

## Our Tikanga/Values

**Manaakitanga** expresses  
respect  
care  
support  
hospitality

It ties people together creating a sense of community

**Aroha** expresses  
empathy  
selflessness  
tolerance  
warmth  
goodwill

It allows for accepting the uniqueness of individuals and focuses on unifying

**Whanaungatanga** expresses  
ancestral  
historical  
traditional  
spiritual ties

People perceive comfort from the feeling of belonging and being seen as a valued member of a group

**Te Reo Māori** expresses  
communication  
bilingual skills  
affirms

Gives recognition to the validity of the language as an official language of New Zealand and demonstrates respect for Tangata Whenua



New tukutuku panels in the Central City Library



Dr Terry Ryan the Library kaumātua, Nekerangi and Haneta warmly welcome you

Telephone: 941 7923  
<http://library.christchurch.org.nz>

## Ngā Tapuwae Hou New Footsteps

BICULTURAL PLAN



*Ngā Tapuwae Hou* is a living document that outlines our bicultural objectives. It reflects the action of stepping forward together in partnership with Māori, under the korowai (cloak) of the Treaty of Waitangi. It makes our commitment visible and our actions accountable.

**The Plan** (the Strategic Directions for Christchurch City Libraries, 2002-2007) <http://library.christchurch.org.nz/ThePlan/> outlines twelve objectives, one of which is to *Work with Māori to achieve more relevance and take up of services*. Ngā Tapuwae Hou outlines what we will focus on to achieve this objective. It is the next step in a journey we have been on for almost twenty years.

The six kete (baskets) of knowledge and learning outlined in this brochure will help us to:

- Meet the needs of Māori customers
- Support and encourage Māori staff
- Provide gateways to Māori knowledge and information
- Provide opportunities for learning te reo and tikanga

Many people have been involved in putting Ngā Tapuwae Hou together - library colleagues, customers, Ngāi Tahu, ngā mata waka, and other interested groups.

*He mihi nui tēnēi ki a koutou katoa  
Our thanks and aroha to you all.*

## Six Kete of Knowledge and Learning

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|---|---|--|
|    | Actively support the intention of the Partnership principle within te Tiriti o Waitangi . . . . . | To increase understanding and provide a framework for everything we do; to build strong relationships with Ngāi Tahu and ngā mata waka |
|    | Develop and establish relationships with the community . . . . .                                  | To work with the community where they are and to establish real community connections and appropriate cultural interactions            |
|    | Encourage and support akoranga/learning for Māori and the community . . . . .                     | To improve access to information by creating appropriate resources and services  |
|    | Actively promote and support the use of te reo Māori (Māori language) . . . . .                   | Kōrero Māori - an official language of New Zealand   |
|    | Make all our libraries welcoming places and easy to use . . . . .                                 | Haere mai koutou - a place for all the whanau to discover, listen and learn  |
|  | Appoint and support Māori colleagues . . . . .  | To establish connections and provide expertise and knowledge for all of us   |

