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1. Introduction

The National Library of New Zealand Te Puna Mātauranga o Aotearoa facilitates access to information for all New Zealanders, through its co-ordination activities and through the provision of services and online databases that assist clients to locate information.

Resources held in the Library's collections are made available through online databases, online services, exhibitions, interloan of resources from the collections, photographic reproductions, copying and direct access for reference and research purposes.

Scope and Definition

The Access Policy covers access to the Alexander Turnbull Library's Collections, the National Library's General and Schools Collections, to the National Library's databases and to its access products and services.

Mandate

The mandate for the Access Policy is established by the National Library of New Zealand (Te Puna Mātauranga o Aotearoa) Act 2003, in the following clauses:

7. Purpose of National Library

The purpose of the National Library is to enrich the cultural and economic life of New Zealand and its interchanges with other nations by, as appropriate, -

- (a) collecting, preserving and protecting documents, particularly those relating to New Zealand, in a manner consistent with their status as documentary heritage and taonga;
- (b) supplementing and furthering the work of other libraries in New Zealand; and
- (c) working collaboratively with other institutions having similar purposes, including those forming part of the international library community.

and

9. Functions and powers of National Librarian

The functions of the National Librarian, in achieving the purpose of the National Library, are -

- (a) To develop and maintain national collections of documents, including a comprehensive collection of documents relating to New Zealand and the people of New Zealand; and
- (b) to make the collections and resources of the National Library accessible in a manner and subject to conditions that the Minister determines, in order to provide for the most advantageous use of those collections and resources; and
- (c) to provide other services, including access to information resources, and bibliographical and school services, as the Minister thinks fit; and
- (d) to promote co-operation in library matters with authorities and other persons in New Zealand and elsewhere

and

12. Purposes of Alexander Turnbull Library

The purposes of the Alexander Turnbull Library are -

- (a) to preserve, protect, develop and make accessible for all the peoples of New Zealand the collections of that Library in perpetuity and in a manner consistent with their status as documentary heritage and taonga; and

(b) to develop the research collections and the services of the Alexander Turnbull Library, particularly in the fields of New Zealand and Pacific studies and rare books.

2. Strategic Context

The National Library's Statement of Intent 2003/2004 outcomes describe the desired impact of the Library's activities on the community:

- New Zealanders access their documentary heritage now and in the future.
- New Zealanders access a range of information services.

The Library has identified a number of interventions to achieve the outcomes for 2003/2004. Each year during development of the Statement of Intent it will be reviewed against key policies including the Access Policy.

3. Assumptions

It is assumed that:

- 5.1 the development of access services will be consistent with the Library's Collections Policy (dated July 1999);
- 5.2 access to resources in the collections of the National Library and the Alexander Turnbull Library will be consistent with the provisions of the Library's Preservation Policy (dated May 1999);
- 5.3 the application of charges for access services will be consistent with the Charging Policy (dated October 2001) developed by the National Library;
- 5.4 detail relating to exhibitions, a form of access, are covered in the Library's Exhibitions Policy (dated [under development]);
- 5.5 detail relating to digitisation, a form of access, are covered in the Library's Digitisation Policy (dated June 2003);
- 5.6 the development of access services will be consistent with the Library's Te Kaupapa Mahi Tahi.

4. National Library Clients

The purpose statement in the National Library of New Zealand Act 2003 states that the Library will make its collections accessible for all the people of New Zealand and make the resources of the Library accessible in a manner that the Minister determines.

This Access Policy covers collections, databases and access products and services provided to all of the Library's clients. The National Library supports access for:

- **Individuals**, by providing access online to the Library's catalogues, digital collections, other databases that are publicly accessible, and through exhibitions and the provision of information on its website;
- **Libraries**, which use the Library's online catalogues, digital collections, subscription and publicly accessible databases, resources from within the General and Schools Collections, surrogate copies of resources in the Alexander Turnbull Library Collections;
- **Māori**, who seek access to the range and depth of information held within the collections especially of the Alexander Turnbull Library through personal use of the research service and through the Library's online catalogues, databases and digital collections; or who may access the National Library to obtain services not available at their own library, through personal use of the reference service and the Library's online catalogues, databases and digital collections;
- **Researchers**, who seek access to the range and depth of information held within the collections especially of the Alexander Turnbull Library through personal use of the research service and through the Library's online catalogues, databases and digital collections.;
- **Reference users**, who may access the National Library to obtain services not available at their own library, through personal use of the reference service and the Library's online catalogues, databases and digital collections;
- **Schools**, that have access to online databases, digital collections, reference and lending services specifically targeted to support the New Zealand Curriculum Framework and to complement resources available within schools, and to advisory services to support the development of school libraries.

5. Access Principles

The following principles underpin the Library's Access Policy:

- 1) Resources in the collections of the National Library, including the collections of the Alexander Turnbull Library will be made available unless there is a valid reason to restrict access. (See the explanatory guidelines)
- 2) Access to the National Library Collections, including the collections of the Alexander Turnbull Library will be consistent with their status as taonga.
- 3) The Library's collections and access to them will be made available without charge.
- 4) The National Library will provide or facilitate online access to a selected range of information resources and digital collections.
- 5) The Alexander Turnbull Library will provide a research service, supporting access by researchers to resources in its collections.
- 6) The National Library will provide a reference service, supporting access for individuals and for libraries.
- 7) The National Library will provide a curriculum information service, supporting access for New Zealand primary and secondary school teachers and home-schoolers.
- 8) The Library will seek collaborations with the aim of improving access.
- 9) Access provided by the Library will be in compliance with New Zealand law, and in particular the Copyright Act 1994.

6. Explanatory Guidelines Supporting the Access Principles

These guidelines are provided to amplify some aspects of the access principles discussed in section 7 above.

- 1) The Alexander Turnbull Library Collections and the Dorothy Neal White Collection, which are preserved permanently, are not available for interlibrary loan. Use of original resources is confined to designated reading rooms. In some cases, access will be by appointment.
- 2) Documents from the collections of the Alexander Turnbull Library may be made available on a temporary basis for public exhibition in New Zealand or elsewhere, but otherwise must remain in the custody of the National Library at all times.
- 3) Access to resources from the collections of the Alexander Turnbull Library may be subject to restrictions agreed with the donor, vendor or creator of the resources. Approval to make such restrictions will be delegated from the National Librarian.
- 4) Surrogate copies, especially digital copies, will be used as a means to make physical resources in the collections, particularly in the Alexander Turnbull Library Collections and the Dorothy Neal White Collection, widely accessible.
- 5) On request, copies of many of the resources held in the Library can be provided as surrogate copies in a range of formats.
- 6) Access to resources from the collections may be restricted by the need to preserve and protect the item. The National Library will maintain appropriate levels of security for collections and may require researchers and reference users to register.
- 7) The Library's exhibitions programme provides public access primarily to the Alexander Turnbull Library Collections, interpreting and promoting these collections to the widest possible audience.
- 8) Resources from the General Collections are available for interlibrary lending, to teachers to support the New Zealand Curriculum Framework and for on site reference use. The General Collections include New Zealand and Pacific publications.
- 9) Access to overseas electronic resources, or to New Zealand online and offline electronic information resources the Library purchases, is subject to the access provisions of the licensing agreements the Library enters into with each vendor.
- 10) To be advised.
- 11) Access is supported by the provision of intellectual access tools e.g. catalogues and indexes, and by reader education.
- 12) The National Library will increasingly deliver services online.
- 13) The National Library supports library sector resource sharing by maintaining online systems that provide or identify information and facilitate interlibrary lending thus enabling libraries to meet the needs of their clients who seek information.
- 14) Through the provision of databases, an online cataloguing facility and the cost effective provision of cataloguing records the National Library assists other libraries to develop online systems provided locally to meet the needs of their clients.
- 15) Online databases, information resources and digital collections, other than those that provide access to the Library's collections, are made available on agreed terms and conditions and may be subject to a charge.
- 16) The content for digital collections and information resources the National Library makes accessible online will be drawn from the Library's own collections, from the collections of other cultural institutions and from information provided by other organisations that enhances as appropriate, the digital collection or information resource.

- 17) Other libraries may choose to make National Library online subscriber services available to their own clients.
- 18) The commitment made by the National Library to the Treaty of Waitangi has significant implications for the use of recorded knowledge relating to New Zealand's tangata whenua. The needs of research and reference users of Māori resources are recognised as a priority for the National Library. Protocols (See Appendix 1) for the treatment of, and access to Māori resources have been developed with advice from experts including the National Library's Komiti Māori.
- 19) To better address information needs of Māori, enhancement of records on National Library databases will be undertaken where the subject of the material is in te reo Māori or provides unique information about iwi.
- 20) In relation to schools the role of the National Library is to support the New Zealand curriculum framework by providing online databases, digital collections, reference, lending and advisory services that complement the resources held in school libraries and assist the development of school libraries;
- 21) Resources from the Schools Collection are available to school teachers, trainee teachers on teaching experience and home schoolers on loan and for onsite reference use, and to libraries on interlibrary loan.

7. Compliance

The conditions on which the National Library provides products and services for access purposes will reflect its commitment to the Treaty of Waitangi.

The provision of products and services which support access to the National Library and its collections will have regard to the principles of section 44 of the Human Rights Act 1993 (and subsequent amendments), unless exceptions allowed by the Act apply.

The provision of products and services that support access to the National Library and its collections will comply with the requirements of the Copyright Act 1994 and other intellectual property legislation.

The terms on which personal information about individual users of products and services is collected, stored and used will comply with the Information Privacy Principles of the Privacy Act 1993.

The terms on which products and services are provided will comply with other legislation governing consumer rights.

8. Development of New Access Services

Decisions about developing new access services will be informed by close attention to the purposes of the National Library. Where possible the library will work with others to develop new access services.

Relationships with other parties for the purposes of enhancing access to resources in the collections through publication, sponsorship or contracting of services will be

investigated when the aim of the project is consistent with the outcomes to which the Library contributes.

Access enhancements on behalf of New Zealand libraries will be informed by consultation with client libraries.

9. Comments

Comments and questions on the application of the policy are welcome and should be directed to the Director, Collection Services

10. Review

The policy will be reviewed annually.

Appendix 1 - Principles for the care and preservation of Māori materials

Background:

The following set of principles have been designed to give effect to the National Library's commitment to the Treaty of Waitangi as well as to inform operational policies relating to preservation and intellectual and cultural property. It is acknowledged that these same principles apply to the care and preservation of non-Māori materials. The principles are intended to comply with copyright regimes but also to provide a framework to develop the guardianship and partnership roles of the Library.

Te Mauri o te Mātauranga: Purihia, Tiakina!
The spirit of knowledge: protect it and take care of it!

Guardianship

The National Library is a guardian of New Zealand's documentary heritage, of taonga or treasures, which have been collected through purchase, donation or deposit. The Library acknowledges that taonga have mauri, a living spirit, that connects a physical object to the kinship group involved in its creation. The mauri is instilled in an item on its creation. It remains an active part of it and links tipuna or ancestors to descent groups.

This concept of guardianship is held parallel to, and in addition to, conventional legislation and intellectual property systems. Guardians take on the responsibility to protect and preserve the physical objects as well as their integrity and significance for future, present and past generations.

Relationships

The National Library seeks collaborative relationships with families and descent groups connected to taonga in its collections. These relationships are drawn on to make decisions about all aspects of the management of these items, including conservation, exhibition and

attribution regardless of whether the Library is legally the owner or guardian of the item in the collection.

Attribution

Contextual information and descriptive attributions, which acknowledge the mauri of taonga and their connections to iwi and hapū will be explored and recorded as fully as possible.

When the National Library makes agreements about the use of taonga, it will require appropriate acknowledgement and attribution of taonga. Where such information is not available the Library's commitment and desire to increase knowledge about taonga will be stated. When agreement is given for works to be modified or incorporated into the development of a new work, the Library will require appropriate acknowledgement of source material.

Cultural development

Staff, particularly those with responsibilities for decision making in the areas of conservation and intellectual property, will have access to kaumātua and or Māori staff with the ability to promote effective relationships with iwi and hapū.

Consultation with Māori staff shall not be an acceptable substitute for the development of collaborative relationships with iwi and hapū.

Professional development opportunities, aimed at deepening the cultural understanding of Library staff, will be developed and maintained

Appendix 2 - Access to the collections and access services of the National Library as at 16 April 2003

Access to National Library Collections		
Collection	Access Points	Bibliographic Access
General Collections		
General Reference	General Reference Service	National Library Catalogue, Microfiche Catalogue for pre-1983
Dorothy Neal White	General Reference Service	National Library Catalogue
General Lending; National Children's Collection	General Reference Service & Document Supply Services	National Library Catalogue, Microfiche Catalogue for pre-1983
General Serials	General Reference Service & Document Supply Services	National Library Catalogue, Microfiche Catalogue for pre-1983; FIND
Music Collections	Music Team, General Reference Service	National Library Catalogue, Microfiche Catalogue for pre-1983
Print Disabilities Collection	Print Disabilities Service	National Library Catalogue
Alexander Turnbull Library Collections		

Published Collections	ATL Reference	National Library Catalogue, Microfiche catalogue for pre-1983
Special Printed Collections	ATL Reference	National Library Catalogue, SPC Card catalogue
Unpublished collections	Manuscripts & Archives; Ephemera Curator; Oral History	TAPUHI
Pictorial collections	ATL Pictures, Various curators	TAPUHI
Schools Collection	Curriculum Information Service in Auckland, Palmerston North, Christchurch and Invercargill	National Library Catalogue

All records included in the National Library Catalogue are also included in the National Bibliographic Database on Te Puna.

Access services of the National Library	
Service	Access point
Te Puna Search (Subscriber service)	http://subscribers.natlib.govt.nz
Te Puna Cataloguing (Subscriber service)	http://subscribers.natlib.govt.nz
Te Puna Interloan (Subscriber service)	http://subscribers.natlib.govt.nz
Index New Zealand (Subscriber service)	http://subscribers.natlib.govt.nz
Index New Zealand (Access for Schools)	www.tki.org.nz/tki/innz
Other Te Puna databases	www.natlib.govt.nz
Te Puna Web Directory	www.natlib.govt.nz
Discover (Database for Schools only)	www.natlib.govt.nz
Reference enquiries Subject requests	General Reference Services; reference@natlib.govt.nz School Services Centres, Auckland, Palmerston North, Christchurch, Invercargill http://www.natlib.govt.nz/en/services/3borrowing.html#borrowing
Research enquiries	Research Centre, Alexander Turnbull Library; atl@natlib.govt.nz
Document locating	General Reference Service docloc@natlib.govt.nz
International Interloans	General Reference Service docloc@natlib.govt.nz
Choral and Orchestral Score hire	Music Team, General Reference Service

	<p>music hire@natlib.govt.nz</p>
Interloan	<p>Document Supply Service</p> <p>dss@natlib.govt.nz</p> <p>School Services Centres, Auckland, Palmerston North, Christchurch</p> <p>http://www.natlib.govt.nz/en/services/3borrowing.html#borrowing</p>
<p>Music Interloans</p> <p>Music subject requests</p> <p>Music Reference enquiries</p>	<p>General Reference Service</p> <p>Music.room@natlib.govt.nz</p>
Print Disabilities Service	<p>Print Disabilities Services</p> <p>Audiobook.request@natlib.govt.nz</p>
Motor Manual requests	<p>Curriculum Information Service, School Services, Palmerston North</p> <p>cisreq@natlib.govt.nz</p>
Schools requests	<p>School Services Centres, Auckland, Palmerston North, Christchurch, Invercargill</p> <p>http://www.natlib.govt.nz/en/services/3borrowing.html#borrowing</p>