



Library and Information Association of New Zealand
Te Rau Herenga O Aotearoa

Gus Gilmore
Tumuaki Chief Executive
Te Pūkenga

28 July 2025

Tēnā koe Gus

Thank you for your response to our letter regarding the impact of Te Pūkenga's restructuring on various library and information services in Te Pūkenga's network.

LIANZA appreciates your reassurance that there is strong recognition that accessible, professionally led library services are critical infrastructure for successful vocational education. And that Te Pūkenga will continue to monitor the overall impact of local decisions to ensure every learner can obtain the support and resources they need, whether on campus or online.

While LIANZA understands that each of the 25 business units of Te Pūkenga is a self-determining operation, we believe they should all operate under the same understanding of what professional library and information services entail.

We agree with your statement that the Open Polytechnic has long demonstrated that a fully virtual, 24/7 library can deliver excellent support to learners nationwide. However, it should be noted that the Open Polytechnic library has a healthy number of library-qualified staff reporting to an experienced library manager who ensures this is the case.

Feedback from our members in these libraries suggests that there will be a significant reduction in library and information-trained staff across the majority of libraries. This is due to the six change proposals combined with recruitment practices across the board, which are not replacing staff who leave or are on fixed-term contracts. This is extremely concerning, particularly at a time when information brokerage needs are at an all-time high.

We are concerned about the assumption that IT, learning support and registry staff have the information literacy skills required for adequate learner success. The skills required for these positions are quite different from those of a trained library and information professional with information literacy, library, and research skills. Furthermore, many LIS professionals hold tertiary degrees and possess high-level skills in these areas. We do not believe these

replacements would be a 'quality-first' decision as their focus is mainly on student support or IT, which are only part of what a library and information professional provides.

LIANZA believes that when complex key functions are dispersed across multiple departments where they are not core functions, there is a risk that quality and consistency of service may diminished over time.

We would like to thank you again for taking our concerns seriously and for your commitment to monitoring the overall impact of local decisions, ensuring that every learner can obtain the support and resources they need.

Laura Marshall
Executive Director
Te Rau Herenga o Aotearoa LIANZA