

Libraries in New Zealand

General Overview

National Library of New Zealand

The National Library of New Zealand is the principal library and was formed in 1965 when the Alexander Turnbull Library, the General Assembly Library, and the National Library Service were brought together by the National Library Act (1965). In 1980, the Archive of New Zealand Music was established and in 1985, the General Assembly Library separated from the National Library and is now known as The Parliamentary Library. Staff and collections from fourteen different sites around the capital city Wellington were centralised in a new National Library building, officially opened in August 1987.

In 1988, the National Library became an autonomous government department, with an appointed Cabinet Minister, where previously it had been administered by the Department of Education. The same year, the Library took on the Maori name Te Puna Mātauranga o Aotearoa, which translates as *the wellspring of knowledge of New Zealand*.

The National Library is currently administered under the National Library of New Zealand Act 2003.

Alexander Turnbull Library

The Alexander Turnbull Library forms part of the National Library, and is located in its Wellington building. Named after Alexander Horsburgh Turnbull, whose 1918 bequest forms the original portion of the collection, it stores and preserves New Zealand's documentary and archival research collections (*National Library of New Zealand Act 2003*). It is charged under the Act to preserve, protect, develop, and make accessible for all the people of New Zealand the collections of that library in perpetuity and in a manner consistent with their status as documentary heritage and cultural treasures, and to develop the research collections particularly in the fields of New Zealand and Pacific studies and rare books. The Library was opened to the public in 1918.

A network of library sectors spreads across New Zealand, including a range of libraries all fulfilling various, specialised responsibilities and being funded by a variety of agencies. The National Library provides strategic direction across these sectors.

The network includes:

- Government departments
- Museums
- Archival organisations, including the National Archives of New Zealand
- Public (Local government)
- Crown Research Institutes
- Academic – Universities, Polytechnics, Wananga, Colleges of Education and other tertiary
- Secondary and primary schools
- Health, both public and private health sectors
- Legal, law firms
- Private companies
- Specialist

In total, approximately 600 libraries operate within New Zealand.

Collaboration across New Zealand libraries

A range of collaborative activities exist between New Zealand libraries. A number are sponsored or led by the National Library. The requirement for legal deposit means copies of all New Zealand publications must be lodged with the Legal Deposit Office in the National Library. In return, the National Library maintains a National Bibliographic Database listing the resources and locations for each resource held by various libraries throughout the country.

This union database is used by libraries for downloading MARC records into their local catalogues. Such records are created by cataloguers employed at the National Library and, since mid-2007, have been bulk uploaded to OCLC's WorldCat in the United States. It is also used for lending resources between signatory libraries of the Interlibrary Loan scheme, which enables the cost effective use of information resources throughout the country. In addition, the National Library also creates and maintains an electronic indexing database of New Zealand serials, Index New Zealand, which is used by libraries throughout the country and overseas.

The National Library is a key player in the government's National Digital Strategy, which aims to preserve New Zealand's heritage by digitising as much as possible of old, rare or fragile items held by libraries, archives, museums and private collections throughout the country. The rapidly-growing digital database Matapihi is part of the National Digital Forum initiative hosted by the National Library allowing access to the online collections of a number of New Zealand cultural organisations.

A collaborative initiative set up and initially funded by the National Library is EPIC (Electronic Purchasing in Collaboration), a national e-licensing arrangement that makes a package of electronic resources available to all New Zealanders through libraries who are consortium members. These libraries come from all sectors, although the public and academic library sectors have tended to predominate on account of their patron groups. EPIC's vision is to provide access to high quality electronic information for all New Zealanders. The Ministry of Education has continued to fund access to EPIC for all New Zealand schools.

The National Library is assisted in its strategic planning by a recently-formed New Zealand Libraries Strategic Advisory Forum, which comprises representatives from eight different library sectors across the country who advise the National Librarian on matters of critical importance to their particular sectors. In turn, this advice is fed into National Library strategic planning.

LIANZA

The national professional organisation which represents the library and information services sector is LIANZA (Library & Information Association of New Zealand Aotearoa). LIANZA serves and promotes the interests of New Zealand library and information industry and professionals by providing continuing professional development, professional awards and recognition, publications and resources, advocacy and collegial support. LIANZA plays a key coordination role in the industry and through its regional and special interest group infrastructure provides organisational structure for members seeking mutual support. LIANZA is a member of IFLA - The International Federation of Library Associations.

Library and information professionals are encouraged to join this organisation which has been instrumental in gaining greater recognition for the library profession. It comprises a national office in Wellington and six regional councils covering the entire country. In 2007 a professional registration scheme was introduced to assist registered members to meet professional standards of competency in the body of knowledge and ethics required for professional library and information work and to promote international benchmarking and recognition of professional library qualifications for New Zealanders wishing to work overseas.

Special interest groups (SIGs) provide a forum for members with a common interest. The SIGs that are currently active are:

- CAT-SIG (Cataloguing Special Interest Group)
- EAST-IN SIG (East Coast Information Network Special Interest Group)
- HEALTH-SIG (Health Special Interest Group)
- IT-SIG (Information Technology Special Interest Group)
- LA-SIG (Library Assistants and Students' Special Interest Group)
- PRESERVATION-SIG (Preservation Special Interest Group)
- PUB-SIG (Public Libraries Special Interest Group)
- RESEARCH SIG SLIS (Special Libraries and Information Services)
- SLIS NORTH (Special Libraries and Information Services – North)

- SPECIAL NEEDS SIG
- TEL-SIG (Tertiary Libraries Special Interest Group)
- TIG-SIG (Taranaki Information Group)

Such special interest groups hold conferences, workshops and social activities to enable their members to gain benefit from association with other like-minded professionals.

The listserv that the majority of New Zealand librarians subscribe to, and which is run through the School of Information Management at Victoria University, Wellington, is NZlibs. This is an online communication channel for discussions on general matters relating to libraries and information services and carries many of the vacancies that become available throughout the library sectors.

A range of other collaborative groupings exists, where common interests or drivers have encouraged libraries to form alliances. Some of the main ones are:

CONZUL – Council of New Zealand University Librarians, from the 8 universities

ITPNZ – Institutes of Technology and Polytechnics of New Zealand Libraries Forum, representing the 19 ITPs

LCoNZ – Library Consortium of New Zealand. A company set up of the 4 shareholding university library partners– Auckland University of Technology, University of Waikato, Victoria University of Wellington and University of Otago – which purchased a common Library Management System, Voyager. Waikato Institute of Technology (Wintec) is their first customer and a non-university library.

TEAL – Tertiary Education Alliance Libraries – five ITP libraries from the central North Island

TANZ – Tertiary Accord of New Zealand – six ITP libraries throughout New Zealand

MetroNet – grouping of nineteen public libraries serving populations of 50,000 or more

Aotearoa People’s Network – National Library initiative to provide free access to broadband internet services in public libraries throughout New Zealand, to enable digital content to be accessed by all New Zealanders. To date, thirty-four public libraries have linked into the network with another thirty-nine in progress.

Various other, more casual alliances exist around common purchasing or use of services. Given the substantial cost of many library products it has been necessary for many smaller, less well-financed libraries to link with larger libraries in order to purchase products within an alliance which would have been out of their range had they sought purchase individually. Such products include library management systems, subscription electronic databases, proprietary institutional repository software or databases, federated search software, security systems, combined acquisitions arrangements with publishers.

Qualifications

Library qualifications can be gained from two educational institutions. The Open Polytechnic of New Zealand, situated in Wellington, offers a Level 5/Level 6 Diploma in Library and Information Studies, aimed at people considering entering the library profession with no formal educational qualifications. The diploma is usually undertaken part-time by distance study while engaged in employment within a library. The Master of Library and Information Studies is offered through Victoria University of Wellington to those in the profession who already have undergraduate qualifications and extensive experience and who wish to gain a qualification that will prepare them for more demanding, specialised work .

Waikato Institute of Technology (Wintec) Library

Vision statement

“Supporting Student Success”

Mission Statement

The Library’s mission is to make its resources available and useful firstly to the Wintec community, secondly to other education or training providers with whom we have collaborative agreements. The Library supports, in a friendly and efficient manner, the learning, teaching and research needs of Wintec, as agreed with its users, through:

- User empowerment

- Provision of information resources
- Responsiveness to users
- Quality
- Using technology effectively
- Investing in staff development
- Collaboration to create or enhance strengths

As the repository of a focused collection of knowledge and creative work supporting the purpose of the Institute, the Library has the primary mission to make this material available and to identify, analyse and synthesise the information it contains to make it useful to the various stakeholders.

Priorities

- To acquire, organise, preserve, secure and sustain for the present and potential use of the Wintec community
- To ensure the collections continue to be comprehensive in order to keep pace with the rapid proliferation of information
- To ensure equal access to knowledge for the empowerment of both those who teach and those who learn
- To add interpretive and educational value to the basic resources of the Library in order to enhance the quality of the creative work and intellectual activity derived from these resources, and to highlight the importance of the Library's contributions to Wintec's well-being and future progress

Enabling Infrastructure

To accomplish its mission and support the Library's four priorities, the Library must have an efficient and effective infrastructure with five key components:

1. The mobilisation and motivation of human resources in all parts and at all levels of the Library.

There are four main elements within this category:

- recruiting, assessing, rewarding and holding accountable employees on the basis of objective evaluations of knowledge, skills and performance
 - training, developing and, where needed, re-equipping the work force to perform new functions in new ways
 - promoting fairness, equal opportunity, and respect for diversity at all levels and in all parts of the Library
 - fostering communication by using early and frequent consultation to promote innovation and increase participation in decision-making and in implementing change
2. The provision and delivery of electronic services in order to serve Library users with speed, quality, and economy.
 3. The allocation and use of space and equipment in order:
 - to preserve and make accessible the collections
 - to maximise the efficiency, productivity and well-being of the staff
 4. The operation of modern financial and information systems to facilitate decision-making and ensure accountability.
 5. The operation of effective security systems that ensure adequate access and at the same time provide maximum protection for the staff and patrons, facilities, data and collections.

Current themes within Wintec and external to our line/s of business

1. the pressure points for the Library (internal and external)
 - redesign of workflows, processes and procedures resulting from move to new premises
 - engaging in flexible delivery
 - engaging in collaborative undertakings with partners, both within and external to Wintec
 - aligning the Library with national initiatives, such as the National Digital Strategy

- supporting potential conjoint programme delivery across the TEA
 - responding to expectations of library users around social learning environments
2. how the Library is intending to respond to those
 - more project-style initiatives
 - close consultation with teaching departments
 - understanding and application of new, personalised learning environments
 - multi-tasking; changing job descriptions as we form different priorities in response to technological changes and academic needs
 - focus on resources that support a flexible learning environment
 - developing partnerships across the ITP and university sectors and with the National Library
 - engaging in research to further understanding of how libraries assist learning
 3. what the critical success factors will be
 - identified project completion, within time, resource and budget constraints
 - Library continues to provide innovation in service delivery
 - patrons regard Library as vital to their successful learning
 - internal and external collaborations achieve stated outputs
 - Library staff continue to develop their skills in critical areas
 4. what will be achieved
 - a modern, relevant, efficient and effective library service that meets the needs of its users
 - a Library that contributes to the successful objectives of Wintec, TEA, the ITP and library and information sectors
 - skilled, professional staff
 - a research culture that supports growth in understanding of information delivery

Library Patrons

Various categories of users are permitted to use Wintec Library -

- The facilities of the Library are open to all current members of staff and students of Wintec.
- Staff and students from any member of the Tertiary Education Alliance Libraries Group may use the library facilities under the existing reciprocal borrowing agreement.
- Staff and senior students of designated Waikato secondary schools may make use of Library facilities under the school borrowers' scheme.
- People may request to by submitting a written application demonstrating a need to use Wintec Library. Admission is at the discretion of the Library Manager. An annual fee is payable.
- The general public may use the Library for the purpose of research or study, but borrowing items or use of the Library's electronic databases is not permitted.

Services

The main city campus library is open seven days a week, the branch library from Monday to Friday only.

Qualified librarians staff the public service desks and offer a range of information services

Information Desk Services

- Information help
- Database search assistance
- Interlibrary Loan requests
- Orientation tours
- Library skills tutorials
- Assistance in using facilities

Issue Desk Services

Staff on the Issue Desk handle the issue and return of items

Issues (4 weeks and 3 day loans)

Returns

Course Reserves (2 hour and overnight loan)
Recalls - booking material on-loan – and Renewal of items
Reserves pickup
Interlibrary Loan - pickup
Overdues and Fines

Distance Services

This service is provided for staff and students at Wintec campuses outside of Hamilton and for Wintec students studying courses by distance or living outside of Hamilton.

Library Skills Training & Help

Confidence in using resources has been shown to assist students achieve better results. At the start of each semester, lunchtime database demonstrations and Library orientation tours are provided for a limited time. Specialized Library training tutorials are provided. Following a group tutorial, one to one tuition for students may be available by special arrangement.

Library Collections

- Main Collection - contains books for lending. For online collection see eBooks.
- Serials Collection - contains Serials (Journals/Magazines/Periodicals). These can be photocopied, or printed from the online serial index collection via EBSCO A-to-Z.
- New Zealand Collection - City Campus Library only. Cultural and historical material related to New Zealand and Polynesia.
- Reference Collection - Contains dictionaries, encyclopaedias, statistics and indexes for use in the library only. The City Campus collection houses New Zealand statistics, including yearbooks. For online see Refdesk.com, Resource Discovery Network, Resources by Subject, Search Engines and eBooks.
- Course Reserve Collection - located at Issue Desk.
- Online and paper copy exam papers - limited availability.
- Music CD Collection - City Campus Library only.
- Newspaper Collection - Local and National in print collection City Campus Library only. For online see All the World's Newspapers, Newztext, Papers Past and EBSCO A-to-Z
- Standards – New Zealand and Australian standards, some international standards. Print copy only.
- Videos & DVDs

Facilities within the Library

Online Library Catalogue
Self-Issue Machines
Databases
Internet access
Photocopying/Scanning/Printing
Group Study Rooms
Study Seats
Audiovisual viewing

Resources

An increasing range of electronic resources are purchased by the Library and made available through the Library web pages. These include full text and abstract serial index databases, collections of electronic books and links to other web resources relevant to higher education. At present, Wintec Library holds -

Library Statistics – Collections (all 2007 sites)

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|------------------------------------|--------|
| Total number of books | 61,561 |
| Total current serials (paper) | 355 |
| Total current serials (electronic) | 34,102 |

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| Total number of videos & DVDs | 2,014 |
| Total number of music CDs | 2,365 |
| Total number of CD ROM's | 96 |
| Number of books acquired | 2,316 |

Electronic resources are available via the web and sit behind EZProxy authentication and access software. Serials Solutions 360 suite of products is currently being trialled to enable federated searching across all our electronic resources, the management of e-resources and the OpenURL link resolver service. This is intended to facilitate both the management of, and access to, electronic resources purchased or held by Wintec Library.

Library Management System

The Library Management System (LMS) employed is Voyager, supported by Ex Libris. This LMS is the preferred system for tertiary academic libraries throughout New Zealand and Australia and is also the product used by the National Library. Wintec decided not to purchase the system as an individual institution but rather to become a customer of LCoNZ (the four university libraries). This means we have been able to enjoy the support of other professional librarians who assisted staff with training and migration, engage in trials and product development and share best practice. The system is hosted in Auckland by Datacom, a commercial provider. While all this is expensive, the system works very well and Wintec library users benefit from a robust, stable system.

Staffing

There are fifteen staff members in the library, the majority of whom are qualified professional librarians. The structure of the library is presently being reorganised to allow us to respond to future developments within Wintec and across both the educational and information management environments. In essence, there is a library manager, and two team leaders who manage the planning and policy decision of the library. Two teams report to the team leaders – one team comprises subject specialist librarians who work directly with the teaching departments and assist them with their information, teaching and research requirements. The second team is involved with developing online resources and testing emerging technologies for their applicability within the library teaching and delivery environment.

Initiatives

The library has recently moved to delivering notices via texting to staff and students. Formerly, such notices were delivered via email, which was a much slower process. A pilot project took place at the end of 2007 to test the delivery of dynamic library web pages and some services via mobile technologies. The trial proved successful and early in 2009, in conjunction with the four LCoNZ libraries Wintec Library will be implementing a full mobile-enabled delivery service.

The library has also created podcast tours of the library facilities for new students, online information literacy modules that can be integrated into courses on the Learning Management System, Moodle. This is to allow library users who are unable to be on campus for whatever reason, to have the same access to library resources and services as those students who are on site.

Research Support

The Library Manager is a member of Wintec's Research Committee and also attends a variety of other, research-related committee meetings. Editing the annual research register is the responsibility of the Library Manager who also holds, at present, the position of Corporate Services Research Leader. Library staff are active in generating research outputs and are strongly encouraged to contribute to the culture of research both at Wintec and within the library profession.

The library, in conjunction with the Centre for Emerging Technologies, is finalising the creation of an open source research repository which will house all the intellectual outputs of the institution. We are using ePrints software for this purpose and will also be establishing an open access journal to enable publication of applied research, likely to be of interest or value to business, industry, the local community and other academics.

Relationship between libraries within Hamilton

There are sixteen libraries within the boundaries of Hamilton city:

- AgResearch Information & Library Services, Ruakura Research Centre
- Environment Waikato Library
- Hamilton City Council, Research & Information Centre
- Hamilton City Libraries
- Livestock Improvement Company Library
- National Institute of Water and Atmospheric Research Hamilton Library
- National Library of New Zealand - Hamilton Service Centre
- Te Wananga o Aotearoa
- University of Waikato, Central Library
- Vision Leadership Library
- WEL (Waikato Electricity) Networks Information Centre
- Waikato District Health Board Library
- Waikato Institute of Technology Library
- Waikato Institute of Technology, Avalon Campus Library
- Waikato Museum of Art and History Library

Additionally, each of the eleven secondary schools in Hamilton possesses a library with a teacher librarian responsible.

There are several relationships in existence at present –

- Waikato University and Wintec have a reciprocal borrowing arrangement whereby staff and students from each institution can use some facilities and services of the other
- Wintec and the Waikato District Health Board have reciprocal borrowing arrangements for nursing students and staff
- Waikato University and AgResearch Information & Library Services have reciprocal borrowing arrangements for staff and students
- The National Library of New Zealand works closely with schools throughout the region to develop and support their library resources and has also formed a working relationship with Wintec.
- The Public Library and the Museum Library work closely together as they both receive their funding from the Hamilton City Council and were, until recently, merged into one unit.

Staff from all libraries are involved with the local LIANZA branch and share activities and professional development initiatives. All libraries are contributors to the interlibrary loans scheme. Two of the libraries – University of Waikato and Wintec are involved in LCoNZ and share the same library management system, Voyager. Staff from both institutions meet regularly and share professional knowledge.

Wintec has an arrangement with two secondary schools for their senior students to use the library facilities to assist with their studies. The students, along with their teacher, are trained in use of the library to ensure they are familiar with the environment and make best use of the resources.

Regional alliances are strongly encouraged by the government to strengthen the provision of information access to local communities. As a result libraries are constantly examining opportunities to increase collaboration and identify shared resourcing opportunities.

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