - Library visits - the number and types of people who attend library programmes and activities, e.g. visits received by school classes, groups, organisations; attendances at programmes and activities organised by the library.

- Review by a Māori advisory committee, which may be the consultative committee of the local authority or another committee recognised by the local authority and local iwi to have input into the development and implementation of services to Māori.

E.3.2 To determine the effectiveness of services to special groups, the following may be considered:

- Number of Housebound borrowers served.
- Number of Housebound borrowers as a percentage of population.
- Cost per recipient of providing Housebound service.
- Percentage of children, young adults, and elderly enrolled as borrowers compared to the percentage in the community.
- Numbers attending programmes

E.3.3 To determine the number and types of community organisations that staff are involved with, the following may be considered:

- talks given to groups and organisations
- visits made to schools, groups, organisations
- participation in meetings and activities of community organisations which encourage use of the library
- small business seminars.

F: LIBRARY OPERATIONS



- F.1 Responsibility - Local Government*
- F.2 Responsibility - Library Manager*
- F.3 Performance Indicators*

F.1 Responsibility - Local Government

- F.1.1** To encourage active participation in, and support of, library networks (local, regional and national).
- F.1.2** To maintain the library as a key source of information for the community by embracing new technologies and adequately resourcing and maintaining facilities, collections, information and communication technologies and staffing.
- F.1.1.3** To provide broad governance rather than be involved in day to day management of the library.

F.2 Responsibility - Library Manager

- F.2.1** To develop efficient and effective technical processes which enable the library service to meet its service objectives. Processes should be evaluated regularly and compared with alternative systems or procedures on the basis of their ability to deliver the desired goals.
- F.2.2** To ensure access to library materials is provided with sufficient speed and accuracy to enable library users to fulfil their information needs. Written policies that reflect the overall library service objectives should be developed on the following:
 - time periods for order, follow-up procedures in acquisitions, reservations and Interloans
 - priority purchase of items to fill user requests
 - acceptable time periods for satisfaction of reservation, Interloan and information search requests
 - turn-around times for newly acquired items to be processed
 - criteria for the performance of electronic tools
 - criteria for extent of physical processing of items
 - follow up of overdue items
 - which resources are best delivered electronically and free of charge
 - extent of involvement in community information networks.
- F.2.3** To encourage the development, adoption and maintenance of technical standards which facilitate the co-operative exchange of information, resources and services the following should be considered:
 - implementation of recognised national and international bibliographic standards
 - participation in national or regional networks
 - initiation of and/or participation in local area networks, e.g. community information, community education, co-operative borrowing schemes, etc.
- F.2.4** To use computerised systems to provide information about and control the acquisitions, circulation, cataloguing and management of the library 's resources.

F.2.5 ACQUISITIONS

- F.2.5.1** To develop and document efficient procedures for ordering, receiving and accessioning all library materials without unnecessary duplication of files and/or procedures.
- F.2.5.2** To ensure files are updated on a regular basis including efficient follow-up procedures for outstanding items on order.
- F.2.5.3** To be able, for each item, to identify its stage in the acquisitions process, e.g. on order, in process, awaiting cataloguing, on reserve.
- F.2.5.4** To establish effective search routines to verify bibliographic items to be ordered.
- F.2.5.5** To evaluate regularly the services provided by a variety of suppliers for the purchase of library materials, and the cost-effectiveness of those services.
- F.2.5.6** To maintain detailed records by supplier, category of item and cost for all materials purchased.
- F.2.5.7** To process accounts for payment on a regular basis, or at least once a month.

F.2.6 RESERVATIONS

- F.2.6.1** To provide a method for borrowers to reserve items not on the shelves.
- F.2.6.2** To establish guidelines to determine whether a requested item not held by the library will be borrowed from another library, and any charges.
- F.2.6.3** To ensure all requested materials are made available to the user within an acceptable period consistent with predetermined service objectives.
- F.2.6.4** To be able, for each request, to identify its stage in the reservations process; to develop procedures to notify requesters regularly of the progress of those requests; to have procedures for ensuring that long-standing requests are still valid and for the removal of requests no longer desired by the user.
- F.2.6.5** To develop procedures for making available, on a priority basis, any requested material, which is on order or is awaiting processing.
- F.2.6.6** To obtain, within budget constraints, multiple copies of materials consistently in heavy demand.
- F.2.6.7** To identify suppliers from whom requested items can be purchased on a priority basis.

F.2.7 INTERLOANS

To maintain an effective interlibrary loans service libraries should:-

- F.2.7.1** Provide up-to-date information about their holdings in both print and electronic formats via the internet and national bibliographic networks
- F.2.7.2** Wherever possible, make their resources available to other libraries under national, regional and sectoral interloan agreements
- F.2.7.3** Wherever of mutual benefit, negotiate and maintain reciprocal free agreements with other libraries
- F.2.7.4** Purchase frequently requested items for their own collections and/or subscribe to appropriate electronic information resources
- F.2.7.5** Use telephone, fax or e-mail to expedite requests and transactions as required.
- F.2.7.6** Respond to urgent interloan requests from other libraries within one working day and other interloan requests within five working days of receiving the request
- F.2.7.7** Return or renew interloaned items within the agreed loan period and pay for loss or damage to loan items
- F.2.7.8** Maintain procedures and records which comply with licensing agreements and copyright law
- F.2.7.9** Maintain statistics of interloan usage and effectiveness.

F.2.8 CATALOGUING

- F.2.8.1** To create a catalogue of the library's material resources which ensures ease and flexibility of access for library users, in particular consistency of classification/shelf order, adequate subject description, identification of material form, and adequate cross referencing for both subjects and names.
- F.2.8.2** To ensure the catalogue accurately reflects the extent of the library's holdings.
- F.2.8.3** To provide up-to-date catalogues for use by the public and to make access to these available at all library service points (including mobile libraries), sufficient to avoid unacceptable delays for library users (see also section K for numbers of public access PCs)..
- F.2.8.4** To catalogue and classify to recognised national and international bibliographic standards all library materials (with the possible exception of material which has a short life span in the public library environment such as music cassettes, posters, some paper bound fiction, ephemeral material).
- F.2.8.5** To participate in bibliographic networks of a national, regional or co-operative nature.
- F.2.8.6** To avoid unnecessary duplication of effort, where appropriate, by acquiring bibliographic records of recognised national or international standard from sources outside the library.

F.2.9 CIRCULATION

- F.2.9.1** To ensure the accuracy of loan records.
- F.2.9.2** To be able to issue and discharge items without unacceptable delays
- F.2.9.3** To be able to identify the status of an item in the circulation process, e.g. on loan, in the library, reserved, missing etc.
- F.2.9.4** To ensure items can be borrowed from, and returned to, any service point in the system.
- F.2.9.5** To notify borrowers of overdue items, and follow up overdue items to ensure return or payment.
- F.2.9.6** To permit borrowers to check and update their records online, e.g. personal information, renewals, reservations, etc.
- F.2.9.7** To maintain accurate borrower records and ensure confidentiality of records in terms of the Privacy Act.
- F.2.9.8** To update borrowers' files, removing records of borrowers who have not been active for a predetermined time, usually two years.

F.2.10 COMMUNITY INFORMATION

- F.2.10.1** To maintain files/computer databases of information about the local community relevant to people for their daily lives.

F.3 PERFORMANCE INDICATORS

- F.3.1** Completion of the LIANZA Public Library Special Interest Group's annual statistics survey.
- F.3.2** Collection of the following statistics:
- new items acquired by type (e.g. adult fiction, junior non-fiction) and by format (e.g. talking books, video)
 - items withdrawn from stock
 - items loaned
 - borrowers by category (e.g. adult, young adult, junior)
 - borrowers by location (e.g. ward, town, suburb)
 - newly registered borrowers
 - items requested/reserved
 - reservations filled
 - Interloan requests filled

- reservations unfilled for a predetermined period.
- virtual visits to the library's Web pages.
- library users who use a community information database.
- number of borrowers taking out items
- number of borrowers queued at issues desk
- number of borrowers using Self-check machines.

F.3.3 Review of response times for the following tasks:

- accessioning an item
- cataloguing a title
- processing a reservation request
- processing an Interloan.

F.3.4 Annual cost of the following categories:

- unit cost of preparing an item from the order stage until it reaches the public shelves
- total and average costs of new library materials by type and by format.

- G.1 Responsibility - Local Authority*
- G.2 Responsibility - Library Manager*
- G.3 Planning Process*
- G.4 Building Process*
- G.5 Library Building Data*



G.1 Responsibility - Local Authority

- G.1.1** To ensure that buildings meet statutory requirements in terms of access, health, building, safety regulations and service provision.
- G.1.2** To provide a public library service, in conjunction with the library manager, through a range of libraries located where they are accessible and convenient to as great a proportion of the community as possible, regardless of age, gender, ethnic origin, education, socio-economic status, language, disability or isolation.
- G.1.3** To provide library buildings, which will serve the identified needs of the community and which are efficient, flexible, attractive, functional, expandable and reflective of New Zealand's bicultural character.

G.2 Responsibility - Library Manager

- G.2.1** To ensure, in conjunction with the local authority, that the physical facilities provided are relevant to the needs of the community and the needs of specific groups within that community. The needs of the community are likely to include space for reading, study, attending programmes, and using electronic resources in the library, as well as space for lending and reference, and other activities identified by the community. To meet the needs of its community adequately, a library building must take into consideration the changing social policies, community needs and user expectations.
- G.2.2** In conjunction with the local authority to thoroughly assess the needs and document the various options, characteristics, requirements, advantages and disadvantages, when considering plans for a new library, plans for extending existing premises, or the necessity to close a branch. In reviewing available options there cannot be a single formula, model or standard that can be applied for every situation. The following issues should be carefully considered in selecting the most appropriate course of action:
 - Distance between libraries needs to be related to geographic and physical infrastructure of the area, the communities to be served, the total population, the make-up of the population, its distribution and the commercial characteristics of the communities.
 - A limited number of libraries may provide more effective service than a proliferation of small branches.
 - However, neighbourhood branches may be more accessible to many people, such as children, older people and those with limited incomes.
 - A large branch may provide more resources, services and specialised staff.

- Smaller branches may require more frequent exchange of book stock and back-up services from a central library or administrative centre.
- Too many branches can create fragmentation of services and resources. The effectiveness of branches depends primarily on their location and accessibility for the user. It is more important that libraries should be highly visible and conveniently accessible, rather than that they should have any specified radius of service.

G.2.3 In conjunction with the local authority to assess and review the effect of technology changes on current and future use of library buildings. The diversity of formats required in public libraries continues to increase. Online public access catalogues (OPACs), and public access to the Internet, databases, word processing and spreadsheet software and CD-ROM applications are common. More space may be required to accommodate public information communications technology (ICT) applications and peripherals. Storage and technical support areas are also required.

G.3 Performance Indicators

G.3.1 To evaluate by survey the comfort and convenience of the library buildings from the users' perspective.

G.3.2 To measure a building's adequacy against the figures in section G.4 (below).

G.4 Building Process

G.4.1 Evaluation

Before developing a brief or building specification an evaluation of existing facilities and resources and the options available for additional or changed services should be undertaken. Alternatives to building, such as adding to the existing library or renovating another building which occupies a suitable site, must be considered.

Data received and results obtained from community surveys, user surveys and door counts need to be taken into consideration. Data which will have implications for physical facilities, equipment purchase and staffing levels and patterns needs to be collected in the following areas:

- usage by the public
- existing/new site relative to population changes
- changes in range of services and programmes
- equipment and facilities for staff
- equipment and facilities for users
- ease of use of physical facilities
- security and safety of building
- building repair and maintenance
- the use of available facilities and equipment (e.g. tables, chairs, computers, photocopiers, public telephones, etc.) by the hour of the day over a period needs to be determined.

G.4.2 Consultation

Processes for consultation should be established to ensure that provision is made for comment by the public, including tangata whenua and other significant community or cultural groups, on the evaluation and building process right from the beginning.

G.4.3 Project Team

A project team should be formed and should include the library manager, a qualified architect and representatives from library staff, local authority and specialist advisers as and when appropriate.

If, after completing the evaluation, the preferred decision is to build a new library, then the building process outlined in 2.4 (above) should be started.

G.4.4 Selecting a Site

A library building and its collection and staff are significant investments and valuable resources for the community. It should, therefore, be sited where it will give the greatest return in terms of public use. The following needs to be considered when selecting a site:

- potential, in terms of size, to accommodate a building which will meet the guidelines as suggested by his Standard with provision for expansion on the site
- proximity to busy commercial areas, and visibility from the shopping centre
- street frontage (i.e. not set back from the road in a park or behind a building)
- security (i.e. not normally in a park)
- accessibility by road, foot, and by public transport
- convenience in terms of off-street parking
- ease and safety of access to the building for users and staff
- sensitivity to the community in the area
- work, traffic, recreation and shopping patterns of the community
- aesthetic benefits and potential enhancement of/by adjacent properties/activities
- liabilities (e.g. nuisance factor of adjacent properties/activities).

G.4.5 Brief

The brief will cover the following topics:

G.4.5.1 Objectives/Background

- history
- projected population
- description of the library service.

G.4.5.2 Project Requirements

- project team
- architect's responsibility
- building contract
- consultants
- planning schedule.

G.4.5.3 Finance

- provision of funds
- estimates
- building cost.

G.4.5.4 Site

- location
- site plan
- physical characteristics of site
- site availability
- planning regulations
- consultation with local iwi
- consultation with significant community or cultural groups.

G.4.5.5 Concept of the Building

General

- The building should be service oriented, taking advantage of changing technologies. A balance between the convenience for the user and the efficient management of the library needs to be struck.
- The appearance should be attractive and inviting to prospective users, reflective of New Zealand 's bicultural character, and representative of the special cultural mix of the community.
- Design, siting and choice of building materials should be chosen with minimising vandalism in mind.

Heritage values

The design for a building should take into consideration the locality and surrounding buildings so that the new building complements the heritage of the area and community

Access

- The library should be easily accessible to all, including persons with a disability, pedestrians pushing prams, and elderly persons.
- Designs must be in accordance with regulations for ramps, door widths, door furniture, lift controls, toilet facilities, etc.
- Adequate and convenient parking for use by the library 's patrons and staff at or near the library site, including disabled car parking space and bicycle stands.
- Appropriate signs of high visibility, adequate lighting for the exterior of the building and night security lighting.
- Access for service and delivery vehicles with adequate turning space.
- Entrance in form of airlock (2 sets of doors).
- Provision for safe, efficient and comfortable working conditions for staff. Windlocks (double doors to reduce draughts), undercover delivery, access to staff only toilets, security/time related lighting at the point of exit should also be considered.

General areas

- A brief overview of general areas to be provided:
- A list of public, staff and service areas together with approximate sizes of these areas and whether internal or external access is required.
- Gradations of noise level need to be considered

Relationship of areas

This may be conveyed in writing or diagrammatically to specify clearly the various service areas and functions of the library and their relationship with each other. Take the following points into consideration when defining functional relationships:

- Areas which readers use most frequently should be located to permit economical operation and ease of supervision.
- Both noisy/busy and quiet areas are desirable in a library but they should be kept distinct.
- Children should not have to traverse adult areas to reach their own section.
- Children should have easy access to adult and young adult areas.
- Areas for different purposes can be separated where necessary by furniture or light partitions rather than separate rooms or departments.
- Routes likely to be used heavily by public and staff need to be identified and planned for.

G.4.5.6 Public Areas

In each public area the major resource, fitting and type of furniture should be delineated, including the quantity of books, etc., to be shelved, displayed or stored, along with the activity likely in each area. The following is a checklist of possible public requirements which need to be considered when planning a library:

- open space for group ceremonial activity (e.g. powhiri)
- adult lending section
- reference and study facilities (group and individual)
- local history area/room
- community information area
- young adult section
- children 's section
- story-telling area
- browsing area with informal seating
- periodicals/newspaper area (sloping shelves for display)
- audio-visual material sections (both for housing the collections and for facilities, equipment, display and security)
- display/exhibition area
- entrance foyer/community noticeboard
- single public entrance for ease of supervision
- circulation desk area and self check out space
- security system equipment
- readers' advisory/information desk areas
- catalogue areas and facilities - manual or automated or both
- meeting and activity rooms (AV facilities and audio loop)
- picture books and easy-to-read books - display shelves ((sloping)
- newspapers - racks//stands
- large print books (shelves, bottom shelf tilted)
- paperbacks - revolving stands
- stack material - mobile shelving
- map stands/reference/online facilities/study carrels.
- outsize books
- high shelving creates barriers and should be avoided
- ample space between stacks
- simplified runs to produce logical arrangements, avoiding breaks in sequences
- shelving sequences should be clearly labelled and well lit
- photocopiers
- pay telephones
- vandal-proof after-hours book return with 4-hour fire rating
- grid across building for TV,AV, telecommunication, computer and power lines (leaving options for future technologies as wide as possible)
- bag racks
- toilets
- Internet, email and word processing facilities

- refreshment area (e.g. coffee machine, water fountain, etc.)
- specialist display shelving as appropriate/required
- alternative access to any public facilities made available outside normal library opening hours

G.4.5.7 Staff areas

Many of the items in the checklist for public areas above also apply to staff areas. In addition, the following need to be considered according to the type of library selected:

Workroom

- computer facilities
- area for sorting and distribution of books, etc. to other branches, other libraries
- area for housebound collection of books
- area for mobile library collection
- tables, benches, desks, computer work stations
- trolleys and trolley space
- storage requirements
- equipment to be housed and stored
- graphic/display space and materials
- area for unpacking boxes
- booklift
- space for copying, printing, binding, processing new books, and repairs
- filing - vertical and computer

Offices and Staff Rooms

- administrative offices
- training, interview and seminar rooms
- tea rooms
- staff cloakrooms and toilets.

G.4.5.8 Returns area accessible from internal/external service areas

- service yard
- deliveries and loading dock
- rubbish receptacles
- car parking/vehicle garaging
- public toilets
- cleaner's room
- communications cabinet/cupboard.

G.4.5.9 Construction

The following needs to be addressed in order to comply with the Building Act, Occupational Health and Safety Act(s), fire, safety, sanitary and other local by-laws and regulations.

Structure

- A building with a minimum of solid interior walls and internal pillars
- Wherever possible all functions should be on one level
- A layout of fittings which allows for flexibility and expansion
- A shelving layout as an integral part of the initial planning
- Efficient temperature and humidity control throughout the year for the comfort of

public and staff as well as the protection of library materials. Special attention should be paid to energy conservation

Finishes

- Materials which are low maintenance, durable, attractive, fire resistant and safe to use or walk on by all potential library users regardless of age or disability.

Equipment and furniture

- A high standard of interior design in colour schemes, furniture and floor coverings.
- Furnishings which are attractive, durable and comfortable to suit the needs of both users and staff.
- All seating, tables, stands, etc. for use by the public and staff are according to established ergonomic standards.
- Sufficient computer lines, telephone lines, power capacity and outlets, to accommodate current and future user and staff needs.
- A well planned, centrally placed, ergonomically designed entrance from which the circulation desk, registration and enquiry points can be seen.

Graphics

- Adequate and appropriate signs to identify the library 's service areas and collections.
- Signs to be visible and attractive.
- Bilingual signs in Māori and English are strongly recommended.
- Signs in the language of other main user groups may be appropriate in some libraries.
- International non-verbal signs should be used where appropriate.

Security

- electricity control should be through circuit breakers or equivalent..
- computer installations need separate power supply..
- security night lighting..
- thermal and smoke detectors for protection against fire.
- master keying system..

Acoustics

- acoustic control: insulation and sound absorbent walls and partitions.

Toilets and kitchens

- mechanical ventilation.

G.5. Library Building Data

G.5.1 Size of a Library Building

Calculations of space should be made for the library 's anticipated service and programme goals, with consideration of the following:

- The collection space: growth per year over a 15 -20 year period, if applicable.
- 65%books on shelves, 35%books on loan.
- 1.5 seats for every 1000 members of the library 's target group.

| SHELVING/DISPLAY/STORAGE | QUANTITY | SPACE REQUIRED (M ²) |
|---|----------------|----------------------------------|
| Adult lending | 1000 vols | 15 |
| Children's lending | 1000 vols | 16 |
| Reference | 1000 vols | 1 |
| Compact discs | 1000 disks | 8 |
| Audio cassettes | 1000 cassettes | 8 |
| Talking books/video cassettes | 1000 cassettes | 15 |
| Chair and person at a table/computer desk | 1 | 2.3 |
| Chair and person in a carrel | 1 | 2.5 |
| Person in a lounge chair | 1 | 3 |
| Average space per person seated | 1 | 2.5 |
| Pamphlet file cabinet | 1x1 -4 drawers | 2.5 |
| Office | 1/staff member | 15 -20 |
| Work station | 1/staff member | 14 |
| Closed stack | 1000 vols | 6 |
| Lounge area | per person | 3 |

G.5.3 Meeting Rooms

The number and size of meeting rooms should be determined by the library's anticipated activities.

A survey should also be made of the availability of similar rooms elsewhere in the community for use by local groups.

| SEATS | SPACE REQUIRED (M ²) |
|------------------------------|----------------------------------|
| Seating in a lecture setting | 1m (2 per seat) |
| Seating at conference tables | 2.3m (2 per seat) |
| Informal seating | 3m (2 per seat) |

G.5.4 Non-Assignable Space

Non-assignable space is space which is necessary to support the operation of the building, e.g. airconditioning plants, furnace rooms, cleaners' rooms, storage rooms, corridors, stairwells, liftwells, rest rooms, computer rooms, etc. Allow 10-25% of the combined floor area depending on design.

G.5.5 Special Use Space

Use the checklists in G.4.5.6 (above) to identify any special uses not included in calculations above.

G.5.6 Total Space

To calculate total size of building add book space, audiovisual space, user seating space, staff work space, special use space, meeting space, and non-assignable space. Differing communities' space requirements can be calculated approximately as shown:

| POPULATION TOTAL | AREA (M ²) |
|------------------|------------------------|
| 3,000 | 210 |
| 10,000 | 700 |
| 15,000 | 1050 |
| 20,000 | 1400 |
| 50 000 | 3500 |
| 80,000 | 5600 |
| 100,000 | 7000 |
| 150,000 | 10,500 |

G.5.7 Lighting

Lighting should conform to New Zealand Standard 6703:1984: Interior Lighting Design and to currently accepted guidelines in relation to VDU workstations. Special attention should be paid to energy conservation. The following guidelines are suggested:

- non-work areas, such as cloakrooms:150 Lux to be measured at floor level
- workroom, staff offices,foyer:500 Lux to be measured at desk height
- all other areas:400 -500 Lux to be measured at desk height

H: LIFELONG LEARNING

H.1 Responsibility - Local Authority

H.2 Responsibility - Library Manager

H.3 Performance Indicators

The NZ Government is currently drafting its Digital Strategy, in which public libraries are to expand their role as “infomediaries” for their communities. An essential part of this will be to develop strong interdisciplinary programs to promote Information Literacy nationwide as a necessary step in closing the digital divide through the creation of an information literate citizenry, an effective civil society and a competitive workforce (Source - The Prague Declaration “Towards and Information Literate Society” September 2003). Central Govt has signalled an intention to support public libraries with this role. The next edition of the Standards may add a responsibility for central Government as well as for local authorities.

H.1 Responsibility - Local Authority

- H.1.1** To recognise that information literacy and independent learning are essential to effective participation in a democratic society, and necessary for life long learning within the demands of an increasingly knowledge-based economy.
- H.1.2** To provide an opportunity for participation by the public in consultation and planning for Life Long Learning initiatives in their Long Term Community Consultation Plan to ensure integrated decision-making and co-ordination of resources to provide a long-term focus and a basis for accountability to the community.
- H.1.3** To encourage the development of Lifelong Learning in the community through the provision of adequate funding for library resources, information and communications technology, Learning Centres, library staff training, and other mechanisms supporting the development of the following Lifelong Learning skills for individuals and groups of all ages, abilities, and backgrounds:
- Literacy skills - the ability to read and write
 - ICT skills - basic computing skills
 - Information Literacy skills - the ability to recognize the need for information, and to search, locate, evaluate, organise and use information effectively.



H.2 Responsibility - Library Manager

- H.2.1** To ensure that the facilitation of lifelong learning skills is an integral part of the library's mission
- H.2.2** To develop policies and plans to ensure the provision of lifelong learning resources and services
- H.2.3** To advocate for the Library's role in developing the lifelong learning skills of its community to funding providers and relevant organisations
- H.2.4** To undertake research in the community to discover what community wants and needs are, and to ensure that any programmes delivered are based on and meet these requirements.

- H.2.5** To ensure that staff are information literate and knowledgeable about a wide range of information resources, including electronic resources, and skilled and confident in finding and evaluating information. Because of continuing developments in the provision of information resources, ongoing staff training is essential for staff to remain effective and confident.
- H.2.6** To ensure staff are aware of learning styles and develop expertise as trainers so they can facilitate the development of customers' information literacy skills and independence.
- H.2.7** To ensure delivery of appropriate formal programmes or informal learning opportunities to groups and individuals that meet their needs. The aim of this training should be centred on developing customers' transferable skills and independence and taking advantage of the learning moment.

These may include:

- instruction on identification, retrieval, and evaluation of information. This may be done through
 - library orientation tours
 - basic instruction in the use of information technology
 - training in the use of catalogues, Internet, email, databases, printed indexes, and reference materials
 - teaching of information retrieval and other library skills.
 - reader development programmes
 - programmes for parents, babies and children to encourage reading skills
 - linking with schools and educational institutions to provide services such as class visits, homework supervision, and specialised Learning Centres where lifelong learning skills can be developed and nurtured
 - programmes to encourage English language skills
- H.2.8** To prepare bibliographies and other access guides and user aids to inform customers of the availability of resources on specific topics or issues.
- H.3.9** To establish partnerships with groups and organisations to foster the development of lifelong learning opportunities at all levels. Partnerships may be formal or informal, co-operative or contractual. Examples of potential partners include:
- Schools and pre-schools, including those with Māori focus such as kohanga reo and kura kaupapa.
 - Parents as First Teachers
 - R.E.A.P.
 - ESOL providers, and migrant and refugee groups
 - Adult literacy groups
 - Chamber of Commerce
 - Special interest groups such as small businesses, health providers, and workplace trainers
- H.2.10** To ensure the library's collection layout, access tools and signage facilitate independent use of the resources.

H.3 Performance Indicators

- H.3.1** Policy written, implemented and reviewed as necessary. Action plan completed and implemented
- H.3.2** Percentage of staff with core competencies in the use of reference collections and electronic resources, in the use of PCs and popular software, in information literacy, and in teaching skills. The International Computer Driver's Licence is becoming widely used as a standard for PC skills.
- H.3.3** Number of partnerships established

- H.3.4** The number of programmes and events per year contributing to literacy and lifelong learning
- H.3.5** The range, number and frequency of formal instruction sessions on the use of library-based information sources
- H.3.6** Number of searches performed independently by customers on the library catalogue and databases
- H.3.7** The number of people attending programmes or events, and rates of satisfaction as measured by surveys, focus groups or interviews.

I: REFERENCE AND LOCAL HISTORY COLLECTIONS AND SERVICES

Definition of Reference collection and Services:

All materials in the library are assumed to be available for consultation and reference. Some, however, need to be available for consultation at all times, and are not available for loan. This material constitutes the reference collection. In some cases this material that is not necessarily presented in 'reference' format will be included in the collection because of the unique nature of its intellectual content.

Reference services aim to anticipate and provide information sought by the customer utilising reference collections as well as other resources at the disposal of the librarian. The core of this service is: provision of information, guidance in choosing materials appropriate to a user's needs, and instruction in library use.

(State Library of Queensland reference collection standards)

Definition of Local History Collections and Services

A Local History Collection is developed by the systematic collection and preservation of materials which document the growth and development of the local community. As most of the items in the collection will be unique or hard to replace, they are available only for consultation and reference in the library, and are not available for loan.

Local History services provide information sought by a variety of customers using all media which contain information relating to the local district: newspapers, photographs, maps, journals, personal papers, community archives.

The objective of a Local History collection is to maintain and provide access to a collection which documents the historical development of the local community. All communities should establish a Local History Collection to meet the need for information at the local level.

Special attention should be given to the collection of, provision of access to, and housing of material relating to Māori.

I.1 Responsibility - Local Authority

- I.1.1** To provide sufficient funding for the purchase of reference materials in both print and non-print formats including electronic licences, the purchase of relevant local material in all formats, and for daily operations, to meet the information needs of the community to the level specified below.
- I.1.2** To ensure that the community has free access to resources appropriate to the informational needs of that community



I.2 Responsibility - Library Manager

- I.2.1** To develop information, reference and directional resources and services consistent with the goals of the library which address the needs of the community it serves.

STAFFING

- I.2.2** To provide appropriate staff to deliver a reference service all the hours the library is open.
- I.2.3** To ensure that staff are adequately trained in effective reference interview techniques to determine customer informational needs.
- I.2.4** To ensure that staff are knowledgeable and skilled in using a wide range of information resources, including electronic resources, and skilled and confident in finding and evaluating information.
- I.2.5** To ensure the library has staff trained to assist customers with the effective use of technologies necessary to access electronic and other non-print resources.
- I.2.6** To ensure that staff undertake ongoing training to maintain skill and knowledge levels.
- I.2.7** To ensure that Local History staff are trained to liaise actively with both individuals and community groups.
- I.2.8** To provide all Reference and Local History staff with regular ongoing training to ensure skill and knowledge levels are maintained in a very rapidly changing field.

COLLECTIONS

- I.2.7** To collect and/or provide access to information resources in accordance with the library mission and reflecting the full spectrum of the population it serves.
- I.2.8** To provide access to the most current reference sources as are practicable in order to maintain the accuracy and currency of information
- I.2.9** To develop policies and plans to ensure the provision of reference resources and services. This would include:
- Reference collection development policy
 - Documented selection criteria
- I.2.10** To ensure selection is undertaken by appropriate skilled staff who evaluate the material available according to a defined selection criteria.
- I.2.11** To maintain a current collection of core reference materials and resources selected from recommended lists and also additional sources selected to meet the information needs of the library's patrons
- I.2.12** To evaluate regularly its reference collection and services to ensure that this service furthers the library goals, meets prescribed performance measures and meets community needs
- I.2.13** A collection development policy for Local History must be established, setting the geographical areas and focus of the collection. The collection should include historical and current information relating to or having influence on the development of all aspects of the community. The collection should be thematically comprehensive, with resources relating to the natural and built environments, as well as the social, cultural, economic and political life of the community. Acquisitions may be by donation, purchase, copying or transfer from local organisations and individuals. Provenance and any restrictions must be recorded. Special consideration must be given to Māori information.

ACCOMMODATION

- I.2.13** To make service areas for reference services highly visible and accommodate the needs of users to effectively utilise the collection. This will normally include the provision of:
- a study area

- appropriate technology to access electronic resources
- photocopying facilities

I.2.14 To prepare bibliographies and other access guides and user aids to inform customers of the availability of resources on specific topics or issues.

I.2.15 To undertake regularly appropriate promotion of reference collections and services

I.2.16 The security and preservation of local history collections and other heritage collections is of particular importance. The collections should, therefore, be housed separately from the general collections, with special attention given to the continued preservation of the collections in terms of

- Physical environment - temperature, light, humidity
- Storage - boxes, shelving
- Security - Controlled access
- Specialised staff
- Work area
- Adequate space for long term storage and expansion

Other considerations for Local History Collections

I.2.17 Arrangement

Resources should be organised according to accepted library or archival standards, according to format. Subject headings in specialised indexes should, where possible, conform to library practise, but must be tailored to suit local requirements and vocabulary.

I.2.18 Preservation/Conservation

- The provision of a controlled environment and correct storage conditions in order to preserve materials permanently is desirable. Where necessary advice should be sought from professional conservators where collections are in need of repair or conservation. An up-to-date disaster plan must be maintained for the protection of the collections in case of a disaster.

I.2.19 Access

- Access to rare and fragile materials must be restricted. Copies in alternative format (microfilm, digitised photographs) should be provided for public use.
- Access to records of a sensitive nature should be governed by clear guidelines. Restricted material must be clearly marked.
- Special provision may be necessary for some Māori material, (e.g. whakapapa), with separate space and privacy for clients.

I.2.20 Services

Services provided by the staff should include:

- Reference work
- Assistance with enquiries
- Guidance on sources available elsewhere
- Assistance on how to use equipment and materials
- Response to out of town enquiries

I.2.21 Promotion

Local history staff should

- promote the significance of the collections and services by exhibitions, displays, public lectures.
- seek to raise the level of heritage awareness in the community by monitoring and documentation of life in the community.

1.2.22 Networking

Staff should develop a close relationship with all groups in the local community and local authority staff.

Staff should be part of all national networks providing information about resources of local heritage value (e.g. Dictionary of New Zealand Biography, Te Ara)

1.3 Performance Indicators

The collection and services should be evaluated qualitatively and quantitatively. The evaluation should be set against the library service objectives and prescribed performance measures.

1.3.1 Through the collection of statistics and other evaluative techniques these may be determined. :

- Response time
- Accuracy of response
- Proportion of completed and unfilled requests
- Accessibility to resources
- Appropriateness of collection and match with community needs
- Informational needs unable to fulfilled from current resources
- Optimum allocation of resources to provide quality service
- Quality of customer service
- Currency of collection

1.3.2 Reference and information staff are seen by the public as objective and impartial in assisting users, maintaining confidentiality and observing ethical and protocol obligations.

1.3.3 Reference assistance is provided to all age and interest levels.

1.3.4 Information provided to users in response to their queries is accurate and is derived from sources that meet professional standards of authority and currency.

1.3.5 The following broad resource and service framework (Based on standard developed by Texas Public Libraries.) is met:

| POPULATION | > 20,000 | 20,000 - 49,999 | OVER 50,000 |
|----------------------|--|--|--|
| | Essential | Enhanced | Excellent |
| Collections | Core reference collection | Core reference collection | Core reference collection |
| | | Extended reference collection | Comprehensive reference collection |
| Service and staffing | Reference assistance for customers incl phone. | Specific reference service for customers incl: phone, email & fax | Comprehensive reference service for customers incl: phone, email, fax and internet service |
| Electronic Resources | Access to electronic resources via internet and EPIC | Access to electronic resources via internet and more licensed databases than EPIC | Access to electronic resources via internet and extensive range of licensed databases |
| | | Remote access to full-text databases where feasible | Remote access to full-text databases |
| | Library collects and reports electronic use | Library collects and reports electronic use | Library collects and reports electronic use |
| | | Information and instruction on the use of the library and its materials and equipment. | Information and instruction on the use of the library and its materials and equipment. |

J. MOBILE LIBRARY SERVICES

J.1 Responsibility - Local Authority

J.2 Responsibility - Library Manager

J.3 Performance Indicators



J.1 Responsibility - Local Authority

To improve the equity of access to library services, the local authority should consider the provision of a mobile library service in the circumstances outlined below.

A mobile library service is defined as the provision of access to a range of library materials & services, including at a minimum the borrowing & return of library items and the provision of reference information, using a vehicle which visits designated stops at regular intervals.

A mobile library is considered an effective service delivery strategy in circumstances where:

- The catchment population of a community is below 3,000 residents or may be dispersed across a wide geographic area and a static branch is not viable
- There is no library building within a travelling time or physical distance designated by the individual local authority.
- The level and composition of the community population is changing rapidly, reflecting significant changes in need and demand for library services.
- There is a temporary change to the service provided from a physical library building, such as closure for refurbishment.
- The demand for library service is uncertain or unknown and it is appropriate to trial one or more possible service locations and establish the level of need.
- Key customer groups within the community have low mobility or reduced capacity to visit the library as a group, such as the elderly, nursing home residents, kindergarten or school groups.

J.2 Responsibility - Library Manager

Where a local authority has decided to provide a mobile library service, the following standards will guide the effective operation of the service for which the Library Manager will have responsibility.

J.2.1 SCHEDULES AND STOPS

Site Selection

A mobile library schedule should aim to extend the boundaries of library service to include and encompass those residents who, for whatever reason, are unable to visit a fixed library facility. Generally the intent is to maximise the use of the service and careful, constant and considered monitoring should ensure this happens.

Mobile library stops should be level and preferably sealed with safe access to the vehicle for library customers. Ideally, there should be adequate parking space within close proximity to the stop location. The stop should provide high visibility for the mobile library vehicle by the local community and passing motorists.

Where the mobile library stop operates at night, consideration should be given to adequate lighting of the stop and its approaches.

Scheduled stops should be made at agreed points of congregation, focal points in the community or at strategic rural locations, which reach the greatest number of residents.

In an urban area, the site for a mobile library stop should be selected to best suit the activities of the residents concerned. Near a shopping centre, community hall or a school - places where people meet, gather or regularly pass by in sufficient numbers to make the stop viable.

In determining rural stops, consideration should be given to the timing and location of regular community activities, which will bring people together at any given time, such as play group sessions or the local church gathering.

As a general rule in an urban area stops should be 2.5km apart and in rural areas 8kms apart and also 8-10kms from a branch library. (This is to ensure services are complementary rather than competitive).

Stop Duration/Opening Times

The duration of stops will be determined by the size of the catchment population. In general stops should not have duration of less than fifteen minutes. A maximum of ten stops per day is recommended.

Scheduled stops should be weekly in urban areas and fortnightly or monthly in rural communities.

Stop Viability

As a general rule a minimum of 50 issues per hour should be seen as a viable guideline for either the establishment or continuation of a mobile library stop but all promotional possibilities need to be exhausted before a stop is permanently discontinued.

The isolation factor needs to be considered in determining the viability of stops - lower issues may be tolerated in isolated areas. The social impact on those users may be significant.

Timetable Signage

Mobile library stops should be clearly signposted with a robust and easily read sign that indicates the day and time of the mobile library service. Where a mobile library stop is being trailed, a temporary sign may suffice, but when the viability of the stop has been established, a more permanent, weather-resistant sign should be fitted.

Timetable Variation

Procedures should be established to alert the mobile library customers in the event of a scheduled or unplanned disruption to service. These procedures should include communication of the service disruption and alternative arrangements for service provision or return of library items.

Timetabling

Schedules need to be prepared and publicised at regular intervals. A widespread distribution pattern, possibly with the local authority newsletter, will ensure all residents are aware of both the service and the times it can be utilised.

A minimum of half a day per week should be allowed for off road activities such as regular maintenance, cleaning and administrative work.

When a one person operates the service it is preferable to schedule lunch and other breaks away from scheduled stops or to make allowances when the schedule does not permit them to be taken.

Travel and Preparation Times

Greater than the minimum travelling time between stops should be allowed for traffic delays, minor mechanical and comfort stops.

The schedule should allow at least 15 minutes at the beginning and end of each day for safety checks and preparing the vehicle for the day's run and the subsequent tidy up. Setting up and packing up before and after stops will take approximately 15 minutes also and this needs to be factored into the timetable.

In rural areas stops should be scheduled to ensure the vehicle, and of course staff, have reached a major highway prior to the fall of darkness.

The maximum distance covered by the mobile library vehicle each day should not exceed 200kms.

Compliance

Reference should be made to the latest Land Transport Safety Authority Official New Zealand Road Code for all matters pertaining to regulations, laws, policies concerning Heavy Traffic vehicles and the licensing of the drivers. All electrical wiring, fittings and equipment must comply with current Australian & New Zealand Standards and warrants of fitness.

Garaging

It is recommended that the mobile library vehicle be garaged in a secure under cover facility, with access to loading ramp allowing horizontal access into the mobile library vehicle.

Maintenance

The mobile library vehicle must be covered by a regular maintenance programme. This programme should include regular vehicle safety, roadworthiness & performance checking as well as programming of significant maintenance work to minimise the impact on the mobile library service delivery.

The mobile library vehicle must be covered by a regular interior and exterior cleaning programme.

Ownership

There are a number of ownership options available to libraries and local authorities. Mobile library vehicles may be owned by the library or parent local authority, leased from a business unit of the local authority or leased from a commercial provider. The ownership option chosen by the library will depend on the financial policies of the library or local authority, the cost and anticipated use of the mobile library vehicle.

Replacement

The recommended replacement period for mobile library vehicles is ten years. Library services should plan for the replacement of their vehicles in this period through annual provision in a depreciation/replacement fund or other appropriate asset management strategies.

Safety & Emergency Features

The mobile library should be designed to include appropriate safety & emergency equipment as a bull bar, tow hook, fire extinguisher, safety triangles, first aid kit and high visibility clothing for use in emergency or breakdown situations.

Vehicle Design - Braking

Braking system options include disc, hydraulic or air compression braking with the system chosen dependent on the size and design of the vehicle as well as the distance and terrain travelled. Use of a brake retarding system is recommended.

Vehicle Design - Chassis

The design of the mobile library as a solid body or articulated vehicle will depend on the terrain covered by the mobile library service.

Vehicle Design - Engine

The size and horsepower of the engine will depend on the size of the mobile library vehicle, its weight fully laden and the terrain covered.

Vehicle Design - Entry & Exit

The mobile library vehicle will have an entry/exit door for library customers and may have an additional door for staff entry when garaged. Mobile library vehicles will also have an emergency exit, usually through a rear window panel.

The customer entry/exit door should have handrails on at least one side, but preferably both sides of the entrance. The customer entry/exit door should be hydraulically operated and able to be controlled by the mobile library operator.

It is also desirable for mobile library vehicles to be fitted with a hydraulically operated wheelchair lift for use by disabled customers.

Depending on the height of the mobile library vehicle, there may be one or more steps, which should be no less than 300mm wide and able to be easily extended and retracted at stops.

All entry/exit doors must be effectively sealed when closed to prevent dust and water penetration.

Vehicle Design - Floor Coverings

Floor coverings need to be robust, able to be kept clean, non-slip and can include rubber matting, carpet and vinyl.

Vehicle Design - Fuel

The choice of fuel will depend on the design, terrain covered and distance travelled by the mobile library vehicle as well as cost of petrol and diesel.

Vehicle Design - Heating & Air Conditioning

The design of the mobile library vehicle should aim to provide a comfortable environment for staff and customers and could include powered air conditioning, heating, tinted glass and natural ventilation through opening windows or vents.

Vehicle Design - Interior Coverings

The interior of the mobile library should be lined with waterproof, heavy duty, easily cleaned materials.

Vehicle Design - Lighting

Where appropriate, the design of the mobile library should incorporate the use of natural light. Powered lighting should be sufficient to illuminate the shelves at all times (especially at night) and staff and customers to read comfortably. Powered lighting should also be provided to illuminate the customer entry/exit during the evening.

Vehicle Design - Power Supply

Power supply for the mobile library can be provided by battery, generator and mains power connection either singly or in combination. The power supply should be sufficient to operate all mobile library equipment and lighting during the day and in the evening, with back up power supply available. If a generator is fitted to the mobile library vehicle, its type and location should minimise the level of noise from its operation.

Vehicle Design - Service Desk

Service desks should be designed to Health and Safety standards, complement workflows and include cash handling facilities. The Service Desk should also include some storage, minimised for congestion. All drawers and storage cupboards must be able to be secured while travelling. Laptops and other equipment must be firmly attached to minimise vibration and avoid movement while the vehicle is in motion.

Vehicle Design - Shelving

Shelving may be manufactured from metal, wood and other materials. The shelving must be securely attached, of sufficient height for customers to access and, may be level or tilted from the wall. The shelving should be designed to retain the collection on the shelves while the mobile library vehicle is in motion. Shelving angles of 15 degree include for side shelves and 20 degree incline for rear shelves are recommended. Shelving for specific collection materials, such as videos, DVDs, magazines, etc should be custom designed.

Vehicle Design - Staff Facilities

The design of the mobile library vehicle should include provision for staff facilities including a refrigerator, tea/coffee making facilities, running water and a small sink.

Then provision of a staff/public toilet would be a desirable feature where possible.

Vehicle Design - Steering

Power assisted steering is recommended for all mobile libraries to improve vehicle handling and reduce the risk of injury to staff.

Vehicle Design - Transmission

The choice of manual, semi automatic or automatic transmission will depend on the terrain covered and distance travelled by the mobile library vehicle.

Vehicle Design - Wheels & Suspension

The number and distribution of wheels will depend on the size and design of the mobile library vehicle, which will also affect the choice of suspension system. The options for suspension systems include spring or air cushion suspension.

J.2.3 STAFFING

Management

Mobile library staff should be an integral part of the overall staff of the library service and be covered by the same human resources policies and guidelines as other library service staff.

All mobile library staff should have a written position description, which describes their authority, responsibilities and organisational relationships.

Any staff member required to drive the mobile library must have the required licence classification and be provided with subsequent training be given to keep this licensing up to date.

Staffing levels should be consistent with those applicable elsewhere in the library service with provision for trained back-up or relieving staff to accommodate staff absences during leave or training and support the mobile during unplanned disruptions to the service.

Training

Mobile library staff should be provided with training on an equitable basis with other staff in the library service.

Training should include essential operational responsibilities, health & safety and training to improve staff effectiveness, such as defensive driving training.

Work Space

Mobile library staff should be provided with designated office and work space to support their on road service.

Rostering

Mobile library staff should be provided with a roster of their working hours with sufficient notice of changes to this roster.

The roster should include provision for toilet and lunch breaks as well as morning & afternoon tea breaks.

Where available, specialist professional staff, such as a children's librarian, should be rostered to work on the mobile library for special events or stops.

The number of staff on board the mobile will be related to the level of activity of the mobile. Where a single staff member operates the mobile library, it is recommended that the library develop a Working Alone Policy, which would identify issues and appropriate responses with regard to staff working alone.

Clothing

Dress standards for mobile library staff should be consistent with those applicable elsewhere in the library service.

Where mobile library staff are subject to extreme weather conditions, the library service should provide appropriate protective clothing, such as thermal underwear, polar fleece jackets/vests, rain jackets, etc

Safety

Where a single staff member operates the mobile library, the library should provide equipment for emergency contact, such as a personal security alarm, cell phone or radio telephone, and have established procedures for responding to an emergency situation.

Mobile library staff should be fully trained in the use of equipment and procedures to be followed in breakdown or emergency situations.

It is recommended that all mobile library staff hold a current first aid certificate.

J.2.4 COLLECTIONS

Collection Objectives

To provide a mobile library collection of general and popular interest that is appropriate to the community served. The range of materials available should be similar to what is available in the rest of the Library system.

Collection Rotation

Stock on the Mobile should be rotated or purchased to provide currency and freshness. The length of time for stock to be rotated should range from 2-6 months, depending on the size of the mobile and type of material. Permanent stock may be on the mobile for up to four years.

Electronic Resources

Access to the Internet should be provided where possible.

Reference Collections

Resources should provide for basic reference service either by a small collection of materials or through remote access.

J.2.5 SYSTEMS

Library Management System

It is recommended that the mobile library should be integrated with the library management system and preferably operates in an online, real time environment, with automated back up systems available for any periods where an offline mode of operation is required.

Access to the library management system should include as a minimum, access by library customers and staff to lending and return of library items, membership registration, searching the library catalogue, placement of holds and online access to notifications, blocks and messages.

It is recommended that the mobile library have a minimum of one workstation for public access to the library catalogue.

The library management system should have the capacity to record and provide statistics on the operation of the mobile library service.

The mobile library should be fitted with a door counter device to record the number of visits to the mobile library vehicle. The local authority may wish to record these statistics per stop, per day or covering a longer period depending on their information requirements.

Internet Access and Electronic Databases

It is recommended that the mobile library should have a minimum of one workstation for public access to the Internet and electronic databases for library customers.

Equipment

Additional equipment for use by staff and library customers, which local authorities may consider for the mobile library service includes:

- Photocopier
- Facsimile
- Listening post connected to audiocassette/compact disc player on board
- Scanner

With any equipment fitted to the mobile library, consideration should be given to the most appropriate location within the vehicle to minimise congestion during usage; secure attachment to prevent it becoming detached while the mobile library vehicle is in motion; cushioning to minimise the impact of vibration and dust covers to minimise any damage or degradation of the equipment.

Health & Safety Equipment

It is recommended that Library staff have dedicated access to a cell phone, telephone or radio telephone for emergency communication.

Local authorities may consider providing mobile library staff with a personal security alarm system should the circumstances be considered to warrant this precaution.

J.2.6 MARKETING & PROMOTION

Marketing Objectives

To ensure that Mobile Library services are well promoted to the communities they serve and that information about the mobile library is up to date and well circulated.

To ensure that the mobile library participates fully in the marketing plan for the library service.

That the appearance of the mobile library vehicle is attractive and inviting to prospective users. Signage on the outside of the vehicle is highly visible and easily recognisable.

Standards for marketing and promotion adopted by the library service are followed on the mobile library and that the mobile library participates in library-wide promotional programmes where appropriate.

J.3 Performance Indicators

Collections

Evaluation should be set against the objectives and target community for the mobile library. The following measures may be considered:

- The number of items circulated per borrower by collection category
- Customer satisfaction with the stock on the mobile, usually determined by customer surveys
- Turnover rate
- Freshness of the collection, based on length of time the stock has been located on the mobile
- Number and type of enquiries that are referred back to the main library from the mobile library

Marketing

Marketing of the Mobile Library should be evaluated as part of an overall marketing plan for the library service. Some measures that may be used are:

- Number of visitors to the mobile library
- Number of promotional activities the mobile attends
- Level of recognition in the general community of the mobile library, usually determined by customer feedback or survey

Schedules and Stops

The effectiveness of mobile library stops should be evaluated through:

- Number of issues per hour per stop
- Number of visits per stop
- Percentage of rural catchment population within 8km of mobile library stop
- Percentage of urban catchment population within 2.5km of mobile library stop
- Customer satisfaction with timetable, usually determined by customer feedback or survey

This is a new standard so a definition of library technology is included:

- Hardware, including PCs with CD-ROM drive, printers/photocopiers, CD burners, scanners, barcode readers, barcode creators, RFID, datashow/computer projectors, telephones, fax machines, audio-visual equipment (CD, cassette, Video/DVD players, television), digital cameras, answer machines, laminating machines, microfilm/microfiche readers, public address systems.
- Software, including email, web browser, word processing, spreadsheet, and desktop publishing capability.
- Wireless capability or data networks for access to email and the World Wide Web, and broadband capacity to allow for the fast downloading of audio-visual files and graphics intensive web sites.
- Technology services, e.g. training and support

However, the aim is not to provide a comprehensive list of resources in a field that is constantly changing with updates and new innovations.. The library manager should judge each new emerging technology on its merits and suitability within the public library environment.

K: LIBRARY TECHNOLOGY

- K.1 Responsibility - Local Authority*
- K.2 Responsibility - Library Manager*
- K.3 Performance Indicators*



K.1 Responsibility - Local Authority

- K.1.1** To provide funding that will meet community expectations of ICT needs taking into account the following community issues:
 - Cost. Most public libraries offer free access to only a limited number of electronic resources.
 - Ability problems. For significant numbers of the population confidence and skill in using computers is lacking.
 - Accessibility. Options such as speech synthesis and magnifying glasses, adjustable furniture, and software for those with learning difficulties should be made available.
 - Format. Many public access library computers offer limited options to view certain formats e.g. PDF documents
 - Bandwidth. There has been low take up of high-speed internet options by the public at large.
 - Compatibility. Older operating systems e.g. Windows 95, are incompatible with many new software packages. A similar problem can exist with older versions of Web browsers.
- K.1.2** To provide funding allowing for regular replacement of all equipment according to its recognised life cycle.
- K.1.3** When elements of the service such as the library's web site are provided indirectly by the parent authority, to ensure that this is controlled by library staff and exhibits the library's brand. It is important for the public library to be widely recognised as a place where new technology is available and accessible for all members of the community, and its branding needs to be recognised.
- K.1.4** To comply with the Privacy Act 1993 by the appointment of a Privacy Officer whose responsibilities will include the public library.

K.2 Responsibility - Library Manager

- K.2.1.1** To create a strategy or plan for technology purchase and replacement, a plan for staff technology training, and a web site development plan. All such plans and strategies are to be guided by the library's overarching business plan.
- K.2.1.2** To ensure that staff members have easy access to the technology required to work effectively, which will usually mean that all management and technical services staff will have a desktop computer with relevant software, networked to the Internet and a

good quality printer. Reference/information staff should have immediate access to a computer when called upon to conduct an information search. All circulation computers will have scanners, light pens or similar technology, unless RFID technology makes this redundant. Self-check terminals are desirable but are not a full replacement for the circulation service.

K.2.1.3 To prepare strategies (work procedures) to follow in the event of equipment failure at any and all service points. Libraries with ten staff or more should have an alternative power supply to use at the circulation desk for at least thirty minutes.

K.2.1.4 To ensure that customers with impairments are not disadvantaged when they seek access to library services. The current National Disability Strategy provides guidance. See also Section M: Services to People with Disabilities.

K.2.2 TECHNOLOGY AND COLLECTIONS

K.2.2.1 To write a collection development policy that integrates the selection of print and electronic materials. As with print and audio-visual materials, specific collection criteria should be put in place to determine the appropriateness of electronic resources e.g. for subscription databases, electronic books, and web sites.

K.2.2.2 To consider the following selection criteria for resources directly accessed by technology:

- Appropriateness - does the resource match the needs of customers in its scope, breadth, depth, and format?
- Uniqueness - are there other sources for similar information that might be more suitable?
- Usability - is the resource easy to use; are the screens easy to view, is there a search function, is the navigation easy?
- Accessibility - what technology requirements are necessary for end users to view, use and print, e.g. is it only available to those with recent versions of web browsers or is special software required to view/print information?
- Authority - is the resource reputable, reliable, peer reviewed, well written?
- Currency - is the information up to date, regularly updated?
- Cost
- Compliance with the law - some web based services flout intellectual property laws.
- Archiving potential

K.2.2.3 To determine whether to provide dual access to items or to move solely to the provision of electronic or physical copies. A significant issue in moving away from housing of physical items is the uncertainty of long-term access to copies, e.g. if publishers shift electronic periodical titles to another database vendor and access is immediately removed.

K.2.2.4 To determine whether to continue archiving hard copies of unique/local information/history, etc. and/or move to electronic storage with options for wider access - including remote access. Where electronic storage is chosen this needs to comply with the standard for the digitisation of content laid down by the National Library whether for preservation or for public access.

K.2.2.5 To ensure that the Library provides access to online databases of local community information.

K.2.2.6 To ensure the library technology meets the needs of the staff and the community as far as funding permits.

All PCs should have sufficient memory space and processing power to meet the needs of users. At least half should have broadband access to the Internet, with appropriate software, and most should be connected to printers. In addition, the library should be connected to a telecommunications provider offering access to fibre optic and copper cable networks, or satellite access, and be registered with a reliable Internet Service Provider. Appropriate firewalls and virus protection should be provided. The use of filtering software to protect users from offensive materials may be considered.

All devices require software compatible with using the Internet. Public libraries must be aware that software varies enormously between different forms of technology and within one technology type e.g. PCs. The implication for public libraries is to be always mindful of the variation in technical capability of end users when considering resources and upgrading in-house technology

K.2.2.7 To purchase technology that integrates the benefits of new systems with library practice. One example would be selecting an integrated housekeeping system that permitted the downloading of full MARC bibliographic records directly to the cataloguer's desktop for editing. Another is the use of EDI compatible systems for ordering new materials, both for the collection and other aspects of the library (e.g. photocopy paper).

(See also D.1.4)

K.2.2.8 When possible to prefer systems that use or are compliant with MARC, Z39.50, EDI, or similar internationally accepted standards that might replace any specific standard referred to here.

K.2.3 WEB-SITE STRATEGIES AND CONTENT ACCESSIBILITY

K.2.3.1 To develop both a web site strategy and a web site that take account of the full organisation's business activities and frontline service delivery, in accordance with the E-government Unit's web guidelines. (<http://www.e-government.govt.nz/docs/web-guidelines-2-1/>)

The web site should aim to provide the ability for customers to perform library business rather than merely inform of physical library services.

K.2.3.2 To develop and design web site content in ways that make it flexible and adaptable to use, and so that it can be accessed by the maximum number of browsers and customers. Specifically this means

- To develop and present content in accordance with the Government Website Content Accessibility Guidelines
- To design all navigation to be accessible and economical
- To set realistic refreshment standards so content remains relevant and current
- To format content primarily in HTML, although other formats may be provided to provide supplementary content. Over-use of PDF is discouraged
- To ensure the site remains fully functional whether or not scripting (e.g. Java) is available or ignored by the user. Similarly provide 'alt text' for all images.
- To add meta-tags such as keywords, as search aids. Provide alternative terms to enable users to find the document under a variety of search terms, e.g. poneke, wellington, whanganui, tara
- To ensure frames are not used.

Note: Te Taura Whiri I te Reo Māori (Māori Language Commission) recommends the use of the macron to mark long Māori vowels.

K.2.4 TECHNOLOGY AND STAFF

K.2.4.1 To employ or have access to staff with appropriate specific information and communications technology skills.

K.2.4.2 To ensure that ongoing skills refreshment, both in the areas of information source identification and searching, and technology developments, is planned and resourced annually (including practice time) given the rate of change, new products becoming available, and increasingly sophisticated customer expectations. This may occur through (as examples)

- partnering with development vendors
- conference and trade show attendance
- literature scanning (print or electronic)

- electronic distribution lists.

A distinction will need to be made in technology skills between expert users (whether of the library management system, Internet and other database systems), and systems or network administration competencies, (e.g. entailing the development, and maintenance of any production and test environments), in developing staff competency requirements. Similarly a competency distinction also needs to be made between web site content writing, page editing and coding (information management skills) and web site design (graphic design skills), and appropriate staff should be employed for each task. Given the proliferation of electronic publishing, expertise in database or web site selection and searching should be regarded as a core rather than specialist skill.

The International Computer Driver's Licence (ICDL) is an internationally recognised qualification that enables people to demonstrate their competence in computer skills. While this includes all aspects of basic end-user ICT skills including spread-sheeting and presentations which may not be essential, word-processing, and information (i.e. web searching) and communication skills at this level or equivalent should be deemed a core competency for all library staff.

(For fuller information on that see www.nzqa.govt.nz/ncea and search for "icdl")

- K.2.4.3** To ensure that adequate provision is made (by the vendor or parent organisation) for back-up staff with appropriate skill levels, given the business-critical nature of many technology systems, e.g. the library management system.

K.2.5 OUTSOURCING

- K.2.5.1** To consider whether in-house provision of expertise or outsourcing is more cost-effective for the organisation.

If outsourcing is being pursued, there are a number of options - contract for specific narrowly defined service, or more complex service relationships such as bureaux or asp options. Each authority is also likely to have an established contracting process to follow. It is vital that the expected tasks are specified in detail with expected targets to meet the business priorities. The following is offered as a checklist for consideration in a technical contract or service level agreement for outsourcing

- Exclusions from scope
- Hardware hosts, including platform descriptions and operating systems
- Software applications to be maintained and supported directly, or indirectly (e.g. channelling faults to another vendor)
- Network infrastructure and architecture
- What specific services are required, specified with performance measures to the identified required standard -
 - facilities management, e.g. hosting, systems management, operational support, interface management.
 - application support, e.g. administration of application production environment, application maintenance (e.g. development of minor upgrades), software developments and enhancements
- web hosting, e.g. support of the Web servers, maintenance of domain addresses, development and maintenance of website architecture, data migration services when changing servers, formal disaster recovery
- help desk, e.g. call management, query management, i.e. fault resolution to meet the customer's performance and communications expectations; hours of operation
- specific systems support, e.g. OPAC firewall different to staff network, circulation units such as self-check machines, peripherals such as barcode scanners, barcode printers, slip printers
- systems or application training

- documentation
- Priority levels, e.g. critical/urgent/non-urgent, each with defined expected response and resolution times
- Communication process, e.g. established points of contact, meeting schedule, escalation process, reporting requirements
- The degree of technical development, advice and proactive service anticipated
- Itemised costs
- Backups and restoration.
- Standard: Data can be recovered when requested; Recovery will be tested, proven and reviewed at agreed regular intervals.
- Targets: Full back-up performed once a week; incremental back-up performed every other day.

K.2.6 SECURITY

Computer systems are vulnerable to intentional attack from viruses and other software written and implanted into networks by people with malicious intent. A virus can contaminate any computer connected to a network, and if this happens other computers in the network will soon be affected.

- K.2.6.1** To protect computers from viruses by a combination of virus protection software, network firewalls, and good practice.
- K.2.6.2** To determine the best configuration of available computers, which may include leaving one or more as standalone workstations on which customers can download their work, in the knowledge that such computers will almost certainly be infected at some stage. This needs to be made clear to customers.
- K.2.6.3** To ensure that firewalls used by the organisation (and its parent organisation) are at the optimum balance between protection of the system and its data, still permitting clients to make effective use of the information systems.

K.2.7 PRIVACY

Any library system that holds personal information collected from customers is subject to the Privacy Act 1993 and its amendments. Customers must consent to the collection of their personal information for stated purposes, and the data must not be passed to third parties without the customer's agreement. Refer also to LIANZA's statement on Confidentiality of library records.

- K.2.7.1** To purge computer databases of all personal information that has remained unused for two years, unless it is required for debt recovery or other administrative purposes.
- K.2.7.2** To ensure that care is taken in the design and use of systems holding personal data so that it can not be accessed, even accidentally, by a third party.
- K.2.7.3** To provide a Privacy Statement on the Library's web site providing details of what personal information might be collected by cookies or similar.

K.2.8 HEALTH AND SAFETY COMPLIANCE

Light pens on circulation desks, the keyboards of computer workstations, and aspects of other computer based systems may be 'hazards' to staff as defined in the Health and Safety in Employment Act 1992 and its amendments.

- K.2.8.1** To review on a regular cycle all aspects of ICT to identify hazards, and take appropriate action to ensure the safety of staff. Managers should follow the guidance provided in LIANZA's Voluntary Code of Practice for Health and Safety Issues in New Zealand Libraries, 1998.

K.2.9 PROMOTION OF ELECTRONIC RESOURCES

- K.2.9.1** To provide library customers with the opportunity to improve their computer literacy. Library customers are unable to fully engage with library collections and resources without an understanding of how to access and search electronic resources, e.g. the library catalogue, Internet and electronic databases. Therefore, formal and informal sessions should be employed to advance information and computer literacy amongst library customers.
- K.2.9.2** To negotiate with third party vendors for access to relevant customer usage data. Often libraries do not have direct access to data about customer service levels such as server downtime and login failures. No widely accepted standard concerning vendor data has yet emerged, so managers must observe best practice and keep up with the literature on this topic.

K.3 Performance indicators

- K.3.1** At least 2 PCs per 5000 population up to 50,000 and 1 PC per 10,000 further population. 'Public access' means that the workstation is exclusively for public use (see also D.1.4).
- K.3.2** All public access workstations are connected to a printer of good quality.
- K.3.3** At least one workstation that is accessible by customers in a wheelchair.
- K.3.4** Two circulation terminals (which can include self-check machines) in any static library open for ten hours or more per week, and then to add at least one circulation terminal per 10,000 population.
- K.3.5** One networked computer per full-time equivalent management and technical service staff member.
- K.3.6** At least one networked computer for sole use of reference/information staff
- K.3.7** Public Internet access in all libraries, with the exception of mobiles and similar services.
- K.3.8** A web site that includes, as a minimum, staff contact information, opening hours, and the basic services provided by the Library. Level 1 and 2 libraries should include links to other information sites, such as e-government sites.
- K.3.9** Web site accessible to customers with impairments by the use of adaptive technology.
- K.3.10** Library web site marketed so effectively that other organisations in the community point to the Library web site.
- K.3.11** All static service points open for 10 hours a week or more will have an online catalogue (as a standalone or part of a shared/distributed system) that indicates, at a minimum: holdings, location, and availability of items. The catalogue will be an accurate guide to all items in the collection. The catalogue will available via the library web site.
- K.3.12** Access to online databases provided via the Web, and assistance available in the use of the databases.
- K.3.13** Internet access will be broadband where available, rather than dial-up.
- K.3.14** The library provides video and audio connectivity to support open learning.
- K.3.15** The library provides a telephone system adequate to meet public needs. This will include a text telephone (TTY) or telephone device for the deaf (TDD). A voice mail system or answering machine provides basic library information to callers when the library is not open.
- K.3.16** The library provides at least one publicly accessible photocopier and one fax machine for public use. There must be a printed warning about the misuse of copying under the Copyright Act 1994 and its amendments close to all photocopier machines.
- K.3.17** One member of staff, or external contact, is available at all times the library is open who can perform basic systems help.
- K.3.18** All permanent library staff are required to pass the International Computer Driver's Licence, or equivalent.
- K.3.19** Full maintenance agreements in place with vendors or with other agencies. The library should have a schedule for the maintenance of all equipment.
- K.3.20** A written technology plan includes a schedule for technology purchase and replacement.
- K.3.21** An operational plan in place to cope with technology or power failure.

L: SERVICES TO PEOPLE WITH LANGUAGES OTHER THAN ENGLISH OR MAORI

L.1 *Responsibility - Local Authority*

L.2 *Responsibility - Library Manager*

L.3 *Performance Measures*



L.1. Responsibility - Local Authority

- L.1.1** To ensure that people in the community enjoy the basic right of freedom from discrimination on basis of race, ethnicity religion or culture, in their use of library services.
- L.1.2** To ensure that people in the community have the opportunity to acquire and develop proficiency in English and languages other than English to develop cross-cultural understanding.
- L.1.3** To encourage the development and sharing of cultural heritages.
- L.1.4** Where a Local Authority has a population of 2,500 or more identifying as users of a language, then that Local Authority should provide book-stock for that population.

L.2. Responsibility - Library Manager

- L.2.1** To ensure the library meets the needs of people not fluent in English or from a non-English speaking background within the local community.
- L.2.2** To provide collections in the languages of the community which include fiction and non-fiction for both adults and children. Large type, talking books and videos should be provided in languages other than English where possible if there is a need.
- L.2.3** To develop collections that include:
- Newspapers and magazines in languages other than English, both New Zealand titles and titles published elsewhere, to reflect the needs and linguistic background of local communities.
 - Materials (in English) which reflect and describe accurately the cultural and religious diversity of local communities.
 - Materials for use by students of English as a second language.
 - Bilingual resources for use of non-English speaking background users.
 - Materials in languages other than English on health, government services and community information.
- L.2.4** To provide a level of provision that reflects the number of persons who use a language.
- L.2.5** In multiple branch library services, distribution of LOTE (languages other than English) speaking people will affect distribution of LOTE collections.

L.2.6 PROMOTION

To ensure that people from a non-English speaking background have access to library services, the library should:

- Conduct periodic surveys of user and non-user groups to assess the effectiveness and efficiency of the library in meeting the needs of the ethnic community.
- Develop working relationships with local user groups, community agencies, government organisations and educational institutions concerned with the provision of services to the ethnic community.
- Provide a welcoming environment by encouraging bilingual staff to service loans and information desk areas, conduct orientation programs and by exhibiting multicultural displays and multilingual posters.
- Act as a distribution centre for multicultural information produced by other agencies and provide referral services for people with special needs, for example, interpreters, translators.
- Promote the availability of multicultural materials through community service announcements on radio and television, newspapers, brochures and library displays in languages other than English.
- Provide orientation programs to familiarise users with the resources available at the library e.g. library tours or addresses to relevant groups.
- Pursue a multicultural media policy which enables the library to promote its intercultural programs, services and resources.
- Provide community outreach programs in the preferred language of the user to service groups unable to visit the library.
- Develop services which integrate the special needs of ethnic users, for example, bi-lingual storytelling.
- Make available within the library facilities for the teaching of English e.g. meeting rooms, audio-visual equipment.

L.2.7 SIGNAGE

- Signage in libraries should be in the languages of the main user groups, or where appropriate, international nonverbal symbols should be used.
- Signage of collections in languages other than English should be in the language of the collection.
- Enrolment forms, overdue notices, rules and other forms of written communication between the library and its users should where possible be in the languages of the users.

L.3 Performance Measures

- Provision of collections of languages in relation to the demographic composition of the local community
- Loans from community language collections reflective of the proposition of the community using these languages.

M: SERVICES TO PEOPLE WITH A DISABILITY

M.1 Responsibility - Local Authority

M.2 Responsibility - Library Manager

M.3 Performance Measures



DEFINITIONS:

| | |
|------------------------------|---|
| Hearing Disability: | Inability to hear well enough to understand human speech. |
| Home Library Service: | Includes people who are intellectually or physically disabled, unable to visit the library for various reasons, people with health problems, people who live in institutions, special accommodation houses, nursing homes, hospitals and prisons. |
| Impairment: | A medical term for anatomical loss or loss of bodily function. |
| Learning Disability: | Perceptual problems which cause difficulty in learning. |
| Physical Disability: | Physical limitation which restricts a person's mobility, dexterity and/or co-ordination. |
| Print Disability: | Term used to describe a person restricted in the ability to use or comprehend standard print materials because of a sensory, physical, intellectual, comprehension or psychiatric disability. |
| Visual Disability: | Inability to see well enough to read conventional print. |

M.1. Responsibility - Local Authority

M.1.1 To provide access to buildings in accordance with the provisions of the Building Act.

M.1.2 To provide adequate funding to provide barrier free access to library services

M.1.3 To comply with the Human Rights Act

M.2. Responsibility - Library Manager

M.2.1 To develop collection development policy and separate budget allocation to meet the needs of people with disabilities in the community. The Collection Development Policy should include resources in a variety of formats and at different levels of difficulty for specific disabilities e.g. provision of captioned videos/DVD, reading development materials, large print, audio cassettes.

M.2.2 To provide barrier free access to library services and resources for people with disabilities.

M.2.3 To develop alternative delivery methods appropriate to the needs of individuals with disabilities.

- Home services to disabled residents who are unable to borrow in person from their local library (see E.2.4).
- The provision of postal delivery services, bulk loan deposits in community agencies and services to institutions.

- M.2.4** To ensure that lending/circulation policies give consideration to the needs of users with disabilities, for example, loan periods and loan limits may need to be flexible.
- M.2.5** To provide equipment as appropriate e.g.
- devices such as magnifying lenses, cassette recorders, large text on monitor screens
 - devices to assist people to access information
- M.2.6** To appoint/train staff who can communicate effectively, be aware of needs, be aware of appropriate resources and alternative provision of service.
- M.2.7** To ensure disability symbols and locational signs are displayed in appropriate format e.g. Large Print.

M.3 Performance Indicators

- Policy on service to the disabled written and complied with
- Suitably qualified staff member(s) employed to be responsible for the service
- Collections provided in response to the community profile and demand.

N: MAORI SERVICE STANDARDS

*“He ora te whakapiri, he mate te whakatakiri”
(There is strength in unity, defeat in separation)*

Libraries must reflect the aspirations of tikanga Māori guaranteed by Te Tiriti o Waitangi.



PUTAKE - CONTENTS

- NA:** Rōpū Whakahaere - Management
- NB:** Putea - Finance
- NC:** Kaimahi - Staff
- ND:** Ngā Ratonga - Library Resources
- NE:** Iwi a rohe - Community Networks
- NF:** Ngā Whakahaere - Library Operations
- NG:** Ngā Whare - Buildings

N.A: MANAGEMENT

*“Haere taka mua, taka muri; kaua e whai”
(Be a leader not a follower)*

N.A.1 Responsibilities - Local Authority

- N.A.1.1** To provide a library service which is relevant and appropriate to the needs of Māori in accordance with the Authority's Treaty of Waitangi obligations
- N.A.1.2** To provide a library service managed by librarians who have appropriate understanding of the Treaty of Waitangi and its implications for services to Māori

N.A.2 Responsibility - Library Manager

- N.A.2.1** To ensure that library services meet the needs of Māori within the community, are adaptable as those needs change and have the Treaty of Waitangi partnership as an integral component.
- N.A.2.2** To prepare written policy statements relating to Māori services and TOW responsiveness
- N.A.2.3** To interact cooperatively with local Māori groups so that library services is relevant and appropriate to local needs
- N.A.2.4** To prepare long and short term plans stating priorities, goals, objectives, strategies, policies and programmes which meet the needs of Māori, and are informed by input from local Māori.

N.A.3 Performance Indicators

N.A.3.1 To evaluate the library's performance by considering the following:

- National and international standards
- Performance of other comparable public libraries
- Expectations of the governing authority
- Historical performance of the library service in the context of the Māori community profile.

For international standards refer to:

- Aboriginal and Torres Strait Islander protocols for Libraries, Archives and information services
- Culturally Responsive Guidelines for Alaska Public Libraries

N.B: PUTEA (FINANCE)

“Mā te huruhuru te manu ka rere,

mā te Kākahu te tangata ka tika ai”

(Give this bird the feathers it needs to fly)

N.B.1 Responsibilities - Local Authority

N.B.1.1 To fund the provision of services to Māori to at least the minimum levels required by these standards

N.B.1.2 To develop appropriate policies regarding the use of koha payments

N.B.1.3 To review and adopt the annual budget and financial plans prepared by the Library Manager, which will include funding for Māori Services

N.B.2 Responsibilities - Library Manager

N.B.2.1 Ensure that services to Māori are well planned and funded accordingly

N.B.2.2 Ensure that use of Koha is congruent with local authority policies

N.B.3 Performance measures

N.B.3.1 Planning carried out effectively

N.B.3.2 Policy on koha in place

N.C: KAIMAHI (STAFF)

“Ka ui mai koe ki ahau he aha te mea nui o te Ao,

maku e ki atu he tangata, he tangata, he tangata”

(You ask me what is the greatest thing in the world. I will tell you people, people, people)

N.C.1 Responsibilities - Local Authority

N.C.1.1 To appoint a library manager who has an advanced understanding of the Treaty of Waitangi and its implications for effective library services to Māori

N.C.1.2 To be a good employer as set out in Schedule 7 section 36 (d) of the Local Government Act 2002, which recognizes (i) the aims and aspirations of Māori, (ii) the employment requirements of Māori and (iii) the need for greater involvement of Māori in local government employment

N.C.2 Responsibilities - Library Manager

- N.C.2.1** To prepare, or have input into written human resource policies, or to implement the policy of the local authority which takes into account Treaty of Waitangi responsiveness
- N.C.2.2** To encourage and support staff to develop appropriate skills relating to the Treaty of Waitangi and services to Māori
- N.C.2.3** To actively seek job applications from Māori to ensure the organisation meets Treaty of Waitangi partnership obligations by means such as making direct contact with tangata whenua groups, advertising in Māori, and offering whanau interviews.
- N.C.2.4** To employ staff who have Māori language ability and remunerate for that skill, and to encourage existing staff to develop Māori language skills
- N.C.2.5** To ensure all staff have an understanding of the Treaty of Waitangi and its application to library services
- N.C.2.6** To ensure all staff have opportunities to develop Te Reo Māori and Tikanga Māori skills as appropriate
- N.C.2.7** To ensure that all position are clearly defined in terms of expectations regarding the Treaty of Waitangi and reflected as appropriate in written job descriptions
- N.C.2.8** To ensure that a Treaty of Waitangi component is included as part of induction and orientation programmes for all new employees
- N.C.2.9** Where a library serves a larger Māori population base, consultation should be given to the development of Māori Specialist Services. Māori Specialist Services may comprise of dedicated resources and expertise relating to Te Reo Māori, Tikanga Māori, Iwi/Hapu studies, whakapapa and areas of Māori interest at advanced levels

It is recommended that specialist Māori services responsibilities are developed when the Māori population base approaches 10,000. Typically this may take the form of a Māori specialist full time position. It is recognised that in large library systems, there may be a need for dedicated management responsibilities relating to advocacy and development of Treaty of Waitangi responsive initiatives and strategic planning. It is suggested that for systems serving populations over 150,000 a Māori service management position be developed.

Criteria for recruiting into Māori specialist positions should include knowledge of Te Reo Māori and tikanga Māori, advanced understanding of Treaty of Waitangi, and proven ability to network effectively in Māori communities

N.C.3 Performance Indicators

- N.C.3.1** Recruitment policies encourage applications from Māori
- N.C.3.2** Specialist Māori skills are acknowledged and rewarded
- N.C.3.3** Specialist Māori staff are provided as recommended above

N.D: LIBRARY RESOURCES

“Whaowhia te kete mātauranga”

(Fill the basket of knowledge)

N.D.1 Responsibility - Local Authority

- N.D.1.1** To ensure that the community has free access to quality Māori information resources
- N.D.1.2** To provide for the establishment or continuing development of collections of Māori resources. reflecting and serving the needs of Māori within the community

N.D.2 Responsibilities - Library Manager

- N.D.2.1** To prepare a collection development policy for the use of library staff and users that includes criteria/guidelines relating to Māori collections and Māori materials within collections.
- N.D.2.2** To provide for the establishment and continuing development of collections of Māori resources that reflect the needs of Māori within the community and of others who wish to learn about Māori culture and issues.
- N.D.2.3** To develop a kaitiakitanga policy outlining protocols relating to conservation, preservation and guardianship of taonga Māori, taking into account intellectual cultural property rights considerations
- N.D.2.4** To ensure all Māori language materials regardless of format, be freely available at no charge
- N.D.2.5** To ensure Māori resources are made easily accessible through the suitable identification, display and presentation, and finding aids. Strategies may include the use of Māori identification stickers, high profile Māori collections, bibliographies and pathfinders

N.D.3 Performance Indicators

- ND.3.1** The acquisition of new library materials as specified in these standards
- ND.3.2** Customer satisfaction with the library's Māori resources as determined by customer surveys
- ND.3.3** Usage of Māori resources as demonstrated by circulation turnover rates
- N.D.3.4** Average age of Māori lending resources within the collection

N.E: COMMUNITY NETWORKS

“Nāu te rourou

nāku te rourou

ka ora ai te iwi”

(by your food basket and mine the people live on)

N.E.1 Responsibilities - Local Authority

- N.E.1.1** To ensure that Public Library services and resources are easily available to all Māori residents
- N.E.1.2** Consultation with Māori regarding library services should be consistent with the processes developed to provide opportunities for Māori to contribute to the decision making processes of the Local Authority as provided for in the Local Government Act 2002

N.E.2 Responsibilities - Library Manager

- N.E.2.1** To consult with local Māori to acknowledge that their aims and aspirations are taken into account when developing new services and activities
- N.E.2.2** To acknowledge the particular needs and interests of Māori groups in the community and to provide services, programmes, activities and materials. In assessing particular needs, the following factors should be considered:
- Demographic profile including age, gender and residency patterns
 - Regular surveys of Māori residents and ratepayers
 - Identification of the extent of information and communication technologies available to Māori residents

N.E.2.3 To actively promote the services:

- Providing information about the resources, programmes and activities in the community to Māori groups and individuals through outreach activities, (such as Marae visits, Kura Kaupapa Māori, Runanga, Māori service providers) and the use of Te Reo Māori
- Providing information in Te Reo Māori
- Active promotion of activities (eg matariki, kapa haka festivals) through library websites, using bilingual English and Māori formats

N.E.3 Performance Indicators

N.E.3.1 Percentage of new members that identify as Māori

N.E.3.2 Trends in usage of Māori resources

N.E.3.3 Trends in usage of Māori language website pages

N.E.3.4 Trends in usage of Māori electronic resources

N.E.3.5 Participation numbers of Māori special events

N.F: LIBRARY OPERATIONS

“Kotahi te Kohao o te ngira e kuhuna ai te miro ma, te miro pango te miro whero.”

(There is but one eye of the needle through which the white, the black, the red threads must pass. It is by the hands of all people that the work will be complete)

N.F.1 Responsibilities - Local Authority

N.F.1.1 To encourage active participation in, and support of, librarian networks and activities that promote Treaty of Waitangi responsiveness and services to Māori

N.F.2 Responsibilities - Library Manager

N.F.2.1 To ensure that systems used to provide information about and control the acquisitions, circulation, cataloguing and management of the library's Māori resources are of the same standard as for other resources.

N.F.2.2 Cataloguing

N.F.2.2.1 To ensure that the catalogue of the library's material resources ensures ease and flexibility of access for Māori library users, in particular the use of consistent Māori subject headings

N.F.3 Performance Indicators

N.F.3.1 To determine on a quarterly basis and cumulate annually the following:

- New Māori acquisitions
- Māori items withdrawn from stock
- Māori items loaned
- Māori borrowers
- Māori borrowers by location
- Newly registered Māori borrowers

N.F.3.2 To determine the number of virtual visits to the Library's Māori language and Māori resource web pages

N.G: BUILDINGS

“Ko te whare mahana, e kore e whati”

(The more warmth shown within the building, the better our people will feel to use libraries)

N.G.1 Responsibilities - Local Authority

N.G.1.1 To provide a library, which will serve the identified needs of the Māori community and which is efficient, flexible, attractive, functional, expandable and which is reflective of New Zealand’s bicultural character

N.G.2 Responsibilities - Library Manager

N.G.2.1 To provide signage in Te Reo Māori

N.G.2.2 To consult with Māori on the library design and where appropriate, incorporate Māori learning styles

N.G.2.3 To consider the use of Te Reo Māori in the naming of new library buildings

N.G.2.4 To liaise with Māori groups regarding blessing protocols throughout the process of construction and opening

N.G.3 Performance indicators

N.G.3.1 The building is regarded as welcoming and comfortable by Māori and non-Māori in the community

N.G.3.2 All major signage is bilingual