



International Federation of
Library Associations and Institutions

**Ngā Hapori Iwirau:
He Tohu Ārahi mō
ngā Ratonga
Wharepukapuka,
Putanga 3, 2009**

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He Matakōrero

Ko te putanga tuatoru tēnei o ngā Tohu Ārahi a IFLA, *Multicultural Communities: Guidelines for Library Services*. E whai ana tēnei whakahoutanga i tā IFLA 'Section of Library Services to Multicultural Populations' *2006-2010 Strategic Plans*: arā, he arotake, he whakahou i ngā Tohu Ārahi i runga i te āhuatanga o ngā hangarau hou, ngā whanaketanga ā-mahi, ā-hapori kua pā nei ki ngā ratonga ka tukuna atu me te ara e whāia ana. E āta kīngia ana hoki i roto i te *Strategic Plan 2009-2010* kia reo maha, kia tāngia, kia tukuna atu te whakahoutanga o ngā Tohu Ārahi mā te paetukutuku IFLA i roto anō i ngā reo ōkawa o IFLA me ērā atu reo kē e hiahiatia ana.

E whai ana tēnei putanga i te tānga a IFLA, *Multicultural Communities: Guidelines for Library Services* (putanga tuarua, he mea whakahou i te 1998). I takea mai tēnei i te *Standards for Multicultural Public Library Service*, i whakaputaina ai i 1982 e te Working Group on Multicultural Library Services (Victoria), me te Library Council of Victoria, Ahitereiria. He mea whakarite ēnei Tohu Ārahi 1987 nā Anne Holmes (Ahitereiria) rāua ko Derek Whitehead (Ahitereiria) i te tau 1987. Nā te mahi tahi me te Standing Committee of the Section on Library Services to Multicultural Populations i oti ai. Nā te whanaketanga o te matirau ā-hiko me ētahi atu ara hou ki te tuku pārongo, i kitea me whakahou ngā Tohu Ārahi tūturu. Nā Virginia Balance (Kānata) rāua ko Marie Zielinska (Kānata) ngā Tohu nei i arotake i te taha tonu o te Standing Committee, i te tau 1996. Nā Benedikte Kragh-Schwartz (Tenemāka) rāua ko Charles Townley (Amerika) i āwhina ki te whakarite i te whakahoutanga mutunga o te putanga tuarua.

Ko ngā Tohu Ārahi e tāpaetia nei te mutunga o tētahi mahi nui i roto i ngā tau maha i tutuki ai i ngā tāngata o te Standing Committee of the Section on Library Services to Multicultural Populations. Hei tā te Komiti, he kokenga te whakahoutanga o ngā Tohu Ārahi ki te whakanui i te whanaketanga o ngā ratonga wharepukapuka ki ngā tāngata reo matahuhua, ahurea matahuhua o ō tātou hapori. E tūmanako ana hoki mātou ka whāihua i roto i ā koutou ratonga wharepukapuka. E hāngai ana te anga o ēnei Tohu Ārahi ki tō *The Public Library Service: IFLA/UNESCO Guidelines for Development*, 2001. I pēnei ai kia ngāwari ake te whātoro a ngā kaimahi wharepukapuka i ngā tohu ārahi e rua nei. E taea hoki ēnei Tohu Ārahi mā ngā wharepukapuka katoa, inā hoki, ko tā te *IFLA Multicultural Library Manifesto* i kī ai (Tirohia te Tāpiri A),

'libraries of all types should reflect, support and promote cultural and linguistic diversity at the international, national, and local levels, and thus work for cross-cultural; dialogue and active citizenship.'

I whakatūngia tētahi Ohu Mahi māna e arotake te Tohu Ārahi i IFLA ki Buenos Aires i Ākuhata, 2004; ko Robert Pestell (Ahitereiria) te tiamana, me ngā mema o runga, ko Clara M. Chu (Amerika), rātou ko Domenico Coccarello (Ītari), ko Fred Gitner (Amerika), ko Christine McDonald (Amerika). Me mātua whakamiha atu ki a Clara M Chu (Amerika), rātou ko Ann-Katrin Ursberg (Huitene) ko Lourina K de Voogd (Hōrana) mō ā rātou mahi etita whaikiko. I raro i te maru o ngā tiamana o mua, o Jane Dreisig (Hōrana) rāua ko Kirsten Leth Nielsen (Nōwei), me te tiamana o nāianei me Mijin Kim (Kānata), kua matapakingia e te Standing Committee ngā Tohu Ārahi hukihuki i ōna hui i waenganui tau, o ia tau hoki ki Roma, ki Ōhoro, ki Girona, ki Houra, ki Ljubljana, ki Tēpana, ki Haerepēke, ki Te Kuititanga me Ohaka, ka mutu, nā te mahi tahi o ngā whenua o te ao kua hua mai ko te putanga hou nei o ngā Tohu Ārahi.

Robert Pestell

<http://www.ifla.org/en/library-services-to-multicultural-populations>

1 Te Wharepukapuka Iwirau

E nobo ana ngā tāngata katoa i tētahi hapori e piki haere nei, e piki haere nei te matabubua o tōna aburea. Koni atu i te 6,000 ngā reo huri noa i te ao. Ia tau kei te kaha haere te hekenga tāngata o te ao, ka mutu ko te bua e puta nei, kei te piki haere ngā tāngata he tuakiri tuatinitini o rātou. Nā te hūnuku ā-taiao, te piki haere o te hekenga, te kakama haere o te whakawhiti kōrero, te ngāwari o te ikūikūitanga me ērā atu o ngā āinga o te rautau rua tekau mā tabi i nui ake ai te matabubuatanga o te aburea i ngā whenua maha kāore pea i pērā i mua, kāore rānei i pērā rawa te matabubua i mua.

IFLA Multicultural Library Manifesto, 2008.

1.1 He Whakataki

He mea whakarite, he mea tā ēnei tohu ārahi hei whakatairanga i te tautika me te tōkeke o te whakaurunga o ngā hapori iwirau ki ngā ratonga wharepukapuka. Ko ngā tohu ārahi nei:

- he tūāpapa mō te whakamahere i ngā ratonga wharepukapuka mā ngā rōpū katoa i te hapori;
- he whakatakoto paearu e aromatawaitia ai ngā ratonga iwirau o te wā;
- he whakatakoto pūtaka tautika mō te rironga mai o ngā rawa me te tukunga atu o ngā ratonga;
- ka mutu, e whai ana kia mārama ake, kia kaha ake anō hoki te urunga i waenga i ngā rōpū iwirau kei ngā hapori katoa.

Ko te whakaaro ia, kia whakamahia tahitia ēnei tohu ārahi ki ngā paerewa me ngā tohu ārahi mō ētahi momo wharepukapuka i ia whenua me ētahi atu paerewa o te ao, tēnā i te mahi takitahi noa. Ko te ōritetanga te iho matua o ēnei tohu ārahi, ā, kia mātua whāia tēnei ina whakamahia ngā paerewa me ngā tohu ārahi o te wā nei e ngā wharepukapuka tūmatanui, ā-kura, ā-mātauranga me ētahi atu momo wharepukapuka.

He mea hira anō hoki kia kitea he wāhi matua ngā ratonga wharepukapuka ki ngā hapori iwirau, pēnā i ngā ratonga me ngā kawenga katoa o tētahi wharepukapuka. Ehara i te kaupapa wehe kē, i te tāpiritanga rānei ki ngā ratonga wharepukapuka o mua. Use Heading 2 for a sub-chapter.

1.2 Ngā mātāpono o te wharepukapuka iwirau

E wātea ana ki ia tangata o te ao te paenga atu o ngā ratonga wharepukapuka me te pārongo. E āta arohia ai te matabubua o ngā aburea me ngā reo, me whai ngā wharepukapuka:

- *kia ea ngā biabha o ngā tāngata katoa o te hapori me te kore rawa atu e kaikiri ki te tangata i runga noa i te āhua o ōna toto, o tōna reo rānei*
- *kia whakaritea he pārongo i roto i ngā reo me ngā momotubi e tika ana*
- *kia wātea mai te whānuitanga atu o ngā rauemi me ngā ratonga e hāngai ana ki ngā hapori katoa me ngā biabha katoa*
- *kia whakatūria he kaimahi e whakaata ana i te matabubuatanga o te hapori, ā, e whakangungutia ana ki te mahi tabi, ki te whakarato hoki i ngā hapori matabubua*

E rua ngā ratonga wharepukapuka me te pārongo i roto i te horopaki matabubua ā-aburea, ā-reo; he tuku i ngā ratonga ki ngā tūmomo kaitoro wharepukapuka katoa, ā, he tuku i ngā ratonga wharepukapuka e hāngai pū ana ki ngā rōpū aburea me ngā rōpū reo kāore kē nei e kaha ana te tautokona. Kia nui rā te arotahi ki ngā rōpū he kaha pea tō rātou aukatia atu i roto i ngā hapori aburea matabubua: arā, ngā rōpū tokoiti, ngā kairapa whakarururanga, ngā rerenga, te hunga whai nōhanga taupua, ngā manene whai mahi me ngā iwi taketake.

IFLA Multicultural Library Manifesto, 2008.

Ahakoā ēnei kōrero i runga nei, arā tonu ētahi atu mea e raru ai te whakatinanatanga o ēnei mātāpono.

- He maha ngā reo o te tokoiti he mōmōhanga ngā rauemi kua tāngia, ā, nō konā i uaua ai te mahi a te wharepukapuka ki te whakarato i ēnei rauemi me te eke anō o ngā paerewa ka ekea mō ngā reo o te tokomaha. Ki te pēnei, kāore e kore ka iti iho anō te whārahi, te tautika, te nui o te kohinga, te kounga ā-hanga rānei. Hei whakakore haere i tēnei takarepatanga, ka whakaratonga he pārongo mā ētahi atu ara huhua nei, arā, mā te tānga, mā ngā rawa ataata-roko me te matirau.
- Ko te nui, te iti rānei o te iwirau me te mau tonu ki te ahurea me te reo, te āhua o te whakauru haere a ngā iwi, tētahi ki tētahi, hui katoa he mea hira ēnei hei whakatau i te āhua o te ratonga ki ngā hāpori iwirau. Kei ngā tāngata tonu te tikanga ki te whakaatu i tōna anō tuakiritanga, mēnā he iwirua, he iwirau, he iwi rānei kāore he herenga ki te whenua kotahi. Ka mutu mā te tuakiritanga hei whakaawe te taurite o te tuku atu i ngā ratonga wharepukapuka.
- Ko te kaha hiahia ki ngā ratonga wharepukapuka tētahi take hira. He huhua ngā take kāore pea te kaha o te hiahia e hāngai pū ki tētahi wāhanga o te taupori o tētahi iwi o roto i te hāpori iwirau. Tērā e tohu ana te iti noa iho o te hiahia i te takarepatanga, i te kore painga, i te hēanga rānei o ngā ratonga, i te hakahaka rānei o ngā tūmanako o ngā kaitoro mō ngā ratonga, i te hē o te mahi whakatairanga, i te kore rānei e taunga ki ngā ratonga wharepukapuka. Kia ahu mai ngā whakataunga mō te āhua o te ratonga i te tātaringa hāpori me te arotakenga hiahia, tae noa te rangahau i ngā take i iti ai ngā hiahia. Tēnā ia ko te hunga hāpori iwirau e tino mōhio ana ki te tuhi me te pānui, ka inati pea tō rātou hiahia ki te ratonga wharepukapuka, ā, kāore pea e tutuki me te kore e raruraru o te ōritetanga o te ratonga e tukuna ana ki te katoa. Ina pēnei, ka riro pea mā te taha oha e kī pēhea ai te āhua o te ratonga ka tukuna ki tēnā, ki tēnā.
- Ko ngā tānga ōkawa o tētahi whenua, pēnei i ngā kōrero e pā ana ki te kāwanatanga, te ture, te mātauranga me te pakihī, tōna tikanga e tuhia ana i roto i ngā reo whaimana ā-ture o taua whenua. Ahakoā e mārāma ana ki tēnei āhuatanga, tē kitea he ōritetanga. Ki konei ngā kaimahi wharepukapuka whai wāhi ai ki te āwhina i ngā rōpū iwirau ki te rapu i te pārongo i roto anō i te reo, i te taumata e mārāma ana ki a rātou.

1.3 Te Tautuhi i te wharepukapuka iwirau

Ka riro i ngā tāngata katoa o Kānata ngā ratonga wharepukapuka me te pārongo e hāngai ana ki tēnā me tōna tuakiri, tēnā me tōna. E whakapau kaha ana ngā wharepukapuka o Kānata ki te tuari ratonga e tohu ana, e whakaū ana i te mana o te hunga e whakarato nei rātou ahakoā te momo tangata, tōna whakapapa, tōna whakapono, tōna mātāwaka, tōna hāhi, ahakoā tāne, wahine, tōna pakeke, tōna hōkakatanga, tōna hauātanga, tōna mate hinengaro, ōna rawa.

E mōhio ana ngā wharepukapuka, ki te whakaaetia ngā rerekētanga, tērā ka tātāwhāinga ko ngā uara o te tangata takitahi ki ērā o ngā rōpū. Tōngakingaki ana ngā wharepukapuka ki te manawanui, ki te tau o te maramatanga me ngā huranga whaiaro. Ko te mahi a ngā wharepukapuka he whai kia ngākau rekareka ngā tāngata ki ngā ratonga, kia kore hoki e pēpēhia ki ngā uara, ngā tikanga, ngā whakapono rānei a ētahi atu.

E mōhio ana ngā wharepukapuka o Kānata he take matua te hāpori iwirau matabuhua ki te tuakiritanga o te whenua. He kawenga nui tā rātou, tā ngā whare tūmanui, tae noa ki te wharepukapuka, ki te takoha atu ki te ahurea e whakanui ana i te matabuhuatanga me te urunga.

Canadian Library Association, 2008.

Kia whakamabuki ake, ko te “Ahurea Matabuhua”, ko te “Iwirau” rānei, e kōrero ana mō te nobo tabi me te mahi tabi a ngā ahurea rerekē i runga i te rangimārie. Ā, “ko te ahurea, he huinga anō o te taba wairua, taba

rava, taba hinengaro me te taba kare ā-roto o te hapori, o tētahi rōpū ā-iwi rānei, ā, e rarawhi ana i ngā toi, ngā tuhinga kōrero, ngā āhua nobo; arā, te āhua o te nobo tabi, ngā pūnaha uara, ngā tikanga me ngā whakapono”. He tuāpapa te ahurea matabuhua, te iwirau rānei o tō tātou kotahitanga i roto i tō tātou hapori o te wā kāinga, o te ao whānui anō.

Nā te mea ko te ahurea me te reo matabuhua te tāhuhu kotahi o te uri tangata, kia kaha te whakaāhuru, kia mau ai, kia whita hei painga mō te marea. He pūtake tēnei i waenganui i ngā tāngata mō te whakawhitihiti, te whakaibu waka, te auaha me te nobo tabi i runga i te rangimārie. “Ko te kauanuanutanga mō te matabuhua o ngā ahurea, te manawanui, te whakawhiti kōrero me te mahi tabi, i runga anō i te ngākau whakapono me te māramatanga o tētahi ki tētahi, koia ētahi o ngā pou matua e tū tonu ai te rangimārie me te whakamaru ā-taiao.” Nō reira e tika ana anō mā ngā momo wharepukapuka katoa e whakaata, e taunwhiro, e whakatairanga te ahurea me te reo matabuhua ā-taiao, ā-motu, ā-takimā hoki. Mā konei e kaha ake ai te whakawhiti kōrero ā-ahurea me te raraunga hihiri.

IFLA Multicultural Library Manifesto, 2008.

Kia mātua arohia e ngā wharepukapuka ngā rōpū ahurea iwirau i tō rātou nā hapori, tae noa ki ngā iwi taketake, ngā hapori manene, ngā tāngata nō ngā ahurea maha, ngā tāngata kāore he herenga ki te whenua kotahi, te hunga kua panaiā ki waho atu o tō rātou ūkaipō tūturu, ngā kairapa whakaruru, ngā rerenga, te hunga whai nōhanga taupua, ngā manene whai mahi me ngā iwi tokoiti.

1.4 Te mahi me te kaupapa o te wharepukapuka iwirau

Nā te mea e mahi ana ngā wharepukapuka mō ngā hapori me ngā hiahia kanorau, he pūtabi te wharepukapuka mō te ako, te ahurea me te pārongo. I roto i tā rātou poipoi i te matabuhua o te ahurea me te reo, e ākina ana ngā wharepukapuka e tā rātou herenga ki ngā mātauranga o ngā wāteatanga tūturu me te tōkeke o te whakaurunga ki te pārongo me te mātauranga mō te katoa, i runga tonu i te whakaaro nui ki te tuakiri ahurea me ngā uara.

IFLA Multicultural Library Manifesto, 2008.

Ko te whakahaui a te Lena Resolution ‘increase support for libraries, museums and archives in the access to and preservation of multilingualism and dissemination of information representing cultural and linguistic diversity’...

*International Conference, Linguistic and Cultural Diversity
In Cyberspace, Yakutsk, Russian Federation, 2008.*

He mahi hira tā ngā momo wharepukapuka katoa i roto i te mātauranga, te urunga pāpori me te māramatanga o te ao whānui. Nā te mea e hāngai ana ngā ratonga wharepukapuka ki ngā hiahia o ngā tāngata e whakarato nei rātou, ka nui tonu te pāpātanga ki te oranga o ngā tāngata.

- **Hei pūtabi akoranga**, e whakatairanga ana ngā wharepukapuka, e whakawātea ana hoki i te urunga ki ngā rauemi akoako, ngā hōtaka reo me ētahi atu rauemi hāngai i roto i ngā whakatakotoranga e tika ana mō te ako pūmau. Mā te whai kia ngāwari noa te urunga mai, ka whai wāhi ngā tāngata katoa ki te tautoko i ngā hiahia taha mātauranga whānui, ki te ako i ngā āhuatanga o ērā e hono ana ki ngā hapori matahuhua toro mai, ki te kimi māramatanga ki ngā hiahia ā-reo ake o tēnā hapori, o tēnā, ki te ako i ngā reo o ētahi atu, ā, ki te whai mātauranga e pā ana ki ngā wheako huhua o ētahi atu ahurea.
- **Hei pūtabi ahurea**, ko tā ngā wharepukapuka, he whakamaui, he whakatairanga, he whakamiramira, ā, he whakakōrero i ngā tini ahurea huhua, tae atu ki ā rātou kōrero tuku iho, ngā tikanga, ngā tuhinga, ngā toi me ngā waiata. Mā tēnei ara e wātea ai ki ngā tāngata o ngā ahurea katoa te āheinga ki te ako i ngā tini āhuatanga o ētahi atu ahurea.

- **Hei pūtahi pārongo**, ko tā ngā wharepukapuka, he tiki atu, he whakaputa, he whakarite, he whakamau, ā, he whai kia ngāwari te toro i ngā pārongo e hāngai ana ki ngā hiahia o ngā hapori katoa, tae noa ki te whakarato pārongo e pā ana ki ngā hapori ahurea iwirau.
- 1.4.1 Mō te whakaemiemi rauemi, me whai ngā wharepukapuka kia whakaatanga ngā āhuetanga o ngā hapori iwirau, kia whakaturia hoki he māramatanga ki te ahurea matahuhua, te noho tahi me te mana taurite.
- Ko ngā rauemi wharepukapuka ka riro mai, kia āhei tēnā me tēnā rōpū ahurea te whaiwāhi atu i roto i ō ratou ake reo.
 - Ko ētahi o ngā rauemi wharepukapuka me takoto i roto i ngā reo matua e pā ki ngā hapori matahuhua me ā rātou taonga tuku iho.
 - Ka mutu, me whakatairanga ngā wharepukapuka i te tukutukunga o te mātauranga e pā ana ki ngā rōpū iwirau me ō rātou ahurea.
- 1.4.2 Kia kaha anō ngā wharepukapuka ki te whakatenatena me te ārahi i te mahi ako reo a ngā ākongā mahi takitahi, me ētahi anō. Me whai hoki ngā wharepukapuka ki te mahi tahi me ngā tari mātauranga ā-rohe me ngā hapori reo ā-waha kia kitea e tika ana, e tutuki ana ngā hiahia.
- Me whai rauemi ngā wharepukapuka hei tautoko i te ākona o ngā reo ā-motu me ētahi atu reo. Kia reo taketake, kia reo ā-motu, kia ara tika hoki ēnei rauemi, tae atu ki te whakamahinga o ngā rorohiko me ōna anō pūmanawa rorohiko reo. Mehemea he reo ā-waha kē, me whai he tangata reo nō te hapori ki te āwhina.
 - Me whakatairanga ngā wharepukapuka, me mahi tahi rānei ki ētahi atu ki te āwhina i te hunga manene ki te noho pai ki tō rātou whenua hou, arā, kia mōhio rātou ki ngā āhuetanga e pā ana ki te raraunga, te whai mahi me ngā ratonga ā-iwi.
 - Me whakahaere, me whakatairanga, me mahi tahi rānei ki ētahi atu ki te hāpai i ngā mahi mā ngā ākongā o ngā reo ā-motu me ētahi atu reo.
 - Me uru ngā wharepukapuka ki ngā mahi whakapūmau me te whakatairanga hoki i ngā reo ā-waha, reo taketake, me ngā reo iti iho te kōrerotia, ā, kia hāngai ki ngā hiahia o ngā hapori iwirau, taketake hoki.
- 1.4.3 Me akiaki ngā wharepukapuka kia ako te tangata ā, kaumātua noa. Me taunaki anō te whakawhanaungatanga, mā ngā hōtaka mātauranga hapori me te whakangungu, ā, mā ngā hōtaka rēhia tūmatanui anō e whakanui ana, e hāpai ana i te matahuhuetanga o ngā iwi.
- 1.4.4 Me kaha ngā wharepukapuka ki te uru atu ki ngā mahi a te hapori me tōna oranga hoki. Arā pea te tikanga, he tuku pārongo ki ngā hapori matahuhua e hāngai ana ki ā rātou whāinga mana motuhake, he whakauru, he whakatū anō i ngā kaupapa o te rohe pēnei i ngā mahi ahurea, ngā hui matatini me ngā hui whakamaharatanga a ngā rōpū iwirau i te rohe.
- 1.4.5 Me kaha ngā wharepukapuka ki te whakahuihui i ngā hapori iwirau. Hei wāhi huihui, ka āhei ngā wharepukapuka te tū hei whare e tūtakitaki ai ngā iwi nō ngā tini ahurea huhua. Mā ngā hui nui, ngā whakamātakitaki me ngā wānanga e pā ana ki ngā take ahurea, me te tūtakitaki tāngata, e whaiwāhi ai ngā tāngata nō ngā ahurea huhua tonu ki te ako tētahi ki tētahi, ki te whakaharatau me te whakapiki i ā rātou pūkenga reo, ki te whai māramatanga ki ngā ao me te titiro a ētahi atu tāngata, ā, ki te whai hoa hou noa iho.
- 1.4.6 Me tuku e ngā wharepukapuka he ratonga pūranga me te pārongo i roto i ngā reo he auau noa te kōrerotia, te tuhia rānei, tae atu ki ngā rōpū nō rātou anō te hiahia nui pēnei i

te hunga manene nō nā tata nei i tae mai ai. Mehemea e taea ana, he mea hira kia tuhia te pārongo mā te hapori ki te reo o te kaitoro, inā he pārongo mō ngā whakataunga o ia rā.

- 1.4.7 Kia rite anō te whānui me te kounga o te ratonga mō te tono pukapuka i tētahi atu wharepukapuka, te tono taitara, te tono kaupapa rānei, ahakoa te reo, ahakoa te ahurea o te kaitono.

2 Te anga ture me te pūtea

Kei tēnā, kei tēnā te mana motubake ki te whakaatu i ōna tātai ki tōna iwi, ki tōna hapori ā-motu rānei, ki te whakatuapu me te whakapuaki i tōna ahurea, ki te kōrero i tōna ake reo, ki te hāpai anō hoki i tōna momo tuhi.

Slovenian Constitution (Article 61).

E akiakibia ana ngā kāwanatanga me ērā atu rōpū whakaputa whakataunga whaimana kia whakatū, kia tautoko ā-pūtea hoki i ngā wharepukapuka me ā rātou pūnaha kia taea he ratonga wharepukapuka kore utu, he pārongo kore utu hoki ki ngā hapori ahurea matabuhua.

Tūturu ko te ao nui tonu te marae o ngā ratonga wharepukapuka iwirau. Me uru ngā wharepukapuka katoa e mahi ana i tēnei wāhi mahi ki ngā hononga whakahiato kaupapa here ā-rohe, ā-motu, ā-taiao. Me mātua rangahau kia riro mai he raraunga tōtika e taea ai he whakataunga mō ngā ratonga i runga i te mōhio, e riro mai hoki he pūtea tōtika. Kia tuaritia whānuitia ngā hua o te rangahau me ngā tikanga whakahaere kairangi kia taea ai te ārahi ngā ratonga wharepukapuka iwirau kia whaihua tonu.

IFLA Multicultural Library Manifesto, 2008.

2.1 Te wharepukapuka matahuhua me tōna kāwanatanga

- 2.1.1 He mahi nā te kāwanatanga te tuku pūtea me te whakatū i ngā ratonga wharepukapuka, ahakoa ā-Motu, ā-Rohe, ā-Whenua Tōpū, ā-Whenua, ā-Kāinga, ā-aha atu rānei.

- 2.1.2 Kei ngā mana whakahaere wharepukapuka te kawenga, ahakoa wharepukapuka matawhānui, takiwā, motu, kura, mātauranga, aha atu rānei, ki te whakatutuki i ngā hiahia o ngā hapori matahuhua. E taea ngā momo tauira maha te whakamahi hei whakahaere i ngā ratonga wharepukapuka i runga i te angitu. Kei te āhua o te huhuatanga, te nui o te taupori me te hōrapatanga o ngā hapori.

- 2.1.3 Me whai kia taurite te taumata o ngā ratonga wharepukapuka ki ngā hapori ahurea matahuhua, reo maha. Mō ngā wharepukapuka tūmatanui, mātauranga me te kura, kia kakama ki te whakatū kaupapa i ngā taumata kāwanatanga katoa kia whakaratohia ai ngā ahurea iti me ērā e noho ana ki te tī, ki te tā. Hei tauira, mā te whakakotahi i ngā kohikohinga huri noa, mā te whakatū hononga rānei ki te whakarato pārongo tahi me ētahi atu wharepukapuka, whare ahurea, rōpū hapori rānei.

- 2.1.4 He kōwhiringa pai te whakakotahitanga o ngā kohikohinga reo maha, mā ēnei hoki e mino ai, e whakahou ai ngā wharepukapuka katoa i ā rātou kohikohinga ka hoatu, me he iti ngā rōpū mā rātou aua pukapuka, kei te noho marara rānei, kei te rerekē haere rānei o rātou āhua, kei te iti rānei te hiahia ki ētahi reo. Ko te aratakinga, he kawenga nā te

Motu, te Whenua Tōpū, te Whenua rānei. E taea rānei te whakahaere hei hononga mahi tahi.

2.2 Te taha whakahaere o te wharepukapuka matahuhua

Me kaha te pēneitia o ngā mahi whakahaere a te wharepukapuka, arā, whāia kia kairangi ngā tikanga, tae noa ki ēnei kei raro iho nei, engari kāore e herengia ana ki ēnei wāhi anake.

- 2.2.1 Te whakaritenga o ngā paerewa mō te ratonga wharepukapuka ki ngā hapori iwirau – ngā ratonga i whakakotahitia, i whakarohengia hoki – hei wāhanga tonu o te tukanga whakawhanaketanga o ngā paerewa wharepukapuka whānui.
- 2.2.2 Te whakatairanga o ngā paerewa tautika mō te ratonga wharepukapuka me ngā mātāpono, kaupapa here hoki o te ratonga wharepukapuka, e whakaatu ana i ngā mātāpono iwirau me te whakauru pāpori.
- 2.2.3 Te whakakaotanga me te whakaratonga o ngā tatauranga e hāngai ana ki te whakamahinga o ēnei tohu ārahi me etahi atu paerewa e hāngai ana.
- 2.2.4 Te whakaputunga me te tukunga o te pārongo e hāngai ana ki ngā kohikohinga mā ngā hapori matahuhua i ngā momo wharepukapuka katoa.
- 2.2.5 Te hora i ngā ratonga whakamāherehere me te kōrero tahi ki ngā wharepukapuka e pā ana ki ngā ratonga mō ngā hapori iwirau.
- 2.2.6 Te whakarite hui auau mō te kōrero tahi ki ngā hapori iwirau.
- 2.2.7 Te whakahaere me te utu rangahau e pā ana ki ngā hiahia me te whakamahinga o te wharepukapuka e ngā hapori iwirau ā ngā tau haere ake.
- 2.2.8 Te whakamautanga me te whakatupuranga o ngā hononga whakawhiti o te pūkenga ngaio, o te pūkenga tawhiti ki ngā wharepukapuka, ngā kaiwhakaputa pukapuka me etahi atu rōpū e hāngai ana i ngā whenua tūturu tae noa ki ngā hapori taketake o ngā rōpū iwirau.
- 2.2.9 Te tautoko me te whakatenatena i te whakaputa pukapuka i roto i ngā reo tuku iho me te whakaputa rauemi nā ngā mema, mō ngā mema rānei o ngā rōpū iwirau.
- 2.2.10 Te whakahiato i ngā putunga raraunga ā-hiko mō ngā rauemi, me te āta whakamōhio atu, te whakatinana anō hoki i ngā paerewa o te ao mō te whakawhiti raraunga i ngā reo Rōmana kore me ngā tuhinga reo mau tohu whakahua.
- 2.2.11 Te whakawhiti wheako me ngā tikanga kairangi o te ao e pā ana ki ngā take iwirau.
- 2.2.12 Te kōrero tahi me ngā hapori iwirau, ka arotake ai i te whakamahinga o ngā tohu ārahi, ngā paerewa, ngā tikanga kairangi me ngā kaupapa here.

3 Te whakatutuki i ngā hiahia o te hunga whaiwāhi mai

3.1 Te tātari i ngā hiahia o te hapori

Kia takea mai ngā ratonga wharepukapuka iwirau i te mātauranga o ngā hapori ahurea matahuhua me ō rātou hiahia. Mā tēnei mōhiotanga e kore ai he ratonga e whakaritea, e whakaratohia rānei i runga i te whakaaro taka noa. Ko te mōhiotanga, te raraunga ka riro mai he mea āta whakaputa mā te whakahaere tātaringa hapori me te arotake hiahia.

a. He Whakamāramatanga

Te tātari hapori – te tautuhi i te tuakiri o te hapori e toro ana (tae noa ki te hunga o taua hapori kāore i te toro), te taiao e noho ana rātou me te arotake i ō rātou hiahia ki ngā ratonga wharepukapuka, pārongo hoki.

Te arotake hiahia – te mātai i te pārongo e hiahia ana, e torohia ana hoki e te hapori me tōna wāteatanga (ki te kaitoro me te hunga kāore i te toro).

b. Te Take

- Kia mōhio ki ngā whakaaro o te hapori (kaitoro mai, me ērā kāore e toro mai) ki te wharepukapuka me ōna ratonga.
- Kia mōhio ki ngā āputa i waenga i ngā ratonga o te wā, ki ngā hiahia o te hapori me ngā wāhi e kapi ana i ētahi atu ratonga.
- Kia whakakaotia he pārongo e taea ai te āta whakarite ratonga mō te wā tata me te wā roa e tutuki ai ngā hiahia o te hapori.

He mea hira te tātari hapori me te arotake hiahia i roto i ngā mahi whakarite. Ko ngā meka o te tūhuratanga i te hapori me ō rātou hiahia, e pēnei ana te āhua o tōna whakamahia:

- ka whakaurua ki ngā wawata me ngā whāinga o te wharepukapuka;
- ka hurihia ngā wawata me ngā whāinga hei kaupapa here, hei hōtaka, hei mahi, kia eke tā te tūhuratanga i tohu ai; ā,
- ka whakamahia te raraunga rangahau hei pae tīmatanga e inea ai te kokenga ā muri ake.

c. Te Tātari Hapori

Ko te raraunga me te pārongo mō te hapori ka whakakaotia:

- he raraunga taupori, ohaoha-pāpori
- te tuakiri o te taiao hapori i roto anō i te wāhi o te wharepukapuka:
 - te taiao whānui
 - te taiao pārongo o te kaiwhakarato pārongo, me
 - ngā rauemi me ngā ratonga o te wharepukapuka o nāianei tonu

Ngā momo raraunga kia kohikohia:

- Mātāmua – mai i ngā tāngata, ngā rōpū hapori, ngā kaihautū hapori rānei;
- Mātāmuri – ngā raraunga i kohikohia, i rēkoatanga i mua ake a ngā tari kāwanatanga, a ngā rangahau pakihī me te umanga, ngā rangahau hokohoko, me ngā raraunga a ngā kaunihera ā-rohe me ngā rōpū o te hapori.

d. Te arotake hiahia

Ko te raraunga me te pārongo kia kohikohia o ngā kaitoro/te hunga kāore i te toro i ngā ratonga:

- te taha tikanga, taha whanonga o te mahi rapu pārongo;
- ngā hiahia ki te pārongo, hei tauira, ngā momo, te taumata o te uaua, te whakatakotoranga, te reo, te take;
- te taiao pārongo o ngā kaitoro.

Ngā momo raraunga kia kohikohia:

- Mātāmua - mai i ngā tāngata, ngā rōpū hapori, ngā kaihautū hapori rānei;
- Mātāmuri – he arotake i ngā hiahia o ngā rōpū taurite, he rangahau mō te taha tikanga, taha whanonga o te mahi rapu pārongo a ētahi momo rōpū toro.

Hei tauira o te arotake i ngā hiahia o te hapori Te tukanga whakawhitihiti kōrero a te wharepukapuka tūmatanui.

Ka mātua arohia te tukanga whakawhitihiti kōrero. Ko te ngako o te whakawhitihiti kōrero, ko te uara i te matapakī kōrero i waenga i te hunga e tuku ana i te ratonga me te hunga mā rātou ana ratonga.

Ka timata te whakawhiti kōrero i ngā tari kāwanatanga ā-rohe, me te mabi tabi o aua wāhi i roto i te kaunihiera e whaiwāhi ana ki te tuku ratonga ki ngā hapori i virau. Mā ngā kaunihiera ā-rohe e whakatupu, e tuhituhi tā rātou e mabi ai mō te whakaurunga o te toro mai me ngā mātāpono tautika ki roto i ā rātou mahere me ā rātou whakahaere. Mā ēnei tubinga e kitea ai he kupu ārabi mā te hunga māna aua kavenga i roto i te kāwanatanga ā-rohe.

Ina wawe te mabi tabi, ka iti ibo te tāruatanga o te mabi, ā, ka tautubhia te whaiwāhi ki te whakahoā i roto i ngā mabi kohikohi pārongo, whakarite ratonga me te tuku hōtaka. Mā te mabi tabi anō hoki e whānui ake ai te mātauranga o te ratonga wharepukapuka ki ngā rōpū o te hapori, me te ngāwari ake o te toro atu.

Kia tōmua te whakawhitihiti kōrero ki ngā rōpū hapori i te wā e whakariterite ana, e waihangā ana i ngā ratonga wharepukapuka ka tukua atu, anā ia, te whakatupu kohikohinga ake me te tuku hōtaka. Mā te whai kia uru mai ngā rōpū hapori o te rohe e nui ake ai te whaiwāhi:

- *ki te āta whakamārama i te tuakiri o ngā rōpū e whakaratohia ana,*
- *ki te tautuhi i ngā hiahia me ngā whāinga tōmua a te hunga reo maha, i virau hoki o te rohe*
- *ki te whakatairanga i ngā hōtaka hou me ērā atu o te wā.*

He nui tonu anō hoki ngā hua ka puta i te mabi tabi (a ngā wharepukapuka kōtiritihiti) i te tairanga o ngā rōpū tari kāwanatanga. Arā, te whātoro atu ki te pārongo e pā ana ki ngā kōwhiringa tono pūtea, te tuari rauemi, te uru atu ki ngā kōmiti whakahaere whānui. Ka whaiwāhi hoki ki te uru atu ki te whakatupu kaupapa here i te tairanga o te kāwanatanga.

*I takea mai i: The Library Board of Victoria: Responding to our diversity.
Multicultural Library Service Guidelines for Victorian Public Libraries.
Melbourne, Australia, 2001.*

3.2 Ngā ratonga ki ngā kaitoro/te hunga whaiwāhi mai

Ko ngā āheinga e whai ake nei ngā mahi e tika ana mā ngā wharepukapuka takitahi me ngā mana whakahaere wharepukapuka.

- Mā tēnā, mā tēnā o ngā wharepukapuka e āta whakapuaki āna kaupapa, āna whāinga, āna rautaki, āna mahi matua me āna kaupapa here e pā ana ki ōna ratonga ki ngā hapori iwirau. Kia whai wāhi matua ēnei ki te hōtaka whakawhanake a te wharepukapuka. Mā tētahi mahere ratonga iwirau ā-rohe pēnei e noho hei kupu ārahi i ngā kaimahi, hei whakamāramatanga hoki mā ngā kaitoro.
- Me whai ia wharepukapuka kia kōwhiria he kaupapa here e mārakerake ana tōna pūmautanga ki te urunga a te porihanga me te tautika o te tuku ratonga.
- Mā tēnā, mā tēnā o ngā ratonga wharepukapuka e whai kia rite tonu te arotake i te āhuatanga me ngā hiahia o tōna hapori i te taha tonu o ngā mema o te hapori iwirau. Kia noho hoki ngā arotakenga me ngā kōrero tahi nei hei tūāpapa mō ngā ratonga.
- Ko ngā momo tāngata kei ngā rōpū whakahaere, ārahi rānei i ngā wharepukapuka, pēnei i ngā poari kaitiaki, i ngā komiti wharepukapuka rānei, me whakaata anō i ngā momo tāngata o te hapori e mahi nei rātou. Kia rapu huarahi ngā kaiwhakahaere wharepukapuka ki te akiaki kia whakatūria he rōpū pēnei hei reo mō te hapori.

3.3 Te mahi tahi me te tuari rauemi

He maha ngā wharepukapuka iti, āhua rahi, he uaua te whakarato i ngā hapori iwirau kia taurite ai te puta o te hua ki te katoa. Nā ngā pēpēhitanga a ngā mana ā-motu, me te tāpareparetanga o ngā rawa pūtea, ka ngere ngā rōpū iwirau. Ka tino pēneitia mehemea he tini noa atu ngā hapori iwirau. He ara nui te mahi tahi mō te rirohanga mai, te whakarārangitanga me te whakarato rawa ki te whakanui haere i te momo rauemi me te whakapai ake i tōna wātea ki te iwi. Mā ngā whakaritenga tahitanga ā-kāinga, ā-rohe, ā-motu ka kairangi ake te kounga o te noho wātea ngā rauemi ki te iwi.

Tērā rānei e whakatakotohia e ētahi wharepukapuka, ratonga nui tonu tētahi tikanga ruruku ki te whakarato i ngā rawa iwirau me ngā tohu ārahi ngaio. Mā te whai kia noho he kohikohinga ki tētahi pūtahi matua, ka taea hoki e ngā wharepukapuka iti te tango, te whakawhiti kohikohinga kē atu, he ara whaikiko, he tauira utu ngāwari ki te whakatutuki i ngā hiahia o ngā hapori matahuhua. He nui ngā hua pai ka puta i te waiho mā te pūtahi matua ngā rauemi e hoko, e whakarārangi, e whakahaere;

- e kore e tukuruatia te mahi;
- ka kore ētahi o ngā uauatanga ka pā ki ngā wharepukapuka iti ki te whiwhi rauemi i reo kē
- ka whānui ake, ka hōhonu ake te puna rauemi ka whakaratohia;
- e taea te whakahou haere i ngā kohikohinga wharepukapuka i mea tāone, i mea rohe, mā te whakawhiti pukapuka me ērā atu rawa;
- ka wātea tētahi whakarārangi uniana hei nanao mā ngā wharepukapuka katoa;
- ka whakatūria tētahi pūnaha mino mā ngā wharepukapuka maha, he pūnaha whaihua tonu.

E rua atu anō ngā wāhi ka riro mā te mahi tahi e tino tutuki ai, arā, te whakatairanga me te hokohoko. Mā te mahi tahi ki te whakaputa ā-reomaha i te pārongo, te mātārere me ngā tohu iriwhare a te wharepukapuka, e whiwhi ai te maha o ngā wharepukapuka i te whakaputanga o te mea kotahi noa iho.

3.4 Ngā rauemi ā-hiko

Te whātoronga atu me te whakawhanaketanga o ngā rauemi reorau, iwirau hoki

Kua noho ko te ipurangi te whakaihuwaka o te ao whakawhiti kōrero, ā, he hononga hira tēnei mā ngā kaitoro katoa ki te whātoro pārongo ā-rorohiko nei. Mā ngā āheinga momotuhi maha, reorau o ngā rorohiko e taea ai e ngā hapori iwirau te whātoro i te pānui, te whakawhitiwhiti kōrero me te pārongo i ō rātou ake reo. He mea nui tēnei mō ngā kaikōrero o aua reo nā te mea e whāiti ana te putanga o ngā rauemi tā ki aua reo. Kua tuwhera mai te huhua noa atu o ngā rauemi kāore i taea i mua rā te whātoro atu. Pēnei i ngā pūrākau onamata, ngā waiata tawhito, ngā kōrero o roto i ngā nūpepa puta noa i te ao me te whātoro atu ki ngā kōrero tuku iho ā-waha nei nō ngā rōpū iwirau o te ao. Ko te mea tino hira, ka whaiwāhi ngā tāngata nō ngā ahurea katoa ki te waihanga pārongo, kāore e noho hei kaitoro noa iho.

He takoha anō tā ngā hangarau 'Paetukutuku 2' ki te taiao Wharepukapuka 2, ina rā ka āhei ngā kaitoro te hanga me te tuari i tā rātou ake kōrero paetukutuku, te whakawhanake toronga atu ki ngā rauemi e hāngai ana ki ngā hiahia o ō rātou ake hapori, me te uru ki ngā mahi tūhonohono tangata (karangahia ai tēnei e ētahi ko te 'Paetukutuku 3.0'). E hāngai pū ana tēnei ki ngā hapori iwirau he ruarua noa iho ngā tuhinga tā, ngā rauemi ataata, ngā kōrero paetukutuku rānei i roto i ō rātou ake reo. E hāngai ana hoki ki ngā hapori he marara te noho ki ngā takiwā. He wāhi pai ngā wharepukapuka mō te tangata, mō te hapori, kia riro mā rātou anō e waihanga ngā kōrero paetukutuku mā te whātoro atu me te raweke i ngā hangarau Paetukutuku 2.0, e tutuki ai ō rātou ake hiahia. Ko tā ngā wharepukapuka hei tautoko i te whakamahinga o ēnei hangarau, he tuku i ngā taputapu rorohiko, i ngā pūmanawa rorohiko me te whakangungu i ō rātou hapori. Hei tauira ake o ēnei hangarau:

- *Ngā kōrero pāpori:* Mā ngā 'Blogs' me ngā 'Wiki's' e taea ai e ngā tāngata o ngā hapori iwirau te hanga me te whakapāhō i te pārongo, te rongo kōrero, ngā whakaahua me ngā kaupapa whaitake ki te hapori, ki te takiwā, ki te motu, ki te ao.
- *Te torotoro haere:* hei tauira ko te pukamata(whānui), Hyves(Hōrana), Odnoklassniki(Rūhia), Orkut(Inia, Parihi), Xiaonei(Haina); tirohia, wikipedia.org/wiki/List_of_social_networking_websites
- *Te tuari matirau ataata:* hei tauira <http://www.flickr.com/>, <http://www.youtube.com/>
- *Te whakakaupapa ā-pāpori:* mā tēnei e taea ai te mahi tahi me te tuari rauemi ā-ipurangi. Mā ngā hapori tonu ā rātou ake raraunga o ngā rauemi ā-ipurangi e hanga kia tutuki ai ō rātou hiahia, pēnei i ngā rauemi i roto i ngā reo kē; ka puritia e ngā kaitoro he URL he 'citation' rānei. I ētahi wā, ka puritia he kape mai i ngā whārangi o te ipurangi, he kape rānei o ētahi atu pārongo matirau me te tohu ki ngā kupu matua hei mahi ake māna, hei tuari rānei ki ētahi atu, hei tauira, <http://delicio.us/>, <http://www.connotea.com/>
- *Te tuku i ngā paetukutuku:* hei tauira, RSS(Really Simple Syndication), ka whakatūria tēnei kia taea e ngā rōpū iwirau te whātoro atu ki ngā papa i roto i ō rātou ake reo, e hāngai ana ki ō rātou hiahia mā te whakarite rapunga ki te whakaemiemi pārongo e hiahia ana, e hāngai ana hoki.
- *He papa pāpori nā te kaimahakamahi:* ngā papa rongo kōrero a ngā hapori, hei tauira, <http://digg.com/>
- *Te whakatohu:* hei tauira <http://technocrati.com/>. Mā ngā kaimahi wharepukapuka e āwhina ngā kaitoro ki te whakawhanake i ngā hapori whātoro ipurangi, inā ia, mā te ārahi ki te whakarato i ngā tohu ki ngā whatunga pāpori.

Te Whakawhiti Kōrero ā-Hiko

He rite tonu te whanaketanga o ngā hangarau hou e whakangāwari ana i te kōrero i waenga i te kaimahi wharepukapuka me te kaitoro, i waenga hoki i ngā mema o te hapori. Ko te pātuhi ā-waea pūkoro, e kīia nei he SMS (Short Message Service), hei tauira. E tino whaitake ana tēnei hei

tuku kōrero poto, ā-pātuhi hoki ki ngā kaitoro wharepukapuka, me te aha, he mārama ake pea tēnei, tēnā i te kōrero ā-waha ki ngā tāngata kōrero reo kē. Mā te matapaki ataata, te reo Kawa Reo i te Ipurangi (VoIP) me ētahi atu hangarau ipurangi, ka taea he reo kupu kore ka whaihua ki te tautoko me te whakapai ake i ngā whakawhitiwhiti i waenga i ngā hapori reo ā-waha. Ko te pāhorangi i ngā whakatangi pūoro, i ngā waiata, i ngā ataata, i ngā akoranga reo, ko te kōrero ā-hiko rānei i ngā pūrākau i roto anō i ngā reo maha, he takoha katoa ēnei ki ngā kawenga ā-rorohiko o te wharepukapuka.

3.5 He Pūnaha Wharepukapuka Kōtuiti Reorau

He paerewa ahumahi o te ao a Unicode i waihangatia kia kotahi anō te āhua o te whakaataria me te raweketia o ngā tuhituhi me ngā tohu tuhi o ngā pūnaha reo o te ao ki te rorohiko (hei tā Wikipedia whakamārama). Hei tūāpapa hoki te Unicode mō te whakaao i te pūmanawa rorohiko i roto i ngā pūnaha whakahaere matua katoa, i ngā pūkaha rapu, i ngā tūmomo taupānga me te Paetukutuku. Nā ēnei hoki ka whanake ngā pūnaha whakahaere pārongo wharepukapuka tuhimaha. Ka riro mai ana i ngā wharepukapuka he pūnaha wharepukapuka kōtuitui me te pūmanawa rorohiko, me whai kia hāpainga e rātou Unicode kia taea ai te whakahaere me te tuku kia reorau te urunga ki ngā kohikohinga katoa. Me whai hoki kia taea e ngā kaitoro ngā ratonga rorohiko o te wharepukapuka ahakoa te momo reo.

4 Te whakawhanake kohikohinga

4.1 He whakataki

Tērā rānei ka rerekē te whakatakotoranga me te kaupapa o ngā rauemi ka tohua hei whakatutuki i ngā hiāhiā o ngā rōpū ahurea. Arā, ko ngā rauemi mai i te urunga ki te ipurangi ki ngā nūpepa, ngā hautaka, ngā rauemi rongō-ataata, ngā rīpene whakaahua me te reo tuhi, ngā pukapuka pakiwaitara, ngā mobeni, ngā pukapuka ngobengobe me ngā pūrākau whakaahua. Tae noa ki ngā pukapuka pakimaero tawhito me ngā pukapuka pono. Kia kitea e whakaratohia ana ngā pakeke me ngā kaupapa katoa, e whai māramatanga ana ki ngā tikanga ahurea, pēnei i ēnei o te hābi me te tōrangapū. Me whakahaere rangahau hapori hei whiriwhiri i ngā hiāhiā mō te whakatakoto e pūrangitia ana me ngā kaupapa (hāunga ngā taitara takitahi). Tētahi anō, he whakarite i ngā mea nui mō te whanake kohikohinga. Ka mutu, ka whakaurua ngā pārongo i whakaemitia ki tētahi kaupapa here mō te whakawhanake kohikohinga hei whakarato i ngā hiāhiā o ngā hapori iwirau. Kia whāia i runga i te āta tūpato kia tika ai te whakatau i ngā hiāhiā e tukituki ana, tētahi ki tētahi. Kia kaha te whakatairanga i ngā kohikohinga reo ake ki ō rātou ake rōpū i te hapori kia āta whakamahia ai e rātou ngā rauemi.

I takea mai i: The Library Board of Victoria: Responding to our diversity. Multicultural Library Service Guidelines for Victorian Public Libraries. Melbourne, Australia, 2001.

4.2 Kaupapa here whakahaere kohikohinga

Me whakatakoto tētahi kaupapa here whakahaere kohikohinga mō ngā rauemi reorau, iwirau hoki hei wāhi matua o te Kaupapa Here Whakahaere Kohikohinga whānui o te wharepukapuka. Kia ahu mai ngā kōrero o te tikanga i te mahi tahi me ngā hapori iwirau. E taea rānei ēnei e whai ake nei:

Tauwhānui:

- te take o te kaupapa here whakahaere kohikohinga me tōna pānga atu ki te mahere umanga o te ratonga wharepukapuka;
- ngā āhuatanga taupori o te hapori;

- ngā whāinga roa me ngā whāinga poto kia whakatutukingia e te wharepukapuka mō te wāhi ki ōna kohikohinga rauemi reorau, iwirau hoki;
- he rautaki whakauru e tino kaha ai te whāwhāria mai o ngā kohikohinga
- te hītori o te kohikohinga me te ratonga wharepukapuka;
- te tautuhi i ngā ture, ngā kaupapa here rānei e hāngai ana, ā, e papā ana ki te whakaratonga o ngā rauemi reorau me te iwirau;
- he wātaka arotake i te kaupapa here.

Tauwhāiti:

- te tātari i ngā hiahia o te hapori;
- ngā take matua, ngā whāinga matua a te ratonga wharepukapuka;
- ngā tawhā o te kohikohinga, tae noa ki ngā rauemi whāiti mā te hunga hiahia motuhake, pēnei me ngā tuhinga tā nunui, ngā pukapuka kōrero, ngā rauemi whakapakari i te tuhi, i te pānui, ngā akoranga reo me ngā rauemi mā te hunga hauā;
- ngā mātāpono me ngā mahinga mō te kōwhiri me te whakakore rauemi;
- te āhua o te e tohatoha i te pūtea;
- mā wai ake o roto o te umanga e whakahaere ngā mahi whakawhanake kohikohinga, te kōwhiringa me te korenga o ngā rauemi;
- te uru ki ngā rauemi hiko, tae noa ki te urunga ā-hiko ki ngā hautaka me ngā nūpepa, ngā pātengi raraunga me ērā atu rauemi pārongo;
- te tū a te wharepukapuka hei tomokanga hiko ki te pārongo;
- ngā kawenga tiaki pūtea;
- he mahere whakahaere rawa e aromatawai ana i ngā hiahia o te wā, kei tua hoki mō te wāhi ki ngā kohikohinga;
- he wātaka mō te arotakenga me aromatawainga o te kaupapa here.

4.3 Te paenga o ngā rauemi

4.3.1 Kia whakaratohia he rauemi wharepukapuka mā ngā tāngata katoa, i roto i ō rātou reo e pīrangi ai rātou, ā, e hāngai ana ki ō rātou ake ahurea. Kia whakaratohia he rauemi i roto i ngā whakatakotoranga katoa mai i ngā tini mātāpuna.

- Kia puritia he kohinga e hāngai ana, e tautika ana mā ia rōpū iwirau.
- Ko te whakaratonga o ngā rauemi wharepukapuka mā ngā mema o ngā rōpū iwirau, me hāngai tonu ki te rahi o te rōpū me ōna hiahia mō te pānui. Engari kia kaua e iti iho i te rahinga mōkitokito kua tohua mō ngā kohinga.
- Ko ngā rauemi wharepukapuka mā ngā hapori iwirau, ko ngā rauemi tā nō roto mai i te whenua e noho nei rātou, nō ngā whenua nō reira taketake ake ngā tāngata, nō ētahi atu wāhi hoki.
- Ko ētahi o ngā rauemi wharepukapuka e whakaatu ana i ngā wheako me ngā kaupapa e paingia ana e te rōpū iwirau, ā, e tika ana kia whakamahia e rātou, kia rauemi i tāngia i te reo o te tokomaha, i te reo whaimana ā-ture rānei o taua whenua.
- Ko ētahi o ngā rauemi wharepukapuka me whakaputa ki ngā reo e kōrero nuitia ana hei reo tuarua.

4.3.2 Ko ngā pukapuka tonu te tūtanga matua o te kohikohinga iwirau a te wharepukapuka, ā, kia kitea e wātea ana i roto i ngā reo o aua rōpū iwirau. Kia kapi katoa ngā taipakeke i te paenga o ngā rauemi, ā, kia huhua hoki ōna momo kaupapa. Ko te nuinga o ngā rauemi hou ka riro i ngā wharepukapuka, me rauemi o nā tata nei, i ahu mai i ngā kaituhi o te whenua me te hunga iwi taketake, me ngā whakamāoritanga o ētahi tuhinga rongonui o

tāwāhi. Mō ngā reo he nui ake i te kotahi ngā momotuhi e tāngia ai ō rātou pukapuka, pēnei i te reo o Serbia, me whakawhanake he kohikohinga matua ki ia momotuhi.

- 4.3.3 Me hora ngā hautaka me ngā nūpepa o te wā, kia taea anō te whakapā ā-hiko atu ki ngā nūpepa o te ao, hei tautoko i ngā nūpepa ka tāngia.
- 4.3.4 Kia noho anō ngā rauemi oro, arā he pūoro, he kōpae kōrero, he rīpene, hei wāhi matua o ngā ratonga wharepukapuka ki ngā rōpū iwirau. Kia takoto he ara e taea ai te whakakape i ngā pukapuka hiko, ngā pūoro ki ngā pūrere MP3, ki ngā iKano me ērā atu taputapu matirau.
- 4.3.5 Kua noho mai te hangarau matirau hei wāhanga nui o ngā kohikohinga wharepukapuka mō ngā rōpū iwirau. He huhua tonu pea ngā whakatakotoranga matirau hei whakaemiemi, pēnei i te DVD, te VCD (kōpae ataata), me ngā rīpene whakaahua, ina taea. He mate ake tō ngā DVD mō ngā kohikohinga reorau, nā te mea e whakaputaina ana te nuinga hei whakamahi ki tētahi anake o ētahi rohenga whānui e ono o te ao. He maha tonu ngā iwi tokoiti e noho ana ki waho o te rohenga o te ao kei reira tō rātou whenua tūturu, engari kei te hiahia ki ngā DVD nō roto mai i taua rohenga. He māmā ake me i noho mai ki ngā kohikohinga ngā DVD ko te whakatakotoranga, ko tērā o te whenua kei reira te wharepukapuka, engari he tino whakawhāiti tēnei i te kohikohinga. E tika ana kia uru he DVD ko te whakatakotoranga nō whenua kē, hei whakaata i ngā whenua tūturu o ngā haporī iwirau. (Ko te tikanga he māmā te tiki atu i te pūrere whakaata DVD māna e whakaata ngā DVD o ngā rohenga whānui maha.)
- 4.3.6 Ka herengia ana e ngā manatā o te motu, ngā ture tuhituhinga rānei te whaiwāhi ki ngā rauemi matirau o tāwāhi hei tukutuku mā te hunga tūmatanui, me whakawhitihiti kōrero me te hunga whaimana e tika ana, ki tētahi taumata ā-motu, e wātea mai ai aua rauemi ki te wharepukapuka. Nā te nui o te utu ki te āta tuhituhi anō i ngā rauemi rongo-ataata, ka aukatingia te urunga ki ngā hanga pēnei i ngā kiriata me ngā pakipūmeka.
- 4.3.7 Me whai e ngā wharepukapuka kia wātea mai tētahi paenga rauemi huhua ehara i te pukapuka, pēnei i ngā kōpae rorohiko (CD-ROM), ngā mahere, ngā ataata, ngā kēmu me ngā kete ako reo.
- 4.3.8 Ko ngā wharepukapuka he pātengi raraunga e hono ana ki te ipurangi, he pae tukutuku rānei ā rātou, me whai kia wātea te toronga mai o ēnei ratonga e te ao, mā tētahi atanga reorau.
- 4.3.9 Mehemea he iti noa iho tētahi momo rauemi wharepukapuka, kia nui ake te whakaputanga o ētahi atu rauemi, ratonga rānei e tika ana, hei whakakī i taua whāwhārua.
- 4.3.10 Mehemea he iti noa iho ngā rauemi kua tāia, he iti rānei te mōhio o tētahi haporī iwirau ki te pānui, ki te tino marahea rānei te mōhio ki te tuhi me te pānui, a kāti, me whakatairanga ngā rauemi ehara i te tuhinga, arā ngā tino, he rauemi ataata me te oro, ina wātea mai.
- 4.3.11 Kia noho ano ki ngā kohikohinga he rauemi tara ā-whare. I te taha o tēnei kia taea anō te toro i te ipurangi ki te kimi kōrero mō te pūranga pukapuka.

4.4 Te whakawhanake me te whakapūmau Kohikohinga Reorau

Ko ngā paearu matua mō ngā kohikohinga:

- kia huhua ngā momo rauemi e ngata ai ngā hiahia o ngā mema katoa o te hapori;
- kia takoto he rauemi i roto i ngā whakatakotoranga e whakatenatena ana i ngā mema katoa o te hapori ki te toro i te ratonga wharepukapuka;
- kia kitea e taetae mai ana he rauemi hou kātahi anō ka tāia;
- te hoko kape hou o ngā rauemi arowhānui ka taretare, ka takakinohia rānei;
- kia whānui te paenga o ngā rauemi pakiwaitara me ērā o ngā kaupapa pono;
- kia wātea te toro i ngā rauemi hiko pēnei i te ipurangi me ngā pātengi raraunga;
- kia porowhīua atu ngā rauemi kua hipa te wā e tino whāihua ai, kua tawhito, kua taretare rānei.

4.5 Te tiaki i ngā pārongo whāiti mō ia rauemi

4.5.1 Kia tino whāihua ngā rauemi mōmōhanga, kia kore ai e tāruatia, ā, kia whāihua hoki ngā rawa pūtea, me wāhi kotahi, me mahi tahi rānei te kōwhiringa, te rironga mai me te whakarārangitanga o ngā rauemi i roto i ngā reorau, i ngā wā, i ngā wāhi katoa e taea ana.

4.5.2 Ko te whakarārangitanga o ngā rauemi i roto i ngā reo katoa, kia rite te painga ki ērā o ngā rauemi i rārangitia i roto i ngā reo matua o te whenua, mehemea kei ngā reo tūturu ngā rekoata whakarāngi.

- Mō te whakarāngi i ngā rauemi wharepukapuka katoa, ina taea ana, kia mau tonu ki te reo tūturu me te momotuhi. Kia taea anō hoki pea te uru ā-kaupapa atu mā roto mai o te reo/ngā reo ā-motu.
- Me he wharepukapuka whakahaere pūnaha aunoa, me whai kia taea e ā rātou pūnaha te pupuri raraunga i roto i ngā tuhituhinga i tua atu i tēnā e whakamahia ai mō te reo matua; kia ū anō hoki te raraunga ki ngā paerewa o te ao pēnei i Unicode, e pai ai te whakawhititanga o ngā rekoata aunoa. Kia whāiwāhi ngā kaitoro wharepukapuka ki ēnei raraunga mā ngā rārangī urunga tūmatanui a te wharepukapuka.
- Ko te whakaputanga me te ukaukatanga o ngā rārangī uniana i roto i ngā reo katoa, ā-tānga, ā-hiko rānei, he uho tino hira e hāpai ai tētahi ratonga ā-motu, ā-rohe rānei i te mana ōrite, kia pai ai te mahitahi, ā, e tutuki ai ngā tono taitara ake me ngā tono kaupapa. Hei tauira, ko te Internationella Biblioteket i Stockholm tētahi e tuku urunga ana ki ōna rārangī i te reo Arapī, te reo o Haina, i te reo Pākehā, te reo Wīwī, te reo o Pēhia (Farsi), o Pōrana, o Rūhia, te reo Pāniora me te reo o Huitene [.\(http://www.interbib.se\)](http://www.interbib.se)

4.5.3 He wā anō ko te whakawhiti ā-whakahua i ngā pārongo pukapuka, koia anake te tino huarahi whakarāngi i ngā rauemi i roto i ngā reorau, nā te utu, nā te tokoiti o ngā kaimahi whai tohu whakawhiti reo, nā te kore rānei o ngā pūnaha wharepukapuka whakarāngi e āhei te pānui ngā pū o ētahi atu reo. Tērā tonu pea, he papepape noa ki te kaitoro o tētahi reo ake ngā kōrero mō te rauemi i whakawhiti ā-whakahua. Ina pērā, hei aha pea te tuhi i te hōhonutanga o ngā pārongo kāhui pukapuka kōrero i runga i te rekoata whakarāngi.

4.5.4 Kia whakapūmautia ngā kohikohinga kia kitea ai nō te wā e tū ana, nō nā tata rānei.

- Kia rite tonu te tiki atu i ngā rauemi hou i roto i ngā reo katoa mā ngā rōpū iwirau katoa.
- Kia auau anō te tangohia atu o ngā rauemi tawhito, kāore hoki e tika ana mō te wā.
- Me he whare pūtahi kei reira he kohikohinga, ina oti te whakaaro me whakakore tētahi rauemi i te wharepukapuka ā-takiwā, me pātai mehemea kei te whare pūtahi

tētahi kape, ā, ka tuku ai ki reira ki te kore, kia noho tonu mai ai tētahi kape ki te pūnaha.

- Kia āta tiakina te kounga o te āhua o ngā rauemi mā ngā rōpū katoa, pēnei me te paihere anō, te hoko kia nui noa ngā kape me te tiki/hoko rauemi hei whakakapi i ngā kape kua waikauere.

4.6 Ngā paerewa mō ngā kohinga pukapuka

Ko ngā paerewa e marobitia ake nei, e pā ana ki ngā kohikohinga pukapuka. Tērā e rerekē haere ngā paerewa nei nā runga i ngā āhuatanga o te taba pūtea me te taba robe. Ina tino kino te mōmōhanga o ngā rauemi, ka noho pea ēnei hei keonga, ā, me whakarite rautaki paewaenga, paetawhiti hoki hei whakatutuki haere i ēnei paerewa ā ngā rā kei te heke mai.

- Hei tohu ārahi whānui, kia 1.5 ki te 2.5 ngā pukapuka mā ia tangata ki te kohikohinga pukapuka tuauki

- Kia kua e iti iho i te 2,500 ngā pukapuka i te putunga rauemi a te pae ratonga iti katoa.

The Public Library Service: IFLA/UNESCO Guidelines for Development, 2001

4.6.1 Hei mātāpono tukupū, mō ngā kohinga pukapuka mā ia rōpū iwirau, ko te rahi o ngā pukapuka kia wātea ki tēnā, ki tēnā o te nuinga tāngata, kia pēnā i tēnā mō te nuinga tāngata whānui. Ahakoa tērā, mō ngā rōpū tokoiti tērā pea me nui ake te whakarātonga ki ia tangata kia whaihua ai, kia tika ai te ratonga.

4.6.2 Ki te ririki rawa ngā rōpū tokoiti, ki te whānui rānei te noho marara a ētahi rōpū, kia taea ai tētahi ratonga taurite, me whare kotahi pea hei tuku atu i ngā rauemi, hei whakarato hoki i ngā rōpū iwirau, me mahi tahi rānei ngā wharepukapuka.

4.6.3 Ko tētahi whāinga ka taea pea e ngā wharepukapuka iti, ko te whakarato i ngā pukapuka kia 1.5 ki te 2.5 mā tēnā tangata, mā tēnā tangata o ia rōpū iwirau. Ina onge ngā rauemi, me whakarite rautaki paewaenga, paetawhiti hoki hei whakatutuki haere i ēnei paerewa ā ngā rā kei te tū mai.

4.7 Te Tere o te Rironga Mai o te Rauemi

Ngā rauemi e tāpirihia ana i ia tau, he mea hoko mā ia 1,000 tāngata:

E 216 ngā tāpiringa ki ia 1,000 tāngata.

Kei roto i tēnei ngā 'Pukapuka' me 'Ētahi atu mea' arā, he rauemi rongō-ataata, he tānga hiko me ētahi atu whakatakotoranga, hāunga ngā nūpepa, ngā puranga putuputu me ētahi atu rauemi.

Department for Culture, Media and Sport, Public Library Service Standards, U.K., 2008

Mō te putunga pukapuka whānui i tētahi ratonga wharepukapuka tū roa kia aro ki ēnei rahinga:

<u>Nuinga</u> <u>Tāngata</u>	<u>Pukapuka ia tangata</u> <u>ia tau</u>	<u>Pukapuka ia 1000 nuinga tāngata</u> <u>ia tau</u>
I raro i te 25 000	0.25	250
25 000-50 000	0.225	225

I takea mai i: The Public Library Service: IFLA/UNESCO Guidelines for Development, 2001

4.8 Te tukunga rauemi hiko

Te tapeke o ngā taupuni mahi hiko e hono ana ki te ipurangi me te rārangi rauemi wharepukapuka (kei te wātea ki te ivi tūmatanui mā te wharepukapuka tū me te mea haere, me ētahi atu wāhi ratonga e wātea ana ki ngā kaitoro, arā ki ia 10,000 tāngata).

6

Ko te tikanga o te 'taupuni mahi hiko' he rorohiko e hono ana ki te ipurangi me tētahi rārangi rauemi ā-hiko.

Department for Culture, Media and Sport, Public Library Service Standards, U.K., 2008

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Kia pēnei te tapeke o ngā OPAC (On-line Public Access Catalogues) e whakaratohia ana e te kāwanatanga o te rohe:

- *Te nuinga tāngata i raro iho i te 10 000 – kotahi te OPAC*
- *Te nuinga tāngata 10 001 ki 60 000 – kotahi te OPAC mā ia 5000 tāngata*
- *Te nuinga tāngata neke atu i te 60 000 – kotahi te OPAC mā ia 5000 ki te 60 000, ā, kotahi OPAC mā ia 10 000 mō te toenga o te nuinga tāngata*

Hei tāpiringa ki ngā OPAC, kia wātea hoki ki te ivi tūmatanui he rorohiko mā te tangata, he rorohiko whai puku CD/DVD,

- *Mō ngā nuinga tāngata iti iho i te 50 000 – kotahi rorohiko mā ia 5000 tāngata*
- *Mō ngā nuinga tāngata koni atu i te 50 000 – kotahi rorohiko mā ia 5000 tāngata kia eke ki te 50 000 tāngata, ā, kotahi rorohiko mā ia 10 000 kei tua atu i tērā.*

E tūtobu ana ēnei paerewa kia wātea ki tētahi hauruatanga o ngā taupuni mahi tūmatanui te hono atu ki te ipurangi, engari ko te katoa me hono ki te pūreretā.

Queensland Public Library Standards and Guidelines, Australia, 2004

- 4.8.1 I ngā pūnaha wharepukapuka e honongia ana ki te ao, me wātea ki ngā hapori iwirau katoa, me āhei anō rātou te whaiwāhi ki taua hononga o te ao.
- 4.8.2 Kia mau i ngā taupuni mahi tūmatanui katoa te āheinga reorau e whakaatu ana i ngā hiahia o te hapori. Tērā hoki e whakaratohia ana he papa pātuhi i roto i ngā momotuhi o ngā rōpū reo matahuhua hei whakahaere i te hononga atu ki te ipurangi me ngā papatono rorohiko pēnei i te whāwhā kupu ā-rorohiko. E wātea ana he taupānga pūmanawa e taea ai te raweke i ngā papa pātuhi whānui kia hāngai ki te rau o ngā momotuhi, te tuku rānei i ngā papa pātuhi ataata i runga i te rorohiko. Ahakoa tēnā, kāore ētahi pūnaha whakahaere e tautoko ana i ngā reo katoa, ā, me whai ētahi atu mihini kōkuhu mō ēnei reo kāore e tautokongia ana, pēnei i ngā taupuni mahi takitahi he rerekē ngā papa whakahaere.
- 4.8.3 Ina taea, whakawāteahia atu ngā pātengi raraunga hiko reorau e rongonui ana hei whātoro mā te iwi. Me whakawhiti kōrero ā-takiwā, ā-rohe, ā-motu ki te hunga

whakarato i ngā raihana whakaaetanga ngātahinga, kia kitea ai he utu pai. Mehemea kāore e taea te hono ā-hiko atu ki ngāpātengi raraunga, nā ngā raru hangarau, ngā raru pūtea rānei, whāia kia riro mai he CD, he DVD rānei.

- 4.8.4 Kia kaha ngā wharepukapuka katoa ki te whakarite i ā rātou whārangi paetukutuku kia pai ai te uru atu i roto i ngā reo o te hapori e whakarato ana rātou. Kia āta hanga mārire i ngā whārangi paetukutuku reorau, ā, kia mahi tahi me ngā mema o te hapori kia kitea e whāia ana ngā tikanga o te ahurea. He mea hira kia āta whakaarohia te whakaaotanga o te Atanga Kaiwhakamahi, arā, te mea tuatahi kia puta ki te kaitoro. Kia āta whakamahia ngā āhuatanga ake o ngā ahurea, pēnei me ngā kano, ngā oro me ngā ataata; ko ngā āhua tāngata, ngā whakaahua o ngā kararehe me ngā haki ā-whenua, tae atu ki ngā tāoreore, kia whāiti tonu te whakamahia. Ko ngā whakatakotoranga rā me te wā, te rahi o te momotuhi, te takoto o ngā ingoa me ngā kāinga noho me te tāpiri reo ētahi atu mea hei whakaaroaro.
- 4.8.5 Whakamahia ai te paetukutuku i roto i te horopaki reorau ki te whakaatu pārongo mō ngā ratonga a te wharepukapuka mā te hapori o te rohe. Hei tauira, e whakaatu ana te wharepukapuka o Helsinki City (<http://www.lib.hel.fi>) i ōna ratonga ki ngā reo o Hinerangi, o Huitene me Ingarangi, tēnā ko tēnei, te kāinga o te Wharepukapuka o Tāmaki-makaurau kei te reo Ingarihi me te reo Māori (<http://www.aucklandcitylibraries.com/>). Ki te whānui ake te titiro, tērā e toro ā-rohe, ā-motu ana ētahi wharepukapuka, pēnei me te Danish Library Centre for Intergration (<http://www.indvandrebiblioteket.dkl>) e whakaatu ana i ōna ratonga ki te reo o Tenemāka me ētahi atu reo, momotuhi hoki 16. He pēnā anō te State Library of Queensland, Ahitereiria, ko tōna kāinga *Multicultural Bridge* kei roto i ngā reo 19 (<http://www.slq.qld.gov.au/info/lang>).
- 4.8.6 Ka āhei ngā wharepukapuka te tuku i te matahuhua o ngā ratonga hiko reorau kia wātea ai ā rātou rawa ki ngā hapori matahuhua ā-reo, ā-ahurea. Pēnei i ēnei e whai ake nei:
- he kohikohinga matirau o ngā pūrongo me ngā whakaahua tino hira o ngā rōpū iwi taketake, pēnei i te Library and Archives Canada (<http://www.collectionscanada.ca>) me te National Library of Australia's Picture Australia project (<http://www.pictureaustralia.org/>);
 - he paenga o ngā rauemi pārongo, pēnei i te kāinga tauawhiawhi Ahitereiriana, a *MyLanguage*, e tuku ana i ngā hononga ki te pūkaha rapu, ngā rārangi paetukutuku me ngā rongo kōrero i ngā reo e 60 neke atu (<http://www.mylanguage.gov.au/>);
 - he pārongo ā-takiwā, ā-rohe, ā-motu, mā te hunga manene me ētahi atu manene hou mō te whenua hou e noho nei rātou, hei tauira ake:
Tenemāka: <http://www.finfo.dk/>
Hinerangi: <http://www.infopankki.fi/>
Tiamana: <http://www.interkulturellebibliothek.de/>
Nōwei: <http://www.bazar.deichman.no/>
Ingarangi Nui Tonu: <http://www.multikulti.org.uk/>
Hōrana: <http://www.ainp.nl/>
Andalusia, Pāniora:
<http://www.juntadeandalucia.es/cultura/ba/c/biblioMulticult/espanol/default.asp>
Te Āporo Nui, Queens Library: <http://www.worldling.org>

5 Te puna kaimahi

5.1 He whakataki

Kei te ahua o ngā kaimahi, tā rātou e tuku atu ai, te angitūtanga o ngā ratonga wharepukapuka ki ngā hapori ahurea matabuhua. Mā ngā whāinga tonu o te mahere o te wharepukapuka ratonga iwirau e tohu ngā kawenga a ngā kaimahi. Ahakoa he mea nui kia whai kaimahi e rite ana ō rātou reo me tō rātou matatau ki aua reo ki ērā e kōrerotia ana i te hapori, me whai kaimahi anō e mōhio ana ki te whakawhiti kōrero ki ngā tāngata o te hapori, hei whakakaha i te whanaungatanga e whaitake ai ngā ratonga ka tukua atu.

(I takea mai i: The Library Board of Victoria: Responding to our diversity. Multicultural Library Service Guidelines for Victorian Public Libraries. Melbourne, Australia, 2001.)

5.2 Ngā pūkenga o ngā kaimahi wharepukapuka

He ratonga te wharepukapuka tūmatanui e aro ana ki ngā tāngata katoa o te hapori he hiabhi hubua, he hiabhi huri haere hoki ō rātou. Kia whānui ngā pūkenga me ngā painga o ngā kaimahi wharepukapuka tūmatanui, pēnei i ngā pūkenga kōrero ki te tāngata, te mōhio ki ngā take pāpori, te mōhio ki te mahi tabi me te arataki, tae atu ki te mōhio ki ngā tikanga me ngā whakabaere o te umanga. Kia whakamāramatia ake ngā painga me ngā pūkenga matua e hiabhiatia ana mō ngā kaimahi wharepukapuka tūmatanui:

- *te mōhio ki te kōrero ki te tāngata i runga i te ngākau pai*
- *te nobo mārama ki tā ngā kaitoro e hiabhi ai*
- *te ābeinga ki te mahi tabi me te tāngata, me ngā rōpū hoki o te hapori*
- *te mōhiotanga me te māramatanga ki tēnei mea te ahurea matabuhua*

Me kaha te whai kia riro mai he kaimahi e whakaata ana i ngā āhuatanga o te hapori e whakarato ana rātou. Inā rā, me he tokomaha ngā tāngata nō tētahi momo inwi taketake i roto i te hapori, kia uru hoki tētahi, ētahi rānei o rātou ki te rōpū kaimahi wharepukapuka. E whakaatu ana tēnei he ratonga te wharepukapuka mā ngā mema katoa o te hapori ā-rohe, ka āwhina hoki ki te poa poa kaitoro mai i ngā kōwhao katoa o te inwi tūmatanui.

The Public Library Service: IFLA/UNESCO Guidelines for Development, 2001

- 5.2.1 Me kaha ngā wharepukapuka ki te whakaata i ngā hapori iwirau e mahi nei rātou, mā te whai kaimahi e tūturu ai te kitea o ngā momo rōpū iwirau i te hapori.
- 5.2.2 Me whakatinana e ngā wharepukapuka he rautaki kōkiri huapai kia mōhio ai ngā tāngata nō ngā hapori iwirau ki ngā kōwhiringa whaimahi o te wā.
- 5.2.3 Me akiaki e ngā mana wharepukapuka kia whakatūria he kaimahi e tika ana te mātauranga reo, te mātauranga ahurea, ngā pūkenga me ngā pūmanawa.
- Ko tētahi ara tika e tutuki ai tēnei, ko te pounga o ngā kaupapa here ā-rohe mō te whakawhiwhi mahi, te whakatū tūrangā motuhake, me te whaiwāhi mai a te hunga kia whakangungua, arā, he ākongā, he tauira rānei.
 - He mea nui kia tika te matatau taha reo, taha ahurea mō ngā mahi ka kawea e te kaimahi, ā, kia mōhio hoki ngā wharepukapukakāore i kotahi noa te taumata o tēnei mea o te matatau. Arā hoki te kounga o te reo kōrero, ngā pūkenga pānui me te tuhituhi, te mōhio ki te ahurea, te mātauranga ōkawa, kairangi hoki nō roto mai o te ahurea, tae atu ki te haere kōtui o ētahi o ēnei pūkenga.

- 5.2.4 Me whakatū akoranga mātauranga ngā mana wharepukapuka e arotahi ana ki te whakapiki i te mātauranga ahurea o ā rātou kaimahi, ki te whakapai ake i tō rātou āheinga ki te whakarato i te hapori reorau, ahurea matahuhua.
- 5.2.5 Me whakatenatena ngā kura wharepukapuka i te hunga i ahu mai i ngā iwirau ki te uru ki ngā akoranga wharepukapuka me ngā kaupapa e hāngai ana. Kia kitea hoki e whai wāhi ana ngā take iwirau i roto i ngā akoranga katoa.
- 5.2.6 Me akiaki te mahi tahi a ngā kaimahi wharepukapuka e tika ana o rātou mōhioanga.

6 Te hokohoko, te pānui tūmatanui me te whakatairanga i ngā ratonga wharepukapuka iwirau

- 6.1 E tika ana hei mahi mā ngā wharepukapuka ko te whakatairanga, te whakatītina me te tautoko i te ako ki te pānui me ngā hōtaka ako ki te pānui. Kia kitea hoki ēnei āhuetanga i roto i ngā reo o te motu me ētahi atu reo hoki.
- 6.2 Ina taea, kia kaha te whakatairanga me te tautoko i te mōhioanga ki te whāwhā rorohiko i roto tonu i ngā reo o te hapori.
- 6.3 Me whakatū mā ngā rōpū iwirau katoa o te hapori ngā mahi whakawhanaunga, hāpai ahurea, he mea whakarite e te wharepukapuka, e te wharepukapuka rānei me ngā mema o te hapori, pēnei i te kōrero pūrākau, te konohete, te whakaari me te whakamātakitaki.
- 6.4 Kia wātea he ratonga wharepukapuka ki ngā tāngata tē taea e rātou te tae ā-tinana atu, i roto tonu i ngā reo e hiahiatia ana e rātou, ā, kia wātea hoki ki ngā rōpū iwirau katoa. Arā pea, he ratonga hei whātoronga mā te hunga e noho ana ki mamao, kua herea rānei te noho ki te kāinga, te hunga kei rō hōhipera, kei rō whare herehere hoki. Kia noho mai ki ngā waka wharepukapuka he kohikohinga iwirau hei whakaatu i te hanga o te hapori e whakaratohia ana.
- 6.5 Me whakahaere ngā mahi torohanga a ngā wharepukapuka i roto i ngā reo e pīrangitia ana e ngā kaitoro; pēnei i ngā ratonga ki ngā wheketere me ērā atu umanga mahi, ki ngā rōpū hapori iwirau anō hoki.
- 6.6 E taea pea te tuku i ngā ratonga wharepukapuka ki ngā hapori iwirau, tae noa ki ngā ratonga pārongo, ki ētahi atu wāhi rerekē, ki ētahi wāhi rānei e waiā ake ana nga rōpū iwirau.
- 6.7 Ko te tikanga ia kia wairua whakaratarata te āhuetanga o ngā wharepukapuka ki ngā tāngata katoa o te hapori. He mea tino nui tēnei mō te hunga manene hou kāore anō pea i wātea ki a rātou he rawa wharepukapuka pēnei i o rātou whenua taketake. I tua atu i ngā paearu hoahoa o te wharepukapuka, o ngā wharepukapuka katoa, arā atu anō ētahi mea ka taea hei whakaratarata i ngā hapori iwirau ki ngā ratonga wharepukapuka kua hora mā rātou, hei whakatenatena hoki i a rātou ki te whātoro i ngā ratonga nei.

- 6.7.1 He kore utu ki te hunga tūmatanui te uru mai me te whakamahi i ngā ratonga. Koia tētahi o ngā pou e whakatenatena ana i te torotia o te wharepukapuka.
- 6.7.2 He wharepukapuka e māraakerake ana te kitea o ngā tohu tara ā-whare, i roto i ngā reo o ngā rōpū kaitoro matua, ā, i ngā wāhi e tika ana, ki ngā tohu e mōhio nuitia ana puta noa i te ao. Ko te pātengi raraunga Multilingual Glossary tētahi rauemi tohu tara ā-whare i tuhia mō ngā wharepukapuka e te State Library of New South Wales, Australia. Kei te rauemi nei ngā kīanga wharepukapuka e whakamahia nuitia ana i roto i ngā reo e 49. E taea hoki tēnei te tango mai hei āwhina i ngā matapaki i waenga i ngā kaimahi wharepukapuka me ngā kaitororeo kē, ahurea kē:
<http://www2sl.nsw.gov.au/multicultural/glossary/>
- 6.7.3 He paenga rauemi reorau – he hautaka, he nūpepa me ngā rawa wāhi ataata-roko.
- 6.7.4 He rautaki whakatairanga hei tuku atu i ngā ratonga tika ki ngā hapori iwirau hei whakapiki i te toronga o te wharepukapuka e ēnei hapori. Mō ngā wāhanga ratonga hou, kia kitea e whakaihuwaka ana te whakamahia o te hono ipurangi reorau kore utu, kia whai hōtaka rorohiko reorau, he taumata matapaki mō te whakawhiti kōrero ā-iwirau me te pāhekoheko, te whakapakari i ngā pūkenga o te hapori, te aha, te aha.
- 6.7.5 He kohikohinga e ngāwari ana te whātoro atu, e tuwhera ana te toronga, ā, kei tētahi wāhi mātārae.
- 6.7.6 He pukawhakauru, he pānui hipa, he pukapupuri, he ture, he aratohu mō te wharepukapuka me ētahi atu puka whakawhitiwhiti kōrero i waenga i te wharepukapuka me ōna kaitoro, kei roto i ngā reo o ngā kaitoro.
- 6.7.7 He rawa whakatairanga, pēnei i ngā rārangi rauemi, kei roto i ngā reo o ngā tāngata nō ngā rōpū iwirau, e whakaatu ana hoki i ō rātou hiahia.
- 6.7.8 Kia reorau ngā paetukutuku o ngā wharepukapuka hei whakaatu i te reo matahuhua o te hapori.
- 6.7.9 Te whakamahia o ngā arapāho ā-iwi i roto i te hapori, pēnei i ngā nūpepa ā-iwi, i ngā reo irirangi ā-iwi, hei pānui i ngā ratonga wharepukapuka.
- 6.7.10 Te whakatairanga i ngā ratonga wharepukapuka iwirau ki te kāhui kaitōrangapū me te rangapū whaimana.

Kua rukua hōhonutia ngā mahi whakahaere me ngā mahi whakatairanga i ngā wharepukapuka tūmatanui, i The Public Library Service: IFLA/UNESCO Guidelines for Development (2001), ā, e akiakina ana kia mātaitia ēnei mō ētahi atu pārongo hōhonu:
<http://www.ifla.org/VII/s8/news/pg01.htm>

7 Ngā Tikanga Kairangi Puta Noa i te Ao

He nui tonu ngā whenua kua oti noa i a rātou he tikanga tino whaihua mō te tuku atu i ngā ratonga wharepukapuka iwirau. Ka kitea ēnei i roto i ngā tauira o ngā tikanga kairangi, ngā taunakitanga me ngā kaupapa here. E whai ake nei he kōwhiringa e whakatauiria ana i ngā tikanga kairangi o te ao whānui.

Kānata

Te kōrerorero iwirautanga

Ko tā Kānata titiro ki te iwirautanga e whakatautia ana i runga i te whakaaro he uara matua te matahuhuatanga, ā, he tohu nō te tuakiri o tō tātou whenua. Nā runga i tōna ahunga hītōriatanga me āna ture, ki tā Kānati titiro, he tohu whaikaha, he puna auaha, he oranga wairua, he tohu whakamuatanga te matahuhuatanga i roto i tētahi ao he rite tonu te whāiti haere o te pā iwirautanga o te ao.

Multiculturalism is a key component of Canadian legislation, of our country's heritage and of our identity.

I 1971, ka riro ko Kānata te whenua tuatahi o te ao ki te whakamana i tētahi Kaupapa Iwirautanga ōkawa. Nā tēnei kaupapa i hua mai ai he akoranga, he ratonga hoki hei tautoko i ngā rōpū iwirau, hei āwhina i te tangata ki te kake i ngā taunahua, kia taea e rātou te whaiwāhi mārire hei kirirarau i te hapori o Kānata.

I 1982, i whakaturengia te āhuratanga iwirautanga o Kānata i te Wāhanga 7 o te Canadian Charter of Rights and Freedoms kātahi tonu ka tū mai. I taukītia kia pēnei te whakamāori a ngā kōti i te tikanga o te Tūtohi, “in a manner consistent with the preservation and enhancement of the multicultural heritage of Canada”.

I 1988, ko Kānata te whenua tuatahi nāna i whakataukī ake tētahi Multiculturalism Act, i noho ai hei taurā ahurei mō te kiriraraunga tauroto. E kī ana te kupu whakataki o te Multiculturalism Act:

“To preserve and enrich the multicultural heritage of Canadians while working to achieve the equity of all Canadians in the economic, social, cultural and political life of Canada.”

E kōrero ana te ture ki ngā tāngata katoa o Kānata, kua ngā rōpū iwi tokoiti noa iho. E oke ana te ture:

- Kia whakakorea te whakatoihara iwi me te aukati tāngata
- Kia whakatairangatia te mana ōrite me te mārama ki ngā momo ahurea
- Kia whakatupuria te kiriraraunga tauroto
- Kia āwhinatia ngā whakahaere kāwanatanga ki te manaaki i te matahuhuatanga o Kānata

He nui tonu ngā pūrongo ture pēnei i te Official Languages Act, te Canadian Human Rights Act me te Employment Equity Act, kua whakaaetia hei whakamarumarū i ngā uara takenga o te tautika me te kauanuanu.

Mā te iwirautanga, ka poipoia e Kānata te pitomata o ngā tāngata katoa o Kānata, e whakatenatena ana i a rātou ki te whakauru atu ki te hapori whānui, ki te whaiwāhi i roto i ngā mahi pāpori, ahurea, ohanga me te taha tōrangapū.

Te Wharepukapuka Tūmatanui o Toronto

E whakarato ana te Whare Pukapuka o Toronto i tētahi nuinga tāngata koni atu i te 2.5 miriona. E mōhiotia whānuitia ana ko Toronto tētahi o ngā tino tāone iwirau o te ao, arā, tata ana te hauruatanga o ōna tāngata i whānau mai i waho atu i Kānata. Tētahi anō, tata ana tētahi hauruatanga o te hunga hou e tae mai ana, nō nā tata nei rātou i tae mai ai, nō roto mai o ngā tau 15 ka huri ake nei.

E pupuri ana te Wharepukapuka Tūmatanui o Toronto i ngā rauemi i roto i ngā reo 100 neke atu. E whakatupu ana hoki i ngā kohikohinga i roto i ngā reo e 40, i ngā whakatakotoranga huhua, tae noa ki ngā rauemi hiko. Nāna te pūnaha wharepukapuka tūmatanui nui rawa atu, pokea nuitia hoki i Amerika ki te Raki. I oti i te Wharepukapuka Tūmatanui o Toronto te whakarato ngā rauemi e 31 miriona i 2006, 16% o ēnei he rauemi kāore i Ingarihi te reo. Kua inati te tupu mai o ngā rauemi reorau e whakaratohia ana, arā, kua 69% te rahi ake mai i te 2000.

E whakarato ana hoki te Wharepukapuka Tūmatanui o Toronto i te paenga o ngā akoranga, i te nuinga o te wā nā runga i te mahi tahi me ētahi atu umanga, rōpū kāwanatanga rānei e tautoko ana i te matahuhuatanga o ōna iwi katoa o Toronto. Tēnei ētahi: English as a Second Language Citizenship classes; English Conversation Circles; Storytimes in local branches in English and French and other languages such as Bengali, Russian, Persian, Cantonese, Polish, Urdu and Tamil; English Can Be Fun, a conversational language program for Newcover children; and Dial-a-Story, a storytelling service provided in 10 languages that builds oral literacy and comprehension skills.

E tukua ana e te Wharepukapuka Tūmatanui o Toronto ngā rorohiko 1,400 neke atu kia whātoroa, kāore he utu, i ōna anō pekanga, kei reira katoa hoki e tautokona ana ngā reorau, mā te papa pātuhi rorohiko reorau. Mā NewsConnect, tētahi tāwaha paetukutuku, e taea te whātoro ngā nūpepa me ngā moheni o te ao, kei roto i ngā reo e 85, 147 ngā momotuhi, nā konā ka āhei te hunga hou te whakapā atu ki ngā rongo kōrero o ō rātou kāinga tūturu.

Mijin Kim

Library and Archives, Canada

Tenemāka

Te Ture e pā ana ki ngā Ratonga Wharepukapuka, 2001

§2 The object of the public libraries shall be achieved by observing quality, comprehensiveness and topicality in the choice of materials to be made available. These criteria alone must be the decisive factors and not any religious, moral or political views which might be expressed in the material.

§14.2 The State and University Library acts as the main loan centre for the public libraries by providing the public libraries and other relevant institutions with material specifically intended to fulfil the needs of refugees and immigrants.

Ngā Wharepukapuka Tūmatanui o Copenhagen

www.bibliotek.kk.dk

Mai i ngā tau 1960, he tini noa atu ngā rerenga me ngā manene kua tae mai ki Tenemāka nō waho atu i Ūropi me ngā whenua kōrero Ingarihi o te ao. Nā runga i tēnei āhuatanga, i tahuri ngā Wharepukapuka Tūmatanui o Copenhagen, i te taha tonu o ētahi pokapū o te motu, he rauemi ā rātou i ngā reo manene, ki te whakaemi kohikohinga pukapuka, kōpae pūoro i roto i ngā reo e tika ana. Ahakoa tēnei, he maha tonu ngā tāngata hou he iti te mōhio ki te pānuī, ki te tuhi, he kore rānei. Nā, kia manaakihia ēnei tāngata, i tīmata a KKB-LYD (Te Tari Taha Oro o ngā Wharepukapuka Tūmatanui o Copenhagen) ki te whakarite pukapuka kōrero i roto i ngā reo manene. I Copenhagen, ko ngā tino reo i hiahiatia ko ngā reo Arabic, Kurdish, Serbian, Croatian, Turkish, me te Urdu. I hokona ngā pukapuka kōrero (he rīpene i te tīmatanga, nō muri

noa mai ngā kōpae) ki ngā pūnaha wharepukapuka i Tenemāka, i muri mai ki te ao whānui. Katoa ēnei pukapuka kōrero i whai pitopito kōrero i roto i te reo o Tenemāka me te reo Ingarihi. Mō ētahi atu pārongo: www.kkb-lyd/about.htm

I ngā tau tekau ka huri nei, kua rerekē te arotahinga. E mātua whāia ana ināianei e ngā Wharepukapuka Tūmatanui o Copenhagen/KKB-LYD kia āwhinatia ngā manene/ngā rerenga ki te ako i te reo o Tenemāka hei reo tuarua.

Nā runga i te mahi tahi me tētahi umanga tā pukapuka, kua whakaputaina e mātou he pukapuka whakaahua reorua i te reo o Tenemāka (te tuhi me te kōpae whakarongo) me te tuhi anō i roto i ngā reo e whai ake nei: Arabic, Kurdish, Serbian, Croatian, Turkish, Persian, Somali me te Urdu. <http://kkb-lyd.dk/mantra.php.htm>

I Copenhagen, ka whakawhiwhia ngā tamariki katoa ki tētahi kāri tono nō te wharepukapuka i tō rātou rā whānau tuarua. Whai muri iho, ka tāpaetia tētahi taonga, he pukapuka pakiwaitara me te kōpae (i te reo o Tenemāka) i tō rātou taenga tuatahi ki te wharepukapuka.

He ratonga motuhake tā ētahi pekanga o te wharepukapuka ki ngā tamariki nō ngā whānau iwirau; ki te whakaae mai te whānau, ka toro tētahi kaimahi wharepukapuka i ia tamaiti – hui katoa e whā ngā toronga i waenga i te whānautanga mai me te wā e haere ai te tamaiti ki te kura. Mā roto mai o te kōrero pakiwaitara, ka mōhio haere te tamaiti (me tōna whānau) ki ngā ratonga wharepukapuka. Hei ia toronga ka whiwhi te tamaiti i tētahi pukapuka hou. www.sprogporten.dk

Mai i te 2008, e taea ipurangiana te whakarongo koreutu, i te ipurangi, ki ngā rongo kōrero o ia rā o Copenhagen i te reo Tenemāka. www.kkb-lyd.dk/daglig

*Vibeke Stage and Susy Tastesen
Københavns Biblioteker/Copenhagen Public Libraries, Denmark*

Ehitonia

He tangonga mai tēnei nō te ture o ngā wharepukapuka tūmatanui

§13 Collections

The content of public library collections is universal. The collection has to contain different types of holdings in different languages according to the basic needs of people living in the service area of a particular public library.

*Martin Hallik
Estonia*

Hōrana

Te pānui me te tuhi

I Hōrana, 1.5 miriona tāngata(10%) he autaiā ana te mōhio ki te pānui me te tuhi, arā, kāore e pai ā rātou pūkenga pānui me te tuhi ki te whakakī i ngā puka whānui, ki te pānui ki ā rātou tamariki, ki te pānui mēra, ki te whai i ngā pārongo mātārere, ki te pānui nūpepa me te whāwhā i te ipurangi, te aha noa, te aha noa. Kotahi hautorutanga o tēnei kāhui he manene.

He take nui te kore e tino mōhio ki te pānui me te tuhi, hōrapa noa i te whenua. Nā te tokomaha o ngā tāngata, me te mahara he tokomaha anō te mātātahi e wehe ana i te kura, kāore e pai te pānui me te tuhi, koia i kīia ai he tino take te kore pānui, kore tuhi. I roto i te *National Offensive against Illiteracy*, ka mahi tahi te *National Public Library Association (NPLA)* me ētahi atu tini hoa tautoko ki te turaki i te kore pānui, kore tuhi. Heke iho te pakanga nei ki ngā takiwā, ngā rohe me ngā hapori. Ināianei ka whakapau peto te wharepukapuka tūmatanui ki runga i ōna ratonga e pā ana ki ngā take kore pānui, kore tuhi, ka mutu, ko te whāinga kia ākona ōna kaimahi ki mua, ki muri hoki. Nā konei i āta waihangatia ai tētahi akoranga motuhake e tukuna ana ki te whenua whānui.

E taea hoki e ngā wharepukapuka te whakautu koreutu ki www.netnieuws.nl/, he nūpepa ā-hiko e puta mai ana ia wiki mā te hunga tauhou ki te pānui e hiahia ana ki te whakangungu i ō rātou pūkenga reo, ngā pūkenga pānui hou. Kei te akoranga nei he mahi pānui me te tuhi, ā, e rua ngā taumata o te reo.

Hei whakawhānui ake i te mōhiotanga o te iwi tūmatanui ki te raruraru nei, te kore pānui me te kore tuhi, e tukuna ana e te *NPLA* me te *Reading and Writing Foundation* tētahi whakamātakitaki mau haere, ko te *Taal Centraal* te ingoa. Ka tū tēnei whakamātakitaki ia marama, he wharepukapuka kē. I te taha tonu o tēnei ka rere ki mua ko tētahi whakapuakitanga whakapiki mōhio, he mea whakahaere e te wharepukapuka o te hapori.

Te whakauruuru

Tērā tētahi ture hou i Hōrana, ko te *Law on Integration*, i whakatinanatia i a Hanuere, 2007. Ia kirirarau nō tarawāhi ao, iti iho i te 8 ngā tau ōna ki te kura i Hōrana, me hipa i a ia tētahi whakamātautau reo me ngā pūkenga whakauruuru. He wāhi nui tō ngā wharepukapuka ki te whakatinana i te kaupapa nei i te rohe, ā, kei ētahi wharepukapuka kua tū i roto rā he wāhi pārongo. E taea e ngā wharepukapuka te whakamahī te *Toolkit* mō te whakauruuru, a *NL Kompas*, e wātea ana ki ngā wharepukapuka tūmatanui puta noa i te motu.

Te takahoatanga

Kia mōhio ngā wharepukapuka tūmatanui he take nui tō rātou takahoatanga ki te hapori o te rohe, nā te mea e whānui ana tō rātou toronga atu, ā, he ngāwari hoki te whātoro mai a te hapori ki ngā rauemi kei te wharepukapuka. He mea nui tā ngā wharepukapuka takoha atu ki te hapori whānui me te whai urunga mai o ngā rōpū matahuhua ki ngā tini kaupapa o te rohe. Ko te wharepukapuka te pou here i ngā tini tāngata ki te hapori whānui.. (*Vision document Cultural Diversity, the Netherlands Public Libraries Association, 2006.*)

Lourina K. De Voogd

Netherlands Public Library Association, The Netherlands

Nōwei

Te whakaaotanga

E tukuna ana e ngā wharepukapuka he urunga ki te mātauranga me te ahurea ā-ao, ā-motu, ā-rohe. Nā te auahatanga o te ao matirau ka tīpā ake te whāwhātanga mai o ngā kohikohinga wharepukapuka, me te aha, korekore ana he aukatinga ā-whenua hei ārai i te rere o te pārongo. Me mātua whakamatirau, me mātua whakautu anō hoki ngā kohikohinga rauemi wharepukapuka, ipurangikia ngāwari ai te nanao iho. I te wā tonu e piki nei te pānga o te whakaaotanga ki te porihanga, tae atu ki te ngā āhuatanga mātauranga me te reo, kei te piki hoki te hiahia o ngā iwi

kia pūmautia tō rātou taketakenga, kia pūmautia te tuakiri ahurea, kia kaha hoki te whakawhitiwhiti kōrero me ētahi ahurea kē atu. (*Norwegian Archive, Library and Museum. Library reform 2014 – part 1 strategies and initiatives. 2006*)

Te whakangungu i ngā wharepukapuka hei kaitakoha kia nui ake te whakaurunga, te whatunga me te ahurea matahuhuatanga

Me kaha ngā wharepukapuka ki te whakapakari i te whakaurunga o te hunga manene ki te hapori whānui o Norway, ko ngā whakaritenga nei hei whakanui i te tau 2008 me te mahere kōkiri a te kāwanatanga mō te whatunga me te whakaurunga o te kāhui manene. (*Norwegian Archive, Library and Museum. Library reform 2014 – part 1 strategies and initiatives 2006. Strategy 1.6*)

Te whakakaha i ngā ratonga wharepukapuka iwirau me te arotahi ki ngā mea o Rūhia, ngā Sami me ngā mea o Hinerangi. Otirā, me hora tonu he rauemi tuhituhi me ētahi atu ratonga ki ngā manene hou. (*Finnmark County Library. Strategic plan 2005-2014*)

Kirsten Leth Nielsen
Oslo Public Library, Norway

Pāniora

Ngā Aratohu Pāniora mō ngā Ratonga i roto i ngā Wharepukapuka Tūmatanui

Ngā Kaimahi

He taketake te kaimahi, ā, ka riro māna ngā whakahaerenga o tētahi wharepukapuka tūmatanui te kawē i runga i te tika me te pai. Kia rawaka te tokomaha o ngā kaimahi, ā, me tōtika hoki te whakangungu i a rātou kia taea e rātou te kawē i ngā mahi.

He kōrero whānui

E tuwhera ana ngā wharepukapuka tūmatanui ki ngā tāngata katoa, ahakoa ō rātou āhuetanga, ā rātou mahi. Ko te whakarato i te hapori katoa tētahi mātāpono matua, kua te whakawhāiti kia aro ki ētahi noa iho o ngā rōpū.

Te mahi tahi

Kia kua ngā wharepukapuka tūmatanui e mahi takitahi, engari me rapu huarahi e hono atu ai ki ētahi atu wharepukapuka, umanga rānei. Ko te whāinga ia, he whakapai ake i te kounga me te paenga o ngā ratonga ka tukua, me te morimori i te mahi tahi ki ngā hapori o te rohe.

Susana Alegre Landaburu,
General de Coord. Bibliotecaria, Ministerio de Cultura, Spain

A Ingarangi me ōna Whenua Tū Tahi

‘Welcome To Your Library’...te tūhono i ngā wharepukapuka tūmatanui me ngā hapori nōhanga taupua

www.welcometoyourlibrary.org.uk/

He whakataki

I tīmata ake te ‘Welcome To Your Library’ (WTYL) hei kaupapa whakamātau i ngā takiwā e 5 o Rānana i te 2003-4 hei ara hono atu i ngā wharepukapuka tūmatanui ki ngā rerenga me ngā

kairapa whakaruru. I pihī ake tēnei kaupapa, he pūrangiaho nō te kitea he nui ngā taunahua mō ngā rerenga i te hāpori. Nā, ko ngā wharepukapuka tūmatanui he umanga tōtika hei tautoko i ō rātou hiahia taha pārongo, taha reo, taha ahurea. Heoi anō i kitea hoki me tautoko atu ngā kaimahi wharepukapuka ki te whakahou i tā rātou i mahi ai, i whakaaro ai o mua atu, ā, mā te pēnei e tutuki ai ngā kawenga. Nā te Paul Hamlyn Foundation te pūtea tautoko, nā te London Libraries Development Agency te whakahaeretanga, nāna i whakaroatia ai ki te motu tae noa ki te whakapaunga o 2007.

Ngā whāinga o ‘Welcome To Your Library’

Mā te whakanui ake i ngā wā e mahi tahi ai, e whai ana a WTYL ki te whakapai ake i te urunga ki ngā ratonga wharepukapuka kairangi mā te katoa. Ko te wawata kia morimoria te ako, te hauora me te taura tangata i waenga i ngā iwi katoa, mā:

- Te urunga mai o ngā rerenga taea noatia te mahi
- Te whakahoatanga ki te whakarewa ake i te mōhiotanga me te whakapiki i ngā mahi toro wharepukapuka
- Te whakatū kaimahi wharepukapuka ngākau titikaha, hinengaro mōhio
- Te tuari i ngā tikanga kairangi i runga i ngā kitenga i ngā mahi kua oti kē
- Te kōkiri i ngā mahi wharepukapuka tūmatanui i waenga i te hunga rerenga me ngā kairapa whakaruru.

Ngā kaupapa i kawea ake

Ko ēnei ētahi:

- Te whakawhanake i te pūkenga whakamahere kaupapa, aromatawai a ngā kaimahi wharepukapuka, kia taea ai te roherohe i ngā mahi i roto i tētahi taiao kaupapa here whānui ake, me te whakapai ake i te pūrangā kōrero.
- Te tautohu, he tūhono i ngā hāpori rerenga me ngā umanga tautoko.
- Te tautuhi i ngā taunahua o te whātoro i te wharepukapuka me ngā ara e pikitia ai aua taunahua.
- He akoranga whakamōhio mā ngā kaimahi wharepukapuka e pā ana ki ngā take ka pā ki ngā rerenga me ngā kairapa whakaruru.
- Te whakawhanake whakahoatanga me ngā rōpū rerenga i te hāpori me ētahi atu.
- He toronga *taster*, he mea āta whakarite, me ngā akoranga ICT.
- Te whakangāwari i ngā tikanga whakauru ōkawa ki te wharepukapuka.
- Te whakarato kaupapa hei taukoto i ESOL(English as a Second Language), i ngā reo hāpori me te pānui.
- Te rironga mai o ngā rauemi hou i whai wāhi mai ai ngā whakaaro o ngā hāpori rerenga.
- Te kōrero pakiwaitara me ērā atu mahi, te awheawhe hei whakakotahi i ngā hāpori rerekē.
- Te kaimahi tūao wharepukapuka me ngā tūnga mahi mā ngā rerenga.
- Te whanaketanga o ngā rārangi-e me te paetukutuku hei tautoko i te ako tahi me te whakamoari i te tikanga kairangi.

Hei tauira whakaatu i ngā hua

Ngā hua i puta ki ngā tāngata takitahi me ngā hāpori:

- **Te whaimahi:** kua eke ki te 25 ngā rerenga i whaimahi (i roto i ngā wharepukapuka me ētahi atu wāhi). I pēnei ai nā te urunga ki ngā akoranga mahi whai wheako i ngā ratonga e

rua o WTYL. He nui te kōrerotia e ngā tāngata i uru ki ngā akoranga nei kua piki ake te māia, te kiritau, ā, kua iti iho te tū taratahi.

- **Te ngākau titikaha me te ariā rangatiratanga:** ko ngā rerenga kua kitea e tutuki ana o rātou hiahia mā roto mai o te wharepukapuka, kua tū hei toa, nā tēnei kua piki haere te whakaae nā rātou anō te kaupapa, te whakapono, me te hiahia noa ki te uru.
- **Te nui haere o te whakawhitiwhiti i waenga i ngā tāngata nō ahurea kē:** kua nui haere te whakapātanga i waenga i ngā kaimahi wharepukapuka me ngā rerenga, ngā kairapa whakaruru hoki; he mea whakamahi ngā wāhi wharepukapuka mō ngā kaupapa whakahuihui i ngā tāngata nō ngā iwi maha; te whakawhanake i te whaiwāhitanga a ngā rerenga kua rarau kē te noho ki te āwhina i ngā manene hou, mā ngā rōpū tautoko i tā rātou kuhu anō i a rātou kei roto i te wharepukapuka.

Ngā hua i puta ki ngā ratonga wharepukapuka:

- **Te āta hora i ngā mahi wharepukapuka kia whaihua ake ai:** i roto ake i te horopaki o ngā kaupapa here a te kaunihera whenua me te rohe; ngā ngohe hei patu i te aukati iwi me te āwhina kia tū pakari, tū kotahi ngā hapori.
- **Nā ngā takahoatanga i puta he ara ki te pūtea me te ako mai i ētahi atu rāngai:** nā te kite wheako, nā te āta kawae ake i te mahi i roto i ngā tūāoma e rua, kua taea e ngā wharepukapuka te toro i ngā pūtea hou mō te mahi kaupapa me ngā mahi auraki.
- **Te whakawhanake ranga kaimahi:** te whakatairanga i ngā ara kia whānui ake ai te tūāpapa kaimahi. Hei tauira, ko ngā rerenga e mahi ana i roto i ngā ratonga wharepukapuka. Hei tāpiri atu anō, te whakawhanake pūkenga hei āwhina i ngā kaimahi wharepukapuka ki te mahi ki roto pū i ngā hapori, mā te toronga ā-rohe, ki te whakapakari i te whakapono, ki te tautuhi taunahua ki te toro i te wharepukapuka, ā, ki te whakaputa whakaaro ki ngā koko katoa o ngā ratonga wharepukapuka mō te turaki i ngā taunahua, ki te taumata rautaki me te mahi noa.

Ayub Khan

Warwickshire Library and Information Service, U.K.

Amerika

E rima ngā rautaki mō te angitu

Ko ēnei rautaki e rima, e tautoko ana i te tauwhirotanga o ngā manene me te āwhina i ngā hapori ki te tū pakari ahakoa anō ngā hurihuri wheowheo o te ao whānui... Hōrapa noa i ngā tāone me ngā rohe iti o Amerika, kei te whāia ngā rautaki nei me te whaihua hoki.

1. **E mārama ana ki ngā wharepukapuka ngā āhuatanga manene o tō rātou takiwā.** E whakaemiemi raraunga ana ngā wharepukapuka tūmatanui mō te nuīnga tāngata me te takoto o te whenua mai i ngā puna tūmatanui me ngā hononga noa ki ngā whatunga manene. Ka mārama i te wharepukapuka ngā pārongo whāiti mō tētahi hapori manene hou, o rātou hiahia me ngā rauemi e wātea ana ki a rātou, ka taea e te wharepukapuka te tārai ā rātou ratonga me te whakapūmau i o rātou whakahoahoaatanga ki taua hapori. I ngā tāone kāore i nōhia nuitia e te manene i roto i ngā tau, ko ngā wharepukapuka ia kei te arataki i o rātou hapori ki te tūhura me te whakamārama i ngā hiahia me ngā take a ngā manene.
2. **Ka kitea te maimoa me te arotau ki te ahurea me te reo i roto i ngā ratonga wharepukapuka.** Ko te reo te taunahua nui rawa ki ngā manene hou. Kei te arohia tēnei e ngā wharepukapuka mā ngā tohu tara ā-whare, ngā paetukutuku, ngā kohikohinga me te tuku i ngā ratonga ngāwari noa iho i roto i ngā reo i pakeke mai ai o rātou kirirarau.

3. **Ka māhuritia te reo Ingarihi e ngā wharepukapuka.** Ko te reo Ingarihi te uho matua e angitu ai te oranga o ngā manene. Nā te tautōhito kotahi rautau o ngā wharepukapuka, he kaitārai ngā wharepukapuka i te mātauranga pānui me te tuhi o ngā tamariki me ngā whānau, ā, kua toro atu ināianei ki ōna kirirarau hou. Arā he akoranga moata, he akoranga whānau mō te pānui me te tuhi e whakarite ana i ngā tamariki mō te kura. Nā te akoranga Tohutohu Reo Ingarihi mō te Pakeke, e piki haere ana ngā pūkenga koiora me ngā kōwhiringa mahi a ngā ākonga. Nā te noho mai o ngā kura me ētahi atu umanga whakaako hei hoamahi, e tukuna ana e ngā wharepukapuka he akoranga arotahi mō te rapu mahi, te hauora me te kai pai, me ētahi atu hanga e mātua ora ai te tangata.
4. **Ka waihangatia e ngā wharepukapuka he hononga ki ngā umanga o te rohe.** He paenga pokapū me te umanga kei te nuinga o ngā hapori. Ahakoa e whakarato āwhina ana ēnei i te taha mahi, te mātauranga, te hauora me te rapu whare, i te nuinga o te wā kāore ngā manene e whai hua ana i ēnei ratonga. Ko te reo, te noho tūhāhā me te ohore rawa ki te ahurea hou, he pēpēhitanga nui rawa. Ko ngā wharepukapuka kei te hono i ngā pokapū me ngā ratonga e arotahi ana ki te nuinga tāngata whānui, ki ngā hiahia o ngā manene hou. Hei tauira whakamua o tēnei mahi, ko te tautoko pakihī, te pārongo hauora me te whakauru ki te kura.
5. **Ka whakatenatena ngā wharepukapuka i te urunga ki ngā kaupapa tūmatanui.** Ehara te urunga ki ngā mahi tūmatanui, mahi ā-tāone rānei i te tikanga e taunga ana ki ngā manene maha. Ko te mahi ngāwari noa nei ki te Marikana, arā, te rēhita kia riro mai he kāri wharepukapuka, he tikanga rerekē, he wehi hoki ki ētahi manene. E kaha nei ngā wharepukapuka ki te akiaki i te urunga ā-hapori mai me te whaiwāhi o te tangata hou. I runga i tō rātou kawenga tuku iho hei wāhi kaha, wāhi tūmatanui tōkeke, e urupū ana ki te ako me te tūhura, e kōkiri matapaki tūmatanui ana ngā wharepukapuka mō ngā wero e patu nei i ngā tauhou me ngā hapori e manaaki nei i a rātou.

Rick Ashton and Danielle Milam

*Welcome, Stranger: Public Libraries Build the Global Village
Urban Libraries Council, USA, 2008*

Ahitereiria

MyLanguage

Ko MyLanguage he ara e taea ai te toro i ngā pūkaha rapu, ngā rārangi paetukutuku me ngā rongo kōrero i roto i ngā reo e ono tekau neke atu. He kaupapa a MyLanguage e hāpainga tahitia ana e ngā Wharepukapuka ā-Takiwā o New South Wales, o Queensland, o South Australia me Western Australia, o VICNET (he wehenga nō te State Library o Victoria), o te Northern Territory, o te Australian Capital Territory Library me Information Services.

He ratonga wharepukapuka iwirau hiko a MyLanguage e whakatairanga ana i te urunga ki ngā rauemi pārongo ā-hiko mō ngā tāngata me ngā rōpū hapori e kiia ana he 'Culturally and Linguistically Diverse' (CALD).

Kei tēnei papa pāhekoheko:

- He kuwaha tūmatanui ki ngā pūkaha rapu, ngā rārangi paetukutuku me ngā rongo kōrero i roto i ngā reo e ono tekau neke atu.

- He rauemi whakangungu i ngā tāngata me ngā ropū hapori o CALD: arā, he whārangi meka kua whakawhitia te reo, he pukapuka whakangungu mō ngā akoranga tīmatanga mō te toro i te Ipurangi me te imēra, te reti rānei i te paetukutuku.
- He āwhinatanga mō ngā wharepukapuka ki te tuku i ngā ratonga noa me ngā ratonga hiko ki ngā hapori CALD. Arā, he ara hei toro i ngā aratohu, ngā paerewa, ngā pūrongo, ngā kōrero whāiti, te rangahau me ngā kauhau hui taumata e pā ana ki ngā tini āhuatanga o ngā ratonga wharepukapuka iwirau.
- He putunga rauemi e nui haere ana, he pārongo hangarau motuhake e pātata nei ki te ngākau o ngā ropū hapori CALD, ngā wharepukapuka me ngā umanga kāwanatanga.

<http://www.mylanguage.gov.au/>

He Rārangi Kupu Reorau

He puna tohu tara ā-whare te pātengi raraunga nei i āta waihangatia mā ngā wharepukapuka. Kei te rārangi nei ngā kiānga putaputa a ngā wharepukapuka i roto i ngā reo e 49. E whakamāmā ana tēnei hangarau i te kōrerorero i waenga i ngā kaimahi wharepukapuka me ngā kaitoro mai i ngā ropū reo matahuhua.

<http://www2.sl.nsw.gov.au/multicultural/glossary/>

Oriana Acevedo

State Library of New South Wales, Australia

Tāpiri A: Te Oatitanga Wharepukapuka Iwirau IFLA/UNESCO

Te Wharepukapuka Iwirau – te tomokanga ki tētahi hapori ahurea matahuhua e kumanutia ai te kōrero

E noho ana ngā tāngata katoa i tētahi hapori e piki haere nei, e piki haere nei te matahuhua o tōna ahurea. Koni atu i te 6,000 ngā reo huri noa i te ao. Ia tau kei te kaha haere te hekenga tāngata o te ao, ka mutu ko te hua e puta nei, kei te piki haere ngā tāngata he tuakiri tuatinitini ō rātou. Nā te hūnuku ā-taiao, te piki haere o te hekenga, te kakama haere o te whakawhiti kōrero, te ngāwari o te ikiikitanga me ērā atu o ngā āinga o te rautau rua tekau mā tahi i nui ake ai te matahuhuatanga o te ahurea i ngā whenua maha kāore pea i pērā i mua, kāore rānei i pērā rawa te matahuhua i mua.

Kia whakamahuki ake, ko te “Ahurea Matahuhua”, ko te “Iwirau” rānei, e kōrero ana mō te noho tahi me te mahi tahi a ngā ahurea rerekē i runga i te rangimārie. Ā, “ko te ahurea, he huinga anō o te taha wairua, taha rawa, taha hinengaro me te taha kare ā-roto o te hapori, o tētahi rōpū ā-iwi rānei, ā, e rarawhi ana i ngā toi, ngā tuhinga kōrero, ngā āhua noho; arā, te āhua o te noho tahi, ngā pūnaha uara, ngā tikanga me ngā whakapono”. He tūāpapa te ahurea matahuhua, te iwirau rānei o tō tātou kotahitanga i roto i ō tātou hapori o te wā kāinga, o te ao whānui anō.

Nā te mea ko te ahurea me te reo matahuhua te tāhuhu kotahi o te uri tangata, kia kaha te whakaāhuru, kia mau ai, kia whita hei painga mō te marea. He pūtake tēnei i waenganui i ngā tāngata mō te whakawhitiwhiti, te whakaihu waka, te auaha me te noho tahi i runga i te rangimārie. “Ko te kauanuanutanga mō te matahuhua o ngā ahurea, te manawanui, te whakawhiti kōrero me te mahi tahi, i runga anō i te ngākau whakapono me te māramatanga o tētahi ki tētahi, koia ētahi o ngā pou matua e tū tonu ai te rangimārie me te whakamaru ā-taiao.” Nō reira e tika ana anō mā ngā momo wharepukapuka katoa e whakaata, e tauwhiro, e whakatairanga te ahurea me te reo matahuhua ā-taiao, ā-motu, ā-takiwā hoki. Mā konei e kaha ake ai te whakawhiti kōrero ā-ahurea me te raraunga hihiri.

Nā te mea e mahi ana ngā wharepukapuka mō ngā hapori me ngā hiahia kanorau, he pūtahi te wharepukapuka mō te ako, te ahurea me te pārongo. I roto i tā rātou poipoi i te matahuhua o te ahurea me te reo, e ākina ana ngā wharepukapuka e tā rātou herenga ki ngā mātāpono o ngā wāteatanga tūturu me te tōkeke o te whakaurunga ki te pārongo me te mātauranga mō te katoa, i runga tonu i te whakaaro nui ki te tuakiri ahurea me ngā uara.

Ngā Mātāpono

E wātea ana ki ia tangata o te ao te paenga atu o ngā ratonga wharepukapuka me te pārongo. E āta arohia ai te matahuhua o ngā ahurea me ngā reo, me whai ngā wharepukapuka:

- Kia ea ngā hiahia o ngā tāngata katoa o te hapori me te kore rawa atu e kaikiri ki te tangata i runga noa i te āhua o ōna toto, o tōna reo rānei
- Kia whakaritea he pārongo i roto i ngā reo me ngā momotuhi e tika ana
- Kia wātea mai te whānuitanga atu o ngā rauemi me ngā ratonga e hāngai ana ki ngā hapori katoa me ngā hiahia katoa
- Kia whakatūria he kaimahi e whakaata ana i te matahuhuatanga o te hapori, ā, e whakangungutia ana ki te mahi tahi, ki te whakarato hoki i ngā hapori matahuhua

E rua ngā ratonga wharepukapuka me te pārongo i roto i te horopaki matahuhua ā-ahurea, ā-reo; he tuku i ngā ratonga ki ngā tūmomo kaitoro wharepukapuka katoa, ā, he tuku i ngā ratonga wharepukapuka e hāngai pū ana ki ngā rōpū ahurea me ngā rōpū reo kāore kē nei e kaha ana te tautokona. Kia nui rā te arotahi ki ngā rōpū he kaha pea tō rātou aukatia atu i roto i ngā hapori ahurea matahuhua: arā, ngā rōpū tokoiti, ngā kairapa whakarurutanga, ngā rerenga, te hunga whai nōhanga taupua, ngā manene whai mahi me ngā iwi taketake.

Ngā koromakinga o ngā ratonga wharepukapuka iwirau

I tētahi hapori ahurea matahuhua, kia arotahi ki ngā koromakinga matua nei e pā ana ki te pārongo, te tuhituhi me te pānui, te mātauranga me te ahurea:

- Te whakatairanga kia piki ake te mōhio ki te uara o te ahurea matahuhua me te atawhai i te whakawhitiwhiti kōrero ā-ahurea;
- Te whakatenatena kia reo matahuhua te tangata, kia aro mai hoki ki ngā reo taketake;
- Te poi-poi i te nohonga tahitanga o ngā reo maha, tae noa atu ki te ako i ētahi tini reo mai i te kōhungahungatanga;
- Te whakamarumarua i te reo me te ahurea tuku iho, ā, te tautoko atu i te whakapuaki whakaaro, te mahi auaha me te whakahōrapatanga kōrero i roto i ngā reo katoa e hāngai ana;
- Te tautoko i te tiakitanga o ngā kōrero tuku iho me te penapena i ngā tāonga tuku iho e kore e whāwhātia e te ringa;
- Te tautoko i te whakaurunga me te whai wāhi o ngā tāngata me ngā rōpū nō ngā ahurea matahuhua;
- Te whakatītina i te mōhio ki te nanao i ngā pārongo i te ao matirau me te whai kia taunga ki ngā hangarau pārongo me te whakawhiti kōrero;
- Te whakatairanga i te reo matahuhua i te ao whitihiko;
- Te akiaki kia wātea ki te marea te urunga ki te ao whitihiko; te tautoko i te whakawhiti mātauranga me ngā tino tikanga whakahaere e hāngai ana ki te ahurea matahuhua.

Te whakahaere me te mahi

E tumanako ana te wharepukapuka iwirau ka whāia e ngā momo wharepukapuka katoa tētahi ahunga kōtuitui mō ana ratonga. Kia mātua noho mai ngā mahi o ngā ratonga wharepukapuka me te pārongo mō ngā hapori matahuhua ā-reo, ā-ahurea ki te iho o āna kawenga. Ehara i te mea “wehe mai”, i te “tāpiritanga” noa iho. Ka mutu, me whai kia tutuki ngā hiahia o te hunga kāinga, ngā hiahia pū rānei.

Me whai kaupapa here me tētahi mahere rautaki te wharepukapuka e whakamahuki ana i tōna koromakinga, ōna whāinga, ōna take matua me ngā ratonga e whai wāhi ana ki te ahurea matahuhua. Kia noho ko te aromatawaitanga o ngā hiahia o ngā kaitoro me te rawaka o ngā rawa ngā tino takenga o te mahere.

Kia kaua e taratahi te whanaketanga o ngā mahi wharepukapuka. Engari ia me whakatenatena kia kaha te mahi tahi me ngā rōpū kaitoro e tika ana, ngā mātanga hoki, o te wā kāinga, o te motu, o te ao.

Ngā mahi matua

Me whai te wharepukapuka iwirau:

- Kia whakahiatongia ngā kohikohinga me ngā ratonga ahurea matahuhua, reo maha, tae noa ki ngā rawa matirau me ngā rawa wāhi ataata-roko;
- Kia tohua he rawa hei tiaki i te mahi ā-ahurea me ngā tāonga tuku iho, arā, kia aro nui ki ngā taonga tuku iho ā-waha nei, me ngā taonga whakawairua ā-iwi taketake nei;

- Hei wāhanga nui nō ngā ratonga, kia whakaurua he hōtaka e tautoko ana i te mātauranga ā-kaitoro, te pūkenga pārongo ā-rorohiko, te rawa mā te tauhou, te taonga tuku iho o te ahurea me te whakawhitiwhiti kōrero ā-ahurea;
- Kia wātea he urunga ki ngā rawa wharepukapuka i roto i ngā reo e tika ana, mā te whakaritenga pārongo me ngā pūnaha uruurunga;
- Kia whakahiatongia he rauemi whakatairanga, he rauemi toro mamao me ngā reo e tika ana, hei whakapoapoa i ngā rōpū huhua ki te wharepukapuka.

Ngā Kaimahi

He kaitakawaenga ngā kaimahi wharepukapuka i waenga i ngā kaitoro me ngā rawa. Me whakahaere he kaupapa whakapakari, he whakangungu motukore mō ngā ratonga hei tuku atu ki ngā hapori iwirau, mō te whakawhitiwhiti kōrero ā-ahurea, te manaaki ahurea, te kaikiri kore, ngā tikanga ā-iwi me ngā reo.

Kia whakaaturia e ngā kaimahi o tētahi wharepukapuka iwirau te āhuatanga ā-ahurea, ā-reo o te hapori e hua ai te mōhio ki te ahurea. Me whakaatu hoki i te āhuatanga o te hapori e whakarato nei te wharepukapuka, me whakatenatena anō te whakawhiti kōrero.

Te Pūtea, te Ture me ngā Hononga

E ākina ana ngā Kāwanatanga me ērā atu rōpū whakaputa whakataunga whaimana kia whakatū, kia tautoko ā-pūtea hoki i ngā wharepukapuka me ā rātou pūnaha kia taea he ratonga wharepukapuka kore utu, he pārongo kore utu hoki ki ngā hapori ahurea matahuhua.

Tūturu ko te ao nui tonu te marae o ngā ratonga wharepukapuka iwirau. Me uru ngā wharepukapuka katoa e mahi ana i tēnei wāhi mahi ki ngā hononga whakahiato kaupapa here ā-rohe, ā-motu, ā-taiao. Me mātua rangahau kia riro mai he raraunga tōtika e taea ai he whakataunga mō ngā ratonga i runga i te mōhio, e riro mai hoki he pūtea tōtika. Kia tuaritia whānuitia ngā hua o te rangahau me ngā tikanga whakahaere kairangi kia taea ai te ārahi ngā ratonga wharepukapuka iwirau kia whaihua tonu.

Te whakatinana i te Oatitanga

Me whakamana tonu, me tautoko hoki te hapori o te ao nui tonu i ngā ratonga pārongo me ngā wharepukapuka i runga anō i tā rātou kawenga ki te whakatairanga me te tiaki i te matahuahuatanga o te ahurea me te reo.

Tēnei rā te tono i te hunga whakamana i ngā taumata katoa me te hapori wharepukapuka huri noa te ao ki te tuari i tēnei Oatitanga, me te whai kia whakatinanahia ngā mātāpono me ngā mahi i whakapuakitia i roto nei.

E taunaki ana tēnei Oatitanga i te IFLA/UNESCO Public Library Manifesto, te IFLA/UNESCO School Library Manifesto me te IFLA Internet Manifesto.

He mea whakamana tēnei Oatitanga e te Poari Kāwanatanga o IFLA i Akuhata 2006, ā, i tautokona hoki i Āperira 2008 e te Intergovernmental Council for UNESCO'S Information for All Programme me te taunakitanga kia tukuna ki te hui 35 o te General Conference of UNESCO hei whiriwhiringa.

Tāpiri B: Te Raison d'être o ngā Ratonga Wharepukapuka Iwirau

Wāhanga IFLA mō ngā Ratonga Wharepukapuka ki ngā Nuinga Tāngata Iwirau

'Hei aba te ratonga wharepukapuka iwirau (MLS)?' koinei ētahi pātai ka rite tonu te ara ake i ngā kaimahi ratonga wharepukapuka, tuku pārongo.

Tuatahi, e whakarato ana te MLS i te pārongo iwirau ki ngā momo kaitoro wharepukapuka katoa, me te āta tuku anō hoki i ngā ratonga wharepukapuka ki ngā rōpū ahurea kāore nei i kaha te tukua o te ratonga ki a rātou i mua rā. Ko te whakaaro e rere ana i te nuinga o te wā mō MLS, ko ngā hapori 'tokoitī' kē ka tino whiwhi ki ngā hua, nā te mea he rerekē ō rātou ahurea i tērā o te hapori whānui tonu, ā, ko rātou te hunga kāore i tino ea ō rātou hiahia. Mā te MLS e tautika ai te urunga o te katoa ki ngā ratonga wharepukapuka me te pārongo. Heoi he hanga koa te iwirautanga e hāngai tonu ana ki te tuakiri matahuhuatanga o tētahi hapori whānui tonu, nā reira me puta he hua i ngā "multicultural library services" ki taua hapori nui nei. Nā reira, ko tētahi atu haurua o te whakarato i ngā MLS, ko te tuku i te pārongo iwirau e riro katoa ai i te hapori whānui ngā hua. Ka āhei ngā mema o te hapori ki te ako i ngā tūmomo ahurea, ngā reo, ngā takohatanga ki te porihanga, ngā uara, te aha atu, te aha atu, o ētahi atu. Ko te piki haere o te māramatanga me te whakawhitiwhiti whakaaro te hua ka puta.

Tuarua, tōna tikanga ko ngā MLS ngā ratonga wharepukapuka māori, kua mō muri kē tāpiria atu ai, kua rānei e tū motuhake mai. E whai ake nei ngā whakaaro pūrangiaho i pēnei ai te kōrero.

Ētahi Take Tekau e Tiritiria ai he Ratonga Wharepukapuka Iwirau

1. Ko te whāinga matua o tētahi wharepukapuka, he whakarato i tōna hapori, ka mutu, ko taua hapori he iwirau he reorau, kei te piki haere rānei te matahuhuatanga o ōna ahurea.
2. Mā ngā ratonga wharepukapuka iwirau, reorau e pūmau ai te tautika o te ratonga me te urunga ki te pārongo.
3. I tēnei te rautau o te ao hangarau, i te ngāwari haere o te whakawhitiwhiti kōrero me te tāwhai ki tua o ngā pae whenua, me mōhio te tangata ki ētahi atu ahurea, reo, tāngata hoki e tupu ai te maioha ki ngā wheako, e rangiwhāwhā hoki ai te titiro a tētahi ki te ao.
4. He pārongo mā ngā ara reo, he pārongo hoki mā ētahi atu ara e hono mai ai ngā hapori matahuhua, he huarahi e uru tika ai aua hapori ki te porihanga o te motu whānui.
5. Mā ngā pārongo mō ngā tātai kōrero o tōu ake iwi e mōhio ake ai koe ko wai koe. Waihoki, mā ngā pārongo mō ngā tātai kōrero o ētahi atu e mōhio ake ai koe ki ngā wheako me ngā tirohanga a ētahi atu. Me te aha, ka nui ake te tūpono tupu o tētahi porihanga e pai ana te noho tāhi, te mahi tāhi, tētahi ki tētahi, i runga i te ngākau pai, i te whakaaro pai.
6. Ina takoto he pārongo ki ngā reo me ētahi atu ara e hāngai ana ki ngā hapori matahuhua ka toro mai, ka reorau te mātau ki te pānui, ki te tuhi, ā, mā konei ka riro mai he mātauranga hou, he pūkenga hou hei whakapūmau i te ōrite o te taea atu o ngā āhuetanga katoa o te porihanga.

7. Ko ngā tini mātauranga, ngā whakapuakitanga auaha me ngā tikanga ahurea o te ao, e mau katoa ana ēnei i roto i ngā whakatakotoranga me ngā reo matahuhua, nā reira me tuku hei kohikohinga iwirau ka wātea ki te katoa.
8. Mā te ākona o ngā takotoranga auaha rerekē ki te whakapuaki kōrero, te mahi me te kimi rongoā mō ngā mate ka tūponotia he mātauranga hou, he tirohanga hou, mā konei anō e kitea ai he ara kē atu hei whakamua, hei whakahaere, ā, hei whakatau raruraru.
9. Mā te hora pārongo mō te hāpori iwirau, mā te hāpori iwirau anō hoki e whakaratoa ana e te wharepukapuka ka whakaaturia he taonga tonu ngā tāngata me ō rātou ahurea.
10. He wāhi mō te whakawhitiwhiti mātauranga, he wāhi hoki mō te whakawhanaungatanga ngā wharepukapuka. Ko ngā wharepukapuka e tuku ana i ngā ratonga me ngā kohikohinga iwirau, reorau, ka noho hei pae whakahuihui i ngā tāngata o te hāpori.