Glossary

Back catalogue	Books or other media that are not recent publications but are still considered to be of interest to customers. They are often out of print.
Born-digital content	Content which is originally published in a digital form and not print. It may be able to be printed but its original form is digital.
Cloud-based services	Cloud computing is the use of hardware and software delivered as a service over a network, usually the internet.
Copyright	Copyright is an intellectual property right which gives the owner the exclusive right to reproduce a copyright work. Work which is not protected by copyright (for example because the rights have expired) is said to be in the 'public domain' and may be copied and used freely.
Creative Commons Licence	A licence that allow creators to choose which rights they reserve, and which rights they waive, for their books or other creations, instead of applying a blanket 'all rights reserved' copyright claim.
Digital content	Books, magazines, images, and other information resources published in digital form. This includes both born-digital and those physical items which have been digitised. Formats include: databases, full text databases published on the internet, downloadable media such as music, e-books, e-journals , e-audio books, images and CD-ROMs.
DigitalNZ	An initiative led by the National Library of New Zealand linking the digital data of more than 120 partners to make their data easier to find.
Discovery layer	Software designed to search all of a library's content simultaneously, including the library catalogue, databases to which the library has purchased access, the library's own databases and any other electronic materials in the library's collection.
Learning ecosystem	In this context, used to mean the individual educational elements (e.g. school, library, policy makers etc) that operate in relationship to one another to deliver outcomes for learners.
Long tail	A term used in a variety of different circumstances but used here to mean the large number of items in the back catalogue which are not in popular demand but which still have value and are used from time to time.
Metadata	Data that provides information about one or more aspects of the data in a file. A traditional library catalogue provides metadata about the library's books.
NDHA	National Digital Heritage Archive. A system of software applications that support a digital storehouse for websites, sound and vision files, digital images and other born-digital and digitised items in New Zealand. It provides ongoing preservation of, and access to, digital heritage collections under the guardianship of the National Library and Alexander Turnbull Library.
Preservation	The term 'preservation' covers all matters including preventive measures, storage, disaster planning and accommodation provisions, policies, reformatting, treatments, etc. that are involved in extending the physical life of an item or the information contained in it.
RFID technology	Radio frequency identification technology. The RFID tag has a microchip that carries information such as the title of the book, its call number, and whether the item has been checked out from the library. RFID technology is used for automatic sorting of returns and allows library users to self-issue items.
Streaming media	Streaming media is multimedia that is constantly received by and presented to an end-user from a provider, usually via the Internet. The user does not get to keep the item but uses it in real-time.
WAI 262	WAI 262 claim relating to New Zealand's law and policy affecting Māori culture and identity, in Ko Aotearoa Tēnei by the Waitangi Tribunal in 2011.

Acknowledgements

Appendices

Appendix A: Universal access principles

Principle 1: Universally accessible – A place for me, open for everyone

Available, flexible, inclusive, multidimensional, and equitable

Outcomes

- All Aucklanders should have identical means of access to library services where possible, equivalent where not.
- Libraries should use targeted programmes and flexible service options to increase the relevance of libraries to all the diverse communities of Auckland.
- All libraries, whether urban, mobile, digital, and rural, should be able to understand who makes up their customer base, and how best to serve them.

Principle 2: Universally understandable – A world of ideas arranged simply

Understandable, intuitive, useable, considered, elegant

Outcomes

- minimise complexity for all customers so that libraries are easy to do business with
- notice when customers interact with services in unexpected or unintended ways, and adapt our service to accommodate or respond with an informative explanation
- create easy ways for customers to talk with us and share their ideas, and create opportunities for innovation together.

Principle 3: Universally appealing – To connect with my family, my community and our future

Inspiring, dynamic, inviting, attractive, world-class

Outcomes

- contribute to a great customer experience by making all facilities and spaces easy to find and inspiring to visit
- create appeal by balancing form with function in all services and programming. Ensuring that neither is more important than the other will help Libraries design an inspiring world-class service that is inclusive for all.

Appendix B: Libraries facilities planning principles

The following principles will be taken into account in the planning and development of library facilities. These principles will form the basis of an Auckland Libraries Facilities Development Plan which will be submitted for governing body endorsement:

1. Libraries facilities development planning will be aligned to the council's strategic directions and priorities, and the Auckland Plan hierarchy of urban and rural centres.

2. An accessible physical library remains fundamental to the future direction of Auckland's libraries.

3. Libraries have an important place-making role as public civic spaces at the heart of the communities they serve.

4. All Aucklanders should have equitable access to library and information services regardless of where they live.

5. Libraries form an integrated regional network which provides for differing regional, hub and local roles and specialist roles, including the long-term storage and preservation of heritage materials.

6. Library facilities need to be fit for purpose.

7. Public libraries need to be flexible multipurpose spaces able to offer a range of activities which reflect the interests of the local community.

8. Local communities should be actively engaged in the design of library buildings.

9. Local communities should be reflected in the building fabric and services of their library.

10. Library space should increase relative to population growth, to maintain a region-wide ratio of $41m^2$ per 1000 people, and/or in response to population growth of 30,000 in a metropolitan area and 10,000 in a rural area.

11. Over time and where appropriate, consideration should be given to there being potentially fewer but larger libraries in order to offer the wide range of services expected in a modern public library.

12. Where possible, libraries will be co-located, multipurpose community facilities.

13. Libraries will support sustainable development approaches in line with the council's commitment to sustainability, taking a whole-of-life approach.

14. Where library buildings are no longer required, a divestment plan will be prepared with Auckland Council Property Ltd.

15. The Auckland Libraries Facilities Development Plan will establish priorities for the development of new and redeveloped buildings, taking into account the following factors:
    *   linkage to Auckland Plan priorities
    *   balance of provision across region
    *   urban regeneration and place-making
    *   response to growth and gaps in provision
    *   adequacy of existing facilities
    *   the best way to deliver services.

Appendix C: Digital library planning principles

The following principles will guide the development of the digital library:

1. Digital library planning will be aligned to the council's strategic directions and priorities.
2. Accessibility lies at the heart of digital developments and is fundamental to the Te Kauroa – Future Directions of Auckland Libraries.
3. The digital library is the virtual library for all Aucklanders who want to access services and content online or by mobile device.
4. All Aucklanders should have equitable access to online library services and information technology from anywhere at anytime.
5. A separate public digital network with capacity to handle increases in digital traffic over time is fundamental, e.g. streaming media.
6. The digital library is managed as a region-wide resource. Some content and services may be developed locally to reflect the local community and identity.
7. Libraries will work in partnership with Auckland Council Information Services to ensure that the IT infrastructure meets growing and changing needs.
8. Asset plans and library budgets will be applied to keeping digital and IT infrastructure fit for purpose, sustainable and up-to-date.
9. Libraries' digital and technology planning and response will be flexible and nimble to meet the fast-changing information environment and customer needs.
10. Technology may be owned, leased or be developed through a partnership model, whichever model provides the community and the council with the best value service.
11. Libraries will participate actively in collaborative national and international initiatives which enhance access to content.
12. Libraries will take a whole-of-life approach to the collection, management and preservation of born-digital and digitised content.
13. Libraries will seek to work in mutually beneficial partnerships with digital development experts in university and commercial sectors to develop innovative digital solutions.
14. Use of open and linked data is key to opening up access and use of library collections.
15. The digital library will reflect the diverse communities served and will seek community input to strengthen that content.
16. As far as possible, Libraries will apply creative commons licences to its digital content.
17. Libraries staff will develop and maintain high levels of digital expertise to support customer access and ongoing innovation.
18. A digital library plan will be prepared to establish development priorities, taking into account the following factors:
    - linkage to Auckland Plan and Te Kauroa – Future Directions priorities
    - the needs of customers for easy access and self service
    - the special requirements and nature of a publically accessible network
    - growth in demand for technology to deliver new services
    - the adequacy of the existing infrastructure to deliver current services
    - the need to migrate to new versions of software in a timely manner.