

Opening Hours

Mondays	10.00am-4.00pm
Tuesdays	CLOSED
Wednesdays	10.00am-4.00pm, 4.00-8.00pm
Thursdays	10.00am-4.00pm
Fridays	10.00am-4.00pm
Saturdays	10.00am-4.00pm

First Friday of the Month – Open until 10.00pm

Library users may arrive at any time during the above hours and stay for as short or long a time during the session.

Public Holidays

The Library is open on some public holidays. Please check the website for details www.genealogy.org.nz

Charges

Members of the NZSG:

- \$5.00 per day
- \$3.00 Wednesday evening (4.00-8.00pm)
- \$5.00 First Friday each month in the evening (4.00-10.00pm)

Non-members:

\$20.00 per day or evening

WiFi is available in the Library - ask a team leader for details

Meeting Room Hire

Rates of hire are available on request.

Parking

Free public car parking is marked with a 'P' on the map on the rear of this brochure.

Getting to the Family Research Centre

From the Airport

The FRC is approximately 30km from the airport. Take either a shuttle or taxi to Panmure. Public transport requires a bus and train with a 15min walk at the end.

From Downtown Auckland

Buses and trains depart regularly from the Britomart Transport Centre, Customs Street, in Downtown Auckland.

Call Auckland Transport Call Centre on (09) 366 6400 for timetable details or visit their website: at.govt.nz/bus-train-ferry

Panmure Parking Map - [Pop Into Panmure](#)



Family Research Centre

1st Floor
159 Queens Road
Panmure, Auckland

Telephone: 09 570 4248

Email: librarycoordinator@genealogy.org.nz

Visit our website at www.genealogy.org.nz



Frequently Asked Questions

Can I bring my bag into the library?

Only clear plastic bags may be brought into the library. Other bags are **not permitted**. This includes satchels, briefcases, handbags, and coloured plastic bags.

Where can I put my bag?

Free lockers are provided. You keep the key on your person. These are for you to store your bags, parcels and other material while you are researching in the library.

Can I use a pen?

Only pencils may be used in the library. If you don't have a pencil with you, we have some you may use (please return them as you leave) or you can purchase a pencil from reception.

To preserve our resources, pens and biros are **not permitted** in the library. This is standard practice in archives and libraries worldwide.

Can I bring in my reference work?

Yes, you can take your working notes into the library. Please ensure your notebooks are labelled with your name.

If you wish to take published reference work into the library please label them clearly and show them to the librarian both when you enter and leave. The team leader on duty reserves the right to ask that large folders be left in a locker.

Can I use a laptop?

Yes, you may take your laptop into the library however; the case must be left in the locker. We recommend that you use a laptop lock.

Can I use a digital camera?

Yes, you may bring a camera to capture images of publications that are unable to be photocopied. There is a camera stand in the library you may use. Flash photography is not permitted.

Can I save an image from an online web site or CD ROM?

To safeguard our computers, images may only be downloaded to a CD or NZSG flashdrive that may be purchased from reception after signing a user licence. You may also take a paper copy.

Can I use a phone?

There are no public phones in the FRC however if you wish to make an urgent call, please ask at reception for assistance. Please do not use mobile phones in the library. If you are expecting a call or wishing to phone someone, please leave the library to speak on your phone.

Is there a lunch room available?

We do not have a dedicated lunchroom however; the Meeting Room is available for use on condition that the room is not being used for a meeting. Tea and coffee are available for a gold coin donation. We have a microwave available if you wish to heat food. There are a number of good, reasonably priced cafés in Queens Road. Ask at reception for details.

What information is in the library? There is an extensive collection of New Zealand and overseas material. We specialise in New Zealand, Australia, England, Scotland, Ireland, Wales, Channel Islands, Isle of Man, and Europe, but we also have resources for Canada, America, South

Africa and Asia. Visit the Society's website and search the library catalogue for details.

Where can I ask for help with my research?

Over 50 NZSG members are rostered on duty in the library on a voluntary basis. There is a Team Leader and several volunteers on duty in any session. Please do not hesitate to ask any one of them for assistance. They are clearly identified by their name badges

Do I need to be an NZSG member?

The FRC is primarily available to financial members of the NZSG. If you are not a member and wish to use the library, you may do so at an increased cost. Membership Application Forms are available at Reception.

If you are a member of a recognised overseas genealogical society and are a visitor to New Zealand, you are welcome to use the FRC at the same rates and charges as NZSG members. You will be asked to provide proof of membership of that society through a letter of introduction or current membership card.

Can I order or reserve items so that they are available during my visit?

You will be able to reserve research material and/or a film reader for your visit, either via the website, email, or by phone. It should be remembered that the Society runs a borrowing service from the library for members so some material may not be available. We have 13 computers connected to the internet that are freely available. You should, however, make a booking in advance if you wish to use one of the subscription websites.

New Zealand Society of Genealogists

Te Rangapū Kaihikohiko o Aotearoa

Family history - Preserving our past for the future

