



**Te Tari Taiwhenua  
Internal Affairs**

21/11/2023

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Tēnā koe Charlotte

**Official Information Act (1982) request 2324-0288**

Thank you for your Official Information Act (the Act) request of 26 October 2023.

You have asked:

- Why can you not create a password with a symbol in the system used by the National Library.

To create accounts in our system, validation is set up so passwords must be 8 characters, include at least 1 upper case, 1 lower case and 1 digit. It also allows for some special characters, but not all.

Unfortunately, you were provided with incorrect information in the email of 30 October 2023 that stated that symbols were unable to be used. I apologise for that mistake. The Library will update the text on the website when we next make changes.

As this information may be of interest to other members of the public, we have decided to proactively release a copy of this response on the Department of Internal Affairs website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available here: [Official Information Act Requests-2 - dia.govt.nz](#).

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Thank you for taking the time to raise this matter with us.

If you have any feedback or questions about the Department's response, please let us know at [OIA@DIA.govt.nz](mailto:OIA@DIA.govt.nz).

Ngā mihi

**Rachel Esson**

Te Pouhuaki National Librarian

National Library of New Zealand