

#### 4. LIBRARY SERVICES TO MAORI

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The purpose of this report is to inform the Committee about *Nga Tapuwae Hou (New footsteps)*, the Library's strategy for the ongoing development of services to Maori. One of the objectives in *The Plan* (the Library's strategic plan adopted by Council in August 2002) is to "*Work with Maori to achieve more relevance and take up of services*". *Nga Tapuwae Hou* outlines how we will do this over the next three years.

##### BACKGROUND

Christchurch City Libraries has been involved in developing library and information services to Maori for the past seventeen years. Since 1996 we have had a position specifically devoted to the development of services in Central Library and recently the focus of that position was broadened to include responsibility for developing and supporting services across the library network. Haneta Pierce, formerly Maori Services Librarian in the Central Library, is now the Kai-whakahaere Ratonga Maori or Maori Services Co-ordinator.

A project team lead by Haneta Pierce, and including the Libraries Manager, has developed the plan following extensive consultation with the Maori community and Ngai Tahu. The principal means of consultation was a hui held at Rehua Marae in May 2002 to which many Maori leaders and organisations were invited. This hui was run jointly by the Library and the Whakapapa Unit of Ngai Tahu under Dr Terry Ryan's auspices.

##### OBJECTIVES OF THE PLAN

As indicated above *Nga Tapuwae Hou* is the chief means by which we will achieve our strategic objective of working "*with Maori to achieve more relevance and take up of services*". It does so within the strategic framework adopted by Christchurch City Council, specifically strategic goal "G: *Treaty of Waitangi and Cultural Diversity -6 respect the unique position of tangata whenua and value the contribution of all peoples in Christchurch.*"

The Tiriti o Waitangi is the korowai (cloak) that covers and protects all of the objectives in *Nga Tapuwae Hou*. Core to the six objectives is using the Treaty as a framework against which we work in partnership with Maori to develop services. The other five strands of the plan are:

1. Developing and establishing relationships with the community.
2. Supporting akoranga/learning for the Maori community.
3. Promoting and supporting the use of Te Reo.
4. Making our libraries welcoming places for Maori and easy to use.
5. Appointing and supporting Maori colleagues.

*Nga Tapuwae Hou* will enable Christchurch City Libraries to meet the requirements of the new Local Government Act by providing avenues for Maori to have input into decisions about services provided for their people.

##### ACTIONS UNDERWAY

Some actions are already underway to support these objectives. As part of updating our signage round the library network, the Maori translations have been revised to meet Ngai Tahu dialect requirements and have been developed along conceptual rather than literal translations.

Indexing the Ngai Tahu land claims documents (Maori claims only) will be completed and launched in July during Maori Language week. This will provide significant access to Maori information which has not been possible before. This database will be made widely available alongside our catalogue and other databases available via the web and within libraries.

Creating an environment in which Maori feel at home can be helped by having Maori language, Maori art and culture visible. Two recent initiatives are the carving gifted to Christchurch City Libraries New Brighton by Nga Hau E Wha and the Tuku Tuku panels in the Nga Pounamu Maori area in the Central City Library.

**Chairman's**

**Recommendation:** That the information be received.