

Massey University Library Annual Report 2001

The Massey University Library has had a productive and successful year, with a continued focus on improving services and resources. In particular the Library's website, was developed further, off-campus access to electronic materials was improved, cross campus coordination of activities was enhanced and measures for services were established.

While still spending less on information resources than many libraries of comparable size, the Library was able to acquire some important electronic resources including Wiley Science Direct, the EBSCO Megafile and backfiles of Web of Science to 1980. The Library was also part of New Zealand University Library consortium that successfully negotiated cheaper purchase of US sourced books.

On the Library's website a redesigned home page provided clearer direction, with an electronic 'Ask a Question' reference service and considerably more content added. In line with the Library's web strategy was a deliberate shift from paper-based journal subscriptions to electronic equivalents, with access from the catalogue and website subject pages.

Providing off-campus access to web resources with licence restrictions was an ongoing challenge. Towards the end of 2001 the EZProxy system was implemented as a solution, providing easier access for staff and students from their homes and offices.

The Library's management structure was remodelled in the last quarter of the year in order to reflect the University's structure. This resulted in a Palmerston North Librarian position responsible for client services at Turitea, Hokowhitu and Ruawharo. A Library Management Group was then put in place consisting of the University Librarian, the three regional librarians and the Associate University Librarian (Technical Services). This has provided communication and decision-making processes, with appropriate representation from all regions.

A Materials Availability survey was carried out at all libraries, with results providing a measure of the degree to which material required by clients is held and available. The Library also participated in a pilot Performance Scorecard project, and has established overarching objectives and measures for 2002. Draft scorecards were developed for each service, and these will assist in the development of consistent standards across the Library system. Communication across the various libraries markedly improved in 2001, with many meetings making use of video and audiototechnology, as well as visits in person, particularly between Palmerston North and Wellington.

Reports of the Library's national shared services are followed by reports from each region.

National Shared Services

Systems

Development continued on the Library web site with the implementation of a new home page and the gradual migration to a new design for the side-bar. Progress was slower than desired and it is expected that a large amount of new content, including revised subject pages, will be implemented early in 2002.

The Library again grappled with how to provide access to restricted electronic resources for off-campus users. After investigating and testing options the Library selected the EZ-Proxy system at the end of the year. At this stage there have been no problems reported.

During the year the Library's public catalogue PCs were upgraded to allow the implementation of a web-based catalogue, which now replaces the telnet-based version at all sites. Purchasing of equipment slowed during 2001, however, and by the end of the year it became clear that the four-year replacement cycle for PCs was unlikely to continue. The Library has begun to look at alternative methods for extending the life span of its equipment, including the possibility of moving to a terminal-server environment in some areas.

Scoping software was fully implemented, allowing clients to select the collection they wish to view on the catalogue.

A review of the section's staffing was conducted during the year, identifying the need for both a dedicated Kea Administrator and a Web Site Developer. The former has been incorporated into an existing position and a Web Developer is anticipated for 2002. Unfortunately a position remained unfilled for most of the year contributing to a lack of progress in a number of areas. The Systems section also relocated twice during 2001 and is now resident in the Technical Services area.

Bibliographic Services

For Bibliographic Services the year 2001 was characterized by a substantial increase in the number of serial titles available electronically and a reduction in the quantity of monograph purchasing.

Considerable time was spent on loading, upgrading and correcting catalogue records for titles accessible through electronic serial packages, firstly ProQuest and then those offered by EBSCO. As well as packages there was a substantial increase in the number of individual titles, both monograph and serial, available through the Internet, and staff continue to provide links to these from the catalogue.

The increasing move to electronic journals, and the decision that the catalogue should remain the main access point, has necessitated some re-thinking in how electronic journals are handled on the catalogue. A new location of "inet" has been established for

Internet resources to enable searching restricted to material available on the Internet as well as by campus. Classification numbers are now added to Internet-only resources so that analyses of the collection can be performed in the same way as for print resources, as well as enabling call-number searches for this material. The move to electronic journals is now strongly reflected in the number of current printed journal subscriptions, with a reduction of 500 compared to the previous year.

As in previous years Bibliographic Services staff oversaw the auditing of the Research Outputs Database, and undertook the annual valuation of the library collections. Discussions are under way for an improved process and system for the RODB.

There was a decline in the number of new books acquired in 2001. The overall reduction of about 7000 volumes is due to increased purchasing costs and the expansion of electronic resources. This needs to be monitored closely in 2002, and it is expected that the consortium-based deal for US published monographs will help to restore the balance.

The number of CDs, videos, music scores, and more recently DVDs, being purchased continues to rise, and firm vendor links for these new formats have now been established.

Receipts and Processing

Despite another year of staffing uncertainty and illness, the section still managed to maintain targets of 24-hour turnaround for receipt of journals and three-day receipt of monographs, with only a very few exceptions.

The year began with the major task of updating major vendor subscription order records. This allowed ISSNs to be added to catalogue records and the identification of records without subject headings, greatly adding to the accuracy of the catalogue. The completion of this task allowed the implementation of full electronic claiming in April, resulting in a considerable saving in staff time, stationery and postage.

The Library's commitment to electronic resources continues to impact on staff who deal with journals, with the cancellation of a large number of print subscriptions this year in exchange for electronic access. This will further reduce the volume of journal issues being checked in and bound. As anticipated, however, the financial arrangements continue to be complex, and additional staffing is needed in other areas.

As a result of a review in 2000 the costs of the Library's exchanges programme continue to decline. A major development this year was to move all records onto KEA, so that financial and supply information is consolidated in one place.

Setting a 365-day order parameter worked well this year, as did the new claim cycles. Both resulted in major savings in staff time, and fewer claims to major vendors.

The implementation of the University's new finance system at the beginning of 2001 had a major impact on Receipts, particularly in the area of monograph invoicing. The new

account structure does not require invoices to be divided between regional fund codes and the amount of staff time saved is significant. It is largely because of this change that the section was able to maintain targets. Another significant change was the decision to hold invoices from four major suppliers until their statements are received. The Payments Office are pleased with the new system, and fewer errors are occurring.

Archives

A steady stream of materials has been donated and processed this year, including:

- Old financial records, including an almost complete run of Annual Balance Sheets/ Annual Reports 1928-1976
- A Field Ledger, 1920s-1950s.
- Papers re the Merger with the Palmerston North College of Education
- Academic Plans (incomplete)
- EFTS returns
- Papers of the AVC Support Services
- Registrar's correspondence 1985-98
- University Contracts (from the disestablished contracts Office)
- Council documents, and various other Committee documents from Prof. Cropp
- Photographs from the former Faculty of Agricultural and Horticultural Science
- Photographs of student life 1940s from Mrs Anne Mitchell
- Miscellaneous framed photographs
- A video about extramural teaching
- A student diploma and medal from 1938

The substantial task of processing the building material donated in 2000 (7.5 linear metres) was completed in 2001, and this material is now easy to access. It is important that records of buildings are kept for the life of the buildings.

Three major projects were embarked on during the year.

- A display of historic photographs and text of the Main Building was organised, in conjunction with Prof. Cropp and Dr Margaret Tennant. This was hung in the south foyer in late October, and has been favourably commented on by visitors to the building and staff working in it.
- At the request of the AVC Research and External Relations, a 20 page pictorial history was prepared for publication in connection with the University's 75th Anniversary celebrations, based mainly on photographs from the Archives. Assistance was received from Dr. Margaret Tennant, Assoc. Prof. William Broughton and Prof. Dick Corballis.
- Work started on a brief (50 page) history of agriculture at Massey, 1928-2002, with the assistance of two postgraduate history students. This publication is scheduled for May 2002.

In addition the University Archivist served on the Coordinating Committee for the 75th Anniversary Celebrations, and has provided information and advice on availability of historic material to Public Affairs, Wharerata, and the Events Organiser.

One Oral History interview was conducted, of someone who was on the staff in the late 1940s – early 1950s.

The University Archivist gained a Certificate in Records Management from AUT, and served on the local committee of the Archives and Records Management Association of New Zealand, which is organising the annual conference of the Association to be held in Palmerston North in 2002. This will focus on the archives of educational institutions, which is particularly appropriate since the proposed Public Records Bill will bring University and other educational archives within the ambit of Archives New Zealand. This could have major implications for the University.

Tuition was given to the History Honours students on use of archives, and information on using archives was prepared for inclusion in a study guide on Writing Life Histories

81 enquiries were received during the year, some 14 of which were for students doing assignments, and involved multiple visits. A high proportion related to the 75th Anniversary Celebrations.

Discussions have been held with Regional Facilities Management about the need for more space for the University Archives, and further space on Level 1 has been earmarked for expansion, but final details are not yet available. The space situation is bearable, but will become less so as more material is added, and more people use the Archives.

Distance Library Service

2001 again saw significant growth in requests for books, with a 25% increase compared to 2000. Book request levels have now risen by 200% over the last 5 years with increases of between 15-48% each year. Fulfilment of requests for books involves significant postage and staff costs, and as resources in the section have been stretched over time unfortunately the quality of service has begun to slip. Use patterns were analysed during 2001, and the increase in requests was found to be due to more eligible students choosing to use the service, rather than excessive use by individuals. As there is still a significant proportion of eligible students who do not use the service, the Library faces the prospect of further increases in workload in the future. Funding the costly overseas service and reviewing eligibility criteria must be addressed in 2002.

Several changes were made to assist workload management including transferring the subject search and reference enquiry service to Information Services, and College Liaison working with academic staff regarding study guides and reading lists.

During Semester Two budget savings in other areas of the Library meant staffing levels in the Distance Library Service could be raised and the quality of service improved

markedly. This period enabled the section to set a benchmark staffing/request ratio that will be maintained if possible.

Enhanced communication with students was also a focus for the year. New service summaries for the Extramural Handbook and study guides were developed with a broader content, noting all the service options for distance students rather than promoting the Distance Library Service specifically. The 2001 service booklet also included a broader content and was very well received by students and academic staff.

Requests for subject searches continue to decrease (19% in 2001, after a 20% drop in 2000) as the resources provided through the Library's website enable students to carry out their own research. A 4% decrease in requests for journal articles is also likely to be due to the Library's increasing range of full-text electronic journals.

Regional Reports

Albany

There are now close to 64,000 books and audiovisual items located at Albany, as well as nearly 2,500 serials. From 2002 funding for the distance students' share of monographs is to be distributed among the campuses, and this will also serve to improve the collection.

Space continues to be of significant concern, however, as the existing building has now reached capacity. Other than a briefing meeting in May with the Albany Campus Principal, the University Librarian and the Albany Campus Librarian, information regarding progress towards the construction of a new building has been informal and spasmodic. It is hoped that a planning group will be convened early in 2002.

Circulation activity at Albany accounted for 18% of the total activity across the system. Use of the Albany collection increased by over 5%, while borrowing from the Reserve collection decreased by 20%, reflecting increased use of WebCT. Use of the collection by distance students has continued to grow, with a 25% increase in mailing out activity (10,701 items) over the previous year. Requests from other campuses for journal articles held at Albany increased by 13%. Requests for interloaned material declined, along with the supply of book and journal article requests from other campuses.

Staff at the Information Desk received a total of 15,353 enquiries, an increase of 60% compared to 2000. Staffing hours at the Information Desk were extended from 5pm to 6pm (Monday – Friday) and Saturdays to respond to this demand.

College Liaison staff delivered 275 user education sessions, involving 3,027 clients, an increase of 70% over the previous year, particularly in the number of class visits, tutorials and consultations. Sixteen resource statements were submitted for new papers in aviation, management, psychology, statistics, and social and cultural studies.

In order to improve services to the upper campus, a new returns book bin was purchased for the Atrium Building, while the book bin in the Study Centre was relocated to the Quad Building. Two library-networked PCs were installed in the Study Hall on the upper

campus and supported by promotional material and library guides. Library staff made regular visits to the “Library Corner”.

Palmerston North – Turitea

Lending

Loans from the Turitea collection again decreased, with 7% fewer checkouts overall than in 2000. Use of the Reserve collection decreased by 19%, probably due to use of WebCT for providing notes and readings to large undergraduate classes. Material in the New Zealand and Pacific Collection continues to be well-utilised (16.8% of all loans from Turitea).

The number of visitors to the building declined by approximately 18% during the academic year, compared to 2000, possibly due to lower student numbers and increased use of the ‘virtual’ library from homes and offices.

Placing requests online continues to be popular (79% of all requests) although the total number of card and online requests has decreased by 16% since 2000. Self-renewals within the library now account for 35% of all renewals dealt with at Turitea, with off-campus renewals via the web increasing to account for 41% of all renewals across the system.

A review of the Audiovisual Room resulted in the Computer Assisted Learning programs moving to the Student Learning Centre in the middle of the year

Space for the collection is an ongoing issue, and respacing has allowed for some expansion in the 300s, 600s and the New Zealand and Pacific Collection. Deselection was also undertaken in specific areas.

Some changes were made to the lending policies in order to improve the turnaround of items in high demand. The short-term loan time for distance students is now 10 days rather than 14 days, and overdue recall notices are now sent when items are one day overdue instead of five days. The introduction of Saturday afternoon opening hours for the summer semester was a new venture across the system and will need reassessing at the close of the semester.

Information Services

Overall enquiry statistics increased slightly over 2000 figures, although these include telephone and email enquiries not previously collected. Enquiries at the New Zealand and Pacific Desk decreased, largely as a result of reduced opening hours during the week (10.00am - 4.00pm) because of staff vacancies, and closure of the desk over the summer. Weekly opening hours will return to normal (8.30am - 5.00pm) in 2002.

During the year subject search and distance enquiry services were transferred from the Distance Library Service to Information Services. The section also took responsibility for the new website enquiry service - 'Ask a Question'.

A review of service at the New Zealand & Pacific Desk led to a more integrated approach to both information desk services, with a single desk envisaged in the future. The respacing and improved lighting in the New Zealand & Pacific area enhanced access for users. In 2001 College Liaison Librarians took responsibility for selecting material for the New Zealand & Pacific Collection, bringing together selection of New Zealand and international material, while a staff member in Information Services selects New Zealand legal, statistical and parliamentary material.

The website underwent substantial redevelopment in 2001. The Library homepage was redesigned, with a flexible design allowing content to be added more easily. New pages were written with a sidebar providing quick access to pages from any point on the site. The redesign has enabled new services to be developed such as 'Ask A Question', 'Make A Suggestion' and online forms. A major focus has also been the redevelopment of the Subject Guides in order to expand the amount and type of information available through each guide. It is expected that the new guides will be added throughout early 2002.

Due to poor attendance at general library skill classes in previous years it was decided to withdraw these, except for tours and catalogue tutorials, and concentrate on paper-specific classes. The number of students attending classes remained similar to 2000 figures. While the College of Business English Written Skills programme remains uncertain, classes were provided for first year Business students in 219.100. These were successful and will be repeated in 2002, so that most students across colleges will receive an information skills class in their first year.

Document Supply Services

The number of interloans requested by Turitea clients in 2001 increased by 8%. This reverses a similar decrease in 2000 and indicates a level of requests stabilising at between 8,000 and 9,000 per annum. 30% of all requests made are unable to be filled in New Zealand, and Document Supply processes requests for overseas material for all the Massey libraries.

Requests for New Zealand material continue to be processed on the day received, and a sample of turnaround times showed that 94% of requests were received and sent out to clients within 7 working days. A sample of overseas requests indicates 93% were received within 21 days of requesting. A significant amount of photocopied material is now received via the Internet, which speeds receipt.

The number of items supplied to other libraries again showed a slight increase, and they were generally sent on the day requested.

A number of service improvements were made during the year. Books received from other libraries are now recorded on the Massey circulation system so that clients now

receive overdue notices from the KEA system for interloans. "Reference Only" books which were formerly held in the Document Supply Office were moved to the Lending Desk, improving access. A further decision was made at the end of the year to send overseas books out to clients unless the sending library requests that they be designated "Reference Only".

Intercampus requests have continued to decrease, probably due to the growing collections and the increasing availability of online journals. This has allowed turnaround times for books to be improved, and the redeployment of staff into interloan activities.

The photocopying service remained stable during 2001 although student use of machines continues to fall. At the request of the University the existing contract for supply and maintenance of the photocopiers was extended into 2001 to enable a University wide contract to be negotiated.

College Liaison – Nga Takawaenga-a-Kareti

The College Liaison Section at Turitea has now been established five years, and continues to develop beneficial relationships with academic staff. Liaison librarians organised another 'Library Re-Connection week', and promoted Library services and resources on a regular basis.

Almost two hundred postgraduate students and staff were assisted with research consultations throughout the year, and liaison librarians taught 135 classes, largely at postgraduate level.

Liaison librarians continued to contribute to the University community through teaching the use of bibliographic software (Procite), and participation in TDU courses including *Supervising student research* and *Identifying, and using and evaluating online resources*.

Significant staff time was dedicated to collection activities this year. This included the evaluation of new electronic resources, management and selection of electronic journals, the development of a Collection management and development policy, deselection of material to improve the focus of the collection and allow for growth, and the selection of monographs for purchase.

College Liaison librarians served on the Aviation Academic Board, the Undergraduate and Graduate Studies Committees of the College of Business, the Board of Defence and Strategic Studies, and the Undergraduate and Graduate Studies Committees in the College of Humanities and Social Sciences.

Palmerston North - Hokowhitu

Despite overall loans decreasing by 1.4% compared to 2000, the Hokowhitu Library had a busy and productive year. Due to support gained in the previous semester, opening hours were increased from 49 hours to 53 hours per week, with extra hours also allocated to the Summer School Semester period.

The despatch service for distance students was considerably busier than in 2000 with a 20.7% increase in the number of books issued to Distance students, while photocopying requests decreased by 12.2%. Hokowhitu staff completed searches for 187 subject requests, a reduced figure also due to electronic resources.

Interloans supplied to other NZ libraries increased by 24% (articles) and 12.9% (monographs) compared to 2000. The dispatch of items to the Wellington and Ruawharo increased (49% and 25.3% respectively), while the supply of items to Albany decreased significantly (60.6%). The latter is possibly the result of the introduction of the scoping software in May and an improved collection.

An increased number of enquiries were received at the Information Desk (reference enquiries, 16.9%; directional, 81.9%; Computer and technical instruction, 28.6%). Orientation tours and information literacy classes were delivered throughout the year, and liaison staff conducted an electronic awareness programme for academic staff with follow-up appointments provided. Unfortunately staff absences and non-replacement of the part-time college liaison position meant that there were disruptions to liaison in the postgraduate teaching area throughout the year.

The fiction and non-fiction collections were weeded to strengthen focus on relevant resources and collections and study areas were rearranged to maximise light and space. The Library participated in, hosted and organised a range of activities throughout the year, including performances by storyteller Mona Williams, the College of Education Kapa Haka Group and the College of Education Music Group. The Library also hosted exhibitions of artwork and research projects by college students.

Palmerston North – Ruawharo

Ruawharo had a slight increase in overall lending activity during the year, and increased despatch of items to distance students. Ruawharo students still regularly use other Massey library collections to support their programmes, and this is reciprocated in part with 5% of Ruawharo loans last year going to other Massey University libraries.

During the year two PCs were replaced with fully upgraded models and a further public catalogue was installed. The web-capable machines were heavily used and appreciated by students and staff.

Immediately following exams in November the collection was moved into the student common room so new carpet could be laid. The closure of Kanuka Grove Resource Centre made extra space available and the Library has consequently increased a little in size. Unfortunately the closure of the Centre and the loss of its manager means that the Library now closes between 1-2pm as no back-up staff member is available.

Wellington

2001 was a year of stabilisation for the Wellington campus library following two years of merger integration. While the Library was considerably busier in terms of loans (with an almost 25% increase) there were no major system changes and staff turnover was relatively low. The current challenge is how to accommodate a collection that is rapidly outgrowing the Library building.

At the start of 2001 several staff whose positions were under review were established as permanent. The systems librarian position, however, continued under review throughout most of the year until it was decided there was insufficient work for a fulltime employee. The position was made redundant and a ten hours a week replacement is currently being considered.

In response to demand the Library opened on Sundays throughout the first two semesters, and while loans were minimal walk-in use of the Library at times exceeded that of Saturday. The goal for 2002 is to bring Wellington's opening hours into alignment with those at Albany.

The growth in loans impacted on Lending Services' ability to manage both returned and browsed material, and a contributing factor was found to be the inadequate space in the Lending workroom. A review of workflows and ergonomic concerns led to some of the Lending functions relocating to the under-utilised former staff area. Further rationalisations freed up a workroom for use as a library skills instruction space, and as an alternative, more private staff room.

Wellington Library staff took responsibility for reviewing the gathering of Library statistics, with consultation across the system. The majority of identification and classification of statistics is now complete, and a database to be developed in 2002.

The collection at Wellington grew considerably in 2001. Major focuses for purchasing were Fine Art, in order to support the new major in the College of Design, and Music, with extensive purchasing of scores, CDs, books and serials. A few small portions of the books and serials collections were relocated following programme rationalisations in automotive engineering and secretarial studies.

Major developments in terms of the building and equipment included:

- expanded shelving in the AV collection
- new motion sensitive lighting in Periodicals
- an after hours returns bin
- magazine display stand
- several new shelving trolleys to aid the Lending workflow
- ten new database PCs installed on the Massey login system

Notable events throughout the year included the hosting of local art librarians in July, the revisiting of an access arrangement between Massey, Wellington High School, and the

Drama School library Te Whaea, and the displays arranged for the local Open Days in October.

Staffing

Guy Reynolds joined Massey University from Victoria University as the new Wellington Librarian, and Wendy Macaskill started in the position of Head of Document Supply. Helen Renwick, the University Librarian retired in September 2001 after 10 years of service, and her contributions were well recognised by Library staff and the University at a number of functions. As the selection for a new University Librarian takes place Linda Palmer is acting University Librarian, Anne Hall acting Palmerston North Librarian, and Janet Darvill acting Head of Lending. While a considerable number of staffing vacancies during the year limited progress on projects, the year ended with most positions filled. A Kaitakawaenga Maori, however, has proved difficult to recruit, and will be a priority for 2002.

Training opportunities provided included attendance at the Australian Library and Information Association's RAISS conference, LIANZA conference, Australian Innovative Users group, information literacy workshops, internet searching and time management.

Professional Associations

Spencer Lilley was elected President of the Library and Information Association Aotearoa, Graeme Siddle chaired the local regional committee and Wendy Macaskill served as an active committee member.

Other activities

Graeme Siddle is a member of the Tertiary Chaplaincy Board of the Diocese of Palmerston North.

Publications

Unrefereed Journals

Lilley, Spencer (2001) Services to Pacific peoples. *Library Life: Te Rau Ora*, no. 257, June: 30

Addresses to Professional Bodies

Lilley, Spencer (2001) Ever changing moods: LIANZA Presidential address: *Library and Information Association of New Zealand Aotearoa September 20, Rotorua.*

Lilley, Spencer (2001) Closer professional relationships. *Archives and Records Association Conference August 24, Wellington.*

Lilley, Spencer (2001). Challenges of change for the library profession. *LIANZA Otago/Southland Weekend School. November 17, Wanaka*

Lilley, Spencer (2001). Bicultural initiatives within the library and information profession. *LIANZA Otago/Southland Weekend School. November 17, Wanaka*

Thanks

The ongoing commitment of Library staff is acknowledged and appreciated. Their energy, enthusiasm and professionalism have ensured continued efficiency and service-focus. Thanks are also extended to Professor Graeme Fraser and to the Library Committee for advice and support, and to other friends and supporters.

Linda Palmer
Acting University Librarian
January 2002.