



Massey University

LIBRARY

ANNUAL REPORT 2003

A INTRODUCTION

The rising student roll, especially of international students, placed pressure on library services in 2003. General loans increased by 9%, from 599,115 to 652,876, and intercampus loans increased by 7.6% to 43,947 books. There were queues for the use of database PCs, and some problems over extended use of email facilities.

In 2003 there were 455,687 visits to the Library's web site, a 5.3% increase over 2002, and a 75% increase over 2001.

Space was also a problem, with shelving at Turitea now at over 90% capacity for books, and 80% for serials. The likelihood is that reader spaces will need to be lost to allow for additional shelving. The poor condition of the library building in Wellington is a serious concern.

Nonetheless there was also some good news. The library building at Hokowhitu was refurbished and we started Semester 1 at Albany with a new (though temporary) library building on the East Precinct. The efforts of the Albany staff to have the library moved and operational in a very short time frame are much appreciated.

The Library's salaries budget allowed us to create two new positions – a Head of Lending and Document Supply at Albany and a library assistant in the Lending Section in Wellington.

Although the Library received the same allocation for book and serial purchasing as in 2002, the strengthening of the New Zealand dollar, and an increase in suppliers discounts for UK titles through the CONZULAC consortial agreement, gave us increased buying power as items acquired in 2003 represent a 23% increase over 2001.

The Library's integrated library system, Innopac, has reached the end of its life, and the vendor is no longer upgrading the system. A new generation of library systems, which allowed federated cross-database searching, open URL linking between a citation and the full text of an article, and better integration with the new digital information environment, are now available. Some information about new systems was gathered during the year, and this project will be a major preoccupation for the coming year.

A number of key new electronic resources were purchased during the year including Oxford reference online (a collection of over 100 Oxford Press subject dictionaries), and the full

IEEE Xplore package, which includes the full text of all the IEEE journals, IEEE conference proceedings, and IEEE standards, with a back file to 1988.

We also purchased a number of significant print publications, of which the most important was the first consignment of some 400 volumes from National Archives reproducing the minute books of the Māori Land Court. These volumes cover the lower North Island west coast (Aotea) and east coast (Takitimu). They will be used both for research and for class assignments, and will also be available for consultation by the local community. Most NZ university libraries already hold a set of the minute books, and we are pleased that this is a gap in the Massey collection, which we are also finally able to begin to fill.

The new Collection Development Fund was used to support new programmes in music therapy, performance design, speech and language therapy, and transport design.

We also received a number of donations in the year. Two valuable reference items were received from Mr Hugh Phillips from the collection of his late father, Mr T.O. (Ossie) Phillips, who as a student had been awarded the Sir James Wilson Medal in 1939, and who was a lecturer in Sheep Husbandry at Massey from 1947-1951. Such links with alumni and former staff are highly valued and much appreciated.

B NATIONAL SHARED SERVICES

(1) Archives

A total of 108 enquiries were received during the year, compared with 112 in 2002 (and 81 in 2001).

The availability of additional space led to a reorganisation of stock. At the present rate of growth, there is probably room for 3.5 years expansion, but this could change if the range of material being archived widens.

A brochure was prepared on the two archival collections at Massey (the University Archives and the Dairy Company Records) and the brochure was distributed to libraries, museums, and archives in the lower North Island.

The archivist undertook two oral history interviews, wrote two histories, and gave talks to community groups. The Dairy Records Archives were taken out of storage and made more readily available for enquiries. Catalogue records for the Dairy Records are being added to the Library Catalogue to enhance access to, and awareness of, the collection.

Donations included:

- Vice-Chancellors' Correspondence 1995 and 1996
- Minutes and documents of the 75th Anniversary National Co-ordinating Committee 2002-2
- Photographs of the 75th Jubilee Celebrations
- Negatives of photos taken by the University Photographic Unit 1990-93, + six albums of old Massey photographs
- AUS newsletters 1978-83; documents of the PNUC Branch of AUT, 1962-69
- Correspondence files of the 1971 NZ Writers Conference, from Dr W.S. Broughton
- Documents of the PIA Implementation Group, 1996
- Three Massey Agricultural College Prospectuses, 1950s, from Te Manawa
- Correspondence re Kyoto Sangyo Exchange, 1977-2002, from Paul Knight

- 1953 Orientation Handbook, from Ian Steffert
- 1948 *Masskerade*, from Mrs I. Edmond
- Correspondence and publications of the New Zealand Centre for Japanese Studies, c. 1987-2000.

(2) Bibliographic Services

Electronic resources continued to be a major focus for the year with eight major electronic serials packages being acquired (962 titles), and two more e-book packages being purchased. There has been a corresponding increase in the work required to maintain the URL links.

The Head of Section, Jo-Ann Cowie, convened a Print Collection Working Group, which resulted in a more regular process for ordering course texts and recommended readings for the collection, in particular to better meet the needs of distance students.

A consortial tender for UK monograph purchases with seven of the eight other NZ university libraries resulted in an increased discount for British titles.

This, along with the improved purchasing power of the collections budget (because of the strengthening of the NZ dollar), resulted in a 5% increase in items acquired to 42,956 for 2003.

(3) Distance Library Service

2003 was a very busy year for Distance Library staff, with a slight increase in requests up to 166,168. There was an increase in book and examination paper requests, but an 11% decrease in requests for journal articles, as these are increasingly available online through the Library's web home page.

There was an increase in activity over the summer, reflecting the number of Summer School papers that were available by distance.

The Student Satisfaction Survey again provided a high satisfaction rating for the services offered by the Section.

(4) Receipts and Processing

The continuing move to electronic subscriptions and access does result in fewer paper serials to be checked in, but more complex management issues (including licensing) to deal with.

Processing KPIs have been maintained, but it has not been possible to reduce processing backlogs any further, especially in the last few months of the year, when requests for priority processing continued to increase.

The new procedures for the purchase of out-of-print material, using web sites and a credit card, have proved very effective during the year, with over 180 titles obtained in this way.

(5) Systems

The introduction of the new Citrix system was aborted after a detailed feasibility study was conducted which concluded that it would be a huge cost and undertaking, with very little benefit. Instead, new PCs were purchased, and other machines were upgraded.

EZ-Proxy, software that authenticates offsite users and allows them to access online databases and journals via the Massey network, was installed.

The library web site was changed dramatically (resulting in a Massey award), and a new and improved library intranet for library staff was designed and built.

C REGIONAL REPORTS

(1) ALBANY

The highlight of 2003 was the move to a new interim building on the East Precinct at the beginning of Semester One. While the new library building is nearly twice the size of its predecessor, it is only half the size recommended by the TEFMA guidelines. This means that there continues to be insufficient space both for the collection and for student study space.

As part of the activities celebrating Albany's 10th anniversary, the Albany Library's Bicultural Initiative Group organised a highly successful seminar given by Aroha Mead of Te Puna Kokiri.

The collection increased by nearly 5,000 items during the year, and an additional 144 shelves were installed at the end of the year. New areas of collection development included art and design, and speech and language therapy.

Use of the Library increased by 17% (staff) and 14% (students), partially reflecting the improved accessibility of the new location. Loans increased by 13% to 150,000 items. The impact of the Summer School was reflected in a 21% increase in activity during this period. Interloan requests increased by 49%, reflecting the increase in staff and postgraduate numbers at Albany.

This was also reflected in the work of the College Liaison librarians, who offered a 19% increase in orientation and instructional events. Research consultations rose by 53%, and library skills tutorials by 160%.

(2) PALMERSTON NORTH

(i) Palmerston North Librarian

A new focus for 2003 was the development of an in-house training plan.

The Library's performance scorecard was completed in 2003, with an overall scorecard, and individual scorecards for each campus.

It became clear during the year that the refit of the Turitea Library would be delayed. A small working group was established to identify short-term solutions, including the weeding of the reference collection, adding shelving to existing ranges, and removal of the New Zealand and Pacific desk as staffing this desk with existing resources was proving very difficult.

The First Year Experience became a focus, and policies were reviewed to see if more could be done for first year students.

(ii) College Liaison Services

An increase in staffing this year has been a crucial factor in giving the section new heart over the year, with an increased result in research consultations and in new academic staff contacted.

A new course entitled "Knowledge management in research" and taught through TDU has been a brilliant success, with 16 sessions offered during the year to 211 staff over three campuses.

The Print Collections Working Group recommended that all orders for reading list material be actioned by Bibliographic Services, and this has freed up time for College Liaison staff to concentrate on collection, review of collections, and weeding.

The section continued to prepare library resource statements for new papers and programmes, and while this can be quite time-consuming, it is very important that there is library input in the resourcing needed for new programmes.

College Liaison staff contributed to a range of university activities, including the workshops for women academics from the College of Business held at Te Horo Lodge, and the Te Rau Puawai (Māori Mental Health Workforce Development Training) support programme.

(iii) Document Supply Services

The total number of incoming requests fell by 3%, reflecting the increasing number of journal articles available to Massey staff and students through the new electronic packages. There was also a small decrease in requests from other libraries for Massey material, with the increase in charges for manual requests.

Requests by Massey staff and students have decreased by 37% since 1998, and requests received from other libraries have declined by 2% for the same period.

Service to our users (and turn around time) was improved with the introduction of the new Ariel software. 74% of overseas requests were received within 14 days.

During the year, after-hours staff assisted with the collection of items requested for intercampus loans, and this was helpful in maintaining turnaround times.

The new photocopying machines proved to be very reliable during 2003, with a significant decrease in the time spent by staff in fixing paper jams. A "stand alone" scanner was provided for student use.

(iv) Information Services

Total enquiries to the section fell by 3%, a trend common to many academic libraries. There is a changing pattern with face-to-face enquiries decreasing, while email enquiries have increased by almost 4%.

Weekend services were expanded by an hour each day, with the extra hour from 3pm-4pm being the busiest for face-to-face and telephone enquiries.

New signage was completed in the library, and all brochures have been updated to reflect the new University branding. A new brochure for international students has been written.

The New Zealand and Pacific Desk closed permanently at the end of Semester 2, and all enquiries will be dealt with at the new Information Desk from 2004.

The poor University network performance at the beginning of the year resulted in unacceptably slow access, both for library users and in information skills classes.

The number of classes and students attending information skills programmes continued to increase. A great deal of staff time and expertise goes into teaching information skills.

The Reference collection was weeded during the year as electronic resources have seen a diminution of space required for reference information.

(v) Lending Services

The 2003 year saw an increase in loans by 7%, due to increased student numbers and usage of the collection, especially by international students. Use of the reserve collection has been stabilised after a significant drop between 2001 and 2002. Traffic in the Library has increased by 18% over 2002.

Space for the collection is an ongoing issue, with constant re-spacing just to keep things going. Additional bays have been added to areas of the collection on Level 3.

A new service has been introduced to allow students to have value added to their ID card for photocopying, via EFTPOS. This has received a very positive response from students.

The sending of notices by email to University staff and the staff of associated institutions has been a very positive move. An extension of this service to students requires guidance from the wider University.

(vi) Palmerston North – Hokowhitu

The decrease in loans continued in 2003, with a 4.1% decline over the previous year.

The transfer of education serials from Turitea resulted in a 40% increase in the number of copies made for distance students. There was a 4.8% increase in distance loans from the monograph collection.

Due to an ongoing arrangement with the coordinator of the Pre-Service Year 1 Professional Inquiry and Practice paper, the Library was able to ensure that all first year students attended an orientation tour. Numbers were up considerably for the other information literacy classes offered by the Library.

The Library staff operated an electronic library bulletin board service for students enrolled in the external delivery options offered by the College of Education, with students using Web-CT to post their questions to the bulletin board, for library staff to answer.

The Hokowhitu Library hosted the annual meeting of College Liaison librarians.

(vii) Palmerston North – Ruawharo

The Library at Ruawharo had a stable year. The collection continued to grow, with space for audiovisual items becoming very tight.

Staffing of the Library remains an issue, as the Library is closed for staff lunch from 1-2pm each day.

(3) WELLINGTON

The Wellington Library experienced another busy year, with both visits and loans again significantly higher than in previous years. Loans increased by 10%, and this reflected the increase of student numbers (especially international students) on this campus. Distance loans increased by 18%.

The inadequate space in the building has become very serious, and an indication that a new "Information Services Centre" had the highest priority for the campus was heartening news.

A Library Advisory Committee was established, based on the models already in existence at Albany and Hokowhitu. The Committee is advisory to the Campus Librarian.

The Library was awarded the Mainstream Employer of the Year Merit Award for 2003.

Library staff undertook a 12-session course in Te Reo given by the local Te Kaiwawao, Hawira Hape.

The collection continued to grow, reflecting the increase in funding from the former Polytechnic environment.

D STAFF

Senior Appointments

- Amanda Cooper was appointed as the Head of Lending, Distance and Document Supply at Albany in May.
- Corin Pearce-Haines was appointed as Electronic Services Librarian in October.

Retirements

- Graeme Siddle (as from January 30, 2004).
- Joan Pitchforth (November 2003).

Awards

- Lucy Broadbent, Head of Information Services, was awarded the LIANZA Associateship.
- John Redmayne, University Librarian, was made a Fellow of LIANZA.

Training

Staff attended the Information Online Conference in Sydney, the Educause Conference in Adelaide, the First Year Experience Conference in Brisbane, the LIANZA Conference in Napier, the Te Roopuu Whakahau Hui at Orakei Marae in Auckland, and the NZ Music Librarians' Conference in November.

A wide range of workshops and seminars were organised in-house and through the auspices of TDU.

Professional Activities

- Lucy Marsden served as Secretary on the National Council of the Archives and Records Association.
- Corin Pearce-Haines, Wendy Macaskill, Jane Brooker and Rae Gendall served on the LIANZA Ikaroa Regional Committee.

- Ann Parker was Programme Convenor for the LIANZA Conference held in Napier.
- Di Barnard served on the University Art Collections Committee.
- Graeme Siddle was a member of the Tertiary Chaplaincy Board of the Catholic Diocese of Palmerston North until its demise in Semester 2.

Conference Presentations

Graeme Siddle and Rae Gendall presented a paper entitled "ACTION Liaison" to the Telsig Seminar in Dunedin in July.

Jane Brooker presented a paper entitled "Your customer service is great, but how do you treat your colleagues? – a UCOL Library's Commitment to Professional Respect" to the LIANZA Conference in Napier in October.

Spencer Lilley presented a paper entitled "Aurora leadership institutes: assisting future leaders to maximise their leadership skills and potential" at the LIANZA Conference in Napier in October.

Acknowledgements

This year has not been an easy one for staff, with considerable pressure on library services. I would like to thank library staff for their hard work and professionalism in coping with these challenges.

I would also like to thank Associate Professor Peter Davie and the members of the Library Committee for their advice and support.

Professor Luanna Meyer, Assistant Vice-Chancellor (Academic) has taken a strong interest in the library and has been steadfast in her advice and support. This has been very much appreciated.

John Redmayne
University Librarian
October 2004

E STATISTICS

TOTALS	2000	2001	2002	2003
Hours open per week				
* semester				
* vacation				
Reader seating	1720	1715	1651	1661
Inter-library loans				
* original items supplied	5540	5284	4649	4047
* photocopied articles supplied	6618	7232	9200	6873
* original items received	2499	2467	2314	2317
* photocopied articles received	7516	7217	6603	6329
Information Desk hours (semester)				
Enquiries				
* reference	10516	15427	21455	21252
* directional	25115	24840	24289	26779
* computer instruction	24450	19902	16372	11097
* technical instruction	-----	-----	-----	7343
Orientation and Instruction				
* number of tours	263	190	266	235
* number attending	1968	1543	2636	2182
* number of classes	762	548	528	651
* number attending	7017	8537	10830	13254
* consultations	654	612	416	596
Loans				
* general collections	585737	576575	599115	652876
* reserve collection	98118	83168	81232	80971
Inter-campus loans				
* books	30020	27933	40844	43947
* photocopied articles	6908	5762	4066	4111
Distance services				
* books supplied	133098	153533	185223	186031
* photocopied articles	42243	40422	35345	32373
* examination papers	9102	8882	9581	9861
* subject searches	2165	1746	1406	1311
Technical Services & Collections (all sites)				
* items acquired	47824	34936	40940	42956
* items withdrawn	11165	7938	6239	19449
* titles acquired	24334	22047	27253	23940
* titles withdrawn	4331	3288	3736	7600
* orders placed	23431	21305	30116	30261
* current printed serial subscriptions	9541	9061	7628	7525
* current electronic serial subscriptions	-----	-----	7232	10088
<i>there is an overlap of 1501 titles held in both formats</i>				
Library homepage visits	-----	260271	432726	455687