

3. LIBRARY AND INFORMATION ASSOCIATION OF NEW ZEALAND AOTEAROA (LIANZA) CONFERENCE 2000

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The purpose of this report is to advise the Committee of the forthcoming LIANZA conference to be held in Christchurch from 15 to 18 October 2000.

It is 11 years since the Library Association held its annual conference in Christchurch. The return of the conference to Christchurch has been timed to coincide with the 150th anniversary for Christchurch and it will be held in the Convention Centre. The conference will attract some 500-600 delegates and will include international speakers, as well as speakers drawn from across New Zealand libraries and related industries.

Registration for the conference opens on Sunday 15 October with a regional welcome to delegates from 5.30pm to 7.30pm. On Monday the conference is officially opened with a powhiri and welcome by the Mayor, Garry Moore. The theme of the conference is *Exceeding Expectations*, with a focus on day one on the library profession, day two on exceeding expectations of customers and day three on exceeding society's expectations.

A full trade exhibit accompanies the conference, where suppliers of library systems, hardware, database suppliers, library book supply companies and other related industries display their products and services.

Colleagues from Christchurch City Libraries are well represented as speakers at the conference. Anne Anderson, Debbie Dawson, Dawn McMillan and Jennifer Geard (who has left us in the last couple of weeks for a new position in Wellington) are all speakers. In addition, the Art Gallery Director, Tony Preston will be speaking on the new Christchurch Art Gallery.

A number of sessions may be of interest to members of the Committee. These include the plenary session on Tuesday 17th from 9.30am - 10.30am, where Ian Brooks, author of several books on customer service, will speak on the topic of *You don't want satisfied customers*. However, day three probably has most of interest to Councillors. The Minister for the National Library, the Hon Marion Hobbs, will be speaking and answering questions on the National Library and on a national information policy for New Zealand. Dr Dan Dorner will be speaking on *Influencing public policy on accessing the information highway*. In the afternoon, Dr Chris Chia, Chief Executive of the National Library Board of Singapore, will be talking about the prominent place of public libraries in delivering Singapore's vision for a learning society. His visit is the result of my suggestion to the conference committee that we have much to learn from Singapore, particularly around their vision for libraries and learning. I have been fortunate to visit Singapore libraries twice and seen this vision being put into action. I am chairing the session at which Dr Chia is speaking. The final session of the conference is a plenary session entitled *From here to eternity: a future for libraries?*

Day registrations for the conference are available at a cost of \$190 plus GST. Day registration includes satchel and conference handbook, pre-session tea and coffee, morning, afternoon tea and lunch and admission to the exhibition.

If the Committee would like to nominate a delegate or delegates to attend for day three of the conference I, or one of my team, would be happy to accompany Councillors for the day.

Recommendation: That the information be received.

Chairman's

Recommendation: For discussion.