

# Christchurch City Libraries

## Help for business and job seekers

For people seeking information with a career or business slant, Christchurch City Libraries offers specialised assistance.

"Helping people in their search for a job is something we do regularly," says Damian Simpson of Christchurch City Libraries' phone and email service.

"If they're starting from scratch, looking for a job, we help them find employment pages on websites and weblinks to recruitment agencies," says Damian. For job hunters who are preparing for an interview, help is offered through access to on-line resources - books, newspapers, annual reports, that can give the job seeker current business information about the company they're hoping to work for.

Christchurch City Libraries also has extensive resources within each library.

Phoning 941 7923 can help to locate these and if you are a member, staff can reserve items for you. An initial phone call to the library may be enough to answer your question but a more detailed request could mean the information is sent later that day. The library team will work for up to half an hour without charge to find your answers but anything requiring a specialised response may be referred to another library area.

### Save time and money

If your question relates to business, you may be referred to Business Advantage, Christchurch City Libraries' commercial information service especially tailored to the needs of business.

This is a fee-based service and its value is in saving the busy professional time and money through using skilled researchers to gain business information within set deadlines.



Professionally qualified and skilled information specialists help business people access information

Business Advantage has access to a number of subscription databases not publicly available. These are a valuable, authoritative, peer reviewed source of published information. Included in these is Dialog, a database host to some 650 databases in a wide variety of specialist subject fields. Additionally it can access business databases such as Dow Jones Interactive and UBD Insight.

The type of information Business Advantage staff are commonly required to source and package includes retailer and distributor lists (both national and international), provision of Standards, document delivery, and literature searches. It can also advise on information management issues and website architecture. For examples of case studies see its website [www.BizAdvantage.co.nz](http://www.BizAdvantage.co.nz).

Business Advantage Manager, Jane Egerton says "We can research anything required such as competitor client profiles, country profiles and competitive information. It's less time consuming as we know how to do it efficiently and will tailor the information in a format the customer requires.

We work to our client's timeframe and prepare the results in the client's preferred format - both hard copy and a variety of electronic formats. We provide professionally prepared estimates and re-scope if required as the job progresses. There are no nasty surprises!"

Further information on Business Advantage is available by phoning Jane, Business Advantage Manager, 941 7922 or Maria, Information Specialist 941 7869.

## Take another look at libraries

"I didn't know you had such detailed information," or "I thought I'd have to come into the library," are comments made regularly by customers of Christchurch City Libraries.

"Many people just don't realise how much we have to offer, or that they no longer have to come into a library building to access the benefits of library membership," says Sue Sutherland, Christchurch City Libraries Manager.

An outdated image of libraries means that, for many people, the full range of library resources is one of the city's 'best kept secrets.'

"Membership of the library is free to Christchurch residents. We invite people who have never used their local library and even some of our current members to take another look," says Sue Sutherland.

## Visit the library by phone

More and more Christchurch people are visiting the library in their slippers, while they brew a cuppa, or during a five minute meeting break. That's the convenience offered by Christchurch City Libraries' phone service.

A team of library professionals is at the end of the phone to deal with enquiries, from helping with a tricky assignment, researching a business question, or reserving the latest sports magazine or music CD.

A full range of skills is present within the team. A combination of library qualifications, extensive specialised information experience and background in providing excellent customer service has created a service that Christchurch City Libraries is proud of.

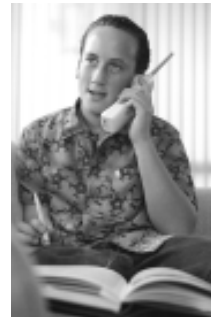
"Our friendly and helpful library team is available to answer phone, email and fax enquiries 79 hours per week. At this point we're answering about 11,000 phone calls per month, and a growing number of email enquiries," says Sue Sutherland, Christchurch City Libraries Manager.

### Hours to suit your lifestyle

Late nights and weekend hours reflect people's busy lifestyles, and the fact that they want answers outside of business hours. You can talk to someone at the library if you phone between 8am and 9pm Monday to Friday, or from 9am to 4pm at the weekend.

That last minute homework assignment on Sunday afternoon can be a source of great stress for student and parent. A quick phone call to the library could solve your problem.

Maybe you're out in your gardening clothes, ready to put in your newly purchased bedding plants but you're just not sure whether you should put the plant in that shady area.



Of the 11,000 phone calls handled by Christchurch City Libraries' phone service each month, many are to provide help with homework assignments.

You don't want to get changed to go back to the gardening centre and when you ring they're busy. Call the library.

It's 8am. Your Chief Executive is on the first flight down from Auckland at 8.30 this morning. You're expected to present a proposal on new marketing strategies but there's one part of the proposal that's worrying you. You need to check a recent newspaper article but your personal assistant doesn't start work until 9am. Call the library and ask them to use one of their on-line databases to check the media coverage about this new marketing tactic.

"We certainly get a wide range of requests. Because some of these are quite challenging, our team's search skills are very polished and we pride ourselves on the way we're able to help people in such a variety of ways," says Sue Sutherland.

## Get answers from your library

One of the most time consuming aspects of finding answers is gathering together the relevant information. The creation of the worldwide web has opened up channels to a huge resource of facts and figures. A new problem facing information seekers however, is wading through the screeds of articles and reports.

Christchurch City Libraries can help in a variety of ways. Firstly, library members can access authoritative, reliable information through its website. Databases such as Ebscohost (access to thousands of full text magazines), Electric Library Australasia (full text search of newspapers, magazines, radio and television transcripts, maps and books), and Wilson Business Full Text (abstracts and full text for hundreds of business periodicals) are available to all library members who have a PIN. Using a library or home computer researchers can reach databases directly at <http://library.christchurch.org.nz/databases/>. Some databases are only available by using a library computer while many more are accessible

from home. Some recent additions are World Book on Line, NewzText, Oxford Reference Online and XrefePlus.

### PIN gives easy access

A PIN or personal identification number, when coupled with your library membership number, provides a unique password that will get you into an extensive range of library services and products. Getting a PIN is free and easy. Simply visit your local library or if you are already a library member, phone 941 7923 to talk to staff about having one assigned. The four digit number can be one of your choosing. Like your credit card PIN, the library advises against writing the number on your card. Use your PIN each time you want to use some library services on-line such as reserving items from the catalogue, checking when your books, magazines or CDs are due back, or looking up reference material.

### Need your information in a hurry?

Sometimes people don't realise they would like to be a library member until they have a last minute need to get answers. They don't have the time to come in and join up before they need the information. Library members can use a greater range of the library's products and services but any member of the public can access information and databases through the libraries telephone and email service, on phone: 941 7923 or [library@ccc.govt.nz](mailto:library@ccc.govt.nz). "Every library staff member who answers a phone or email enquiry is trained in information management and

we also have an Information Specialist to help with detailed reference questions," says Sue Sutherland, Christchurch City Libraries Manager.



## Start your search

Listed below are databases you can access through Christchurch City Libraries. These provide information from a variety of sources including newspapers, magazines, books, radio and television.

A quick search on tractors through Ebscohost alone turned up over 1200 articles and one on business plans revealed nearly 3,000 pieces of global information. Check these on the library website or the library team can help find which databases would be most useful and relevant to you.

### Access Science

The McGraw-Hill Encyclopedia of Science and Technology online.

### Breakout

(Available only in libraries) Search for New Zealand awards, scholarships and grants for individuals.

### Electric Library Australasia

Full text search of newspapers, magazines, radio and TV transcripts, maps, and some books.

### EbscoHost

Access to thousands of full text magazines and abstracts. Our Ebscohost access currently includes: Masterfile, World Magazine Bank, Ebsco Animals

### Fundview

(Available only in libraries) Search for community funding in New Zealand.

### Gale Biography Resource Center

Biographical information on more than one million people from throughout history, around the world, and across all disciplines and subject areas.

### Gale Literature Resource Center

Access to biographies, bibliographies and critical analysis of authors from every age and literary discipline. Over 90,000 authors covered, with in-depth coverage of 2,000 of the most-studied authors.

### Grolier Multimedia Encyclopedia

The Grolier Multimedia Encyclopedia is based on the text of the Academic American Encyclopedia. Also includes access to New Book of Popular Science and Lands and People.

### Grove Art

The on-line Grove Dictionary of Art.

### Grove Music

The New Grove Dictionary of Music & Musicians, 2nd edition.

### NewzText

NewzText is an archive of the full text of many of New Zealand's key news and business publications.

### Novelist

Reader's advisory service for fiction.

### ORO

Oxford Reference Online: The core collection brings together 100 language and subject dictionaries and reference works - containing well over 60,000 pages, into a single cross-searchable resource.

Christchurch City Libraries  
Ngā Kete Wānanga-o-Ōtautahi

More than you think...

## Support for job seekers



## Homework answers



## Information for business



## Help with hobbies



<http://library.christchurch.org.nz>

Phone: 941 7923

Email: [library@ccc.govt.nz](mailto:library@ccc.govt.nz)

Christchurch City Libraries is just a phone call or computer click away...  
Phone 941 7923 or click <http://library.christchurch.org.nz>



"Hello, I'm helping my grandson with his homework. We're looking for information about genetic engineering on his computer."



"Depending on what year he's in at school, and the type of question, I can give you some websites and we've got books on the subject."



"When you need to get answers contact Christchurch City Libraries."



Christchurch City Libraries  
<http://library.christchurch.org.nz>  
Phone: 941 7923  
Email: [library@ccc.govt.nz](mailto:library@ccc.govt.nz)

These databases are available at Christchurch City Libraries, and most are available through your home computer if you are a library member and have a PIN.

For further information phone: 941 7923

  
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