

LIBRARY

ANNUAL REPORT 2006

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LIBRARY

ANNUAL REPORT 2006

A INTRODUCTION

(i) Statistics

The Library statistics for 2006 largely show a continuation of the trends from 2005 and 2004 (Massey student numbers peaked in 2003), although there are exceptions including a 17% increase in books supplied to distance students. The increase in the number of electronic information resources continues to make an impact, with a 23% decline in the need to supply photocopied articles to distance students (they can now access e-journals remotely from their home computers), and an 11% increase in visits to the library homepages.

Visits to the library homepage were some 958,406 in 2006 and, if the increase over the past few years continues, we should exceed 1 million visits a year during 2007.

The top 20 hits on the library's web site in 2006 were:

- 1 Home page
- 2 Article Databases page
- 3 Subject guides list
- 4 Exam papers page
- 5 The Library for Undergraduates page
- 6 Business and Management Databases page
- 7 Electronic Journals page
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- 17 Electronic Resources by title: E-F
- 18 Business and Management Subject Guide
- 19 Electronic Resources by Title: J-M
- 20 Library Online Forms list

a) Loan Statistics

Loans continued their decline by some 3% in 2006, but it is important to note that they are still substantial – some 894,285 loans – and, given the student decline, it would not be unexpected in normal circumstances. The decline in reserve collection loans (43,739 compared with 56,011 in 2005 probably reflects the impact of WebCT.

b) Information Services

Enquiries at the information desks during semester show an overall 0.5% increase (despite the decline in student numbers), with an increase in reference and computer/IT enquiries, and a decline in directional enquiries.

There has been a significant change in orientation and information literacy instruction, where the Library has deliberately moved away from general tours (although we still offered 123 in 2006) towards information literacy classes (685 classes in 2006, a 16% increase) and a 2% increase in the number attending (despite a lower student roll). Individual research consultations (mainly from College Liaison Librarians) also increased by 28% to 787 consultations during 2006.

c) Inter-library Loans

Inter-library loans supplied to other libraries increased by 2.5% in 2006, and we use the profit from these transactions to subsidize inter-library loan requests out to their libraries for Massey students and staff. Our requests out declined by 11% in 2006, reflecting a continuing trend from 2001 where our subscriptions to electronic journal packages are providing a wider range of full text journal articles to satisfy Massey staff and student needs.

d) Collections

The decline in the book budget (9.8%) from 2004, coupled with the rising price of books resulted in fewer books being acquired than in any year since 2000 (except 2001). The total acquisitions of books of 38,901 reflected a decline of 13% from 2005. The serials subscriptions were maintained in 2006, but there was a serials cancellation of \$320,000 with effect from 2007 as it became clear that the serials budget would not be able to maintain existing subscriptions. Nonetheless, the growth of our electronic serials saw an increasing number of titles available through publishers' packages. In 2006 we had some 29,705 e-journals, compared with a print journal collection which is now just some 2,876 titles, a decline in print journals of some 70% since 2000, and an increase since 2002 of some 410% for electronic subscriptions.

(ii) Electronic Information Resources

These resources continue to have a major impact on library usage, and are increasingly popular with undergraduate students as much as postgraduate students and staff.

In 2006, the 20 most popular electronic resources were:

- 1 Business Source Premier (EBSCOhost)
- 2 Web of Science (Thomson Scientific)
- 3 PsycINFO (Ovid)
- 4 Academic Search Elite (EBSCOhost)
- 5 SciFinder Scholar (CAS)
- 6 MEDLINE (Ovid)
- 7 Brookers (Thomson Brookers)
- 8 ERIC (EBSCOhost)
- 9 CINAHL (EBSCOhost)
- 10 Newztext Plus (Knowledge Basket)

11	JSTOR
12	CAB Abstracts (Thomson Scientific)
13	ScienceDirect (Elsevier)
14	InfoTrac (Thomson Gale)
15	IEEE Xplore
16	Emerald Management Xtra
17	Oxford English Dictionary
18	Biological Abstracts (Ovid)
19	LexisNexis
20	PsycArticles (Ovid)

New electronic products included A+ Education, FOODnetBASE, and the New Pauly Encyclopedia of the Ancient World.

Massey, with programmes taught on multiple campuses and researchers based across the campuses, gets very good value from information resources provided in this way. We do not have to duplicate or triplicate (as in the paper/print based days) and geography and location are no longer impediments to gaining access to such resources.

(iii) Library buildings

Considerable progress has been made on the design brief for a major extension to the Albany Library. Progress on plans at Wellington for a new library building was disappointing, but there were indications as the year ended that this project would be given priority in the New Year.

In Napier, the Ruawhoro Library moved, along with the other Massey presence in the Hawke's Bay, to the EIT campus. The EIT library staff have been most welcoming, and there have been benefits to both institutions.

(iv) Replacement of library computer management system

Towards the end of the year the Library received the very good news that the business case for replacement of the library management system (Innopac), which had been in use since 1993, had been approved. The new library system, Millennium, from the same vendor, Innovative Interfaces, will be implemented over the summer 2006/2007. Millennium is a well-established library system, being the management system of choice in many of the larger Australian university libraries, as well as a dominant presence in its home market in North America.

(v) Achievements 2006

- Successful business case for replacement of the library's computer management system with Innovative Interfaces' Millennium product. Implementation will take place over the 2006/2007 summer.
- Successful agreement with EIT to move the Ruawhoro Library into the EIT Library as a shared facility.
- Opening of an information commons in the basement floor of the Albany Library.
- Recall notices by email to library users, and new timing of overdue notices by email to give earlier warning.

- Re-establishment of a library presence at regional extramural workshops.
- New distance booklet "*Library service for extramural students*", a shorter and simpler version of its predecessor, and more "user-friendly".
- New communication strategy developed as a result of the Rodski survey results.
- Redevelopment of the "library for visitors" webpage.

(vi) Significant acquisitions and donations

The family of Sir Geoffrey Peren. 149 books on sheep husbandry which will form the Peren special collection.

The Boag family, Taranaki. 440 books on birds.

Substantial donations from academic staff, including from Professor Larry Rose (economics, banking and finance) and Dr Norman Blaikie (sociology).

A range of books on human resource management and business topics "for the benefit of students" from the family of the late Professor Mary Mallon.

Archives of the New Zealand Federation of Graduate Women (North Shore Branch) to the Albany Campus Library.

Archival records for the University Archives are listed in the University Archivist's report.

B NATIONAL SHARED SERVICES

(1) University Archives

John Charles acted as University Archivist until March and Lucy Marsden worked on a part-time basis in the University Archives until April. The new University Archivist and Records Manager commenced duties at the beginning of April.

A total of 85 enquiries were received from April to December. Most of these were archives related. A growing number of records management related enquiries were received from within the University, highlighting the need for better records management practices.

Due to the voluminous nature of deposits received, not only shelving space but floor space is at a premium. Although there are currently no alternatives, storing archival material on the floor creates serious risks, especially in the likely event of flooding in the basement of the Old Main Building.

During the year a number of projects were undertaken. An exhibit of Massey buildings, on loan from the Historic Places Trust, was put on display in the Library foyer, research on a timeline of Massey University has been completed, and a new classification system has also been developed for the University Archives.

As a first step towards the formalisation of records management at the University, a draft University Records Management and Archives Policy has been compiled and circulated for review. The process of finalising the Policy and submitting it to VCEC should be completed in early 2007. With the risks identified of current records management practices at the University, the University Registrar has pledged his sponsorship of a records management scoping exercise to be conducted from January 2007.

The list of deposited archival records includes:

Internal sources

- Vice-Chancellor's Correspondence (1999-2003), from Carol Wong, VC's Office
- Correspondence files from the Registrar's Office
- Correspondence files and records (1964-1968, 1983-1998) from the College of Sciences
- Records from Strategic Finance and Planning, from Dale Parks
- Records of the Academic Planning Committee (2002), from Carol Wong
- Records of the Harassment Committee (1996-1998), from Carol Wong
- Minutes of the University Research Committee (2004-2005)
- *Library Annual Report 2005*, from Stephanie Taylor
- Records of the Institute of Rugby (1998-2004), the Visual Arts Committee (1996-) and the Collaborating for Efficiency Report (2004), from Prof Ken Milne
- Records from the Ethics Office (2002)
- Originals of awards certificates to WF Massey, transferred from the VC's Office
- A photograph of the Massey University Mace Medallions, from the VC's Office
- Records of the Department of Geography, from Mike Roche
- Ag Research slides and old slide projector, from the Institute of Molecular Biosciences
- Records of the Riddet Collection, from the Library
- *Massif*, 2005 and 2006, from MU Alpine Club
- An framed aerial photograph of the Turitea Campus, from the VC's Office

- Brochures regarding the opening of Levels 1 and 2 of the Registry Building, 10 March 2006, from Kaye Connor
- A letter from Mr Peter Woodriff regarding Sir Alan Stewart, from the VC's Office
- Two photograph albums, from the VC's Office
- Staff photographs and negatives (1993-2000), from the Printery
- 2007 Student Guides and 2007 University Calendar
- M.U. brochures and information regarding semesterisation, from Mike Roche
- Palmerston North College of Education records (1980-) and student photographs (1970-1997), from Hokowhitu Library
- Library staff ID photographs, various Library and University records and photographs, from John Charles
- Photographs and brochures of Albany Campus and Library

External sources

- A digital photo of Guy Campbell Russell, from Ms Alison Stewart
- A set of postcards of Massey Agricultural College, from Ms Dawn Meadows
- A copy of *The First Sixteen Members of Parliament for Palmerston North, 1871-2005* by MW Hancock, from the Manawatu Workers' Educational Association
- Course material for ex-servicemen's course (1940s), from Mr Brett Tawse
- One copy each of *Behold the Plains* by D Joblin, *Massey, its Early Years* by TWH Brooking and *Massey Jubilee Record, 1977*, from Mr Stewart Robinson

The Library has expanded its collection of archives. Apart from the University Archives and the Dairy Records Archive at the Turitea site, it now hosts the New Zealand Federation of Graduate Women (North Shore Branch) Archive at the Albany Campus Library.

(2) Collection Services

Serials

The serials cancellation exercise carried out before the main renewal invoices were paid was time consuming, but necessary. We hope we will not have to repeat it in 2007.

Book Orders and Cataloguing

We have further refined the claiming function, concentrating on orders with holds, and on orders with local suppliers and the smaller overseas suppliers. We have also used email communication with our major vendors, instead of sending printed claims, as we have proved that this method brings much better results for the time invested.

As a result of the CONZULAC tender process late in the year we have changed our major supplier from YBP/Lindsay & Crofts to Blackwells in both the US and UK. We look forward to the financial benefits which should arise from this change.

Other activities

At the beginning of the year the qualified staff of the section continued their valuable contribution to the PBRF process. While this did impact on the performance of the section in the early part of the year, we were happy to offer our assistance to the project.

(3) Collection Manager

2006 was a year dominated by budget constraints which were only partially offset by the continuing strength of the New Zealand dollar against our major foreign currencies, most notably the US dollar.

Despite there being a 4% increase in the money available for monographic purchases, the number of orders placed was down by 10%, the number of new titles acquired down by 20%, and the number of physical items acquired down by 12% when compared to the 2005 figures.

The picture on the serials front was similar. Despite a currency reserve and the forward purchasing of foreign currency there was a \$250,000 shortfall between the library budget and the cost of renewing our existing serial subscriptions. This led to a major serials review during 2006. A number of titles were cancelled, including the online package from Taylor and Francis publishing. The only positive note was that the scale of the initial cancellations did allow for the purchase of some new titles. Such cancellation exercises will become increasingly difficult in the future as more and more of our subscriptions are being tied to large online publisher packages. Subscribing to many of these packages involves retaining existing subscriptions or the existing spend and paying an additional top-up fee. We would not have been able to meet our savings target without cancelling the Taylor and Francis package which allowed us to cancel a number of existing Taylor and Francis individual title subscriptions and substitute others. In so doing, however, we lost access to the non-subscribed portion of the Taylor and Francis database – an additional 1000 titles.

The trend from print towards online serials continues. We have just under 3,000 current print subscriptions compared to just under 30,000 current online-only subscriptions. This latter figure does not take into account the additional online titles we have access to by subscribing to publisher packages.

(4) Digital Services

The Digital Services section expanded from three staff members to six in 2006, with the transfer of the following positions from other sections of the Library in May:

- Web Librarian
- Electronic Services Librarian
- Librarian

Digital Commons is a repository for electronic versions of different types of research output. It was set up as an interim measure to enable Massey to participate in the Australasian Digital Theses project, and began accepting theses in June. By the end of the year, 27 theses had been included and these had been downloaded in part or whole around 2000 times.

RUBRIC is a project for a long term repository solution for electronic versions of the University's research output, in collaboration with Australian regional universities and ITS. By the end of 2006, DSpace software had been identified as the preferred choice and work begun by ITS on implementing it.

Many licensed electronic resources are only licensed for use by holders of a valid Massey network login, which excludes use of them by alumni or visitors to the Library. Some licenses allow use of the resource by alumni or visitors physically present in the Library building. Digital Services set up a system for allowing such access to those resources that permit it.

The project to upgrade the Library system software to Millennium was begun late in the year and carried over into 2007 (the upgrade went live in March 2007). 50 new staff workstations were set up and provided to staff as part of the project.

(5) Distance Library Service

The Distance Library Service continued to provide a quality service in 2006 to the University's extramural students.

Activities

The Distance Library booklet was revised and produced in a new fold-out leaflet format. It provided students with an overview of the Distance Library Service and other services available from the Library.

The Extramural Library webpage was updated and expanded, providing instructions on how to find information and the range of Library services available, e.g. subject searches and research consultations.

Extramural regional workshops were held throughout the country during July and August. Although the section was not directly involved we did receive favourable comments from students who attended.

Introduction of rural delivery tickets in July had an impact on the postal budget and staff time both in DLS and Administration.

Staffing

Pauline Knuckey, head of section, resigned in May to take up a position at the Palmerston North Public Library. A new appointment has not yet been made.

Linda Palmer, Deputy University Librarian, has represented the section at PNLG, and has attended wider campus meetings as the Library representative. Joanne Wood has undertaken the day-to-day supervision of the section, and has dealt with student concerns or problems, staffing matters, and has attended the Circulation Group meetings.

Statistics and Trends

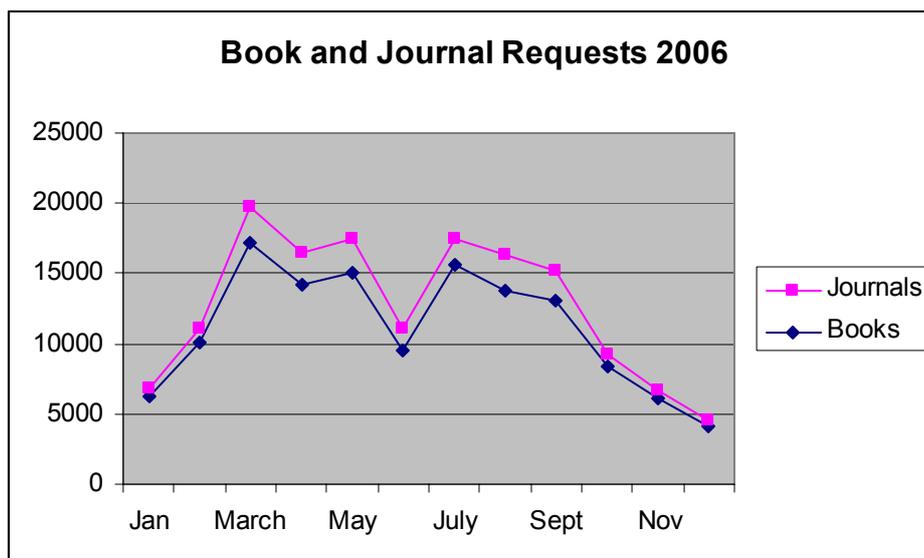
Extramural student figures for 2005 and 2006 showed a decrease in student numbers of 5.5%:
2005: 15578 2006: 14764

The trend in recent years has been towards fewer journal article requests and more book requests, and this continued in 2006.

Journal articles: in 2006, we supplied 18,479 journal articles compared to 24,116 in 2005 - a decrease of 30.5%. This continues to be a noticeable trend as more students access articles online for themselves and the number of journals available online increases.

Book requests: in 2006, we supplied 133,511 books compared to 132,578 in 2005 - a small increase of 0.69%.

Screen requests: students continue to make good use of requesting online via the Library catalogue: 2006: 115,706 2005: 115,350 An increase of 0.3%



(6) Māori Services

This year saw further progress towards increasing the range of services and resources on offer to Māori staff and students of the University. This report outlines these and other major achievements and activities throughout the year

Information literacy

This was a major focus of the year. After the endorsement of the Māori Information Literacy Strategy in 2005, a major campaign was undertaken to publicise the various forms of information literacy education available to Māori students.

At the Palmerston North campus we were successful in making contact with first year with all internal first year Maori students. Information literacy class offerings for Māori students and Māori-focused papers doubled at Turitea this year, including four papers that had a library-focused assignment that counts towards the final grade for that paper.

In August, the Kaihautu Māori was invited to prepare a scoping paper for the Office of the Deputy Vice-Chancellor (Māori) on information literacy and Māori student achievement. The key recommendation from the report was to investigate the development of a 'return to study' programme for students that would incorporate information literacy skills as part of its content. It is expected that this will be advanced further in 2007.

Ngā Kupu Ora

Development of Ngā Kupu Ora continued throughout this year, with the collection growing from its establishment number of 8,600 items to 9,250 items by the end of December. Loans from the collection in the first two years have been very encouraging: total loans from the collection in 2006 were up to 8,425 (an increase of 12.66% on 2005). A draft collection development policy for Ngā Kupu Ora was prepared in December.

Further purchases of Māori Land Court Minute Books were made in November. The Library has arranged for the early volumes from Taranaki to be digitised and these will be bound and made available to Massey clients through the early part of 2007. It is hoped that the early minute books from Wairarapa can be purchased in 2007. If this happens it would mean that we would have a complete set of printed and bound early volumes from the lower North Island courts.

Committees

The Kaihautu Māori continued to be involved in the implementation of the University's Māori language policy for the University as a member of the Māori Language Policy Advisory Group.

The Kaihautu Māori also continued to attend meetings and participate in the activities of Te Ōhu Tūhono (Palmerston North Māori Reference Group). This group provides advice and meets on a six weekly basis with the Deputy Vice-Chancellor (Palmerston North), Professor Ian Warrington. Involvement with Te Ōhu Tūhono continues to provide excellent opportunities for networking and increasing the Library's profile amongst Māori staff and students.

The Kaihautu Māori served on the Māori Communications Co-ordinating Committee. This Committee provides advice to the Director of Communications and Marketing and the Māori Communications Co-ordinator about engaging with Māori communities

The Kaihautu Māori also continued to represent Māori general staff on the University's Academic Board and in November was reappointed to this role for a further three years from January 2007.

The Kaihautu Māori continued to represent Māori interests on Library Management Group, the University Library Committee and the Library's Information Literacy Group.

Conferences & Hui

All four members of Ngā Manu Ka Rere attended the Te Rōpū Whakahau Hui-a-tau in Whangarei in April.



Ngā Manu Ka Rere at Waitangi 20 April 2006

*(Back) Spencer Lilley, Sheeanda Field
(Front) Bruce White, Karen Churton*

The Kaihautu Māori attended and conducted a poster session at an international conference in Sydney in July. The conference was hosted by the University of Technology Sydney and focused on information seeking and information behaviour.

The Kaihautu Māori and Kaiwhakarato Pārongo Māori also attended Massey's Māori support staff hui (Te Rourou) in November at the Albany Campus. This hui brings all Māori student support staff together and provides an opportunity for reflecting on issues that were identified over the previous 12 months, information sharing (particularly best practice models) and

planning events for the next year. As part of the hui we gave an overview of new developments in the Library and showcased some new resources. We were also able to report on the new information literacy initiatives undertaken in 2006.

Promotion

A range of promotional methods were used to highlight Māori services and resources available from the Library. A key factor in promoting ourselves was our attendance at pōwhiri, farewells, seminars and other Māori events on campus. These events provided an opportunity to network and discuss our services with Māori staff and students. These discussions often led to arrangements being made for information literacy sessions or research consultations.

Early in the year, the Māori Services web page was launched on the Library's website. The web page has allowed us to have a higher profile in the University and amongst the student community (particularly extramurals). The page provides information about our services, whom to contact, as well as access to a range of electronic resources within the Library and the University. It is hoped that the web page can be developed further including the provision for the web page to be read in te reo Māori. The web page can be viewed at <http://library.massey.ac.nz/patron/maori.htm>

Training

A range of staff development initiatives were delivered throughout the year under the umbrella of Ngā Manu Ka Rere. These were largely centred around prominent dates on the Māori events calendar, including Waitangi Day, Matariki and Te Wiki o Te Reo Māori. These were generally well attended and aimed to increase the knowledge of Library staff in areas such as Māori information resources, te reo Māori and tikanga Māori.

Conclusion

It has been another invigorating year for Māori services and a number of our initiatives from 2005 have been developed further. We aim to build on these successes in 2007.

C REPORTS BY REGION

1 ALBANY

Facilities

1. On their return to classes in the first week of Semester Two, students at Albany were greeted with a new Information Commons, the Library's response to student concerns (reflected in the 2005 Client Satisfaction Survey) regarding the lack of sufficient computer workstations. At the time, the Library had only 30 database PCs, which resulted in long queues and unhappy clients.

The new Information Commons comprises 60 multi-purpose computers, four printers and a scanner, and is located near the Information Desk on Level One.

Assistance with the setting up of the Commons was provided by staff from the Library, IT Services and Regional Facilities Management.



*Official opening of Information Commons
(Andrea Davies, Campus Registrar, cutting the ribbon)*



A view of the Information Commons

2. A separate office for the Head of Information and Learning Services was constructed within the existing ILS workroom.
3. The business case for a dedicated interim study hall adjacent to the Library was unsuccessful at Council's June meeting. Library and RFM staff are now looking at other sites on campus that might be suitable for conversion to study space.
4. Council signalled its support to proceed with planning for the next stage of the permanent library, with an anticipated completion date of 2010. A Library Planning Group has been set up and meetings have been held weekly with OPUS and RFM to progress the project.



Outside view of Library

Collections

The relocation of low use titles to an off-site storage facility, in order to free up shelving, was deferred to 2007.

Information and Learning Services

The year was a particularly stressful one for staff in this section as they attempted to maintain their usual high level of service provision despite a significant staffing shortage. This included a heavy teaching load, long hours spent on the Information Desk and responsibility for collection development for subject areas affected by staff vacancies. That they were largely successful (the number of contacts with academic staff increased, as well as the number of teaching sessions) can be attributed to a combination of good management and sheer hard work.

Staff attended the annual two day meeting of College Liaison and Information Services at Turitea, contributed to the Extramural Regional Workshops sessions in the Auckland area, and were involved with the 2006 serials cancellation exercise.

Lending and Document Supply Services

While the number of items checked out at the Lending Desk declined slightly, the number of books mailed to extramural students continued to increase (by 27% over 2002). In addition, the number of Albany items checked out across all locations grew by 13%, a reflection of the growing strength of the collection.

The number of interloan requests dropped by 38% over that of 2005, continuing a steady decline since 2003.

External Relations

A function was held to mark the donation of the archives of the New Zealand Federation of Graduate Women (North Shore Branch) to the Library.

2 PALMERSTON NORTH

Circulation Group

The Circulation Group was established this year, with membership consisting of managers from each lending/distance/document supply area. An immediate and very positive benefit has been the sharing of knowledge and understanding about circulation practices, leading to a more consistent experience for the client. This group also introduced a number of changes throughout the year: new timing for overdue notices so that the first notice is now sent immediately after the due date to give earlier warning; 'hold pickup' notices by email which has improved the collection rate of requested items; recall notices by email; a reduced fine rate to account for the removal of the 5 cent coin; and an increased replacement charge for overdue books to match average US and UK book prices.

Extramural

The resignation of Pauline Knuckey as Head of the Distance Library Service left a gap which, unfortunately, was unable to be filled. However, Joanne Wood has done an excellent job ensuring that day-to-day work is completed efficiently and effectively and the staff in the section have continued their very high level of service.

As Acting Head of Distance Linda Palmer attended meetings of the fortnightly Extramural Working Group – a group of staff from a range of Student Services areas (Student Learning Centre, Disabilities, Careers, and Counselling) and others including NSATS and Massey Contact, chaired by the deputy Regional Registrar. An extended group also planned for a coordinated approach to contact courses throughout the year. The EM Working group has led to combined approaches to publicity, preparation for Extramural Open Days, and joint presentation of services via the Extramural website, all involving the Library.

Closer relationships with the Student Learning Centre led to the re-establishment of a Library presence at regional workshops, and more are planned for 2007. Lucy Broadbent and Jane Brooker developed a presentation and speaker's notes so that a number of Library and SLC staff could take this to the regions. The feedback suggests that extramural students greatly appreciated visits from the SLC and Library, and they certainly needed help with finding and using information, particularly electronic journals.

A new Distance booklet 'Library Services for Extramural Students' was developed in late 2006. The new booklet is shorter and simpler version of the existing one, but still includes tips on finding information, with a focus on full-text journal articles. The 'Library for Extramurals' webpage was also redeveloped to provide a more comprehensive view of Library services, and to ensure that help for finding information was clearly available to these students.

Online Learning

Linda Palmer continued to represent the Library at the Online Learning Monitoring Group. This year the topic of the VC's symposium was 'e-learning', and she coordinated a booklet describing University support services for academic staff starting or developing their online teaching. This was an opportunity to publicise our services clearly, as well as those provided by TDU, ITS and NSATS. The Library also presented at the symposium at each campus.

The Library has continued to explore new technologies for teaching, with a trial of Breeze software for extramural research consultations, and the development of Captivate tutorials. This work is very promising and should greatly assist students in their development of information skills in an online environment.

Customer Service

The results of the Rodski satisfaction survey were analysed and developed into feedback for staff and students, together with action points. This has been made available on the Library's website so is publicly available to our clients. One of the major actions was to review the Library's external communication and marketing. A representative working group met over a number of months, culminating in the development of Communication Guidelines, and a policy for branding and signage. The main achievement of this work was the identification of external print and web documents that include (or could include) Library content, as well as the increased awareness of both the importance of communicating our services and resources to clients, and the ways in which this can be done. The Library now has a regular column in both Chaff and EXMSS OffCampus magazine, as well as in a number of other print and web publications. The Library's internal communication and decision-making policy was also reviewed and updated.

During the year Palmerston North Librarians Group initiated a document on customer service and teamwork behaviours, in order to guide the expectations that we have of all Library staff (including managers) in these areas. This was accepted as policy and is being incorporated into job profiles.

The Public Services Subcommittee of the Library Management Group was established, and the first project was drafting Service Standards to set out the standard of service that Massey University staff and students can expect from staff. These include both quantitative and qualitative descriptors, and will be used to guide our service quality.

Staff Development

The training and development policy was reviewed and updated to better reflect current practice, and also link to useful resources for staff.

Unfortunately budget and time restrictions meant that customer service training was not able to be developed and delivered across the Library. However, a number of staff were able to attend relevant training as opportunities arose.

Managers' forums continued throughout the year, with many interesting sessions including conference report-backs, an introduction to the dispute resolution process, an exploration of the concept of Generation X and Y in the workplace, and developing a culture of feedback.

Services to Visitors

The 'Library for Visitors' webpage was redeveloped, including provision of information sheets for each membership type, and improved content regarding access to electronic resources. It is very pleasing to see the implementation of 'walk-in access' to a range of electronic resources now being made available in each library as this will meet the needs of many visitors.

Collaboration

2006 saw increased collaboration with other University groups, leading to significant benefits for staff and students. These include meeting with the residential community group to plan Library orientation in 2007, working with Student Learning Centre for regional visits and other initiatives, meeting with Disability Services regarding their services and equipment within the Library, and planning for staff to be part of the Green Shirt orientation programme in 2007 coordinated by the Student Counselling Service.

There has also been valuable collaboration between Library staff, in the development of the Distance Library booklet, for example, on working groups, and in the new Circulation and Public Services Groups. These groups have all served to increase knowledge and understanding, and are an important way of achieving our goals.

Staffing

Liz Chisholm was appointed as Hokowhitu Site Librarian, and started in April. Liz has already made a great contribution to the Hokowhitu Library, and to the wider College and Library community. The vacancy of a Head of Distance Library Services is unfortunate, and although this year has gone smoothly, the gap will be felt even more strongly as time goes on.

Conclusion

2006 has been yet another busy year, but also a very productive one. The development of productive working relationships with other service providers in the University is very pleasing, and the outcomes extremely promising. Linda Palmer would particularly like to thank the Public Services managers in Palmerston North for their continued enthusiasm and professionalism, and their willingness to take advantage of every opportunity to improve the Library's resources and services. Their hard work, and that of their staff, is very much appreciated.

College Liaison Services

Combined Liaison/Information Services Team Days

Jane Brooker and Lucy Broadbent co-ordinated a combined team get-together in June. Liaison and Information Services Librarians from all campuses gathered at the Turitea Library for 1-2 days to focus on issues of common concern and interest.

The meeting began with verbal reports from each campus library along with the major working groups. Topics covered included teaching best practice, and a further discussion on embedding Library resources and teaching into WebCT. The second day's programme began with a focus on subject guides, followed by an overview of Māori resources and a demonstration of online tutorials using Captivate software. Virginia Goldblatt ran an informal session on making presentations (in the context of Library teaching), which was well received.

Teaching

College Liaison Services focuses primarily on postgraduate teaching and taught 94 information skills classes in 2006 (an increase of 13% from the previous year), comprising 993 students.

College Liaison continues to have responsibility for teaching in campus-wide training sessions organised by TDU, such as Massey Systems. Once again in November 2006 College Liaison staff taught an Information Skills module as part of the Doctoral Research Workshop run annually at Turitea. This year's session was run by Di Barnard and Heather Lamond with liaison librarians from two other colleges in attendance. Drop-in research consultations were offered on the next day after the formal workshop had ended and were well attended (particularly by science students).

EndNote

In addition to EndNote classes taught for specific groups of students (arranged by lecturers), College Liaison Services has run drop-in Introductory EndNote classes throughout the year. In an attempt to cater more fully for extramural students, classes were offered in the early evenings. Attendance at these was encouraging (with up to 14 people in some classes) particularly during the two weeks of the post-Easter extramural on-campus courses, and we will continue with these in 2007.

Turitea Introductory EndNote Classes	Daytime	Evening	Total
Classes	12	17	29
Attendees	76	86	162

CLS staff have continued to provide extensive trouble-shooting support for EndNote users at the University, and Heather Lamond, as the Palmerston North representative on the EndNote Group has made a major contribution to the development of EndNote guidance and resource material.

Research Consultations

After a drop in the number of research consultations undertaken by the section in 2005, numbers have risen again in 2006 despite lower overall enrolments at the University. The total for 2006 was 382, as against 316 for 2005. Liaison librarians have been actively promoting the service amongst new PhD candidates, and in all classes. At the end of the year staff from the section have been involved in setting up a trial using Breeze software to deliver virtual research consultations (to extramural postgraduate students). It is hoped to offer this additional service in 2007.

Collection Development

Several book funds at Turitea received increased allocations at the start of 2006, although some downward adjustments were made later in the year (budget shortfall and fluctuating currency values). Book purchasing levels declined as a result of these two factors.

The major focus during the middle of the year was the Serials Review. The Library was tasked with axing \$325,000 from the serials budget (7% saving across all fund codes). This was no easy task and involved numerous meetings of the Serials Review Group, considerable effort from all Collection Development Groups, and a great deal of liaison activity with academic staff. The impact of the cancellations was felt most heavily in the College of Humanities and Social Sciences, with the loss of the Taylor and Francis package. However, cancellation of an expensive package did mean that the Library was able to retain subscriptions to individual key journals. Although the 2006 Serials Review was an onerous exercise, the Library took the opportunity to review all serial holdings, rationalising multiple subscriptions and moving titles to electronic-only access where possible. Journal holdings now better reflect the University's teaching and research interests.

Liaison

Communication with our colleges continues to remain a major focus of the section, and we are keen to explore new ways of reaching staff and postgraduate students. The successful implementation of blogs for the College of Science, and later the College of Business, has led to each College developing a Library blog. A set of Blog Guidelines has also been written (appended to the broader Library Communication Plan) so that there is a consistent standard around layout, content and purpose. Staff from the section have also contributed items for inclusion in *Chaff* and other campus and college publications. Library update papers have again been presented to meetings of College Undergraduate and Postgraduate Studies Committees in two colleges – HumSS and Business.

Several WebCT initiatives have occurred in 2006 with College Liaison staff providing material for academics to include in their online course content. Business librarians have developed dynamic searches of databases and the Library catalogue linked through a WebCT paper, which retrieves an up-to-date list of articles or books each time the search is run. Captivate software has been used to create a number of tutorials on using specific databases (including the Library catalogue) and applications such as EndNote. College Liaison staff are keen to develop further such guides, and have them made available on the Library website.

The Business Librarians, in a joint project with staff from the Department of Management's International Business team, made an application for FIET funding to work on an embedded, integrated programme of study and research for students in that major. The funding application was unsuccessful but it is hoped to undertake a preliminary project in 2007.

Document Supply Service

There have been a few improvements to services over the year. Electronic copies of requested articles are supplied via email to interloan libraries without Ariel, who request electronic delivery. Intercampus article requests are being supplied as electronic copies to those requesters with Massey University email addresses.

A new service has commenced for the scientific libraries in the Palmerston North area with the provision of free interloans for articles that are held only in electronic format. There is a small but steady demand, with 65 articles supplied since June 2006.

Interlibrary loan processes have benefited this year by some significant developments undertaken by the National Library of New Zealand. Early in the year Trans Tasman Interlending was established. This has enabled New Zealand libraries to search the holdings of both New Zealand and Australian libraries, and to place requests via the same interface. Similarly, the Australian libraries can search both Australian and New Zealand libraries' holdings and place requests. This exposure of our holdings to Australian libraries has seen a marked increase in the numbers of items that we supply to Australia. Combined with centralised billing arranged by the respective National libraries, this is providing an effective interlibrary loan system.

The National Library of New Zealand took over the New Zealand Interloan Billing System during the year. This is a more cost effective system based on direct debits and credits. It is disappointing that a few libraries, who often request from us, have not joined the IBS. The charges for Te Puna Interloan have also been dropped and this has encouraged libraries in the health sector to join, to the benefit of all libraries in New Zealand.

The trends in interlibrary loans are mixed. Demand from Massey staff and students is steadily decreasing: 8% from 2005 to 2006, and 28% over the period 2002 to 2006. We continue to be good suppliers to other libraries and the trend for supply seems to have stabilised in the last two years with the total number of items supplied being very similar: 7,791 in 2005 and 7,750 in 2006. During 2006 this was represented by a small decrease in the number of loans supplied (5.6%) but a small increase in the number of copies supplied (4.2%). Our turnaround times are good and anecdotal evidence from requesting libraries indicate they appreciate the quality and consistency of our service. The supply statistics also reflect the depth of our collection. The number of loans received from other libraries has decreased by 4.2% since 2005 and the number of journal articles received has decreased by 8.2% since 2005.

Document Supply Service staff now process all interloan requests from Turitea, Wellington and Hokowhitu staff and students.

The intercampus service has continued to help meet the needs for clients at our other campuses. The supply of Turitea books to the other campuses has been growing for a number of years. This trend slowed during 2005 with 5% (total of 26,014 items) fewer Turitea items being loaned to the other campuses than in 2004 (27,412 items). This trend has stabilised in 2006 with 25,733 Turitea items being loaned to the other campuses. Intercampus requests for copies of journal articles from Turitea are continuing to decline, with a 14% drop from 2004 to

2005 and a 32% drop from 2005 to 2006. This reflects the increased availability of electronic journals.

Electronic copies of examination papers are now available via the Library website for three years. Online access to exam papers has proved popular with students and the number of requests has dropped by 56% since 2004, when electronic exam papers were first available.

Information Services

Information Service

Total enquiries dropped once again in 2006, though figures remained higher than in 2004 (see attached summary). Enquiries at the Information Desk dropped by 11% and telephone enquiries by 10%. However, email enquiries rose by 30%. This would appear to have been a result of two factors:

- ♦ changes made to the Help and Contacts pages on the website, whereby clients are now directed to email Asklib@massey.ac.nz as a first point of contact
- ♦ an improvement in the advertised response time (now half a day, down from 24 hours)

IT queries at the Information Desk rose by 21% in 2006. A sample of IT queries answered by the IT Assistants shows that the largest number of queries relate to printing, followed by help with Microsoft Word. PIN and logging-on enquires remained a significant proportion of overall IT queries, at 13%. This has been raised with Information Technology Services as in many cases the student's PIN is not working, but it also seems that many students don't know their PIN or realise its significance for accessing University services.

Subject searches dropped once again, by 17%. This year we have actively encouraged postgraduate students to seek assistance with searching by using the Research Consultation service, and as a consequence the number of searches done for postgraduates has dropped significantly (36%). In addition, new "How to Find" pages were added to the web site. These pages explain how to find books and journal articles and were developed particularly to meet the needs of extramural students and those who can't call into the Information Desk to ask for help. These pages have been well-used, and it would seem reasonable to assume that fewer students are asking for subject searches as a result.

A regular Library column in Chaff, the Turitea student newspaper, was established this year, and this is seen as an excellent way of keeping undergraduates informed of developments and services.

The investigation into a virtual chat reference service was halted early in 2006, due in part to the demands of the PBRF checking, but also because it was recognised that we don't at this stage have the capacity to staff such a service. There is no apparent demand from our clients for a chat service, so it was decided to improve our email response times and publicise that service more. As reported above, there were some changes to the "Help & Contacts" pages on the web site which resulted in an increase in email queries. Response times are now usually less than half a day, for all hours the Turitea Library is open. The feasibility of chat reference will continue to be monitored and may be investigated more fully in the future.

Information Commons

In its second year of operation the Information Commons continued to be very popular with students. Occupancy remained at capacity between 10am and 4pm on weekdays, with queues of up to 16 students at busy times. Waiting times were monitored over some of the busiest weeks, with the longest wait time being half an hour. Students prefer to wait for a computer in the Commons, rather than going to nearby computer labs where there are computers available. As in 2005, there have been suggestions from students that we need more computers. Colour

printing and a scanner were introduced in 2006, and these additional services have proven popular.

The relaxed food and drink policy combined with the opening of the Café nearby have been welcomed by students and have increased the popularity of the area in and around the Information Commons.

Information Literacy Teaching

Numbers of students attending tutorials are very similar to 2005, though when broken down into levels there are some minor changes – more students at the foundation level and fewer at postgraduate level.

Level	2006 students	2006 classes	2005 students	2005 classes
Foundation	192	16	125	10
100	1625	99	1645	104
200	497	38	535	39
300	419	27	325	26
PG	935	91	1046	83
Total	3668	271	3676	262

The Level 2 Meeting Room and Information Commons area have often been used for teaching when the Training Room is already booked, for almost 10% of classes. A demonstration is given in the Meeting Room followed by hands-on time in the Commons. While this area can be a little noisy the students don't seem to mind, although Library staff can find it hard to project their voices and keep students' attention at times. Most of the 100-level teaching is concentrated into the first few weeks of semester and it is at this time that the double-bookings occur. A second teaching space would be a great advantage.

This year the Library worked with Student Learning Centre staff on delivering an overview of Library resources and services as part of the Extramural Regional Workshops held at various centres nationwide. Feedback showed that the Library component was well-received, and there are plans to contribute to further workshops in 2007.

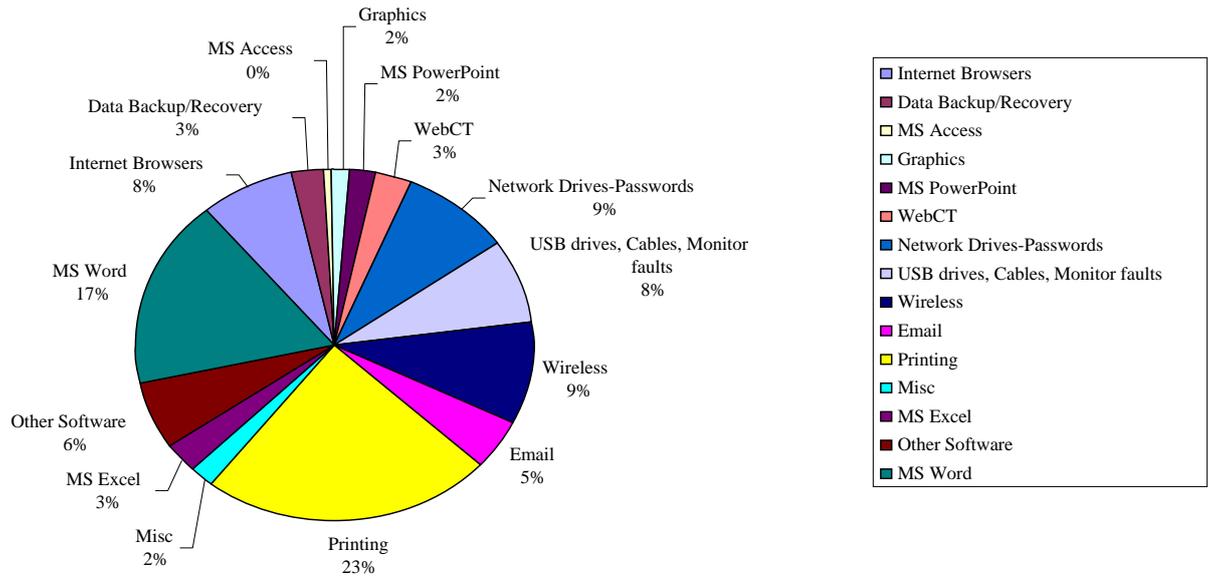
Collections

The weeding of the Reference Collection has continued at a slow pace during the year, picking up over the 2006/2007 summer semester. The number of new print items continues to drop as electronic reference titles increase.

Staff

In May the positions of Web Librarian and Electronic Services Librarian were moved from Information Services to the Digital Services section.

Sample of Information Commons IT Enquiries 2006



ENQUIRIES BY MODE OF CONTACT

Information Desk	2006	2005	2004
Reference	7434	9121	9149
Directional	5926	7445	7005
IT & Tech	5185	4277	2027
TOTAL INFORMATION DESK	18545	20843	18181

Telephone

Reference	1238	1378	1235
Directional	815	1007	1189
IT & Tech	354	312	278
TOTAL TELEPHONE	2407	2697	2702

Email

Reference	1315	1235	1095
Directional	1139	747	611
IT & Tech	1073	733	730
TOTAL EMAIL	3527	2715	2436

TOTAL ENQUIRIES	24479	26255	23319
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ENQUIRIES BY TYPE

Reference	9987	11734	11479
Directional	7880	9199	8805
IT & Tech	6612	5322	3035

SUBJECT SEARCHES	883	1061	1169
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INFORMATION SKILLS

Library Tours	2006	2005	2004
No. of tours	35	40	49
No. attending	326	406	317
Information Skills Tutorials			
No. of tutorials	271	262	309
No. attending	3708	3676	4879
Total tutorials and tours	306	302	358
Total students	4034	4082	5196

RESEARCH CONSULTATIONS

New Zealand and Pacific		22	26
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INFORMATION DESK HOURS STAFFED per week

Semester 1 & 2	92	92	66.5
Semester 3	55	55	52.5

Lending

New developments in the section during the year were in the area of improved notification of holds, overdue notices and recall notices as well as improved turnaround times to complete daily routines.

All borrowers now receive email notification of first and second overdues. We continue to notify by post if there is no email address. Also, borrowers are first notified at the earlier time of one day overdue. This has significantly reduced the amount we take in fines as well as the number of notices mailed out daily.

Internal students now receive hold pickup notices by email. These are sent seven days a week and have contributed to faster turnaround of requested items. Recall notices are also sent by email, so turnaround time for high demand items has been reduced.

Adding money to printing budgets is now available during all opening hours. Students no longer have to go to the cashiers and this has proved to be a very popular service.

Palmerston North – Hokowhitu

Introduction

2006 was been a positive year for Hokowhitu Library. A review of workflows, practices and rosters was carried out to allow good coverage of the Information and Lending Desk while freeing up staff as much as possible in order to achieve all tasks.

Staffing

Liz Chisholm was appointed Hokowhitu Librarian and started in mid April.

Issue statistics

The issue statistics for items other than those issued face-to-face at Hokowhitu Library continue to increase. Numbers of items dispatched to distance students rose slightly to 20,695 in 2006. This is an almost 100% increase in five years. Intercampus loans increased by 67% from 2005 figures to 7,365 items. This increase would be partly accounted for by the delivery service offered to Turitea staff and students. Overall issue statistics have dropped from 67,020 in 2005 to 61,193 in 2006.

Information Services and College Liaison Services

12 tutorials were held in 2006 with 123 participants. The six Information Commons image computers which were installed in the seminar room in late 2005 have been essential in allowing us to develop the hands-on component of our classes. However, they are extremely popular with students and they leave reluctantly when we run classes.

There was a 30% increase in students participating in orientation at Hokowhitu Library in 2006. Planning began for a pilot information literacy programme to be introduced in 2007 with first year B Ed (SecTchg) PE students.

A total of 106 subject searches were completed by Hokowhitu librarians. This is down slightly from 2005 but the number of searches carried out for postgraduate students remains fairly constant.

Palmerston North – Ruawharo

The Ruawharo Library moved into the EIT Library in November/December 2006, and the collections were merged, to the advantage of students and staff from both institutions.

3 WELLINGTON

Business data

Visits (door count), at 293,734, were down 16.3% on the 2005 figure, which continued the trend observed last year. This figure is once again largely explained by another significant drop in EFTS experienced by Wellington campus (see Table). A continuing rationalisation of sub-degree programmes at Wellington, particularly in the College of Business where the latest EFTS figures show another decline in enrolments over last year's numbers (CoB Jul 06 = 615; Feb 07 = 370), is one of the more obvious explanations for this decline.

Wellington EFTS

	2006	% change	2005	% change	2004	% change	2003
EFTS	3,036	-16.7%	3,644	-16.0%	4,337	4.0%	4,172

'%change' = percentage increase/decrease over previous year

Loans (117,909) were also down on 2005 (125,768). However, the percentage decrease (6.2%) was significantly lower than the Visits figure and this is indicative in part of a continuing healthy use of a collection which grows more relevant and up-to-date each year. Reserve collection loans continue to diminish (18.6% down on 2005) as more and more resources, e.g. exam papers, are accessed electronically; while loans to distance students remain, at 13%, a significant component of the total demand on the Wellington collections and of the work undertaken by Lending Services.

Enquiries were around 14% up on 2005, which is a little surprising considering the generally downward trend of the other business indicators; however, some of the fluctuation can perhaps be explained by the reclassification in 2006 of this area by the cross-library Statistics Working Party. It may have helped too that the Wellington campus library benefited from gaining a fourth college liaison librarian to staff the desk for the first time since the merger. One of this individual's prime responsibilities is to manage the Information Desk. Teaching statistics are another area where the data indicates growth in demand in opposition to the general decline (12% up on 2005).

Local academic developments

- First year of Bachelor of Engineering degree (75 EFTS)
- Rationalisations of sub-degree programmes in College of Business
- New majors in International Business and International Finance in CoB
- Re-branding of College of Creative Arts into Institutes more attuned to the research function

General

New building – it was very disappointing to experience a stalling in the progress toward a new library building (ISC project). University Council asked for a revised business case to be presented incorporating projected costs of later stages in the project and while the Library contributed further information in this process it was not significantly different to what had been submitted previously. At the end of the year Council voted to progress Stage 1 (Hayward Terrace service access) and further detailed planning.

Library Advisory Committee – did not meet this year. Minimal interest from Committee members in 2004 prompted a decision to postpone regular meetings and to consider calling them on an as-and-when-required basis, i.e. when significant issues need to be debated. It is hoped that the advent of the new building programme will revive interest in this Committee as it has the potential to keep academic staff in touch with key developments in the Library.

Building matters – at the start of the year the Library had just installed 672 new shelves in order to alleviate the lack of space in the books collection. Journals had been relocated to the former Study Hall and this allowed the books to be spread over the ground and mezzanine levels. One of the most significant benefits of this change was that the Library was able to institute 'consultation shelves' in areas of the book stacks that are heavily browsed. Users put their browsed titles on the consultation shelves and rather than needing to remove, sort, then re-shelve these items staff have been able to re-shelve directly from the consultation shelves, thereby saving considerable time for staff and students.

Events/Community contacts – in the middle of the year the Library put on a morning tea for staff of the Nola Millar Library (*Te Whaea*) and the Wellington High School librarians. The Library continues to liaise with the Nola Millar librarian to ensure a coordinated acquisition of resources for the performance design students taught jointly by *Te Whaea* and Massey; however, Massey has now decided to withdraw from the joint Performance Design programme which will be taught out over the next few years.

D STAFF

Senior Appointments

Mrs Liz Chisholm as Hokowhitu Site Librarian from April.

Mr Louis Changuion as University Archivist and Records Manager from April.

Mr Tim Darlington as Head of Section, Digital Services, from April.

Staff movements

Pauline Knuckey resigned as Head of Section, Distance Library Service in May.

Russell Hewitt from Collection Services to Digital Services.

Julia Old from Collection Services to Digital Services.

Jennie Woodfield from Information Services to Digital Services.

Training

A wide range of training opportunities were provided for staff, despite the curtailed library budget for training and development. These were a mix of in-house courses, courses offered by the University's Training and Development Unit, and external courses.

A number of staff attended the LIANZA Conference in Wellington. Staff were also sent to the ARANZ Conference, Te Rōpū Whakahau Hui, the Lifelong Learning Conference at Rockhampton, the IAML Conference, VALA, and the AVCC Library Conference.

Professional Activities

Louis Changuion ARANZ Central Districts Branch Committee

Di Barnard University Art Collections Committee

Jane Brooker Ikaroa regional councillor, LIANZA National Council, LIANZA Ikaroa Committee

Heather Lamond LIANZA Ikaroa Committee

Michael Parry LIANZA Ikaroa Committee

John Redmayne NZ representative on CEIRC (Council of Australian University Librarians Electronic Information Resources Committee), Council of New Zealand University Librarians (CONZUL).

Conference Presentations

Broadbent, Lucy *"M for medium: implementing a medium-sized information commons"* at LIANZA Conference, Wellington, October 2006.

Acknowledgements

I wish to thank staff for their hard work and diligence in a difficult year which has seen budget cuts and a major serials cancellation exercise. This support and the considerable effort placed into maintaining services to our library users are much appreciated.

John Redmayne
University Librarian

LIBRARY BUDGET

	2006	2005	2004	2003
<u>Staffing</u>				
Staffing (Including superannuation & ACC)	4,426,884	4,679,302	4,608,233	4,241,495
Training & Development	50,300	82,400	75,000	71,500
Total Staffing	\$4,477,184	\$4,761,702	\$4,683,233	\$4,312,995
<u>Operational</u>				
General consumables	65,000	130,000	130,000	125,000
Repairs & Maintenance	130,000	150,000	150,000	155,000
Postage	485,000	471,500	460,000	455,000
Travel	29,000	39,000	38,000	30,000
Printing	40,000	55,000	55,000	55,000
Other operational	122,500	87,000	128,804	136,500
Total Operational	\$871,500	\$932,500	\$961,804	\$956,500
<u>Collections</u>				
Books	2,638,000	2,525,000	2,896,000	2,696,000
Print serials	1,062,000	1,652,300	2,627,000	2,627,000
E-serials & databases	3,755,000	2,933,000	2,605,300	2,197,000
Total Collections	\$7,455,000	\$7,110,300	\$8,128,300	\$7,520,000
<u>TOTAL BUDGET</u>	\$12,803,684	\$12,804,502	\$13,773,337	\$12,789,495

STATISTICS

WHOLE LIBRARY	2000	2001	2002	2003	2004	2005	2006
Hours open per week							
*semester							
*vacation							
Reader seating	1,720	1,715	1,651	1,661	1,632	1,558	1,639
Inter-library loans							
*original items supplied	5,540	5,284	4,649	4,047	4,345	4,825	4,911
*photocopied articles supplied	6,618	7,232	9,200	6,873	5,976	4,397	4,512
*original items received	2,439	2,403	2,154	2,229	2,238	2,225	2,123
*photocopied articles received	7,387	7,095	6,514	6,242	5,781	4,618	4,035
Information Desk hours (semester)							
Enquiries							
*reference	10,516	15,427	21,455	21,252	22,280	22,882	23,559
*directional	25,115	24,840	24,289	26,779	23,253	19,603	17,459
*computer/technical instruction	24,450	23,225	19,823	18,440	18,658	15,284	16,986
Orientation and Instruction							
*number of tours	263	190	266	235	240	154	123
*number attending	1,968	1,543	2,636	2,182	2,028	1,342	1,579
*number of classes	762	548	528	651	690	590	685
*number attending	7,017	8,537	10,830	13,254	11,993	10,289	10,455
*consultations	654	612	416	596	674	615	787
Loans							
*general collections	585,737	576,575	599,115	652,876	644,353	571,857	558,727
*renewals	NA	NA	NA	299,800	330,273	347,740	335,558
*reserve collection	98,118	83,168	81,232	80,971	69,363	56,011	43,739
Inter-campus loans							
*books	30,020	27,933	40,844	43,947	46,147	45,065	45,984
*photocopied articles	6,908	5,762	4,066	4,111	2,882	2,414	1,708
Distance services							
*books supplied	133,098	153,533	185,223	186,031	182,160	177,499	207,255
*photocopied articles	42,243	40,422	35,345	32,373	31,511	25,482	19,767
*examination papers	9,102	8,882	9,581	9,861	11,535	8,131	5,006
*subject searches	2,165	1,746	1,406	1,311	1,220	1,311	957
Technical Services & Collections (all sites)							
*items acquired	47,824	34,936	40,940	42,956	45,699	44,485	38,901
*items withdrawn	11,165	7,938	6,239	19,449	9,980	11,370	26,798
*titles acquired	24,334	22,047	27,253	23,940	29,671	30,463	24,172
*titles withdrawn	4,331	3,288	3,736	7,600	4,828	4,767	9,175
*orders placed	23,431	21,305	30,116	30,261	32,241	27,875	24,826
*current printed serial subscriptions	9,541	9,061	7,628	7,525	6,637	4,767	2,876
*current electronic serial subscriptions	-----	-----	7,232	10,088	15,127	17,411	29,705
Library homepage visits	-----	260,271	432,726	455,687	681,251	862,936	958,406