

**MASSEY UNIVERSITY**

**LIBRARY**

**ANNUAL REPORT**

**2002**

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## **A INTRODUCTION**

Massey University Library enjoyed a very productive year in 2002. This was due to the enduring impact of the previous University Librarian, Helen Renwick, who transformed much about the Library during her ten years in the position; and to Linda Palmer who acted so ably as Acting University Librarian for the first half of the year.

This sense of optimism was also reinforced by the very solid support which the University gave its Library, especially in terms of the budget allocation for the collections. The rising value of the New Zealand dollar in the second half of the year also extended the purchasing power of the book budget. 30,144 orders were placed by the Bibliographic Services Section of the Library. This represents a 41% increase over 2001. We also made significant savings (compared with 2001) with the renewal of some expensive electronic subscriptions towards the end of year. The savings made enabled the Library to purchase some significant research items for the collection towards the end of the year, including the Maori Land Court Records for Aotea and Takitimu. The volumes in these sections of the Maori Land Court Records will be a very valuable and well used research resource, and we should plan to purchase further volumes in future years. The volumes will also offer a range of teaching opportunities.

The other notable acquisition in 2002 was the first purchase of an e-book (electronic book) service. We selected the Safari e-book service which offers a wide range of IT and computer books and guides. These are the sorts of books well suited to the electronic environment, as they are usually consulted in sections, for a finite time, and are regularly updated by new editions. The electronic format means that the Safari books are available across all campuses, from libraries as well as offices and student laboratories, and for distance students and others, from their computers at home.

The other component of collections is the Library's administration of the University Archives under Lucy Marsden. Archives, of course, are prime material for research. The proof of the value of Lucy's work was clearly apparent with the use of the archives for publications marking the 75<sup>th</sup> Anniversary of Massey University.

The two main problem areas for the Library in 2002 were, not surprisingly, space and staffing.

There was some pleasing progress on space with the refurbishment of the Hokowhitu Library in the second half of the year, and the building of the new temporary library buildings at Albany, with completion due very early in 2003. The need for a refurbishment of the Turitea Library and for an increase in space is now becoming urgent, with shelving at over 90% capacity. In even more dire straits is the library at Wellington, which is not "fit for purpose" for either the needs of students or the working environment for library staff.

Staffing is the other problem area for the Library. Although we do need to be mindful of the pressures that permanent staffing puts on the University budget, the NZ University Library Statistics (NZVCC) show that the Massey University Library system is understaffed in comparison with the other NZ university libraries. This is not a situation where there can be a quick fix, but it is an area where we need to work for improvement over a period.

The other staffing issue is the continuing vacancy of a Kaitakawaenga Maori. Consultation has taken place within the Library in the latter part of 2002, and Nga Manu Ka Rere (Maori Library staff) have played an important role in the discussions. We need to see a resolution of this matter as soon as possible in 2003.

One of the big challenges for the year emerged with the increase in international students on all Massey campuses. The Library has no quick nor easy answer, but it is clear that international students are intensive library users for both reading and study, as well as requiring greater assistance from Library staff when they first arrive. We need to do more to accommodate their special needs.

The other big challenge for 2002 came in the form of the "Big Picture : opportunities for potential areas for closer collaboration among the New Zealand university libraries" by Helen Renwick. This was a report to CONZUL (Council of NZ University Librarians) and the New Zealand Vice-Chancellors' Committee. The report recommends a more collaborative and cooperative university library sector in New Zealand and suggests a number of projects which would support such a development. The "Big Picture" report has been endorsed by both CONZUL and the NZVCC. The proof will be in the detail, of course, and this should emerge with the work planned by CONZUL over the next few years.

## **B NATIONAL SHARED SERVICES**

### **(1) Archives**

#### **(i) University Archives**

A total of 112 enquiries were received during the year, compared with 81 in 2001. Enquiries came from university staff, city organisations, individuals seeking information about relatives, and agricultural historians.

An additional room was made available during the year, and shelving was erected in November, enabling some stock to be moved there to relieve congestion in the main room, and providing better storage conditions for photographs.

Two displays were presented, one on the establishment of Massey Agricultural College for Open Day in March, and the second to commemorate the Act of Parliament that created Massey University in 1962.

Efforts are also underway, in consultation with the Registrar, to formalise procedures for the archiving of university documents.

The University Archivist was also very involved in the celebrations of Massey's 75<sup>th</sup> Anniversary.

Donations included:

- Photographs from the former agricultural departments from Mrs I Edmond, Ms G Peren, Mr J Gould, Mrs Hodren and Professor R Earle
- Course booklets, Masskerades and Orientation handbooks
- Personal papers of W Jacques, staff member in Field Husbandry, 1928-64
- Early Student Revue programmes from G S Robinson
- Minutes and records of the Staff Club 1971-92
- Three map cabinets of plans from Facilities Management
- Papers of the Director of CUES, 1989-99
- Plans and correspondence re alterations to Tiritea 1995-96
- Papers of G Douglas Robb (Member of Massey Agricultural College Council, 1940s)

- Documents of various committees from Professor Sylvia Rumball
- Records of Projects Office
- Records of MUSA 1992-99
- Vice-Chancellor's correspondence, 1996.

#### (ii) Dairy Records Archive

The Dairy Records Archive was not available during 2003 as it was in storage. 16 enquiries for information were made during the year. Those asking for access to the Archive after it was placed in storage were happy to wait until it became available again.

Three donations were received during the year:

- Liggins family history (Dairy Factory at Longburn and Tokomaru)
- Dennis Hamblin. Personal papers of his father.
- Dairy Industry Association of New Zealand papers.

#### (2) Bibliographic Services

Electronic resources were a major focus for Bibliographic Services in 2002. A change to the URLs for the EBSCO Megafire database resulted in a major reload and upgrade. The whole area of licensing of electronic resources became a major task with requests to establish 'electronic only' subscriptions for serials on a title-by-title basis. The multi-campus nature of Massey and the needs of distance students make licences much more complicated. The first real step into the E-book area was made with the addition of the Safari Tech Books Online package. Purchase of the "inet" location scope means that users of the Library catalogue can now choose to limit their search to electronic resources only. URLs have been provided for particular journal articles for inclusion in WebCT packages.

There was a marked increase in the number of orders for monographs in 2002, and a corresponding increase in the number of titles and items taken into stock compared to 2001. 40,940 items (equivalent to 27,253 titles) were acquired in 2002, compared with 34,936 items (equivalent to 22,047 titles) in 2001. Orders placed represent a 41% increase, and in part this reflects the strengthening New Zealand dollar and an increase in our buying power. Bibliographic Services coped admirably with this increased workload.

#### (3) Distance Library Service

The Distance Library Service continues to be well used by its customers, with requests increasing slightly to a total of 165,175 requests. Book requests increased by 8% and exam paper requests by 7%. However, journal article requests continued to decline by 18% compared with 2001. This may reflect the increasing availability of full-text journal articles on the Library's web pages.

The major impact of Summer School was on the Library's Distance Service, as many papers were offered extramurally. Requests in December were 35% up on the same time last year.

The Section is also receiving increasing requests (especially videos) from distance students.

#### **(4) Receipts and Processing**

The continuing move to electronic subscriptions and access impacted on the Section, with fewer print serials to check in, but more complex management issues to deal with. Further discussions with other areas of the Library may be necessary so that responsibilities are more clearly defined.

During the year the Section moved to EDI claiming of serials with EBSCO, our US serials vendor. This has been very successful.

The procedures for obtaining out of print books has been changed, and these are now ordered from a web based service rather than a traditional library book supplier. This has led to marked improvement in our success rate for obtaining such material.

Payment processes for invoices have been brought under closer monitoring by the Head of Section, and this has given the Library total control over the accuracy and timeliness of payments to most of our major monograph and serials vendors.

#### **(5) Systems**

Systems suffered this year with a number of vacancies which disrupted its activities. However, the Section was back to full strength at the end of the year.

The standard WebOpac image was installed on the public computers at the Wellington Campus Library so that all libraries are now standardised.

Older pcs were upgraded during the course of the year.

The Systems Section provided regular input into the meetings of the Library Management Group.

### **C REGIONAL REPORTS**

#### **(1) Albany**

There are now close to 70,000 books and audiovisual items located at Albany, as well as nearly 2,500 serials. Use of the collection grew by 19%.

Space pressures were considerable, and the move to a new (temporary) library building on the upper campus in 2003 is welcomed. Library staff spent a considerable amount of time in 2002 planning for the new building.

Despite the increased activity in almost all areas of library operations, turnaround times were maintained. This is due to the commitment and energy of the library staff. However, the pressures of the increasing student roll at Albany mean that additional library positions are now needed.

Inquiries increased at the Information Desk by 28%, the number of students at orientation and instructional sessions by 49%, and resource statements were prepared in response to proposals for the introduction of 60 new papers for 2003.

The Library's bicultural group organised its second hui with Bernard Makoare as the guest speaker. A Winter Visitor Series was inaugurated, and staff also participated in the Festival Day on campus.

## **(2) Palmerston North**

### **(i) College Liaison – Nga Takawaenga-a-Kareti**

The College Liaison Section has now been established for six years. 2002 was a difficult year in terms of staffing for the section, and this is reflected in the decrease in the number of liaison communications with academic staff and the promotion of library services. However, the number of contacts with new staff members increased slightly, as did the face-to-face research consultations.

A meeting of all liaison librarians was held in Wellington in May and this was very valuable.

A major preoccupation for the year was the Serials review. This was very time-consuming, but enabled a number of titles to be cancelled and new titles to be ordered so that collection expenditure is used most effectively. A report with 23 recommendations resulting from the Serials review was presented to the Library Management Group.

Teaching has been a major activity for the year. While there has not been an increase in the number of classes taught, the classes enabled College Liaison Service to have contact with, and to teach 2423 students during the year. In addition, there was a 57% increase in reference enquiries to the section.

Liaison librarians continue to contribute to the University community through teaching the use of bibliographic software (Procite and Endnote).

Celia Bockett and Graeme Siddle completed two reports for accreditation applications during the year – for the College of Business for accreditation to AACSB International and the School of Accountancy for accreditation by the Institute of Chartered Accounts of New Zealand. Both applications had successful outcomes.

### **(ii) Document Supply Services**

The number of interloans requested by Turitea Library users in 2002 decreased slightly (by 3%). This may reflect the increased number of full text journal articles available electronically from the Library. From November the Albany Library began to service its own international requests for journal articles. 90% of New Zealand sourced requests were supplied to our requesters within seven working days and 82% of international requests within 21 days. The number of interloans supplied to other libraries increased by 16% in 2002. This reflects well on the Massey library collection and on the service provided by Document Supply. Most items were supplied to other libraries on the day the request was received.

Massey hosted a meeting of Interloans Librarians from the other NZ university libraries. A report was written for CONZUL (Council of NZ University Librarians) on some of the outstanding concerns from the group.

Intercampus requests have continued to decrease, by 16%, to 3350 requests for journal articles, but increased for books by 9% to 18,346. The decline in the requests for journal articles reflects the increasing availability of electronic journals, and the growth in the serials collection at Albany. A major service improvement in intercampus requests for the journal articles was the provision of an online request form.

The photocopying service had a difficult year, both in terms of staffing and in a less than ideal transition to new digital photocopiers and charging software. It was a relief to have a new photocopy contract finally in place. The new digital copiers provide a high quality product and have proved very reliable once the initial problems were overcome.

### **(iii) Information Services**

Total enquiries have fallen slightly (4%) in 2002, although telephone and email enquiries have risen substantially (80% and 29% respectively) in relation to face-to-face enquiries. The email reference service "Ask a Question" has continued to develop, with improvements in marketing to distance students, and through brochures. Weekend enquiries have increased by 34% in 2002, reflecting, along with the rise in telephone and email enquiries generally, the changing study patterns of our students.

The reference component of the Library's web site was further developed, and by the end of the year 22 of the 28 subject guides had been completed.

The installation of the EZproxy server has significantly improved authentication for access to electronic resources. Multiple passwords within the University remain an issue, and a move to a single login for all electronic services within the University is supported.

Student attendance at information skills classes increased in 2002. We are now teaching more than 5000 students, and 20% of these are 100-level students.

A review of the Reference Collection was undertaken in the latter part of the year.

### **(iv) Lending**

Usage of the Turitea collection has decreased slightly, with 4% fewer loans than for 2001. The New Zealand and Pacific collection continues to have steady usage accounting for 16.9% of the loans of Turitea items.

Use of the Reserve collection has decreased by 15.9% since 2001, reflecting the more extensive use WebCT by course controllers.

Space for the collection is an ongoing issue. A significant project at the end of 2002 integrated all the journals in stack collections into one sequence.

Saturday afternoon opening hours for the summer semester were continued for the 2002/2003 summer. There is small but steady usage.

Self-renewals now account for 60% of all renewals. During the year an enhancement to the library system software was activated to enable users to self renew via the web with fines added to their library records.

Overdue notices are now sent to University staff by email. The response to this new service has been positive.

Performance measures for lending activities have also been worked on by staff from all libraries.

**(v) Palmerston North - Hokowhitu**

Overall loans decreased again this year, with a 4.6% decrease from 2001 issues. However, the patron count (in-house usage) was slightly up.

Library hours were increased to 57 hours per week with a Sunday afternoon opening, and additional opening hours were offered over the Summer School period.

The service to distance students rose markedly, with a 21% increase in the supply of books, and a 36.4% increase in the supply of photocopiers.

Interloans supplied to other New Zealand libraries increased by 2% for journal articles and 17% for books. This reflects the strength of the education collection.

Reference and directional enquiries decreased, but there was an increase in computer and technical queries. Orientation tours and information literacy classes had a very pleasing response.

As a new initiative, the Library offered an electronic library bulletin board service for external students in the Primary Pre-Service Programme.

A major refurbishment of the Library building took place between June and December, and has resulted in a significant improvement to both the public and workroom areas of the Library.

The Library marked Library Week with a range of activities, including an author reading and a performance by Theo Va'a. During the week a food for fines initiative was run which meant that library users were able to donate cans of food to pay off their outstanding fines. This resulted in a large (482 can) donation to the Massey University College of Education Students Association foodbank for hard-pressed students.

**(vi) Palmerston North - Ruawhoro**

The Library at Ruawhato had a steady year with a small decrease in overall borrowing, but an increase in the percentage of the collection despatched to Distance borrowers. Database use also increased.

During the year, the extra space created when Kanuka Grove ceased operations has been painted and lighting improved. The collection has been respaced to make better use of existing shelving.

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

**(3) Wellington**

2002 was an extremely busy year for the Wellington Library. There was a rise of 31% in loans compared with year 2000. Opening hours were extended until 10pm (Monday – Thursday). A large increase in international students also had an impact, as many made heavy use of the Library. There was also a 76% increase in the number of items posted to distance students.

The Library building has been under strain because of the increased patronage. Heavy in-house use of materials prompted the establishment of a pre-shelving area. The Study Hall has been generally full all year.

At the same time, the transformation of the collection to a university-level one has placed pressure on existing shelving, and 90 new shelves were added at the end of the year. Additional shelving will soon put pressure on the present (inadequate) study spaces for students.

Significant achievements during the year included:

- Implementation of a new photocopy service, including a colour copier for design students.
- Major participation in the Library's Serials Review.
- Memorandum of Understanding with the Nola Millar Library at Te Whaea (National Centre of Drama and Dance) in preparation for upcoming joint courses with Massey University.

The College Liaison section was also very active, with 62 consultations with staff and students, 78 orientation tours and 36 training lectures. Nearly 40 resource statements for new papers on programmes were generated.

## **D STAFF**

Linda Palmer continued to very ably fill the role of Acting University Librarian until the end of June. John Redmayne took up an appointment as University Librarian from the beginning of July. Debbie Needham was appointed as Systems Manager. Pauline Knuckey was appointed as Head of Distance library Services. Stephanie Taylor was appointed as PA to the University Librarian.

Retirements during the year included Natalie Watkin (Receipts and Processing), Judy Lawrence (College Liaison), Heather Cannan (Administration), and Celia Gallie (Information Services). The death is noted, with sadness, of Barbara John.

Training opportunities provided included attendance at the LIANZA Conference in Wellington, the Innovative Users Group meeting in Sydney, the DEANZ (Distance Education Association of NZ) Conference, the ARLIA Conference in Brisbane, the VALA Conference in Melbourne, and the Lifelong Learning Conference in Rockhampton. Staff contributed to the "Significant Others Conference" at Palmerston North and to the Vice-Chancellor's Symposium on the Treaty of Waitangi.

The Library's first (and successful) staff exchange took place between the Albany and Wellington Campus Libraries.

Meetings were hosted of Interloans Librarians from all the NZ universities, Maori and NZ Librarians from the Wanganui-Manawatu region, and a group of academic librarians from Universiti Putra Malaysia. The CONZULSys Group (AUT, Waikato, Victoria and Otago) were hosted for a visit during their investigation of a new integrated library system for the libraries of the four institutions.

### **Professional Associations**

Spencer Lilley was the Immediate Past President of LIANZA (Library and Information Association of New Zealand Aotearoa) from July, and Wendy Macaskill replaced Graeme Siddle as the Chair of the local Ikaroa Region of LIANZA. Rae Gendall served as a member of the Ikaroa Committee. Lucy Marsden was elected to the National Council of ARANZ (Archives and Records Association of New Zealand).

### Other Activities

Graeme Siddle is a member of the Tertiary Chaplaincy Board of the Diocese of Palmerston North. Di Barnard served as a member of the University's Art Collection Committee. Celia Bockett became a member of the Editorial Board for the Centre for Women and Leadership Working Paper Series. Lucy Marsden was a member of a working group set up by the NZVCC to negotiate with Archives NZ the impact on universities of the Public Records Bill. Linda Palmer served on the General Staff Salary Taskforce.

### Publications

Marsden, Lucy. Massey University 1927-2002 : 75<sup>th</sup> Anniversary / [prepared by Lucy Marsden, with the assistance of Margaret Tennant, William Broughton and Richard Corballis] – [Palmerston North : Massey University, 2002]

Marsden, Lucy E. Floreat Agricultura : a history of agriculture and horticulture at Massey University, 1927-2002 / Lucy Marsden, Lesley Courtney and Michael Bartleet – Palmerston North : Massey University, c2002.

### Thanks

The accomplishments of the past year are due to the professionalism and hard work of the library staff on all campuses. Massey University is fortunate with the quality of its library staff. Thanks are also extended to Associate Professor Peter Davie and the members of the Library Committee for their advice and support. I would also like to thank Professor Luanna Meyer, Assistant Vice-Chancellor (Academic), for her strong interest and support for the library. It is much appreciated.

Lastly I would like to thank the previous University Librarian, Helen Renwick, for leaving the library in such good heart, and for all that she accomplished during the ten years of her stewardship.

**John Redmayne**  
**University Librarian**  
May 2003

## E STATISTICS

<b>TOTALS</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Hours open per week</b>			
* semester			
* vacation			
<b>Reader seating</b>	1720	1715	1432
<b>Inter-library loans</b>			
* original items supplied	5540	5284	4649
* photocopied articles supplied	6618	7232	9200
* original items received	2499	2467	2314
* photocopied articles received	7516	7217	6603
<b>Information Desk hours (semester)</b>			
<b>Enquiries</b>			
* reference	10516	15427	21455
* directional	52115	24840	24289
* computer instruction	24450	19902	16372
* technical instruction	-----	-----	-----
<b>Orientation and Instruction</b>			
* number of tours	263	190	266
* number attending	1968	1543	2636
* number of classes	762	548	528
* number attending	7017	8537	10830
* consultations	654	612	210
<b>Loans</b>			
* general collections	585737	576575	599115
* reserve collection	98118	83168	81232
<b>Inter-campus loans</b>			
* books	30020	27933	40844
* photocopied articles	6908	5762	4066
<b>Distance services</b>			
* books supplied	133098	153533	185223
* photocopied articles	42243	40422	35345
* examination papers	9102	8882	9581
* subject searches	2165	1746	1406
<b>Technical Services &amp; Collections (all sites)</b>			
* items acquired	47824	34936	40940
* items withdrawn	11165	7938	6239
* titles acquired	24334	22047	27253
* titles withdrawn	4331	3288	3736
* orders placed	23431	21305	30144
* current printed serial subscriptions	9541	9061	8206
* current electronic serial subscriptions	-----	-----	7232
<i>there is an overlap of 1501 titles held in both formats</i>			
<b>Library homepage visits</b>	-----	260271	340425