



## **MASSEY UNIVERSITY LIBRARY**

**ANNUAL REPORT 2009**

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*Cover: Albany Library Staff in a study pod in the new Library: from left to right (back row) Fiona Henderson, Rohini Subbian, Mussarat Begum, Amanda Cooper, Sharyn Bonham, Barbara Gilmore-Featonby, Valerie Cohen, Muhammad Irvan, (front row) Shaohong (Lily) Li, Hala El-Attar, Carine Marais, Tom Vaderu, Jane Clark and Jamie Sharpe*



# LIBRARY ANNUAL REPORT 2009

## INTRODUCTION

2009 was another very positive year for the Library, with good progress being made in a number of areas, despite financial constraints.

Construction of the new major 4,384<sup>2</sup> extension to the Albany Library was completed by late November, and the library services and collections were moved across, to allow for the renovation of the existing library, before the two parts are rejoined in April 2010. The new information commons (in part) and study areas have already drawn favourable comments.

The Library began its new BONUS+ service in the middle of the year. This is an arrangement with seven Australian University Libraries on the same Millennium library system as ourselves to share book collections. This enables students or staff (without charge) to place requests for books not available at their home institution from these other libraries. This makes a collection of some 4.5 million titles available to our library users, and in the short time the scheme has been operational at Massey, some 2160 books have been supplied to our borrowers. The scheme is available to all Massey students, including extramural.

The deterioration in the exchange rate was a serious concern this year, and the Library faced a very major serials cancellation exercise if additional funding could not be secured. The Library is very grateful to the Vice-Chancellor and to the AVC (FISC) that the case for additional funding was well-received.

In September the Library carried out the INSYNC Library Client Satisfaction Survey, which allows Massey to benchmark with other Australasian university libraries. I am pleased to note that we scored in the top 25%, with an overall score of 79.9% (close to the highest performer at 80.7%).

Our highest scoring area was staff (approachable, helpful). However, we did not fare quite so well with facilities and equipment (scoring close to the median). We scored lowest (bottom 25%) for availability of computers and for laptop facilities. This is a clear signal of where we need to do more work for the future. Better furnishings, improved surroundings, more quiet study areas, more group study areas, and easier ways to find full-text journal articles were also mentioned in the comments. We will also be taking regard of these comments in our business planning for the future.

The Distance Library Service, as a result of rising rolls, received an increase in requests in 2009. There was a 15% increase in journal articles and 6% in book requests. The Distance Library Service continues to receive very positive comments from its users, and in many ways is the jewel in the Library's crown. This is not to say that this result is not achieved without a great deal of hard work by the Distance staff.



*John Redmayne  
University Librarian*

## **TECHNOLOGY**

### **The Library's computer inventory currently comprises:**

- 233 public-access Information Commons computers (expanding to 289 in April 2010 with the completion of the new Albany Library).
- 42 public-access computers dedicated to searching the Library catalogue and providing access to e-resources (where vendor licensing allows) for walk-in users.
- 163 staff computers for offices and service desks (expanding to 167 in April 2010 with the completion of the new Albany Library).

### **Millennium Release 2009A upgrade**

This release was installed in June and consisted mainly of improvements to the underlying system architecture in the interests of reliability. Additional features have been held back for Release 2009B, installed early in 2010.

### **Encore version 3.0**

The Encore version of the Library catalogue was upgraded to version 3.0 in May. New features included the ability for users to tag records with their own subject keywords. Development of Encore remains rapid and version 4.0 is due early in 2010.

### **BONUS+**

Millennium was configured for participation in the Australian BONUS+ reciprocal borrowing consortium and communication established with the BONUS+ server in Newcastle. The service went live at the beginning of July.

### **Massey Research Online**

Initial work was begun on retrospective digitisation of print theses in the Library's collection. An expansion of the project in 2010 will see over 1000 theses digitised. Agreement was reached with Research Office on ways to integrate MRO with Massey's Research Management System, and discussions begun with ITS on implementation.

### **Library Web Site**

The web site was successfully migrated to Massey's Shado Content Management System and Library staff trained in using the CMS. A number of areas of the site were redeveloped as part of the clean-up process following migration, and new page templates implemented. A timeline was developed for Archives and made live in September. During the year staff began developing online tutorials, or "learning objects" and these are increasingly being incorporated into the web site and into Massey's Learning Management System, Stream.

### **ERM implementation**

License agreements for electronic resources have been incorporated into resource records. This was a lengthy project to ensure that relevant information about permitted and non-permitted uses of all the Library's electronic resources are available to users directly from the resource records in the catalogue, with links to the original license.

### **E-journals coverage data**

A project was begun to allow greater automation of processes for handling e-journal coverage data. The project will be completed in 2010 and should ensure greater accuracy of

journal coverage data in the Library catalogue and faster cataloguing of new e- journal packages.

**Services for e-book readers and mobile devices**

The Library trialled an e-book reader to investigate their usefulness in the Massey context, and investigated a number of potential services for mobile devices (cell phones, PDAs etc). There are significant difficulties to overcome before services can be offered on e-book readers and mobile devices, and more work will be undertaken this year to establish the feasibility of providing such services.

## SPACE

Student user satisfactory surveys have highlighted for some time the need to improve learning and study space in the three campus libraries. In 2009, there were major pressures at Albany and planning recommenced for campus design at Wellington.

### ALBANY



The eleven study pods located on level one provide a new set-up for collaborative group work, and were immediately popular with students. The top floors offer stunning panoramic views from the individual study spaces .



A dawn blessing was held to mark the opening of the new library extension. Each of the buildings five levels were blessed by the University Chaplain, Jill Shaw, following karakia, himene and waitata (prayers, hymns and songs) at the entrance to the building.

The building was opened by the Albany Regional Chief Executive, Professor John Raine, who said that he was delighted to be opening the extension just eighteen months after construction began. The extension was designed by OPUS Architecture and built by Mainzeal.



Once the original library had been vacated, refurbishment of that area began, with completion of the whole project expected by April 2010.

### WELLINGTON

Library staff were involved in concept design and preparation of a new business case to the University Council for the refurbishment and extension of the current library building. The plan involves the refurbishment of the existing library (1,800m<sup>2</sup>) extension into Block 5 (978m<sup>2</sup>), and a new build (1,468m<sup>2</sup>). The library will have a total gross floor area (UFA) of 3,354m<sup>2</sup>. The library is planned to have a shared services desk, and student learning support will be co-located in the same building. Current pressures on space have meant that some 170 serial titles and 4254 books have had to be moved to low-use storage shelving at Adelaide Road.

### PALMERSTON NORTH

#### Hokowhitu

Plans for a move of the College of Education to the Turitea Campus remain live, but the timetable is still undefined.

## **Turitea**

The Turitea library is at full capacity, and the flooring links mean that further shelving cannot be added to the third floor in particular. The need for an off-site storage facility is becoming very urgent.

The Turitea training room was repainted and re-carpeted during the year, and the new bright red chairs freshened up the room considerably.

The University archives, which are currently housed in the basement of the Old Main Building, have reached their storage capacity. A large volume of deposits were received during 2009, with the collection growing by 27 linear metres. The lack of storage space is now critical.

## **COLLECTION SERVICES**

### **Funding**

At the beginning of the year the NZ dollar was below US50 cents and all predictions were for a further drop. When the NZ dollar rose to US58 cents the university forward purchased sufficient US dollars to cover the 2010 serial invoices. As the 2009 serial invoices had been paid at the rate of US73 cents, it was obvious that without additional funding major serials cancellations would be necessary. Fortunately, the university provided funding to cover any shortfall arising from currency fluctuations and we have been able to maintain our existing serial subscriptions for 2010.

Unexpectedly the NZ dollar did not drop in value but continued to strengthen sitting at the US70 cent mark by the end of the year, and while this did not assist with the serial renewals which were paid out of the US58 cent forward purchased currency, it did assist with book purchasing. Just over 34,000 items were added to the Library collection (2,000 up on the previous year).

### **Cataloguing**

The major exercise this year has been the recording of electronic serial holdings in the EBSCO A-Z database and the conversion of the catalogue records to facilitate automatic updating of these. In late March 64,000 bibliographic records were added to the catalogue all of which needed to be individually matched to existing serial records. Staff from Digital Services assisted serials cataloguing staff with the project, the first stage of which was completed in early November. Once final reconciliation work is completed all the existing electronic serial holdings will be overlaid, thereby allowing for the automatic addition and deletion of this information on a monthly basis. It is envisaged that it will be late 2010 before this task is complete and a regular pattern of monthly updating can be established.

The personal library of New Zealand author, Lauris Edmond, was acquired by the library following her death and in 2009, 1871 items have been catalogued as part of a special closed access Lauris Edmond Collection.

Work has also begun on the cataloguing of the Opfermann Collection and 270 items have been added to the collection in 2009.

The establishment of the Pasifika research collection at the Albany campus has seen the relocation of a number of items, primarily from the Turitea library, and this is an ongoing project.

During the year there have been a number of weeding projects. The most notable of these was undertaken by the Hokowhitu campus library during the 2008-2009 summer vacation period, and material no longer required was either relocated to other campus libraries or deleted from the catalogue. Across the library system a total of 4,627 titles and 15,782 volumes were deleted during the year.

### **Collection Development Plan**

During 2010 work has been undertaken on Part 2 of the Collection Development Plan covering specific subject areas. Close to 80% of the subject plans have been completed and will be available on the Library website in early 2010. It is hoped to complete the remaining subjects before the end of 2010. The exercise has been a very fruitful one, and hopefully will assist in clarifying collecting priorities for both Library and academic staff. It is noted that no Collection Development Plan is ever a static document and the challenge will be to ensure that both parts of the current plan are updated as necessary.

### **Special Acquisitions**

During 2009 the major special acquisitions have been in the area of EBooks.

- Springer Publishing 2008 and 2009 Economics titles, and 2007, 2008 and 2009 Behavioural Science titles
- Elsevier Veterinary Medicine monographic publishing collections of 2000 - 2009. These titles will be searchable via the ScienceDirect platform.
- Sage publishing handbooks series – 80 titles
- Oxford Handbooks in Business and Management, Philosophy, Political Science and Religion. Note, that the last 3 collections have been purchased on a subscription basis and continuing access will be dependent on usage
- Business insights and access Asia database

In addition, a number of individual EBooks have been purchased on a title-by-title basis during 2009.

The Library also purchased material from the personal libraries of Professor Kerry Howe (Pacific material for the Pasifika collection at Albany) and Professor Barrie Macdonald (Pacific and New Zealand material).

## UNIVERSITY ARCHIVES

2009 was a busy and rewarding year for the Archives.

In October the Library Management Group approved the University Archives Policy. Approval of the Policy by the Senior Leadership Team will be sought in 2010.

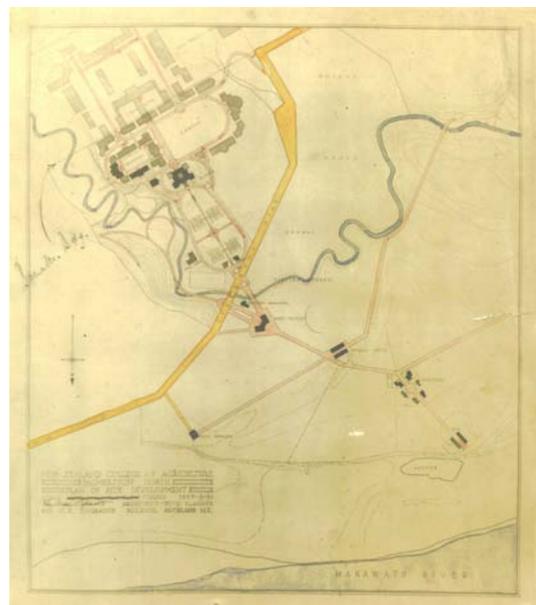
A good number of people used the Archives during the year. Of the 161 researchers and visitors received, 118 were Massey University staff and students, while 43 were external clients. The percentage of research enquiries is on the increase. Although welcomed, this places pressure on the Archivist as there remains less time for performing other duties within the Archives.

The main project completed during the year was the online Massey University timeline which was developed with the assistance of the Digital Services Section. The timeline features major events and developments in the University's history.

The Archives' online presence has further been improved by the uploading of a large number of historical photographs onto the University's photo stream on Flickr by staff from the Communications and Marketing Section. The Massey University history webpages were redeveloped during the reporting period by the Communication and Marketing Section. The Archives provided advice as well as photographs and information for this purpose.

During the year a number of entries were added to the University Archives' profile on the new Community Archives website hosted by Archives New Zealand.

The increased online presence has had a positive impact on the Archives which can be seen through the number of enquiries, comments and suggestions received via the above mentioned websites. To date, the number of hits on the photographs on Flickr number nearly 900 - this figure shows a keen interest among people in the history of Massey University.



In May 2009 a small exhibition encouraging students with their exams was presented in the Library.

This year has again seen cooperation with a number of external organisations. Feedback was supplied on a number of Archives New Zealand's draft regulatory documents. The Archivist visited the Ian Matheson Palmerston North City Archives as well as the archives of the Victoria University of Wellington, which is maintained at the J.C Beaglehole Room.

## **PUBLIC SERVICES**

### **LENDING SERVICES**

Although total lending was down by 4% across the library system (761,860 loans in 2009 compared with 792,396 in 2008), there are three factors at play here – one is the downturn of Massey student numbers, another is the reduction in reserve items as more use is made of WebCT by course co-ordinators, and the third is the move to electronic resources. The Library website (through which electronic resources are accessed) is one of the most heavily used of the Massey websites. Nonetheless physical loans continue to be important, with Massey second only to the University of Auckland (a much larger student population) in the number of loans made in 2009. The University of Auckland lent some 1,040,300 items in 2009, and the third place-getter (Canterbury) about 100,000 fewer items than Massey.

Nor is the changing nature of loans (the pattern is similar to the other NZ university libraries) uniform across the Massey Library system. There was a 3% increase in loans to extramural students, and although Wellington loans were down by 3.9%, foot traffic in the Wellington Library was up by 6.5%. At Hokowhitu, there was a decrease in the loans of course reserves, audio-visual materials and items from the Junior collection, but a 9% increase in loans from the main book collection, At Albany, a trial of a new three day (72 hour) short loan collection proved popular with students.

### **INFORMATION SERVICES**

Information desk and reference services are performed by the Information Services Section at Turitea, with assistance from the College Liaison Section. At the other Massey libraries, these duties are performed by the College Liaison Librarians.

At Turitea, total enquiries dropped by 8% to 23,399 (from 25,362 in 2008). The decrease was predominantly in e-mail enquiries (25%), while telephone enquiries were steady, and information desk enquiries reduced by 5.6%. Nonetheless, there were 19,439 information desk enquiries in 2009, so it is still an area of high demand. At the Information Desk, IT and technology questions were highest (42%), followed by reference (30%), and directional (28%).

The Turitea Library Information Commons continued to see an increase in IT enquiries, which reflects the changing nature of help required by students.

#### **IT Queries in the Turitea Library Information Commons**

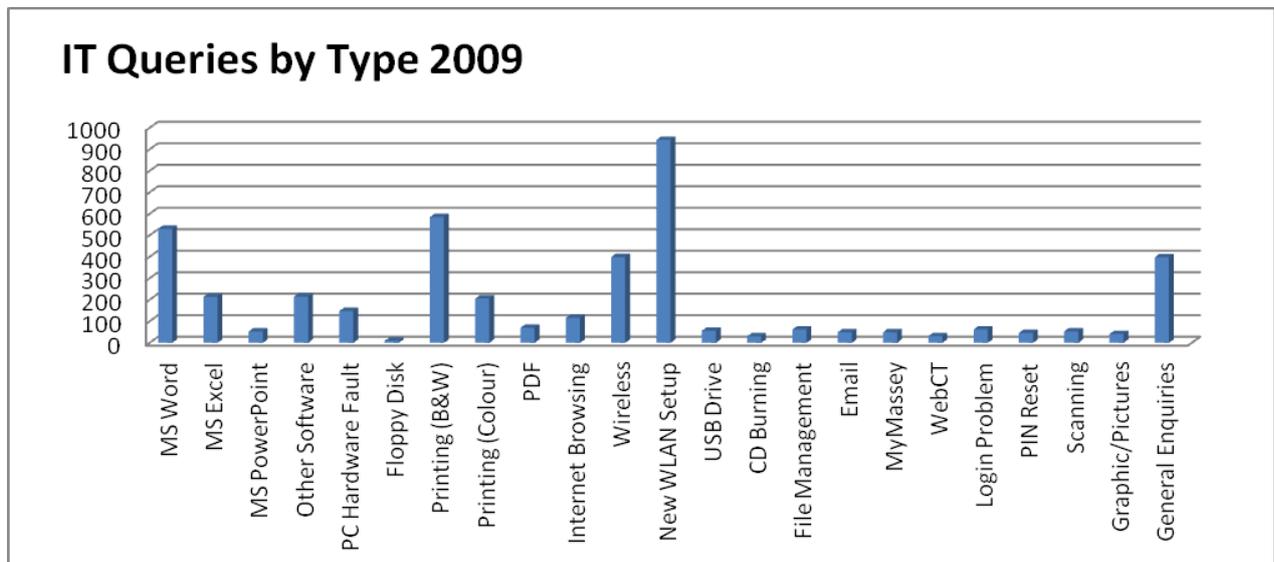
<b>Year</b>	<b>Total enquiries</b>
2009 to end of November	10,011
2008	9,261
2007	7,571
2006	5,185
2005	3,478
2004	1,446

*Note 1:* These enquiries are answered both by Library and IT staff, IT staff answered almost 60% of IT queries in 2009. Library staff tend to answer basic queries and pass more advanced queries to the IT assistants.

*Note 2:* The Information Commons was opened in February 2005, so 2004 figures are included to show the increase in the first year of operation

Note 3: IT queries now account for around 65% of all enquiries at the Information Desk on level two.

The types of IT queries are also interesting:



### Information Commons

The high use of the Information Commons continued in 2009, with occupancy significantly higher than the computer labs on the Turitea Site. At peak times there are still queues of students waiting to use computers. The use of social networking sites such as Facebook remains the subject of complaint from students, as highlighted by letters to the student magazine *Chaff* during the year. As a result Library staff have increased signage to discourage use of social networking sites in peak times. There is reluctance to block access to such sites as they do have legitimate use. Rather, the emphasis is on encouraging students to regulate their own behaviour.

The submission for additional computers and a second training room which was made at the end of 2008 was, unfortunately, not successful.

Heat and air quality in the Commons area, and in fact most of the central Level 2 area including Discussion Rooms, have also caused complaints from students. Library staff at the Information Desk have also raised this, and some have reported suffering from headaches. Towards the end of the year Regional Facilities Management staff installed equipment to measure temperature and carbon dioxide levels, and it is hoped that this data will assist with finding a solution to the uncomfortable heat and stuffiness.

Although Turitea is the only full information commons service at present, the new Albany Library will incorporate a similar service (with 150 PCs) from the beginning of next year.

### Subject Searches

Requests for subject searches by extramural students have continued to drop by 21.5% over 2008 numbers. It was decided at the end of this year to discontinue this service, except in the case of special student circumstances. It will be replaced by a service offering search help so that students feel confident to undertake their own subject searches.

### Information Literacy

The number of face-to-face information skills classes has remained fairly constant, with a slight increase in both classes and student attendance. As a complementary service, library staff have developed both generic and online tutorials and tailored content for STREAM (Moodle) and WebCT

course. We believe that this is the way we can make information literacy scalable, given our current staffing levels. The FIET project, led by Heather Lamond, was very successful in creating a planned approach to this development, establishing guidelines, and providing training.

## COLLEGE LIAISON SERVICES

There are College Liaison Librarians covering the Colleges at each campus. Their primary focus is on postgraduate students and academic staff.

At Turitea, the number of consultations rose 443, a 17% increase over 2008. This was largely attributable to an increase in complex Endnote queries. CONNECT meeting software was used to deliver virtual consultations to students unable to visit a campus library.

At Hokowhitu, 51% of the information literacy classes were Postgraduate students, the majority of them being distance students. Quite a proportion of lecturers (2008 study) expect their students to be self-reliant and skilled in this area.

College Liaison staff at Turitea and Hokowhitu have been heavily involved in the creation and evaluation of a range of online learning objects as part of the Library's STREAM/FIET project. We expect to see a growing involvement in this area over the next few years.

Staff also participated in campus-wide training sessions such as the annual Doctoral Research Workshop, the Student Learning and Development Service's Postgraduate Seminar series, and the Extramural Regional Workshops.

Bruce White has been working closely with staff from Research Management Services in a series of PBRF-related training initiatives. A new module of Knowledge Management in Research (KMIR) has been developed "Making Your Research Count", and has been delivered across the three campuses as part of KMIR, and also as a stand-alone session for academic staff (eight sessions).

College Liaison staff continue to provide accreditation reports on Library resources and information skills support for a number of programmes – NZICA, AACSB, AMBA (College of Business) and IPENZ and AVMA (College of Sciences), REP, BSW and Museum Studies (College of Humanities and Social Sciences).

Stronger links for library staff with the academic community were made at Turitea with the very successful Research in Practice series which is now in its fourth year. In 2009, the guest speakers were: Associate Professor Tracey Riley; Associate Professor Huia Tomlins-Jahnke; Dr Bill Fish; Dr Ross Flett; Associate Professor Kathryn Stowell; Dr Emma Dresler-Hawke and Dr Mike Joy.



Tracey Riley



Huia Tomlins-Jahnke



Bill Fish



Ross Flett



Kathryn Stowell



Emma Dresler Hawke



Mike Joy

College Liaison librarians are also heavily involved with selection for the collection at each campus, and for weeding.

At Albany, and in preparation for the major extension, much of the reference collection was interfiled with the main collection to encourage greater usage of this material. A new Official Publication Collection was established, a quick reference collection set up for the Information Commons, and all Māori material identified to form Albany's new Nga Kupu Ora collection. In a similar fashion Pasifika material was identified to create a new Pasifika collection. It is intended that funding will also be re-allocated so that Albany holds the research level collection for Pasifika for the wider Massey University Library system.

At Hokowhitu an on-going programme of weeding continued, as preparation for the eventual move of the Hokowhitu Library to the Turitea Library.

At Turitea the Reference collection too was reviewed (by Information Services staff). Purchasing of print reference titles has dropped off significantly, with most new reference titles being purchased in electronic format. College Liaison staff culled older and duplicate material from the Technology section (Dewey 660-690), multiple copies and superseded editions from Dewey 611-616 (Science), and in the business areas of e-commerce (where material is rapidly outdated) and marketing.

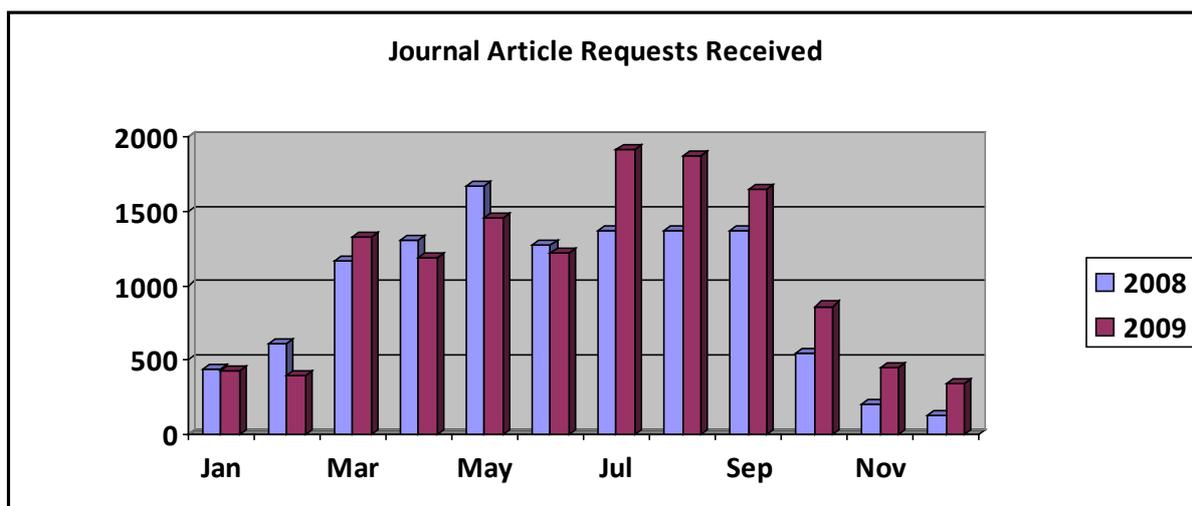
At Wellington, low use material (170 serial titles and 4,254 books) were selected to be moved to a low-use store at Adelaide Road.

## **DISTANCE LIBRARY SERVICE**

The Distance Library Service operates from the Turitea Library, but the collections of all Massey libraries are drawn from to satisfy requests, and so staff at all Massey libraries are very busy in supporting our distance students.

Because of the Massey campus library operation in Wellington, Palmerston North, Napier and Auckland, we also receive visits to these libraries from distance students in the area, especially at evenings and during weekends. These visits are both for borrowing items from that collection and for reference and research support from Information and College Liaison librarians. At Wellington 6.7% of the check outs were to distance students, and at Hokowhitu issues to distance students increased by 4.7%.

The distance delivery service is much appreciated by students. In 2009, at Turitea, there was a 13% increase in journal articles requested (13,020), and a 6% increase in book requests (136,343). Overall, 178,256 items were issued to distance students across the entire library system, which is a 5% increase over 2008. The Albany library saw an increase of 9% in books posted out to distance students, which reflects the growth in the collection now held at Albany. At Wellington the increase was 13.6%.



The non-fulfilment rate for journal articles was 18%, primarily for journals that are not held.

The service for students domiciled overseas is more limited because of practicality reasons (especially for books):

#### Overseas

Item	Quantity
Books sent	324
Journal articles sent	724
Book chapters sent	869

## SERVICES TO MĀORI

### Information Literacy

Māori Services staff members continued to develop and deliver information literacy offerings to papers and programmes in the Colleges of Business, Education, and Humanities and Social Sciences. Three of the papers that we delivered classes to had an assignment associated with the library component and Māori Services staff set and marked the assessment for these.

Māori information services staff continued to participate in the activities of Te Rau Puawai (Māori Mental Health Workforce Development Programme), providing workshops for their headstart and mid-year hui, training for the phone team mentors and research consultations for the postgraduate students.

### Ngā Kupu Ora & Māori Land Court Minute Books

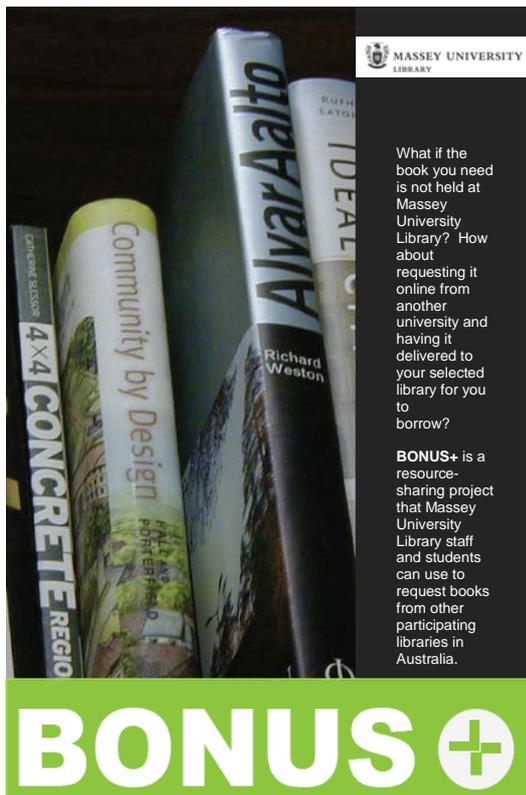
Māori services staff organised the Ngā Kupu Ora Book Awards as part of the Library's Māori language week celebrations. Books on Māori subjects that had been published in 2008/09 were eligible to be shortlisted in the five categories, which were Art, Design and Architecture; Biography; History; Sport and Recreation; and Te Reo Māori. A sixth category was aimed at identifying the Māori book of the decade. Student, staff and the general public were given an opportunity to vote for the items they thought were the best in each category. As these were the first ever book awards of this kind for books on Māori subjects the awards captured the attention of Māori media outlets and the response was overwhelming.

The annual bi-cultural initiative seminar this year, organised by Albany library staff, was extremely successful. There was a high turnout to hear Professor Paul Spoonley, Regional Director for the

College of Humanities and Social Sciences speak on “Manatangata – what it means to be a New Zealander in a culturally diverse society in the 21<sup>st</sup> century.”

Library staff at Albany also contributed significantly to the Albany Campus waiata group, which supported many functions at that campus, including the dawn blessing for the new Library building.

## DOCUMENT SUPPLY SERVICE



This year has seen the set up and launching of a new resource sharing service called BONUS+. BONUS+ was launched in July and gives Massey staff and students free access to over 4.5 million books from seven Australian university libraries. Massey University has joined this resource sharing project that enables end user unmediated requesting. Massey staff and students have access to the library collections of: Deakin University, Murdoch University, the University of Ballarat, the University of Melbourne, the University of Newcastle, the University of Technology Sydney and Victoria University in Australia. Other Australian universities are in the process of joining.

This new service is being welcomed by Massey staff and students and receiving very positive feedback. One postgraduate student commented that “it has opened a whole new world”. For our extramural students this is another service that is just a “click” away and their requests currently account for 43% of all requests from our staff and students,

Massey University Library has supplied 3360 books via BONUS+ and received 2160 books for the period July to December, 2009. Our collection clearly contains books of use and value to staff and students at the participating universities in Australia. Massey University Library contributes 18% of the shared BONUS+ collection, second only to the University of Melbourne.

The set up and operation of BONUS+ has been a learning experience for many library staff and involves ongoing collaborating with library staff at the Australian partners.

The advent and promotion of BONUS+ has impacted on the numbers of interlibrary loan requests for loan items from our clients, with a 38% decline compared to the period July – December, 2008.

Interlibrary loan requests for copies from our clients, continues a steady decline as more journal titles are made available to our clients in electronic format. Over the last five years (2005 – 2009) the numbers of copy requests have fallen by 40% (4618 to 2725). The supply of copies to other libraries is also declining (16% from 2008 to 2009) as other libraries also provide increased access to electronic journals.



In contrast, the supply of loan items to other libraries has remained more constant with a small increase (10%) from 2008 to 2009.

During 2009 the interlibrary loan request forms were re-developed to provide a secure page for the entry of personal and payment information, the option for email delivery of copies, plus the ability to populate the form with a citation via MasseyLink. This has been well received by our clients and improves workflows for placing interlibrary loan requests to other libraries.

In the wider world of document suppliers there have been some developments during 2009. The British Library launched Ethos, their service providing end user access to United Kingdom digitised theses. This has opened up access to United Kingdom theses and the British Library has been overwhelmed by the level of demand. CISTI, a key commercial document supplier of scientific articles has been taken over by Infotrieve, resulting in an increase in price and a decline in service.

Intercampus supply of journal articles is still essential for selected titles that are only held in print at Turitea. Numbers of requests continue to decline (816 in 2008 to 731 in 2009).

The numbers of Turitea books checked out to patrons at the other campuses (excluding Distance) remains steady: 2007 (21,708), 2008 (21,826) and 2009 (22,405) indicating local campus collections are more able to meet local need.

## STAFFING

### RESIGNATIONS AND DEPARTURES



Ann Parker, Massey Librarian at the Twist Library, Eastern Institute of Technology (EIT), passed away in April 2009.

Ann was employed first as a Serials Library Assistant at the Turitea Library in June 1990. She completed the NZ Library Studies Certificate in 1995, and in 1997 move to the Ruawharo Centre (Napier) as the Librarian.

Ann was extremely helpful to staff at Ruawharo and EIT, and her warm and friendly manner will be greatly missed.

<b>Albany</b>	Briar Sefton, Ming (Barry) Liu, Greg White
<b>Hokowhitu</b>	Leigh McLennon
<b>Turitea</b>	Marie Leslie (retirement), Eric Young, Lorraine Spilsbury, Stephanie Taylor, Sue Way, Hayley Hoogendyk, Leigh Albert, Fang Fang, Marcel Curley, Sunit Adhikari, Monique Bree, Laura Pascall, Susan Cole, Catherine Power, Karen Neave
<b>Wellington</b>	Jaishu (Grace) Wang, Vicky Holloway, Amanda Otzen, Kirsty McNeill, Katie Scott, Jessica Kidd, Leonard Cannon, Costas Thrasyvoulou, Cleon Ferreira, Morgan Horwood, Tracey Kearns, Jennifer Choat, Anna Le, Nelleke Harbers

### APPOINTMENTS

<b>Albany</b>	Debra Kirk
<b>Hokowhitu</b>	Sharon Shearman
<b>Turitea</b>	Janet Clouston, Linda Andrew, Enos Emeck
<b>Wellington</b>	Kat Cuttriss, Craig Cherrie, Fiona Sasagi, Katherine Stanbury, Marc Girvan

### MOVEMENTS

Kate Stanton	From Hokowhitu to Information Services (Turitea)
Joanne Wood	Acting Head of Section, Distance Library Service, August – December 2009
Christine Alexander	Acting Campus Librarian (Wellington) from October 2009

## LIBRARY STAFF LIST AS AT 31 DECEMBER 2009

### ***Administration***

<b>University Librarian:</b>	John Redmayne
<b>Deputy University Librarian (with responsibility for Palmerston North):</b>	Linda Palmer
<b>Associate University Librarian:</b>	John Charles
<b>University Archivist:</b>	Louis Changuion
<b>Kaihautū Māori (Māori Services Manager):</b>	Spencer Lilley
<b>Executive Assistant:</b>	Linda Andrew
<b>Administration Assistant:</b>	Carole Vertongen
<b>Library Attendant:</b>	Bill Richards

### ***Albany***

**Campus Librarian:** Valerie Cohen  
**Administration Assistant:** Hala Elattar

**Lending & Document Supply:**  
Amanda Cooper ***Head of Section***

**Librarian:** Rohini Subbian

#### **Library Assistants (includes after-hours staff and shelvers):**

Sharyn Bonham	Tom Vadrevu
Hala El-Attar	Gail Goodwin
Christine Fleming	Elad Katz
Barbara Gilmore-Featonby	Ash King
Jamie Sharpe	Gregory White
Yuru (Richard) Jing	Kalyani Ratnavel
Zhijun (Army) Wang	Qian (Michael) Zhang

#### **Information and Learning Services:**

Fiona Henderson ***Head of Section***

#### **Librarians:**

Mussarat Begum	Jane Clark
Shaohong (Lily) Li	Carine Marais
Debra Kirk	

### ***Hokowhitu***

**Site Librarian:** Liz Chisholm

#### **Librarians:**

Elizabeth Henry  
Barbara Rainier

#### **Library Assistants (includes after-hours staff):**

Marianne Boekman	Brian Eddy
Alison Ibell	Lesley Warburton
Cathy Ryan	

## **Turitea**

### **Collection Services:**

Mary McKenzie **Manager**

Jo-Ann Cowie **Collection Manager**

### **Librarians:**

Helen Cahill                      Carol Johnson

Michael Kozyniak                Norah Mosen

Li Shi Tian (Asian Languages Librarian)

### **Senior Library Assistants:**

Barbara Norris                  Barbara Passman

Gytha Riddell

### **Library Assistants:**

Helen Baldwin                    Anne van-Brunt

Ruth Crafts                        James Passman

Heather Pearson                 Vicki Quelch

### **College Liaison Services:**

Jane Brooker **Head of Section**

### **Liaison Librarians:**

Di Barnard                         Katherine Chisholm

Chris Good                         Nicola McCarthy

Alison Wallbuton                 Bruce White

### **Digital Services:**

Tim Darlington **Manager**

### **Librarians:**

Russell Hewitt

Julia Old (Electronic Services Librarian)

Jennie Woodfield (Web Librarian)

Amanda Curnow

### **Technicians:**

Rob Mooar

Enos Emeck

### **Distance Library Service:**

Heather Lamond **Head of Section**

### **Librarian:**

Joanne Wood

### **Library Assistants:**

David Collins                      Rachel Dustin

Lesley Findlay                    Penny Gilmore

Jan Reid                             Janice Russell

Sharon Vieregg

**Document Supply Service:**

Anne Hall *Head of Section*

**Librarian:**

Annette Holm

**Library Assistants:**

Janet Grant                      Shirley Knight  
Jane Leighton                  Dawn McKenzie  
Rosemary van Essen

**Information Services:**

Lucy Broadbent *Head of Section*

**Librarians:**

Ann Cox                          Jeanette de Montalk  
Sheeanda Field (*Kaiwhakarato Pārongo Māori*)  
Brenda Johnson                Joanna Wenman  
Noelene White                 Kate Stanton  
Janet Clouston

**Library Assistants IC After-hours:**

Jo Buckland  
Sarah Pickering

**IT Assistants** (employed by ITS but under daily supervision of Head of Section):

Robert Hallam

**Lending Services:**

Leigh Bryant *Head of Section*

**Librarian:**

Janet Darvill

**Library Assistants (includes after-hours staff and shelvers):**

Chris Collett                    Heather Dickson  
Maree Fleet                     Nick Jowett  
Lydia Lowe                      Fiona Paewai  
Bridget Tapper                 Julie Walker  
Brian Eddy                        Tim Johansen

**Wellington**

**Campus Librarian:**

Kat Cuttriss

**Administration Assistant:**

Dipika Bhula

**Lending and Document Supply Services:**

Christine Alexander *Head of Section*

**Library Assistants (includes after-hours staff and shelvers):**

Charlotte Ansell	Teo Coy-Lunn
Lauren Deacon	Amy Dixon
Marc Girvan	Georgia Grant
Claire Harris	Chloe Kidd
Robyn Keneally	Ashleigh Lambert
Fiona Sasagi	Alyce Stock
Katherine Stanbury	Leigh Torode
Mozhdeh Wafa	Donghong Wang

**College Liaison/Information Services**

**Librarians:**

Craig Cherrie	Paul Orsman
Matt Pastula	Elizabeth Smith

**Information Desk Library Assistants:**

Rowan Laing	Joshua Morgan
James Tanner	

***Massey @ EIT***

**Librarian:**

Vacancy



Guides Working Group, Library Out Loud, Library Newsletter Group, Circulation Group, Millennium Steering Group, Nga Manu Ka Rere (Māori Library Staff).

My thanks also go to Professor Ingrid Day (AVC Academic) for her strong support for the Library, and to Associate Professor Peter Lineham, Chair of the University Library Committee, and to the members of that committee for their interest and strong support for the work of the Library.

John Redmayne  
University Librarian

## **APPENDIX A: DONATIONS**

### **Library**

809 donated items were added to the monograph collection in 2009 including,

Professor Joan Metge: anthropology books for the Albany library

Dr John Ross: literature and English language material

Embassy of the Iranian Republic of Iran, Wellington: books on Iran

Estate of the late William (Bill) Hamer: books and CDs with a jazz focus

NZ Centre for Photography: entire library of books, journals, AV material and ephemera

### **University Archives**

Publications, records and documents, posters, maps and plans, photographs and museum objects from a number of University offices and benefactors.

Class notes of Mr A A Glover (1943), from the Alumni Office.

Massey University Hockey Club records (1994-1995), from Dr Geoff Watson.

Massey Agricultural College financial records (1926-1948) and Massey University annual accounts (1970-1986), from Mrs Pam Greening.

Photographs from their student days (1950s), from Mr David Isaacs and Mr Jim Stewart.

Unpublished memoirs, "Misadventures in the Land of the Long White Cloud, 1949-1951", from Mr John Hore-Lacy, Australia.

Additional material for the Hancock Collection, from Mr Merv Hancock and Dr Mary Nash.

Additional material for the Donkey & Mule Society Archives, from Mrs Andrea Thomson.

Photograph of the Dairy Factory (1930s), from Mrs Nicki Williamson.

Journal article (1966) on the development of Massey University, from Mr John Walls.

Autographed copy of *Campus beyond the walls*, from Professor Don Bewley.

Variety of Massey University museum items, from Professor Don Bewley.

Digital copies of photographs from his student days (1960s), from Mr Dalsuhk Patel, India.

Photographs and personal papers of Professor William Riddet, from his daughter, Mrs Fiona Conway.

Recordings, correspondence and other material of Miss Molly Atkinson, from Professor Don Bewley.

## APPENDIX B: STATISTICS 2009

### (i) Summary by Library (Volumes)

	Total at 31 Dec 2008	Added in 2009	Deleted in 2009	Total at 31 Dec 2009
Monograph & serial volumes(printed and audiovisual)	1,223,912	35,774	15,782	1,243,904

### (ii) Library Allocations 2006 - 2009

	2006	2007	2008	2009
<b>Staffing</b>				
Staffing (incl. superannuation & ACC)	4,426,884	3,912,542	4,868,488	4,930,454
Training and development	82,400	50,300	50,300	80,300
<b>Total staffing</b>	<b>4,509,284</b>	<b>3,962,842</b>	<b>4,918,788</b>	<b>5,010,754</b>
<b>Operational</b>				
General consumables	65,000	65,000	65,000	65,000
Repairs and maintenance	130,000	110,000	110,000	148,630
Postage	485,000	485,000	485,000	499,000,
Travel	29,000	29,000	29,000	27,550
Printing	40,000	35,000	35,000	30,000
Computer lease	-	104,666	104,000	128,000
Other operational	122,500	100,500	86,000	81,750
<b>Total operational</b>	<b>871,500</b>	<b>929,166</b>	<b>914,000</b>	<b>979,930</b>
<b>Collections</b>				
Books	2,638,000	1,900,000	2,225,000	2,200,700
Print serials	1,062,000	1,102,000	875,000	795,000
E-serials & databases	3,755,000	4,143,300	4,246,300	4,884,553
<b>Total collections</b>	<b>7,455,000</b>	<b>7,145,300</b>	<b>7,346,300</b>	<b>7,880,253</b>
<b>Total budget</b>	<b>\$12,835,784</b>	<b>\$12,037,308</b>	<b>\$13,179,088</b>	<b>\$13,870,937</b>

**(iii) Library Profile**

	2006	2007	2008	2009
<b>Hours open per week (Turitea Library)</b>				
semester	92	92	92	92
vacation	55	55	55	55
<b>Reader seating (all libraries)</b>	1,639	1,590	1,592	1543
<b>Inter-library loans</b>				
original items supplied	4,911	4,158	4,365	4,844
photocopied articles supplied	4,512	3,554	3,819	3,237
original items received	2,123	1,698	1,941	1,456
photocopied articles received	4,035	3,577	3,135	2,725
<b>Enquiries</b>				
reference	23,559	21,991	18,638	16,522
<b>Orientation and instruction</b>				
number of classes	685	569	606	604
number attending	10,455	10,118	9,618	9,898
consultations	790	707	765	N/A
<b>Loans</b>				
general collections	884,285	789,628	767,789	738,753
reserve collection	43,739	31,571	24,607	23,107
<b>Inter-campus loans</b>				
books	45,984	39,993	39,155	40,442
photocopied articles	1,708	1,298	890	N/A
<b>Distance services</b>				
books loaned	169,544	156,421	170,325	178,256
photocopied articles	19,767	14,055	12,307	13,020
examination papers	5,006	2,531	2,060	0
subject searches	957	951	653	N/A
<b>Collections</b>				
monograph volumes added (printed & AV)	38,901	34,165	32,501	33,890
monograph volumes withdrawn (printed & AV)	26,798	18,711	14,392	15,782
monograph titles added (printed & AV)	24,172	22,287	18,507	25,334
monograph titles withdrawn (printed & AV)	9,175	5,651	4,122	4,627
monograph titles added (e-books, online)	NA	NA	103,912	4,443
orders placed	24,826	20,831	21,452	20,432
current serial titles (printed)	2,876	4,902	2,563	2,563
current serial titles (electronic)	29,705	27,775	46,994	68,371
<b>Library website visits</b>	958,406	841,319	1,419,044	N/A

*Figures refer to the sum of all the Massey campus libraries*

## APPENDIX C: PROFESSIONAL ACTIVITIES 2009

### Awards

Christine Alexander:	Won the Wellington Campus “Once in a decade” award for service excellence
Leigh Torode	BA (Anthropology & Religious Studies)
Alison Wallbutton	Passed FOLIOZ online course on “Maximising the impact of your service”
Heather Lamond	Passed Massey e-learning paper

### Publications

- Smith, E. J. (2009) “Repertoire International de Literature Musicala (RILM). In Crescendo; no 83 pp 15- 16
- Cherrie, C. (2009) “21<sup>st</sup> century skill sets for NZ Libraries. In NZ Library and Information Management Journal; 51 (3) pp 172 -180.
- Begum, M., Peng, L. K. (2009) Database cafe. In The library instruction codebook, ed R Sitter and D Cook. Chicago: Association of College and Research Libraries pp 38 – 39.

### Conference papers

- Hall, M. A. (2009) “Massey University: BONUS+ experience” at AIUG Conference 2009, Ballarat, Australia.

### External Engagement

Lucy Broadbent	Massey University Job Evaluation Committee
Jane Brooker	LIANZA Ikaroa Region Committee
Louis Changuion	Central Districts Branch Committee of the Archives and Records Association of New Zealand
David Collins	Tutor on Contact Course for a Massey Drama paper
Kat Cuttriss	TELSIG (Tertiary Education Libraries Special Interest Group) committee member Taught “Developing leadership potential” for MLIS programme at VUW (with Sue Roberts)
Sheeanda Field	Nga Kupu Ora Book Awards Te Rourou (Māori Support Staff) TEU Māori General Staff Representative
Chris Good	TEU Branch Committee

Anne Hall	Massey site co-ordinator for BONUS+
Heather Lamond	LIANZA Ikaroa Region Treasurer LIANZA Council (Regional Councillor) DEANZ Conference Committee
Spencer Lilley	Māori Communications Co-ordinating Committee Matua Reo Kaupapa Advisory Group Māori General Staff representative to Academic Board Chair, Purehuroa Scholarship Awards Committee Nga Kupu Ora Book Awards
Mary McKenzie	Justice of the Peace
Elizabeth Smith	Secretary IAML NZ Committee
John Redmayne	Chair of Council of NZ University Librarians (CONZUL), NZVCC; Member of Credentials Committee, LIANZA Treasurer, TELSIG (Tertiary Library Special Interest Group) LIANZA.
Alison Wallbuton	TELSIG committee
Noelene White	Co-President, TEU Branch Committee Women's representative, TEU Branch negotiating team General Staff representative, TEU National Committee