

Massey University Library

Annual Report 2000

The main focuses anticipated for the Library in 2000 were completion of the merger with Wellington Polytechnic, management of the budget, the web project, and a realignment of the organisational structure at management level.

Planning for the merger of Massey and Wellington Polytechnic library systems was done during the latter part of 1999 and the main project, the migration of Wellington's bibliographic records and holdings to the Massey University catalogue, was carried out over the summer. The larger part of the job was finished before the academic year began, although residual tasks lingered and were dealt with as staff were able. The merger included a review of lending regulations, a relocation of some activities to Palmerston North's national shared service centre, and nearly every operation was affected. Staff at Wellington were challenged and the year was one of learning and adjustment. Those involved are thanked for their success in maintaining services through difficult times, and for their adaptability.

Funding became available for the upgrading of computers as part of the shift to web delivery of library resources and services, but otherwise the budget was held at the same level as the previous year. The difficulty of managing the Library's finances was compounded by the dramatic fall of the New Zealand dollar against the overseas currencies in which most materials are purchased. Forward cover the previous year meant that the serials account was affected less but the purchasing of monographs was restricted. There were also concerns about the level of library funding at Wellington where allocations were lower than in other parts of the system. The materials budget was again tightened by a review of standing orders and serials, with some cancellations resulting. During the year, the University's finance managers decided that the materials budget should be handled through the capital projects process in future, and that currency fluctuations should be taken as budget variances. These moves are expected to ease pressure in some respects, although the continual inflation of serials prices presents a perpetual problem.

It had become clear that the Library's services and resources must be web-based if they are to support Massey University's strategic directions. They must be accessible from all campuses and to all students, regardless of teaching mode. A project to shift to web delivery was initiated with the upgrade of computing equipment and a redesign of the Library's web page. Both these activities will be developed further in 2001.

The anticipated management restructure was not addressed and remains an issue.

Overall, the Library faced and managed a number of challenges and progress has been made, albeit more slowly than hoped. The staff are recognised and appreciated for their contribution to the success of a core service, for their client focus and for continuing to seek improvements.

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

Systems

For the Library's Systems Section, the year has been one of progress. The work done during 1999 in anticipation of Y2K was worthwhile, with potential disruptions identified and avoided.

A further staff position was added, and the backlog of job requests reduced significantly. Systems staff are now able to respond much more quickly to Help Desk calls.

An allocation of funds for the replacement and upgrade of Library PCs was greatly appreciated, and 81 new machines were purchased. Others were reallocated to maximise use of computing resources, and facilities for students and staff have greatly improved. There are now 50 fully configured, web-based PCs available for library clients for database access, and the remaining staff machines running Windows 3.1 are being replaced. The Library's strategy is to standardise with web-based services, and the improved hardware is the foundation for this development.

The web site was also a major focus in 2000 and the millennium version drew positive comments from its visitors.

Bibliographic Services

The project to transfer catalogue records for Wellington Library to Kea, the Massey University catalogue, was carried out over the 1999-2000 summer and was largely completed by the beginning of the academic year. More than 40,000 items were processed as part of the merger of the two library systems.

Adjustment to catalogue records was necessary after weeding exercises carried out at the Palmerston North libraries. Damaged items, superseded editions and material no longer in use were withdrawn and the shelf space released by the exercise was welcomed.

Procedures for handling missing books were improved and the catalogue now more closely reflects the status of lost and missing items.

Staff in Bibliographic Services edited the University's Research Outputs Database, a project that absorbed around 550 hours and consequently had an impact on the Section's core activities.

The growth in the number of electronic journals available to Massey University has required extensive work in cataloguing, as the new format requires separate treatment if it is to be easily identified. (Many of the e-journals to which the Library subscribes are only listed under subject headings on the web site and not recorded in KEA.) An additional position has been deployed to the work but the task continues to exceed staff resources.

The shift from print to electronic versions is also affecting monograph publishing. New Zealand government documents are a particular case in point, with an increasing trend being towards publication in electronic format only. As government departments seldom have archiving policies, the Library has responded by making paper copies in many instances. This practice is not tenable as a long-term solution.

Wellington's strength in music has required Bibliographic Services to find new suppliers, especially for music scores and recordings. Problems experienced in recent times with suppliers of print materials have been addressed through the re-allocation of business, and it is hoped that approval plans developed with a new American vendor will bring benefits in 2001.

Receipts and Processing

Illness and staff changes meant that the Section often struggled to carry out core tasks. Despite this, serials were checked in within 24 hours of receipt and books within three days.

Identification of material was simplified with the application of a single ownership stamp for "Massey University Libraries", and a coloured strip on the spine label now indicates the campus location.

The exchange programme, through which Massey receives material from other institutions in return for the supply of local publications, was reviewed and pruned. The standing orders were similarly reviewed and titles that were no longer relevant to teaching or research were cancelled.

Setting a time limit on orders has improved the acquisitions process as it leads to automatic cancellation if material is not received within a year and gives a more accurate measure of commitments. Changes to the claim cycle for non-receipt of books have also improved the efficiency of the process. Staff shortages meant that electronic claiming for serials was not implemented but will become a high priority for 2001.

The shift towards e-journals is having an impact on the work of the Receipts and Processing Section and will, in the longer term, reduce the number of issues to be checked-in and bound. Financial arrangements for purchase of, or access to, electronic formats however are likely to remain complex.

Archives

The University Archives were established in 1986 and include a basic core of the records of University Council and its committees, as well as of other major decision-making bodies in the University. In addition there is a collection of some 3,000 photographs dating back to 1901, a news clippings file from 1924, a set of building plans, correspondence files of the Principal and Vice-Chancellor, and records of several associated bodies such as student groups.

With the appointment of a part-time archivist this year, the Archives are staffed on a regular basis, 0800-1200, Monday to Friday. A steady flow of material has been processed, including the following substantial collections:

- Papers of Len Bayliss, economist, 1951-99; 4 linear metres.
- Programmes, posters and other documents of Massey University Drama Society, 1959-99; 1 linear metre.
- Records of the Massey University Alumni Association (dissolved 1999); 3 linear metres.
- Correspondence of the Vice Chancellor, 1994; 3.2 linear metres.
- Photographs (approx 200 from Public Affairs)
- Documents and minutes of old committee and board meetings, from the English Department store.

- A substantial collection of graduation programmes.
- Papers relating to University buildings, 1928 to present, from Strategic Facilities Management; mainly plans, specifications and schedules of quantities, some relate to early Lippincott buildings.
- Audiotapes of oral history assignment done by History honours students, 2000
- University strategic plans and other planning documents.

During the year the Archives were publicised in a series of historical stories and photographs in *Massey News*, together with several news items to mark significant donations. This promotion resulted in further donations of material, and enquiries, from members of the University community.

Sixty-six enquiries were received, of which 18 were in connection with student projects, and involved up to twenty visits each. All were either satisfied or referred to other sources. The Archivist worked closely with History staff and honours students on oral history and wall display assignments, and work is currently under way, in collaboration with academic staff, on an historical display about the Main Building.

Visits were made to the Wellington and Hokowhitu sites to ascertain how their archives are being managed.

An oral history project has been instigated and the two previous Vice-Chancellors were interviewed and recorded early in the year.

The Archives are housed in the basement of the Main Building. While adequate in the setting-up stages, this space is now cramped and unsuitable. Shelves are nearly full, consulting space is inadequate, and there is no lift access. More, and better-organised, space is urgently needed on the Turitea site if the University's historical material is to be safely housed and easily accessed.

It has been a quiet year for the Dairy Company Archives. There were no significant acquisitions of new material, and twelve enquiries were received: three from academic staff and nine from external organisations or individuals.

Some work was done to further improve the storage conditions, although these are still cramped and do not offer the controlled environment that archival materials of this kind merit. The caretaker of the collection formulated a draft policy on the scope of the archives, and conditions of use and access.

Distance Library Service

Requests to the Distance Library Service Section increased 9.6% over those received in 1999, and have doubled since 1995. In particular, requests for books have increased by 15%. It was pleasing to note that more specifically requested titles were supplied than has been the case in recent years (the practice is to send an alternative if the exact item is not available), and this may reflect a stronger collection or faster circulation of items. Requests for journal articles increased only slightly and those for examination papers rose by 5.4%. The cost of distributing more than 9,000 exam papers each year is high, and could be reduced by making them available via the web or including them in study guides. Either option will require the cooperation of other departments, and the Library will investigate both approaches.

Requests for subject searches decreased by 19.6%, as more resources became available via the Library's web site. Planned improvements to the web site and the

distribution of printed guides to searching should enable students to become more self-sufficient in this respect.

Turnaround time for the dispatch of books, exam papers and journal articles was well within the 7 days promised, while most subject searches (90%) were executed within 4 days.

Although returning students welcomed the new web site, staff handled a number of enquiries for help in accessing services and with problems associated with the current authentication system.

New equipment was appreciated, especially better PCs and printers, voice mail and e-mail software, and an extensively revised and updated booklet for distance students was produced to assist them in using the Library.

Defining eligibility for distance service continues to be difficult. Many extramural students live close enough to use the Library in person, and there are some students who are effectively internal but who enrol extramurally for the benefits of study guide provision and library services. No immediate solution to the problem is evident. Changes to the patron database have however meant more flexibility in assigning teaching delivery mode plus better identification of those who are eligible for a distance service.

Regional Reports

Albany

The existing facilities on the Oteha Rohe precinct are again reaching capacity, so space became a significant preoccupation for the year. New shelving was installed to house the growing collections and a report on space requirements until 2004 was submitted. A Library Briefing Group was established by the Principal, comprising representatives from Property Services, ITS, the Library and Albany Facilities Management, and chaired by the regional Registrar. The Group met monthly during the latter half of the year to develop a proposal for a permanent library building, and visited libraries in Dunedin, Christchurch and Palmerston North.

The collection grew to almost 60,000 titles. Its quality and size are presumably related to the decrease in the number of requests made by Albany students for material from other campuses, and also to the increase in requests from those campuses for Albany material. Journals in finance and aviation were relocated from Palmerston North to align resources with teaching emphases. Audiovisual material, with the exception of feature films, was moved from behind the lending desk to the open shelves in an effort to promote its use. An approval plan for the acquisition of new books was developed for some subject areas, and 5 resource statements were prepared for new course proposals.

New computers for public use were added and older ones upgraded, thereby improving database access for clients and eliminating the need for a booking system.

There was a significant increase in the number of tutorials and lectures given by Library staff to support student learning, and a new laptop is making it easier to teach students and work with academic staff in the colleges.

Palmerston North – Turitea

Lending

Loans from Turitea decreased overall by 9% in comparison to the previous year. Although loans to internal undergraduates were up by 16%, loans to other groups were down. There was a significant decrease in loans from the Reserve Collection as result of batching ephemeral course related material, rather than issuing separate items as had been the practice.

Loans from the New Zealand and Pacific Collection accounted for more than 16% of all loans from Turitea.

Most clients placed requests for material online, but only a third of renewals were self-initiated.

Computer assisted learning programmes were promoted more widely and proved popular; use doubled over that of the previous year. Videos were also borrowed more frequently (up 25% over 1999), putting the older equipment under pressure. Informal surveys and anecdotal evidence suggest that feature films are viewed more often for recreation than for study.

Space remains a problem, with shelving for the collection competing with study space for students. Redistribution of stock, particularly in the NZP collection and in the 300s (Social Sciences) was necessary, and there was a loss of nearly 30 study seats.

Permanent staff were available during the weekends and most evenings, and this has led to better integrated and more consistent services.

A new security gate was installed towards the end of the year, and a new check-in desk was ergonomically better designed

Information Services

Lucy Broadbent was appointed to the position of Head of Section when it became vacant, and services from the Information Desk were extended to weekends during the academic year. A “roving” service was provided at peak hours and proved successful, especially during the first semester when students were unfamiliar with electronic resources.

The number of enquiries dropped, reflecting a trend that has been identified in other academic libraries. The reasons for it appear to be associated with more information being available from the desktop, and more information classes being given to students.

The New Zealand and Pacific Collection was weeded, with one copy of each title retained in storage, and electronic resources were enhanced by the addition of Brookers' New Zealand Legal Databases, which were available from the Library's web site.

The Reference and Abstracts and Indexes Collections were weeded and interfiled, with print copies being discarded where the Library has access to an electronic version.

The year saw a substantial increase in both the number and subject coverage of electronic databases and journal packages. Upgraded hardware and the redeveloped web site made this possible, although it was clear by the middle of the year that further work on the web site was necessary. The Library has concentrated on access but came to recognise the need for better subject-specific assistance, online guides and tutorials, and this will be a focus for 2001.

The most notable acquisition in terms of bibliographic databases was the Web of Science, the digital version of the citation indexes.

The Kaitakawaenga Maori consolidated liaison with Maori clients and promoted several initiatives. Te Wiki o Te Reo, Maori Language Week, was celebrated with guest speakers in the Library, and Moana Jackson discussed the Treaty and biculturalism with library staff and gave a seminar on "Holocausts and colonisation" to a gathering of over 100 people. Maori staff were invited to tour the Library and over 60 of them came, many with family members, to share a meal and to learn about the resources available. The Bagnall Collection proved to be a particular attraction on this occasion.

Library staff continued to provide classes in information skills and use of the library. The withdrawal of coordinated teaching of first-year business students through the English Written Skills programme was regretted as it had provided an excellent opportunity for the teaching of library skills. Orientation tours and Kea (the Library catalogue) demonstrations continue to be important first-contacts for new students.

A series of sessions on electronic resources was promoted as "The Library Connection" to academic staff, and attracted 170 attendees. The promotion went across all campuses and spanned a two-week period.

Document Supply Services

The year was relatively stable, in comparison to 1998 when charging was introduced, and 1999 when a new computer system was implemented in the national inter-library loan scheme. The major change was the appointment of Wendy Macaskill as head of section at the end of the year following a period during which she was acting head of section.

The number of interloans requested by Turitea clients decreased by 8%, although the number that had to be obtained from overseas libraries rose 16%. Supply to other New Zealand libraries increased by 10%, putting Massey into the ranks of net suppliers.

Satisfactory fulfilment times are dependent on both the requesting and supplying libraries, and the Section was pleased to note that almost all requests by Massey University clients were entered into the national system within 24 hours of receipt. Despatch of overseas requests was not so fast, with the average time being 4 days.

It had been anticipated that the addition of Wellington to the inter-campus loan system would increase the workload, but those requests were offset by a sudden decrease in demand from Albany. Reasons for this change are assumed to be the greater number of e-journals available, the increasing size of the Albany collection, and the introduction of catalogue software that displays local holdings first.

Items that are available at Turitea are generally despatched on the same or the following day.

The photocopying and interloan services were both reviewed in 2000 and a number of recommendations for improvement will be implemented.

College Liaison Services – Nga Takawaenga a Kareti

Library staff continued to strengthen liaison with College staff and a client survey reflected this fact favourably. There are plans to be present within the Colleges on a regular basis next year to provide advice and assistance. The Section was heavily involved in "The Library Connection" and a promotion of the Web of Science.

A review of the Section the previous year had drawn attention to weaknesses in collection management and a series of meetings with representatives from all campuses was held to address the issues. Actions are being considered as part of the Library's planning cycle, and there are now collection development groups for all colleges working across the campuses. Approval plans were developed with one overseas supplier, and a review of standing orders and print serials led to cancellation of several titles, especially where the Library also had a subscription to the electronic version. Forty-one resource statements were prepared by the section staff for new course proposals.

A successful module of tutorials for post-graduate students in the College of Humanities and Social Sciences, offered for the first time, was well received and repeated in December at the request of Psychology staff. Science liaison librarians contributed three sessions on library skills within a programme of eight seminars for post-graduate students. More than two hundred staff and students were assisted with research consultations.

Classes were offered in the use of bibliographic software and are likely to be extended to include Endnote as well as Procite in the future, and the Section has contributed to various TDU programmes including *Introduction to Massey Systems*, *Establishing a research career*, and *Supervising student research*.

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

Palmerston North – Hokowhitu

The Hokowhitu Library had a productive and successful year, with increases in most services. Loans rose by 20% and there were substantially more visits to the Library. In response to requests for later opening hours, the Library experimented with extended opening on two evenings during the week and received sufficient support to confirm the arrangement for Monday to Thursday in 2001.

Despatch of material to distance students increased significantly, and requests were normally filled within a day of receipt. Hokowhitu staff answered more than 300 subject requests. Inter-campus loans rose 33%, with the major factor being the addition of Wellington to the system although requests from Albany and Ruawharo clients were also up.

Orientation tours and information literacy classes were offered to both internal students and those who attended on-campus courses. Staff contributed to the evaluation of electronic resources, and to the electronic awareness programme conducted for academic staff at the end of the year.

The reorganisation of the College of Education into six departments provided an opportunity to strengthen the links between the Library and the academic community, and there have been regular meetings with the Director of the Graduate School of Education and the Graduate Studies Committee.

The fiction, non-fiction, junior and audio-visual collections were weeded to strengthen the focus on relevant educational resources. The weakened New Zealand dollar, a heavy commitment of orders carried forward from the previous year, and a lower budget reduced monograph acquisitions in 2000.

Palmerston North – Ruawharo

Ruawharo Library had a steady year with growth in resources and an increase in lending activity. Highlights were the installation of two web-capable catalogue terminals and a review of the Library, the report of which had not been finalised at the time of writing.

Study space remains tight and the available shelving is rapidly being filled.

Despite growth in the collection, the Library is not able to support the under-graduate programmes offered. Ruawharo requests represent 9% of Hokowhitu loans, although the library does contribute to the inter-campus loan system with 17% of Ruawharo issues going to Massey clients on other campuses.

A pleasing development during the year was greater cooperation with Student Support on the campus, resulting in several library lectures on finding and using resources. The use of information resources was taught during class time as a planned part of the lesson on several occasions, and familiarisation sessions for staff and students were provided.

Development in 2001 will be based on the review of the Library but will include increased library skills instruction to help the community become more self-sufficient in finding the information required. It will also investigate outreach to extramural students in Hawke's Bay.

Wellington

It was a year of significant change for the Wellington Library which maintained all services while merger plans were being implemented.

Two teams of staff were established, one to manage lending activities and the other to provide information and liaison services. There was considerable staff turnover, out of which a full-time position was created to cover evenings and part of the weekend. The migration to a new automated system required an extensive training schedule and the workload at the start of the academic year was high. A staff member from Hokowhitu was seconded for two months during the busiest period. By the second semester, the situation was more stable although a review of staffing

levels took place in the last quarter and the Librarian resigned in November. Guy Reynolds was appointed to the vacancy from 2001.

Several projects were carried out, beginning with the major one of adding the Wellington holdings to the Massey catalogue. This was done with the invaluable help of contract staff. A client satisfaction survey was undertaken at the beginning of the second semester, and there were successful Japanese tea ceremony and calligraphy demonstrations on Open Day in August. During October and November the Library was open on Sundays and was well patronised, and staff began the task of aligning the classification numbers for serials with those in the other Massey University libraries.

The collections that were no longer required to support teaching, such as hairdressing and sign writing, were distributed to other libraries, and Wellington staff took part in system-wide meetings to discuss collection management issues. Reports were prepared to describe the Library's collection in relation to proposals for new courses.

Library staff contributed to various committees including the Campus Management Group, the Wellington Academic Committee, the Enrolments and Facilities Review Team and the Design School Library Committee. They attended the opening of the new library at Wellington High School, and hosted visits from colleagues at other Massey libraries and an Australian library intern.

Building and equipment were upgraded with:

- reorganisation of the workroom
- additional pc and express transaction unit
- two PCs for label printing
- ticket slip printers
- PA system
- additional storage space for CDs
- air-conditioning in the study hall
- door signs replaced, including some changes to those in the reo
- entrance area recarpeted and
- new books stand replaced.

Systems activity concentrated on the Y2K issue and the migration from one automated system to another. The Wellington system was decommissioned, after data had been stored. Staff and public PCs were reconfigured to reflect those in the Massey system and to provide access to networked resources. Additional catalogue terminals were available through the redeployment of superseded PCs, but they do not allow web access.

Staff at Wellington are proud of the speed at which they have adapted to the new environment and integrated their services with the other Massey libraries.

Some staff changes

Staff marked with sadness the death of Ellie Bestor, a long-serving member of the Bibliographic Services Section, after a period of illness. She had been with the Library for twenty years.

Lucy Marsden retired from the position of Head of Distance Services and became University Archivist, and Patricia Macgregor also retired from Distance Services. Lucy had served Massey University for almost thirty years.

Daniela Rosenstreich joined Massey University from Palmerston North City Council and became Head of Distance Services, and Lucy Broadbent from College Liaison Services Section replaced Eileen Tollan as Head of Information Services at Turitea. At the end of the year, Wendy Macaskill, also from College Liaison Services, was appointed to the position of Head of Document Supply, effective from 2001, replacing Noelene White. Ruth Halliday resigned from the Wellington Campus Library and Guy Reynolds was appointed to the vacancy, also from 2001.

Sandra Rothwell visited from the University of New England on a month's internship. Her presence and involvement were appreciated and the exchange was a valuable experience for Massey staff as well as the intern.

Many training opportunities were available, including strategic planning and project management (for supervisors), tikanga and pronunciation of te reo, biculturalism, LIANZA conference, "health, humour and stress at work", New Zealand Law Librarians' conference, and visits were made to other libraries.

Professional Association

Spencer Lilley was elected Vice-President of the Library and Information Association New Zealand Aotearoa, and Graeme Siddle chaired the local regional committee while Wendy Macaskill was a committee member. Helen Renwick was awarded a fellowship, and Valerie Cohen and Graeme Siddle associateships, of LIANZA.

Other Activities

Helen Renwick completed a three-year term as chair of CONZUL (Committee of New Zealand University Librarians) and the NZVCC's Standing Committee on Libraries, was appointed to the national Joint Standing Committee on Interloans, and acted as a consultant for a crown research institute. She has also served on the editorial board of *Australian Academic and Research Libraries*.

Publications

Lawrence, J. Empowering the user : the promise and the practice. *Presented at* SPUSC 2000 Conference, November 2000, Monash University.
<http://www.its.monash.edu.au/spusc/papers/JudyLawrence.htm/>

Lilley, Spencer. The three INGS : recruiting, training and retaining Maori staff *in* Proceedings of the Library and Information Association of New Zealand Aotearoa 2000 Conference, 15-18 October 2000, Christchurch.
<http://www.conference.co.nz/LIANZA2000/papers/SpencerLilley%20.pdf>

White, B.D. and Broadbent, L. Finding information *in* Emerson, L. (ed.) *Writing guidelines for business students*, 2nd ed., Palmerston North, Dunmore Press, 2000.

Conference presentations

Lilley, Spencer. Closing the gaps : Maori and information literacy : *presented at User education for user empowerment*, the Commonwealth Library Association Conference, 19-20 October 2000, Christchurch.

Lilley, Spencer. Reflections on professional training : a post-Auroran view. *Presented at Capitalising on knowledge*: the Australian Library and Information Association 2000 Conference, 23-26 October 2000, Canberra.

<http://www.alia.org.au/conferences/alia2000/proceedings/Spencer.Lilley.html>

Thanks

Thanks are extended to all staff whose efforts keep the Massey University Library among the most efficient and service-driven in Australasia, to the Library Committee for advice and support, and to all other friends and supporters.

Helen Renwick
University Librarian
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