

# **Hamilton City Libraries**

**1980-2009**

## **A Brief History**

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**Working Draft  
October 2009**

## Hamilton City Libraries 1980-2009

This brief account was inspired by planning for the 125<sup>th</sup> anniversary of the Libraries in October 2009. In the short time available the aim has been to bring together some of the significant events and themes of the 30 years since Bruce Ringer produced *Hamilton Public Library: a brief history* in 1980. This update has been compiled from newspaper articles, Hamilton City Council annual reports, some administrative records, my work and personal files, a chronology, and staff memories. Coverage is uneven, probably reflecting my involvement since 1977 in the Reference/New Zealand arena and collection development, and my interest in management as a recipient and participant. The result is a mixture of semi-official library history (for everyone) and the story of developments behind the scenes (more for staff and professional colleagues). This is a draft which can be drawn on for different purposes and may serve as a basis for a more comprehensive history. Comments, corrections and additions are welcome.

Jeff Downs  
1 October 2009

### Buildings

In 1980 it was anticipated that the start on a new central library was at least three years away. In the meantime the focus turned to the development of community libraries. The first to materialise was a new branch at Hillcrest. When the Regional Director of the National Library in Hamilton, John Gully, moved to a more senior position in Wellington his house at 109 Cambridge Road, next to the Hillcrest Post Office, was purchased by the Council and converted into a small branch library of 140 square metres with a garden at the back. It opened in August 1982 with Megan Hayward as Branch Librarian. Later three shops in Masters Ave were converted into a 360 square metre glass-fronted facility which opened on 19 August 1997. Now in 2009 that site is also too small despite taking over the community room in 2007.

In 1983 the Carnegie building in Hall St which had housed the Frankton Library since 1923 was demolished, to make way for the Massey St road bridge spanning the railway and eliminating the Commerce St railway crossing. The Frankton Branch moved into temporary premises. A new branch at Dinsdale opened on 17 August 1985 under Mary Ellen Wilson in a purpose-built library on Whatawhata Road.

Plans for more suburban facilities continued to be realised - after the construction of the Chartwell Square (later Westfield) shopping mall in 1974 - with the opening by Mayor Ross Jansen on 10 September 1984 of the Chartwell Branch in Lynden Court. Andrew Peacocke became the first Chartwell Branch Librarian. Despite a new wing being opened in the adjacent Countrywide Bank in March 2001, the Chartwell library still suffers in 2009 from a shortage of space in relation to its high usage. The site for a new north east library to relieve the pressure from the Rototuna suburbs was purchased in 2008 but construction has been delayed until 2013/14 in the 2009-2019 Long Term Council Community Plan.

Community pressure for a library in the Melville area culminated in the opening of the Glenview Branch Library in two converted shops in the Glenview shopping mall on 8 November 1989 by the Mayor Margaret Evans. After more public pressure a 350 square metre \$0.5m standalone building in Macdonald Road replaced the retail site in July 1992.

The community room was altered into the Kid's Room space in 2004. Cazna Payne has been the librarian in charge at Glenview since its inception.

Meanwhile Council took the opportunity to buy the vacant supermarket at Braid Road in St Andrews. Consequently the Frankton Branch was closed on 26 January 1990 and the stock and staff under Branch Librarian Jenny Hutton (later McIvor) relocated to a refurbished St Andrews Branch. The opening was on 23 February 1990.

In 1984 the Hamilton City Council released a plan for the redevelopment of the Central Library and carpark into an office tower, new library, and underground carpark, and conversion of the William Paul Hall into shops. The historic Bledisloe Hall had already been relocated to the Clydesdale Museum at Mystery Creek in 1976, but the balcony clipped along the western side of the William Paul Hall had been covered in as a stack area. In preparation for the central redevelopment, the stock in Bledisloe Stack was moved offsite and the temporary lean-to remnant was demolished in 1985. However, with a Council decision to give priority to the construction of the new Waikato Museum building in Grantham St, the plans for a new Library were put on hold. In 1987 the Art Centre and the Literature Art & Music section were moved to the ground floor and mezzanine, and the top floor of the Central Library was devoted to a combined New Zealand and international reference service. In October 1990 the stack and Technical Services staff in the NAB/MLC building on the northwest corner of Garden Place moved into the third floor of the HCC tower block. The Central Library changed its address three times without physically moving from the William Paul Hall: from Barton St, to Alexandra St, to Worley Place.

In February 1991 a closed meeting of Council considered the Arthur Barnett department store owned by Brierley Investments as a possibility to convert into a new Central Library. The Council was given \$100,000 Lotteries grant towards the construction in June 1991. The Dallon Corporation proposal for an \$8m central library building collapsed in August 1991. In February 1992 Hamilton Properties Ltd confirmed the purchase of the Arthur Barnett store for \$1.9m and conversion rapidly commenced in July the same year. The Garden Place department store had been built in 1975. Worley Architects designed a refurbished and structurally strengthened Central Library of 5300 square metres costing a total of \$5.6m. It was opened by storyteller Mona Williams and Mayor Margaret Evans on 20 March 1993. The William Paul Hall was demolished later the same year. That event was captured in several watercolours by local artist and architect Aubrey de Lisle.

The mobile library was repainted in the latest HCC colours, refurbished and overhauled in October/November 1989. However as a result of declining usage with the expanded community library network and mechanical deterioration, the vehicle was decommissioned in December 1996.

## **Management**

The staffing structure was refined in 1981 by Judy Pickard before she retired as City Librarian. Four departments called services were established: Lending and Extension Services (comprising Lending, Frankton Branch, Mobile, Community and Newspaper Room), Information Services (Reference divided into subject areas, New Zealand Room, Dame Hilda Ross Memorial Art Centre), Children's Services and Technical Services (made up of Acquisitions, Cataloguing, Processing and Serials). Tony Richardson from Wanganui's

Alexander Public Library became the first Director of Libraries in 1981, amidst some professional disquiet at the introduction of the managerial title. An Assistant Director Suzanne Summers was also appointed as the Deputy City Librarian Peter Scott had resigned to become Deputy National Librarian earlier in 1981.

Tony Richardson was responsible for installing the first integrated computer system. He dismantled the system of subject reference librarians who were also charged with collection development (Fiction; History, Geography & Recreation; Social Sciences; Science, Commerce & Technology; Literature, Art & Music) and merged the reference function with the New Zealand and Local History service. The change to a "user hierarchy" focus derived from the Phoenix Public Library model in Arizona. It identified four tiers: browsers or readers who prefer to serve themselves (mainly for pleasure), researchers interested in gathering information (via professional staff and/or tools), independent learners (primarily educational) and group participants (interested in special programmes). In January 1987 the four departments became Readers, Information, Technical and Special Services.

In September 1987 Tony Richardson was seconded to the review of HCC by Network Australia (resulting in the report *A Bridge to the Future*). Elizabeth Dunn, ADOL since January 1984, became acting DOL and subsequently City Librarian in July 1988. Tony Richardson was appointed Group Manager Corporate Services in March 1988 after the HCC restructure.

Next Coopers & Lybrand were commissioned by Mike Martin the Group Manager Recreation and Community Services to report on the library services. The November 1988 report recommended Saturday afternoon and part Sunday opening (after removing penal wage rates), installing a suitable security system, continuing to charge for high demand items, increasing interloan charges from \$1 to \$5, bringing the Corporate Information and Research Centre under the control of the public library, immediate replacement of the Central Library with a purpose built facility in a contra deal with a developer, and that a network of Waikato public libraries be formed with Hamilton undertaking all purchasing. A 3M security system was installed at Central on 31 May 1989. User charges were threatened in Oct/Nov 1990. Charge per item customer cards were introduced for non-residents in June 1991. They proved popular with 20 issued in the first month. Saturday opening began at Central from March 1993 and Chartwell from 3 July 1993. The CIRC was brought under the control of the Libraries Division from 1 April 1989, but returned to Corporate Services on 1 Oct 1993. Reciprocal Waikato District library membership began in July 1994.

In February 1994 the staff were restructured into Central Services, Branch Services, Technical & Collection Services under John Robson, Helen Seeman (Main) and Andrew Peacocke respectively.

Another review by Quint Consulting was produced in March 1996. The consultant Nick Hamilton was assisted by staff members Elizabeth Dunn, Phil Grey, Andrew Peacocke, Sally Sleigh and Alan Taylor (HCC accountant). Their recommendations included a target of 2 million issues by 2000, reviewing the structure, more authority for branch librarians, trialling Sunday opening, expanding the service with Waikato District, phasing out the mobile, and reviewing the scope of pay collections. A structural review occurred shortly after as part of a major council-wide exercise by CEO Tony Marryatt. In May 1996 it was

announced that the Library would be merged with Waikato Museum as the Libraries and Museum Unit. The two Directors were declared redundant in July 1996. Jenny Cave came from Auckland Museum in September as the new Libraries and Museum Director based at the Museum. Consultant Sylvia Wood's review created four divisions in the new combined unit effective from 1 January 1997: Customer Services, Collection Services, Public Programmes, and Services & Development. The four managers (Sally Sleigh, Garry Clayton, Kent Ericksen and Kristine Anderson) all had responsibilities in both facilities. The changes were aimed at "improving and broadening the appeal of their services through the reinvestment of cost savings of around \$600,000" in Sunday opening of the Central and Chartwell libraries, more community learning programmes, self checkout facilities at the libraries, and development of the Museum's exhibition programme to appeal to a wider audience (HCC press release 29 Oct 1996).

The controversial merger was the catalyst for the formation of the Friends of the Hamilton Public Library Association with its official launch on 19 February 1997. In February 1999 the CEO successfully recommended to the Social and Community Committee that "I was satisfied in 1996 that the merger of the Libraries and Museum units would not only reduce costs but also continue to provide a service to the standard expected. The findings of the Council appointed monitoring group have confirmed this view. As such I will not be rescinding the 1996 merger of the Libraries and Museum units as requested by the Friends of the Hamilton Public Library Association."

Jenny Cave resigned under pressure in April 2000. Kristine Anderson was promoted from Services & Development Manager to Libraries and Museum Unit Manager (based at the Central Library) from June 2000 and Faye Clark (Customer Services Manager since May 1999) became Director Libraries in August 2000. Consequently six library teams were established in October 2000: Lending Services, Reference Services, Technical Services, Advisory & Education Services, Collection Services, and Branch Services. The name Hamilton Public Library changed to Hamilton City Libraries in 2000. Kristine Anderson left in June 2001 and was replaced by Geoff Williams, a change manager from Auckland City Libraries.

Theatre Services were merged with the Libraries and Museum Unit which therefore administratively became the Arts and Culture Unit, on 31 May 2004. In the same year some teams were renamed: Lending became Customer Experience, Advisory and Education became Community Programmes, Reference Services became Information and Heritage, and Technical Services became Digital Access. Branches had already become Community Libraries. The resignation of Geoff Williams was announced in March 2005. Jan White commenced as Arts and Culture Unit Manager on 13 June 2005. However the departure of Tony Marryatt as CEO and the appointment of Michael Redman in his place meant the time was right in October 2007 to fully demerge the Libraries and Museum facilities and re-establish them as independent units within the Community Services Group. Hamilton City Theatres became part of the Event Facilities Unit. The Director Libraries Faye Clark became a Unit Manager and a Business Development Manager (Kelda Findsen) was appointed from the previous Arts and Culture administration team. The management team was expanded into a leadership team through the addition of the five Community Library managers in recognition of the increasing proportion of business occurring outside the Central Library.

An ambitious, but unaffordable, Libraries and Museum strategic plan 1999-2019 had been prepared by a Libraries and Museum Strategic Advisory Group for adoption in 1998. Geoff Williams led the work to revise this and the Hamilton City Libraries strategic plan 2001-2011 was adopted early in the 2002/03 financial year. A rebranding scheme with the theme 'Send your mind somewhere' and colours blue, orange and teal was launched in May 2002. All the buildings were gradually repainted inside and out during the next 7 years.

A session on retail strategy at a LIANZA conference in 2004 inspired workshops at Hamilton by Fiona Emberton from John Stanley Associates of Australia. The consultant also reported on how to integrate retail concepts into the libraries, and provided ideas for new layouts and customer service. The workshops developed presentation standards and practical guides for roving staff, decluttering of desks, power displays, weeding old collections, increasing the ratio of floor space to shelving, living room areas, lower and more face-out shelving, fresh plants, and catering for browsers and hunter gatherers.

The Hamilton Public Library Bylaw 1960, with its long and detailed list of dos and don'ts -- eg "No person shall ... without the permission of a librarian make any tracing of any document belonging to the library." -- had become very outdated and in 1988 work began on revising it. The Local Government Act 2002 hurried this along in the next decade culminating in the Cultural and Recreational Facilities Bylaw 1 September 2007, a much shorter document. The bylaw was supplemented by a Customer Charter — principles-based rather than regulatory — which outlines the vision and aspirations of the service and a reciprocal relationship between customers and staff.

### **Computer Systems/Information and Communication Technology**

A rudimentary computer system (Plessey) designed in 1972 incorporating circulation and a basic catalogue had been installed in 1978 but was nearing the end of its useful life when investigations into a replacement began in the 1980s. The new Chartwell Library would have required an expensive addition to the aging system which was no longer being manufactured. In February 1984 Council approved the Director's and Computer Development Officer's recommendation to purchase AWA's URICA comprehensive integrated library system. It was the Australian company's first installation in New Zealand. The SEQUEL minicomputer included enquiry, cataloguing, circulation, serials control, acquisitions and report generation modules as well as a public enquiry catalogue. In 1981 the National Library had obtained approval for the introduction of the Washington Library Network which developed into the New Zealand Bibliographical Network here. Linking with this network had major implications for Hamilton's acquisitions, cataloguing and interloan procedures. The computer, itself named WILMA (Waikato Integrated Library Management Assistant) by staff, arrived in June 1984 and was installed at Chartwell in 1984, then the other branches and finally at Central (1986). The Library appointed a systems librarian but directors in the 1980s and heads of technical services in the 1990s were very involved in the day to day operations. Tenders were called for a new system in 1995/96. But the process was put on hold during the restructure. It was narrowly decided to remain with the same company, by then called Sanderson, and to upgrade to their Spydus system in May 1998. At this point responsibility for the technical operation of the computer system was centralised at Information Management as the preferred corporate model for controlling the rapid spread of computerisation in other Council departments.

One major upgrade occurred in 2004. Another Request For Proposal was issued in 2006 as part of a Waikato Regional Consortium's bid for a shared system. This proposal collapsed in 2007 after it was confirmed that the complexity and cost of a new integrated library system was unaffordable. In 2008 the future of the unsupported version of Spydus 6.5.3 was complicated by the scope of Project Phoenix, a development plan for an integrated Council wide IT system. The likely result is an upgrade to Spydus 8 by Civica, the successful tenderer for Project Phoenix owing to its reputation in the Australian local government sector.

A wide area network was installed in late 1999/2000. An ICT plan was produced by the Libraries in 2002/03 but was never formally adopted or resourced. However many of the ideas have come to fruition in unforeseen ways, for example integration of printing and photocopying, virtual collections, Libraries-wide internet access, training for staff and customers, electronic payments, flat screens and scanners.

The Library officially connected to the internet in July 1994 and a public terminal was made available for \$7 an hour in 1995 at Central. Free tutorials were offered to customers. The Library website was developed in-house from 1997 ahead of the rest of HCC. One of the first features was a comprehensive knowledge map of weblinks to useful sites. Subsequently content has been created by a team of staff to promote the catalogue, services, collections and events with (for example) book reviews, online reference databases, heritage resources, and competitions. For security reasons public access in-house had to be on a separate network from HCC's. This meant that customer access was only possible at Central Reference on Level 3, until another network was created and free internet could be introduced at all sites in August 2006. Interactive Web 2.0 features have recently included blogs, RSS feeds, account management, and online shopping for books at the Libraries' supplier Techbooks. A kete website was launched in December 2008 to allow Hamiltonians to share stories in a digital library of arts, culture and heritage resources.

In July 2008 Hamilton City Libraries received free high specification desktop computers as a partner in the Aotearoa People's Network, a national initiative to enable communities to participate in the digital world. This increased the number of PCs available for customers to 43 and made internet access free for all visitors. Users have also been able to surf the web and access emails using their own laptops or other wireless capable devices since September 2008.

## **Collections**

The first collection policies at Hamilton were approved in 1984 for two collections: Literature Art & Music and New Zealand Reference. Professional workshops on collection development and policy formulation were held nationally later in the decade, but for Hamilton they regained significance with outsourcing in 2003. Meanwhile the Conspectus collection assessment project promoted by the National Library consumed a large amount of staff time in 1992/93. This was a complex method of assessing collection levels in terms of subjects, quantity, quality and age. The information was intended to be shared and used to rationalise strengths and help with sharing the national resource. The project had a greater uptake in the tertiary sector.

A Council 'levels of service' review in 2008 recommended an increase in the collections budget because it was below the Library and Information Association of New Zealand Aotearoa standard renewal rate and overall size per capita. A capital collection budget of \$1.5m for 2009/10 was confirmed in the 2009/19 Long Term Council Community Plan and represents progress in reaching the target of 0.35 new items per resident per year.

Until 2003/04 books were bought specifically for individual sites with Central expected to be the default for single copies. Systematic bulk transfers between sites kept collections refreshed at each Library but at the expense of staff time and costs in couriering returns to their "home location". The change to a floating collection meant that returns are each time allocated the new "home location" of whichever Library customers returned them to, thereby refreshing collections at community libraries. Staff intervention is still required to move on overflows because the balance between issues and returns is not even at most sites. Slower moving or duplicate items need to be relocated as part of routine collection maintenance. The floating collection policy is aligned with the one-library one-collection philosophy.

A toy collection consisting of wooden toys and simple puzzles was introduced at Frankton Library in November 1980. Collections were established at other sites, culminating in Central in September 1986. By 2009 they consisted entirely of puzzles.

Fundraising for talking books was started by Hamilton Rotary in 1980 as an International Year for the Disabled project. The first acquisitions from Hear a Book in Tasmania were limited to those with recognised sight or other disabilities. Large print publishers subsequently expanded their product range to include library editions of talking books on cassettes and later on CD and preloaded digital devices. Hamilton City Libraries plans to introduce downloadable audio E-books in 2010/11 as part of a Waikato consortium.

Changes in the audio-visual collections have reflected marketplace developments in new formats. Music CDs were offered as an improvement on vinyl records from September 1986. The charge was \$3 for the first week and 50 cents per day thereafter. Records and music cassettes were phased out in Sept 1990. Videos were introduced about 1987 but were progressively being taken over by DVDs as a chargeable collection from 2002, and ceased to be purchased from 2004/05. A review of children's multimedia collections in 2005 led to a greater proportion of the children's budget being allocated to DVDs. The art print collection was disestablished and auctioned off in April 1995.

Policies around charging for some collections have changed over the last thirty years. The Director of Libraries reported on the structure and level of fees and charges in March 1986. The Library had been operating under the long-standing "free and rental" policy devised by the National Library and Library Association which allowed a charge to be made for recreational reading and certain other special services such as records and art prints. However at Hamilton this had gradually been changed for print materials so that only light novels falling into the western, romance and thriller categories were subject to a monthly rental fee. (By the 1980s the professional library view was that library services should be totally rates funded. Manukau City led the way during an economic boom). The Director's report recommended that, in line with public-private good principles and a cost recovery model, charges be made for collection items in high demand: 50c a day for bestsellers and 5c a day for items in lesser demand but still requiring multiple copies. These changes came



into effect in June 1986. But the 50c category was short-lived. As a result of introducing the Pay Collection short term demands for the most popular titles were met, the discrimination against a particular type of fiction reader was removed (as no more than 35% of any genre could be in the pay collection), more books in high demand non-fiction areas such as handcrafts, fashion and astrology were provided without compromising the other 96% of the non-fiction collection available free, and the faster turnaround reduced the number of copies required. In line with the report the rental concession for pensioners was progressively removed.

A new type of Best Seller collection (99% fiction) was established as a partial replacement for the Pay Collection in 2002. The driver was mainly to provide extra copies of blockbusters at \$5 per week as an alternative to waiting for free copies and as a premium selection of impulse reading for customers prepared to pay.

Adult fiction was rearranged from genre order into author order in 1981. The arrangement has been reversed at least once, before again ending up in author order in 2002 when graphic labels were replaced with computer produced text for the genres. Customer preferences have been evenly divided at each change. Graphic novels have been provided in the Young Adults collection since about 2000 and are being expanded to the adult fiction area in 2009. An increasing demand for fiction has seen the proportion of the collection budget for adult fiction (including large print and talking books) increase from 23% in 2005 to 37% in 2009.

Books in Maaori, and to a lesser extent material on Maaori topics, were much less common in the 1980s than in 2009. Hamilton eventually followed the nationwide trend in separating such items from the adult non-fiction sequence to highlight them and make them more accessible by establishing the borrowable Maaori Studies collection in March 1990. A separate budget fund was established for Maaori Studies in 2002, but in 2005 the collection was interfiled with adult non-fiction to avoid isolation from mainstream topics. However these items are still readily identifiable to customers by their red and black tukutuku labels above the call numbers. The Heritage collection's Maaori material has always been interfiled but received matching red and black labels in 1995.

A separate foreign languages collection was formally introduced in 1999 although foreign language material previously existed as part of the LAM and fiction collections. In 2005 it was renamed World Languages and moved to a more prominent position of Level 2. Traditional European languages have been supplemented by Asian and Middle Eastern material as the composition of the community has changed through immigration.

Biographies were progressively being classified throughout the main Dewey sequence in 1977 but a customer survey in 1983 led to the reintroduction of an alphabetical run for most of them. This policy was revisited after Jan Bierman's 2002 recommendations around standardisation of cataloguing and classification, and the interfiling of the Maaori Studies collection. The alphabetical biography section was popular with browsers of the genre but only ever contained a small proportion of the biographies. So from February 2005 the biographies were reintegrated for the benefit of subject browsers - amidst some disquiet from a group of biography enthusiasts.

The Bierman review focussed on ensuring the integrity of the catalogue by centralising more of the technical services carried out in other departments under the Technical Services Team Leader. The use of graphics (other than for adult non-fiction at Central) and simplified Dewey was abandoned in favour of the most current Dewey classification and conversion projects were organised. Te Puna cataloguing records began to be accepted without in-house editing and authority control of subject and author forms was stepped up. The processing of serials was minimised and consolidation of monograph, multimedia and serial vendors was initiated. Outsourcing of shelf-ready stock was to be actively investigated. Total Library Solutions were awarded a contract in 2003 as a preferred supplier, cataloguer and physical processor of adult and junior lending book stock except most large print and talking books. Stock selection was progressively added except for reference and heritage items. Some multimedia material has been included since 2008. As a result of outsourcing Collection Services were restructured in 2004. The collection managers for children's, young adults, adult fiction, adult non-fiction and audio-visual materials were replaced by a Collections Leader (Jeff Downs) and a system of "collection advocacy teams" drawn from front of house staff, including community libraries. The aim was to demystify collection management and to spread ownership and skills more widely for the ultimate benefit of customers. Electronic database, archives and heritage collection management remained with the Information and Heritage Team. The Technical Services Team was reduced once most of the acquisitions and cataloguing work was contracted out.

A collection workshop with Fiona Emberton in January 2005 helped the Libraries refocus the collections at a popular public level, remove outdated material, and develop core areas such as business, health, cooking, gardening, computing, self improvement and fiction. The policy is to meet individuals' needs for practical information to develop skills and knowledge.

The renaming of Lending Services as Customer Experience coincided with a new customer service ethic, a one-stop shop approach, floor-based information desk management and a higher level of professional involvement for all staff in readers advisory and reference enquiry work. Thus Community Programmes staff, previously responsible for non-circulation enquiries on Level 1 handed over to Level 1 Customer Experience staff in March 2005 as the latter were upskilled in dealing with readers advisory and reference queries, especially those relating to the children's, fiction, large print, talking book, music CDs, DVDs and magazine collections on the ground floor. The Level 1 information desk was abolished as a separate service point. These arrangements mirrored to some extent the multitasking nature of customer service in community libraries where more professional librarians were being appointed and other staff received more information work training.

### **Reference and Heritage**

In the later 1970s and the 1980s subject librarians were responsible for collection development, readers advisory and reference work for their areas. This built up a team of specialists who could be called on to assist any information desk staff and customers with advanced research requirements. As well as technical institute students who relied heavily on public library resources before their own library was adequately funded, customers included school students, university students, business people, life skill programmes for the unemployed, and many researchers, enthusiasts, hobbyists and mechanics. The book stock reflected these needs, some of which were at a tertiary level. The lending stock was

supplemented by resources such as encyclopedias, bibliographies to identify more specialised material which could be borrowed from other libraries, and indexes to magazine articles held in HPL and other institutions.

Reference staff (Fiction, SS, LAM, SCT, HGR) developed and maintained extensive vertical files of periodical and newspaper articles and pamphlets eg about writers, artists, countries, house plans, current events, technical projects, conservation, etc. They were indexed separately from the main catalogue. Parallel systems operated in the Children's Section and New Zealand Room.

Computerised databases developed in the mid 1980s. Dialog was McDonnell Douglas Corporation's series of databases of abstracts (very little full text) accessible through expensive telephone connections by expert users who had to carefully construct search statements. Customers paid Dialog charges based on the time taken and the charge rate of the database. Dialog databases were heavily promoted to scientists, researchers, business people, designers, manufacturers, environmentalists and government staff for worldwide information in 1988. Librarians carried out the carefully prepared searches and the resulting bibliographical material (and occasionally statistical or directory information) was airmailed from the USA. Articles and reports then had to be sought from other libraries. Customers were charged database costs and telecommunication charges. Staff time was not charged for until March 1991 when a contract research service policy was introduced imposing a fee of \$20 per half hour.

Once the subject librarian specialities were abolished in 1987 and the duplication of New Zealand reference material removed from the main reference sub-collections, the international reference collection was strengthened by monograph material relevant to secondary school students because it was clear that their own institutions were still not meeting their curriculum needs and the public library couldn't afford to supply enough multiple copies in the lending collections.

By 2000 improvements to school and polytech libraries, remote access to full text databases, and the growth of web resources were reducing the demand for general non-fiction reference material in hardcopy. A national consortium called EPIC (Electronic Purchasing in Collaboration) was launched in June 2004. The offering built on the general Ebsco databases already subscribed to by HCL since 1999 by adding the Gale suite. In the next two financial years family history, art, music and science resources were added. The Reference Service was renamed Information & Heritage in 2004. In 2005 it was decided to refocus the scope of the Central Reference collection (mainly New Zealand), to reduce the current international reference component and to interfile the latter with the adult non-fiction lending collections on Level 2 in order to increase its exposure. The community library reference collections were also heavily weeded at this time.

Free LearnIT tutorials were offered to educate customers in the use of the catalogue, webpages, internet and databases from May 2007. In February 2008 staff began contributing to Any Questions and Uia Ngaa Patai, an online reference service for primary and secondary students co-ordinated by the National Library.

The SATIS (Scientific and Technical Information Service) was established for business clients by Rosanne Byrne in conjunction with the National Library who employed Tony Edhouse as

the first SATIS Librarian in February 1987. It ceased in 1988. A Business Information Service restarted as part of the Reference Service in 1991, once a contract research service policy of \$20 per half hour was approved in March. A BIS open night with the Chamber of Commerce was held in November. The Chamber's library was then housed at the Central Library and eventually absorbed into the public collections.

An important bequest of 700 items from Hamilton lawyer and historian H C M (Car) Norris was handed over to the Library in November 1981. Over the past 30 years the scope of the New Zealand Collections has, of financial necessity, been narrowed from national to [focus to one on the Hamilton and the Waikato. Since 2005 it has also become less academic, leaving that preservation role to the tertiary libraries. However an international perspective has been maintained in such areas as genealogy, art, and vehicle service manuals. The first Heritage collection valuation estimated the monetary worth at \$4.66m as at June 2001.

The government publications depository scheme has gradually reduced in scope with corporatising of the Government Printing Office and many departments. Historical parliamentary and government publications are still significant but are gradually being digitised and the recent equivalents are published electronically. Current statistical, legal and regulatory source documents are now also freely available on the internet.

The retrospective and current microfilming of the Waikato Times continued — some of the early years are now available digitally as part of Papers Past on the National Library website. Indexing onto cards continued until 1991 when a database was developed in Wintegrate. Unfortunately this was lost during the upgrade to Spydus in 1998, but indexing of the Hamilton Press and Waikato Business News has continued in a new Spydus module. Waikato Times coverage has been overtaken by full-text since 1996. Since 2008 complete current issues have been available electronically on Press Display, which includes many international titles and has saved the high costs of obtaining overseas newspapers by airmail. From 1986 a series of information kits has been compiled. They bring together articles and bibliographical references on a range of local and national history topics, for example: Tainui, Hamilton suburbs, Hayes Paddock, Murray Ball, Springbok Tour 1981, family history and whanaungatanga. Historical content is now being made available directly on the web pages.

The catalyst for an active oral history programme came with a 1983 request to the Library from the New Zealand Founders' Society for someone to interview a member in Te Awamutu about his life in Wellington. The HCC Recreation and Welfare Committee established a subcommittee with representation from other Hamilton groups. It defined the Library's role as an archive, leader of a co-operative oral history programme and promoter of its use. Volunteers were trained to undertake interviewing and transcribing. In 1988 the focus changed to projects: Fairfield (7 interviews); Taking Root in a New Land 1990-91, resulting in 41 interviews and a Museum exhibition in February 1993; Dinsdale 1991-92 (22 interviews); and Glenview 1993-94 (23 interviews). "That's when life really started to live" is the name of a youth oral history project on Hamilton teenage life 1930-1960. This resulted in 53 interviews in 1995/96 and was built into a successful Museum exhibition. It was followed by the Hillcrest Oral History Project 1996-97 (19 interviews) and a biographical approach to Hamilton Architects in 1999/2000 (19 interviews). Information and Heritage staff recorded 11 interviews for the Hamilton Gardens Oral History Project 2005-08, but most of the other projects used subsidised

labour schemes and community volunteers, and were presented in exhibition form in the Libraries.

The Hamilton Archives Working Party was established in 1995 at the request of the Mayor Margaret Evans and University of Waikato Vice Chancellor Bryan Gould to investigate the setting up of a community archive in Hamilton. It included representation from the University History Department, University Library, Waikato Museum, New Zealand Society of Genealogists, and Public Libraries, and was chaired by the Waikato Polytechnic Librarian and past president of ARANZ Sheryl Morgan. It made submissions to HCC annual plans, sponsored a consultant's archives feasibility study, organised a survey for the *Hamilton Archives Directory*, carried out engineering and architectural feasibility studies, and organised several promotional events including a Christmas parade float to raise the profile of local archives and manuscripts. The lobbying for community archives funding was not successful at the Council level, but an alternative plan focussing on the legal requirement to maintain Council's own archives bore fruit with capital and operational budgets being established from 2001/02. The first Archivist (Darryl Pike) was appointed in January 2002. The Council Archives Policy was adopted in March 2003 thereby centralising the identification, preservation of and access to HCC archives under the Libraries. Meanwhile the Level 3B storage area was physically upgraded, furnished with compact shelving where the floor loading allowed, and fitted with independent air conditioning commensurate with its important role in preserving permanent collections of archives and heritage publications. A part-time Archives Assistant position was authorised in April 2004. VACCESS, a video collection from the New Zealand Film Archives, was transferred from the Museum and installed in the newly built Archives Reading Room in November 2004. Technically the primary role of the archives is to manage the internal permanent records of the Council but it has been accepted that there is a moral obligation to look after community archives too. Hopefully this will be officially recognised within the broader proposed Hamilton heritage policy.

A library for staff and the public continued to develop at the Waikato Museum from the 1980s. These specialist resources began to be catalogued on the Public Library catalogue from July 1991. As a consequence of the Library and Museum merger the position of Museum Librarian came under the Reference Services Librarian in January 1997 and some staff worked at both locations. In August 2004 it was decided to consolidate the staffing and most of the resources at the Central Library, and to use the prime Museum space for an exhibition gallery. The main collection used by the public at the Museum Library was the historic photograph collection. The reference collection was moved to the Archives at the Central Library and future accessions were directed there. The first heritage collection photos were digitised for the HCL website in April 2005.

### **Services and programmes**

The book lending period was increased from 21 to 28 days in July 1985. The borrowing limit was also then raised to 20 items per card. The first after hours returns bin was introduced at Chartwell in 2000. Other sites provided this convenient service shortly after. An automated telemessage system began to give customers with overdue items a courtesy phone call, replacing one hundred postal reminders a day from September 1999. Eftpos was belatedly installed in August 2003. Since October 2007 library users have been able to

register with a web-based email reminder service (Library Elf) to help keep track of due dates, overdues and reserves ready to be collected.

As a result of the addition of Theatres to the Arts and Culture Unit the TicketDirect agency moved from the Founders' Theatre to the Central Library in November 2005. This booking service was rolled out to all community libraries in May 2006, providing new challenges for staff and improved access for ticketing customers, some of whom became new users of other library offerings.

Bilingual signs were first introduced in July 1987. The first advertisement welcoming tangata whenua in te reo was placed in the Hamilton Press on 12 July 1989 for Maaori Language Week. The guide to the Library (Te Whare Pukapuka o Kirikiriroa) was translated into Maaori in 1996 by Hinureina Mangan of the National Library.

Maaori staff were informally given some responsibilities for bicultural education and services to Maaori, and a part-time Maaori Collection Services Librarian had existed briefly in the early 2000s, but the strategic plan objective was finally reached with the appointment of Whetu Marama Te Ua as Te Kaiwhakahaere Ratonga Maaori in September 2006. By June 2007 the online catalogue had been translated into Maaori, more bilingual signage had been installed, and a regular playgroup in te reo introduced at Dinsdale Library. In April 2009 James Webster installed his art work with the theme of the acquisition of knowledge at Dinsdale. It consists of perspex window inserts, poutama, paatiki and kowhaiwhai patterns, and a suspended waka huia.

From about 1990 until 2007 playgroups — involving stories, rhymes and crafts — were progressively introduced at all sites for preschool children and their caregivers. The traditional co-ordinating position of Children's Librarian has devolved to collection advocates, Community Programmes and Community Library Managers or their assistants. The absence of this role and status is still unusual in the profession. The Childrens and Young Adults review in August 1995 introduced improvements such as CDROM facilities. The junior and YA collection budget was especially boosted in 2000/01 in recognition of the nurturing role of public libraries for this age group. The Young Adults area was renamed TeenZone in 2005.

Public programmes have been a mixture of traditional events and innovative ideas. The Cambridge Repertory Society performed extracts from *Godspell* at a lunchtime concert for International Youth Year in April 1985. Cazna Payne starred as Zany in a travelling roadshow launched in Library Week June 1989. The Born To Read campaign ran in the same week the next year. The McDonalds reading programme was introduced in September 1990 and a library cookbook *641.5 : mouthwatering recipes from Hamilton Public Library staff* was produced in time for Christmas. A slumber party were held at Dinsdale in Library Week 1991. About 25 children, and six parents and library staff enjoyed games, jokes and reading until after midnight. Ward Councillors David Peart, Pat Kaio and Jock McLachlan Barnes cooked sausages, porridge and waffles for breakfast. Slumber parties were later also held at Chartwell and St Andrews. The Three Thirty clubs were also operating at this time.

The mobile library featured in several Christmas parades. In 1991 the theme was Dickens's *Christmas Carol* and Born To read tee-shirts, while the following year *Alice in Wonderland*

took over. The Library organised a Day in the Life of Hamilton photography competition on 22 September 1993 with the resulting exhibition in November. The Ranfurly Shield was displayed for two weeks in May 1994 (and photographed with women staff suitably attired). Once Upon a River was developed in conjunction with the Museum for summer 1997/98. Points were collected for reading and activities, with markers moving along a display of the Waikato River and sites. The finale was a trip on the Waipa Delta and picnic.

Book launches have included *War brides* by Val Wood in October 1991 and volume 5 of *The Dictionary of New Zealand Biography* on 10 November 2000 by Mayor Russ Rimmington and Editor Claudia Orange in the presence of Te Arikinui Dame Te Atairangikaahu. The Genealogy Night at the Library research programme has run since 2008. May has been celebrated as New Zealand Music Month since 2006 with a growing programme of bands, soloists and groups performing under the banner of Soundz Like Hamilton. Other memorable events include the quiz nights at Chartwell, Hairy Maclary's 21<sup>st</sup> birthday in October 2004, the Garfield Reading Club, Easter egg hunts, a series of How do I workshops, and an Inspire Me campaign. The Odyssey in 2005 was an incentive based reading programme with points earned going into a draw for prizes at the end. This was the first programme closely linked with the library website. Others such as A Twist in Time have followed.

The Hamilton Public Library centennial was celebrated in October 1984 with public reminiscences, bookmarks, a newly designed library flag, behind the scenes tours, special displays, a sausage sizzle and a staff fancy dress party. The Waikato Times editorialised: "The library caters for the whole community, from small children to old folk offering entertainment and knowledge... It has made the most of new technologies, computerising its book issuing operation. It continues to fulfil the basic functions libraries have performed ever since they came into existence — and it continues to perform them well. All those who avail themselves of its many services will join sincerely in wishing it a happy birthday — and expressing their appreciation of services so faithfully rendered." (Waikato Times 11 Oct 1984)

### **Technical Services**

In 1980 selection was carried out from bibliographies such as the *British National Bibliography*, reviewing journals such as *Library Journal*, *Booklist* and *British Book News*, *The Times Literary Supplement*, and from cards from library supply agents. New Zealand and other books on approval from local bookshops such as Paul's University Bookshop were discussed at a weekly meeting with the City Librarian, along with markups from the BNB. The orders were typed onto sheets for the suppliers directly from these sources, or from handwritten slips produced by the subject librarians and children's librarian. The next development was typing onto self-carboning slips which split into copies for the vendors and order drawers. Automation in 1984/85 meant the order information could form the basis for the catalogue records until the book's arrival, and downloading of a full catalogue record from NZBN. Variations on this process continued until outsourcing of acquisitions and cataloguing in 2003.

Orders had mostly been placed with local retailers such as Paul's, Book Inn and Whitcoulls but in the 1980s gradually the larger proportion moved to UK, US and Australian library

wholesalers such as Bailey & Swinfton, Baker & Taylor and James Bennett for reasons of economy and efficiency. Travellers from New Zealand publishing agents and specialist retailers such as Technical Books also visited.

The introduction of WILMA in 1984 saw the start of a huge project to transfer the Library's holdings to the computer catalogue from the microfiche catalogue associated with the earlier computerised issue system, and from the original card catalogue. The lending collections were the first priority. The New Zealand Room retrospective cataloguing was not completed until November 1991 for monographs. Subject librarians and readers advisory librarians both had a part to play with copy cataloguing once the process was automated and records obtained from the New Zealand Bibliographic Network until increasing specialisation of the task restricted the duty to a core group in Digital Access in 2002.

Simplified graphics replaced Dewey in the 1986 Pay Collection in an experiment to arrange the material in a more user friendly way for browsers. The 24 categories included: Countries, Adventure, The unexplained, Home and Living, Business, and Technology. The same arrangement was developed for children's and branch library collections because they were smaller and heavily browsed. In 1992 moves were made to simplify the detailed Dewey system in the Central adult non-fiction area by reducing the length of the numbers and adding alphabetical suffixes (eg 796.3 SQU instead of 796.343 for squash) and by combining the travel/geography sequence with history at a country sequence in the history numbers. It was also the policy to edit down network records by stripping out notes and consolidating items at preferred numbers where options were available or revision occurred. Continual changes in Dewey meant not all areas could be retrospectively reclassified. Painstaking authority control work was all lost at automation and major upgrades, especially in 1998. Ultimately, in 2002, a policy of adopting standard catalogue records from Te Puna and following their classifications as long as they adhered to the latest version of Dewey, was adopted.

Processing began the 1980s decade as a six-strong department responsible for a large amount of detailed repair work and stiffening of popular magazines for the whole library network. They also covered paper book jackets with mylar and applying spine labels. In the mid-1990s many of the women retired and more books were sent to external binders for repair as well as traditional rebinding. Mending was decentralised to community library staff and Central's processing staff was reduced to one person. Outsourcing and support from other teams also enabled this to occur.

Popular magazines have continued to thrive in the lending collections. At various times there has been a split between charged and free copies, and sometimes the latest copies not for loan, culminating in the current system of high demand pay titles becoming free after 4 months but with most free to borrow from new. Before the computerised catalogue a serials title database was developed by the University of Waikato Library and the Public Library collection formed a subset of it. WILMA enabled a more comprehensive method of managing all aspects of serials control.

Interloans developed from a completely manual system of locating and requesting subjects and titles primarily from and via the National Library to a more automated method taking advantage of collections across the whole country and Australia. Originally a free co-



operative system, it has changed to one of charges between some libraries and to the end user. Customers can now carry out the search and request process from home by using the New Zealand Libraries database and the request module in Spydus. Interloans have been variously administered from the Reference Dept, Technical Services and now Community Programmes.

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Residents surveys conducted by or for Hamilton City Council have consistently scored the Libraries around 77 to 87 points in the "Verygood/Exceptional" performance range since 1990. Independent customer satisfaction surveys from 2003-2008 have also shown the high value placed on the service by the regular users with scores ranging between 90.3 and 92.9 during the period.

Today many library customers are looking for a pleasant, memorable experience as well as the product, which is becoming more leisure oriented. This is not to say that customer service has ever been consciously bad but that there is always room for improvements, upskilling of staff, fine tuning the mix of jobs and adopting new trends balanced against old traditions. There has been a concerted move towards the one-library principle and the standardisation and auditing of processes, building on the more personal service of smaller sites and the traditional specialisations at the Central Library. Local variations are necessary to suit different communities throughout the suburbs. Staff are now becoming more accountable for their actions and are also having to adjust to serving a different customer base and users (both in-house and remote) of virtual collections. There is now a greater emphasis on event management and the presentation of the library environment and its collections which have expanded into internet based digital resources. ICT developments have had a huge impact in the last 30 years. The Libraries still face continual challenges in keeping up with technological advances, new innovations and additional services -- and yet still needing to remain affordable.

## Statistics

	1980/81	1990/91	1998/99	2008/09
Hamilton Population	90939	94710	118552	138500
Membership	52471	73129	85357	67850
Stock	290903	283141	314162	356572
Issues	1342459	1543202	1372500	1811449
Enquiries	11035 est	104181		70596
Staff (FTE)		63	59.9	75.4
Physical visits				1202381
Virtual visits				449591
Income (excl rates)		\$262000	\$666138	\$774601
Expenditure		\$3762000	\$5186344	\$7531408
Source	HPL annual report	PLSNZ	PLSNZ	