

LIBRARY

ANNUAL REPORT 2005

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LIBRARY

ANNUAL REPORT 2005

A INTRODUCTION

(i) Statistics

The Library statistics for 2005 show a continuation of the trends from 2004. The levelling out of student numbers and the increase in the number of electronic information resources have both had an impact.

1) Student numbers

This is evident in the overall loan statistics, which have declined by 5.6% from 2003, and in books and photocopied articles supplied by the Distance Library Service, which have declined by 7% from a peak in 2003. The number of students attending orientation and instruction courses has also declined by 28% from the 2003 peak.

Although we may have passed the peak, it is important to note that the figures for these activities are still substantial.

Massey University				NZ University Library Average
	2003	2004	2005	2005
Loans	1,033,647	1,043,090	975,608	561,328
Attendance at orientation & instruction	13,254	11,993	10,289	12,462
Distance supply (books & photocopied articles)	218,404	213,671	202,981	N/A

2) Electronic information resources

The range of resources increased further in 2005. The number of print serial subscriptions has declined from 9,541 titles in 2000 to 4,767 in 2005. Electronic serials were not recorded in 2000 but in 2002 were some 7,232 titles. In 2005 we have 17,411 titles (a 140% increase). If we compare electronic and serial subscriptions in 2002 (14,860 titles), then in 2005 there are 22,178 titles, a 49% increase in the range of titles available to our library users.

The move to electronic is also seen in our interlibrary loan requests out to other libraries, where copies of journal articles have declined by 38% since 2000 to a low of 4,687. This reflects the impact of some of our new large journal publisher packages, including Elsevier's Science Direct "Freedom" (full) Collection, Blackwell Science, Springer, ACM, and IEEE. The purchase of back files for Elsevier and the JSTOR archive of e-journals from scholarly presses has also had an impact.

The intercampus loans within the Massey libraries have seen book requests remain fairly steady (some 45,065 loans in 2005), but a major decline in requests for photocopied articles (a 65% decline since 2000), reflecting the equal availability across all campuses of our electronic journal services.

In 2005 we were able to make examination papers available over the web for the first time. Previously these were photocopied and posted out to distance students. This service peaked at 11,535 copies in 2004, with a decline to 8,131 in 2005, and we expect an even more substantial decline in 2006.

The growth of the Library's electronic services is also very evident in visits to our home page, which is now really an additional branch of the Library, but open 24 hours a day. In 2005 we saw a 26.67% increase from 2004, and reached a milestone with 862,936 visits. We first kept library homepage visit statistics in 2002 when we recorded 260,271 visits.

The 20 most visited pages on the library web site in 2005 were:

1. Home page
2. Article databases
3. Old databases A-Z list
4. E-journals
5. Subject Guides list
6. Online Reference Resources
7. Management databases
8. Exam papers
9. Medical and Health Sciences databases
10. Psychology databases

11. Search the Web
12. What's New?
13. Forms list
14. Management Subject Guide
15. Biological Sciences databases
16. Law databases
17. Opening Hours
18. Brookers Online Resources list
19. Psychology Subject Guide
20. Education databases

At the end of October we introduced the 'patron-type' pages (eg The Library for Undergraduates, etc.) The Undergraduates page is already our 29th most popular page (with 5,194 visits) and the Postgraduates page is our 32nd most popular page (with 4,563 visits).

(ii) Library as a place

Despite our emphasis on our electronic services, it is very important to note that the Library is also a place where students can interact with each other, and have assistance from library staff. Human beings are social creatures and learn best in a social environment.

A November 2003 report from the Council on Library and Information Resources (Bennett, Scott. *Libraries designed for learning*) noted (p44) that "it is a responsibility for all who care deeply about libraries... to make library buildings fit homes for the social dimension of the learning and teaching process by which knowledge moves between people and its embodiment in printed books and in fleeting electronic digits".

In 2005, reference enquiries at the information desk had increased by 117% since 2000 (and 8% since the peak student enrolment year of 2003).

Foot traffic was also very evident at the Turitea Library where it increased by some 20%, strongly influenced by the opening of the new Information Commons on the middle floor of the Library.

(iii) Achievements in 2005

- Opening of an information commons of 92 PCs in the Turitea Library.
- Ground floor entrance for the Turitea Library.
- Exam papers available on the web.
- Rodski survey of user satisfaction showed the Library was in the top 25% of Australian and New Zealand university libraries for service quality.
- Design brief for a new library at Wellington was completed.
- Planning for a temporary extension to the Albany Library to cope with the expanding roll reached a positive stage.
- Website recorded 862,936 visits.

- Favourable exchange rate enabled the Library to expand its range of back files for Elsevier's Science Direct, purchase a further back file of the Web of Science (Science Citation Index) to take our holdings back to 1945, and also obtain the complete archival back file of CABI (Commonwealth Agricultural Bureau Indexes).
- Kaihautu Māori (Māori Services Manager), a secondment, made permanent.
- Creation (through use of vacancies and savings) of one academic-year-only College Liaison Librarian each for Albany and Wellington.
- Half-time administration assistant position created at Albany (also through vacancies and savings).
- Electronic resources that have perpetual access transferred to capital budget from operational budget.
- Leading the development of ULANZ, a face-to-face reciprocal borrowing scheme.
- Top slicing of the book budget for an easier focus on collection development, texts and recommended readings, New Zealand Pacific Collection, and the new Māori collection.
- Creation of Ngā Kupu Ora.
- Move of all Turitea education books (except those for higher education – Dewey 378) to the Hokowhitu Library.
- Refurbishment of AV Room at Turitea.
- PBRF citation checking.

Significant acquisitions and donations

- New Zealand Woman's Weekly (microfilm) 1932 – 1959. This resource supports the areas of history, sociology, media studies, communication and journalism and is also of interest to design students. This acquisition supplements the journal *Ladies Mirror* held in microfilm format at Turitea.
- Typescript of the life of Rev. Richard Taylor of Wanganui – 11 bound volumes. Donation from Dr John Owens.
- Collection of papers on pre-1840 NZ history and pre-1840 history of the Manawatu donated by Dr John Owens.

B NATIONAL SHARED SERVICES

(1) Archives

The position of University Archivist was vacant during 2005. Lucy Marsden continued to work on a part-time basis throughout the year. Louis Changuion was recruited as the new University Archivist and Records Manager in late 2005, and will commence duties in April 2006. His responsibilities will include ensuring that the University complies with the Public Records Act, 2005.

Several donations of material from various quarters were received, including a number of valuable historical photographs from Jim Henson. There were also deposits of documents from around the University, with a significant amount of material from the Registrar and the Ethics and Equity Office.

It is clear that staffing resource and space will be major issues for the University Archives in the near future – one full-time staff member and the very limited space currently available both fall considerably short of future requirements.

(2) Collection Services

The new structure in Collection Services has succeeded well in meeting the need for a Library-wide oversight of collection management issues.

During 2005 we were able to acquire several subscription packages that were available as “one-off” purchases. Most notably, additional Science Direct back files, the CAB (Commonwealth Agricultural Bureaux) archive and the Web of Science back file for 1945-1969.

2005 has seen further developments in the way in which electronic resources are being marketed, with an increasing move by vendors towards selling electronic access to archival issues of titles as a separate package. Consequently, if a library wants online access to issues that they also hold in print, this access needs to be purchased separately. Previously the practice had been to provide access to all available online content as part of a current subscription.

The annual serials round was undertaken on the basis that it had to be cost neutral. There were two major areas of cancellation: tourism and hospitality at Wellington and German literary journals at Turitea.

The top slicing of monographic money for the purposes of collection development saw additional sums of money allocated to Albany for the establishment of a collection to support the Institute of Natural Resources and to build up the art and design collection. The Library also purchased a number of second-hand bound volumes of the Appendices to the Journal of House of Representatives (NZ) to complete the Albany set of these. Wellington also

received additional funding to purchase resources for new psychology and accountancy courses. Set and recommended texts for all campuses continue to be purchased centrally for all campuses.

(3) Digital Services

Staffing movements in Digital Services during 2005 limited the amount of progress that could be made with a number of projects. The Manager position was vacant for the second half of the year, and there were gaps in the Technician positions, with the two present staff members both being recruited in 2005.

Despite the staffing situation, desktop support was maintained at a generally good level, and ITS assistance was invoked as needed. Both technicians have received generous and well-earned praise for their hard work and customer-focused approach to their jobs – without their competence and commitment the support of the Library's IT environment would have been very much harder.

The recruitment of a Digital Services Manager was under way by the end of the year, and a better year, with an expanded Digital Services section, is hoped for in 2006.

(4) Distance Library Service

The Distance Library Service continued to provide a quality service in 2005 as indicated by the high level of satisfaction reported by students through surveys, verbal comments and letters.

Among projects undertaken this year, a Library segment was written for the Student Learning Centre's CD-ROM for first year extramural students and there is now a regular contribution from the Distance Library Service to the *OffCampus* magazine. There have also been a number of discussions with the Student Learning Centre on the work they are doing for extramural students and how the Library can work with them.

The reduction in the number of journal article requests continues to be a noticeable trend as more students access articles online, while the number of book requests continues to be much the same as in previous years. The number of requests placed through the Library Catalogue is up 11% on 2004, indicating that students are increasingly choosing to communicate with us online.

(5) Māori Services

Over the 2004/2005 summer period, the Library brought all Māori resources together into one collection. This collection, blessed and opened by Professor

Mason Durie on 10 March, is known as Ngā Kupu Ora, which translates as 'the living words'. The collection includes approximately 8,600 materials in different formats (books, journals, audiovisual).

During 2005 a Māori information literacy strategy and plan was developed and endorsed. The actions listed in the plan will be implemented over a three-year period.

One of the major highlights of the year was the inaugural Hui of the CONZUL Māori Services Librarians. This was hosted by Massey University Library and was held at the Ruahine Marae (College of Education) on November 23-24. All eight universities were represented at the Hui.



CONZUL Hui attendees

(Left to right) Spencer Lilley (Massey), Lynn Vare (Otago), Charles Willison (Waikato), Sheeanda Field (Massey), Nekerangi Paul (Canterbury), Philip Combs (AUT), Sue Hirst (VUW), Cat Mitchell (Auckland), Adriana de Groot (Lincoln), Lorraine Johnston (Otago), Hinerangi Kara (Waikato)

Ranges of promotional methods were used to highlight Māori services and resources available from the Library. Three brochures were launched early in the year. These included a brochure about Ngā Kupu Ora; another explaining the services we offer, and the third was a booklet that provided information about Māori theses held in the Library. A Māori services blog was also established as a means of creating a permanent archive about new services and resources on offer. The blog is updated on a regular basis and provides a quick and easy method of providing web-based access to resources at <http://massmaorilibraryservices.blogspot.com/>

C REPORTS BY REGION

1 ALBANY

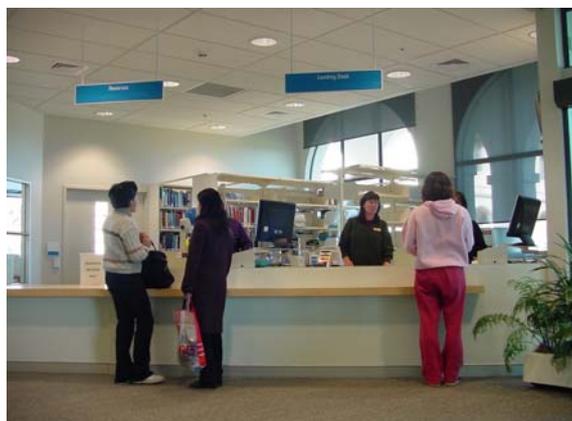
During the year there was progress on the upgrading of equipment and computers to improve access to the network and to a range of software support products. There was a welcome return to planning for the creation of additional building space, both to contain the steady decline in study space, and to progress the construction of the next stage of a permanent library.



Temporary Library Building- Albany

The Library reached optimum shelving capacity this year with the installation of an additional 240 shelves to provide additional space in both the Main and Serials collections. Library and Albany Campus managers are now considering a proposal to use off-site storage to accommodate future growth until a new permanent library building is constructed.

Business activity at the Lending Desk in 2005 declined by 7.4% compared to the previous year, with a total of 152,956 checkouts (12,281 less than 2004 and 13,603 less than 2003). Renewals, requests, checkouts of Reserve items and the number of items supplied to Distance students also decreased. In a similar trend there was a decline in Interloan requests from Albany patrons but a slight rise in items supplied to other libraries.



The Lending Desk at Albany

2 PALMERSTON NORTH

2005 has been an extraordinarily busy year. The usually quiet summer was dominated by building changes and the installation of the Information Commons. The entrance was moved to Level 1, and the Lending desk and staff areas were re-established in front of the Photocopying Room, ready for a Semester 1 start.



New ground level access to the Library

At the same time the Information Commons was officially opened on Level 2, and was fully occupied from the first day of semester. The large space vacated by Lending was turned into a group study area, and has been very heavily used by students throughout the year. Other new services during the year included the introduction of email overdue notices in May

In September the Library carried out the Rodski Client Satisfaction Survey – a survey tool designed specifically for university libraries and used by almost all Australasian university libraries in recent years. Massey University Library had excellent results, with no significant gaps between importance and performance in any of the aggregated results. The survey also allowed benchmarking, and results indicate that the Library scored above the median compared to all other Australasian university libraries, and was in the top 25% for overall satisfaction compared to other libraries surveyed in the last two years.

The Library's pilot mentoring programme for library assistants undertaking library and information management study continued through the year, and was reviewed in November with varied results. The programme will continue in 2006 on a case-by-case basis.

College Liaison Services

College Liaison staff at Turitea continue to co-ordinate and deliver postgraduate information skills classes for this campus, assisting with some undergraduate classes as required. College Liaison librarians also deliver customised training sessions for academic staff, most notably for EndNote and on PBRF-related publishing activities such as citation searching and journal rankings.

In 2005 College Liaison staff taught 83 information skills classes, attended by 925 students. Science Liaison librarians delivered lectures each semester to students studying 119.155, prior to their arrival in the Library for tutorial classes. The Business Liaison librarians assisted again in Semester 2 with teaching 219.100 classes in Wellington, and taught on the MBA programme in Christchurch once again this year. The research consultation service offered by Liaison Librarians to staff and postgraduates continues to be well utilised. The total number of research consultations for 2005 was 316, down somewhat on the record total of 416 experienced in 2004, but in line with the numbers for 2003 (303).

The *Knowledge Management* programme continues to go from strength to strength and three new modules (*Publishing for PBRF, Introductory and Advanced EndNote*) were developed during 2005 and have attracted considerable interest. The partnership with TDU in delivering these courses has proved beneficial for all concerned, and further refinement and development of modules are likely.

The New Zealand dollar has remained strong against the American dollar, and purchasing power has continued to be high. 2005 saw a slight reduction in the amount of money allocated to individual book fund codes at Turitea, but this was counterbalanced by topsliced purchasing of set and recommended texts (by the Collection Manager) and by the establishment of separate fund codes for New Zealand & Pacific and Māori materials. A Datasets group was established this year to look at electronic resources and packages. The group was able to recommend the purchase of some significant back files (CABI archive, Science Direct collections) at the end of 2005 when some one-off funding was available. The purchase of an additional e-book package (Safari Business Books) was also approved at the end of 2005.

As a result of the 2005 Serials Review, several new titles were approved for purchase. Some development funding was made available to purchase additional science journals to support new teaching and research initiatives.

Document Supply Service

There have been a number of service developments in this section over the year, including a proactive offering of electronic delivery of documents to overseas students. Electronic copies of examination papers are now available via the Library website for 2004 and Semester One, 2005.

The intercampus service has been expanded to provide delivery to students at the Hokowhitu site. The supply of Turitea books to the other campuses slowed during 2005 with 5% (total of 26,014 items) fewer Turitea items being loaned at the other campuses than in 2004 (27,412 items). Intercampus requests for copies of journal articles from Turitea continue to decline, with 14% fewer requests in 2005 compared to 2004. This reflects the increased availability of electronic journals. Demand from Massey staff and students is steadily decreasing: 12% from 2004 to 2005, and 22% over the period 2002 to 2005.

The supply of loans to other libraries has increased since 2004, by 11.5%, reflecting both a good service and the depth of the collection. At the same time, the supply of journal articles to other libraries is declining with a 23% decrease from 2004 to 2005. The number of loans received from other libraries is identical to 2004, but the number of journal articles received has decreased by 24% since 2004. These trends indicate a steady demand for loan items, with the increasing availability of electronic journals producing an expected decrease in demand for articles.

Information Services

The Vice-Chancellor, Professor Judith Kinnear, opened the Turitea Information Commons on 23 February 2005.



Official opening of the Information Commons

The Commons immediately proved to be extremely popular with students, with all 92 computers in use from 9am to 5pm daily. The Information Commons provides a blend of library resources and computer applications. Two full-time staff are employed by Information Technology Services, to provide IT help to users of the Commons, and to troubleshoot any IT problems. These staff, together with librarians who work alongside them on the Information Desk, have made a major contribution to the success of the service. The number of computer-related enquiries has risen by more than 200%.



A view of the Information Commons

2005 saw a reversal of the downward trend in enquiries experienced in recent years, due in large part to the success of the Information Commons. Face-to-face enquiries rose by 14.5%, email enquiries by 11%, while telephone enquiries remained the same as in 2004. Total enquiries rose by 12.5% over 2004 figures.



Assisting with an enquiry

There has been a substantial amount of development on the web site this year, both in content and layout. In October the Library Home Page was redeveloped to include patron-type access points (Undergraduates, Postgraduates, Distance students, Staff/Researchers and Visitors), borrowing information, and a page on the Information Commons at Turitea, while redeveloped pages include Reference Resources, Need Help?, Services to International Students, and a combined Title listing of all electronic databases, e-journal packages and e-reference resources.



The bright and spacious AV Room

Lending Services

Lending Services began the year with a shift from Level Two to their new position on Level One.



The new Lending Desk on Level 1

An initiative that has received positive feedback from both staff and students has been the introduction of notification of Overdue items and Drop-holds by email rather than by post. This means that staff and students are informed much more quickly of their overdues, resulting in faster returns of those items and a direct result of this is the increase in renewals that borrowers are (remotely) undertaking themselves.

Reciprocal borrowing between all University Libraries, except Auckland, was introduced as a new service in 2005. To date, low use has been made of this service with a little over 100 items loaned to staff and students of other universities.

Issue statistics were down significantly in last year, with a 17% drop in issues compared with 2004. This may be partly attributed to the significant increase in the use of electronic resources, including access from home, and to the decline in student numbers. The number of renewals made by borrowers themselves outside the Library has increased by 12% on 2004. The number of Holds and Recalls has also decreased almost 10% on 2004.

The number of visits to the Library increased to 699,364, apparently a 4.7% increase on 2004 (668,286). However, due to refurbishment, the door counter was out of action for a considerable period of time. A comparison of April to December 2004 and 2005 gives a truer indication of the actual increase, at over 22%. This is largely due to the popularity of the new Information Commons facility.

The Reserve Collection has had a sharp decrease of 26% on 2004 with 30,828 loans. This is partly due to the use of WebCT, and the collection is significantly smaller than in previous years.

Palmerston North – Hokowhitu

It has been a challenging year for the Hokowhitu Library, with a number of staffing changes and vacancies. Anne Cameron continued as Acting Hokowhitu Librarian until she stepped down and was appointed to a position at the Turitea Library mid-year. Other staffing changes include the appointment of Barbara Blake to a 20-hour academic year position as College Liaison librarian.

Approximately 10,000 Turitea education books were transferred to the Hokowhitu collection over the 2004 – 2005 summer period, and over 800 education books and serials (primarily adult education) were transferred from the Wellington Library in late November. The installation of six new PCs, with the same software offered as that at the Turitea Information Commons, is proving very popular.

Borrowing of books from the Hokowhitu Library continues to decrease, by 10.5% for 2005 compared to 2004. The Hokowhitu figures are a combination of a significant decrease in borrowing by internal postgraduates (decreased by 35.9%) and internal undergraduates (decreased by 27.3%), offset by a 14% increase in delivery of books to extramural students. Staff use has remained relatively steady, dropping by only 5%. This year intersite borrowing between Hokowhitu and Turitea was also extended to students.

Palmerston North – Ruawhoro

This is a sole charge library, and the Ruawhoro Librarian managed to continue to offer excellent service, despite the restrictions imposed by its sole charge nature. She dealt with 1,928 reference enquiries in 2005, gave 10 classes to students and supplied 377 intercampus loans, and 2,864 items to

distance students. General loans fell by some 64%, however, reflecting the decline in student numbers at the Ruawharo site.

3 WELLINGTON

There were a number of highlights to the year. Not the least of these was the resumption of progress in the Information Services Centre (ISC) building project, and in the latter half of the year a final design concept was conceived. This is now to be presented to Council in the form of a business plan early in 2006.

The New Zealand School of Music (NZSM) project has made progress to the point where Massey and VUW music students will be enrolled as NZSM students for the first time in 2006.

Visits (door count) and loans were down on the 2004 figures, while loans to distance students remain, at 14%, a significant component of the total demand on the Wellington collections. Inquiries continued to show a trend downwards, in line with national and international trends in this area as more patrons find their own answers through the 'virtual library'. Teaching statistics, too, indicate a drop-off in demand for instructional services that may be related to the smaller number of Wellington EFTS in 2005.

10 additional database PCs were installed this year to double the number of computers in this very heavily patronised area of the Library's resources.

The collection has continued to expand in various subject areas. Standards resources have been rationalised and there has been further consolidation of music resources. In addition, a project was undertaken to appropriately conserve 'rare, vulnerable and/or unusually formatted items'.

The Library continues to liaise with the Nola Millar Library (Te Whaea) to ensure a coordinated acquisition of resources for the performance design students taught jointly by Te Whaea and Massey.

D STAFF

Senior appointments

- Transfer of Anne Hall to be the new Head of Section for Document Supply (confirmed July 2005).
- Leigh Bryant as Head of Lending (Turitea) November 2005.
- Heather Lamond as College Liaison Librarian (Business).

Staff movements

- Tracey Randall from College Liaison Services (Business) to Electronic Services Librarian.

- Rae Gendall transferred from College Liaison Services (Turitea) to Albany.
- Christine Alexander's position was reclassified to Head of Lending (Wellington).
- Tian Shi-Li's position in Collection Services reclassified to Asian Languages Librarian.

Retirements

Lucy Marsden - latterly University Archivist

Celia Bockett – Business Liaison Librarian

Anita Collins

Hillary Laracy } both following many years in Collection Services

Death

With sadness, we record the passing of Mya Mya Aye. Mya was a Burmese refugee who worked for 15 years in the Library, latterly in Document Supply.

Awards

Jane Brooker was awarded the Associateship of LIANZA (Library and Information Association of New Zealand Aotearoa).

Training

Staff attended a wide range of professional development courses, offered in-house or by TDU. Of particular note were the Te Reo programme organised by TDU, and the Vice-Chancellor's Symposium on Distance Education/E-Learning.

The Library was represented at

- Information Online, Sydney (January)
- Aurora Leadership Institute, Thredbo (February)
- EDUCAUSE (Australasia) Conference, Auckland (April)
- Te Rōpū Whakahau (Māori Library Workers) Hui, Kawhia (April)
- IATUL (International Association of Technological University Libraries) Conference, Quebec City (June)
- ARANZ Conference, Wellington (August)
- Indigenous Knowledge Seminar, Canberra (August)
- EDT (Electronic Digital Theses) Conference, Sydney (September)
- LIANZA Conference, Christchurch (September)
- Statistics NZ Conference, Wellington (October)
- AIUG Meeting, Melbourne (November)
- TeSIG (Tertiary Education Libraries) Seminar, Auckland (December)
- Māori support staff hui (Te Rourou), Albany (December)
- Palmerston North Health and Safety Forum (December)

Massey University Library also hosted a meeting of CONZUL Māori Service Librarians from November 23-24 at Ruahine Marae, College of Education.

Professional Activities

John Redmayne: CONZUL (Council of New Zealand University Librarians)
CEIRC (Council of Australian University Librarians
Electronic Information Resources Committee)
Academic Committee
Academic Board
MLIS Advisory Committee, Victoria University of
Wellington

Linda Palmer: Online Learning Monitoring Group
CONZUL

Albany

Amanda Cooper: Joint Chair of TeLSIG
Tom Vadrevu: Hikuwai LIANZA Branch Committee member
Rae Gendall: NZ representative on ANZIIL Professional Development
Working Party

Turitea

Di Barnard: Member of University Art Collections Committee
Jane Brooker: Ikaroa (LIANZA) Branch Committee & Regional
Councillor
Heather Lamond: Ikaroa (LIANZA) Branch Committee
Bruce White: Te Rōpū Whakahau National Council
Undergraduate Studies Board - HumSS
Postgraduate Studies Board - HumSS
Undergraduate Studies Board - Business
Postgraduate Studies Board – Business
Spencer Lilley: Matua Reo Kaupapa Advisory Group
Te Ōhu Tūhono (Turitea Māori Rep. Group)
Māori general staff rep on Academic Board

- Bruce White and others – rewrote chapter on Finding Information in new edition of Lisa Emerson's *Writing guidelines* series.
- John Redmayne – contributed part of Chapter 6 on Perspectives of library directors pp#82-84, 88-89 of *Improving the quality of library services for students with disabilities* (ed. Peter Herman and Philip Calvert – Westport, Conn: Libraries Unlimited, 2006).

Conference Presentations

LIANZA Conference, Christchurch

- Di Barnard and Nicola McCarthy – *How to engage your resistant punters: successfully teaching library skills to postgraduate students who have come along for a rest*
- Spencer Lilley and Sheeanda Field (2005). *Ki te ao marama, ki te ao mātauranga: into the world of light, into the world of information*.
http://www.lianza.org.nz/library/files/store_009/LIANZA_Conf_2005_lilley.pdf

Māori support staff Hui (Te Rourou)

- Spencer Lilley and Sheeanda Field - workshop on information literacy

TeSIG Conference

- Pauline Knuckey – Services to distance students

EDT (Electronic Digital Theses) Conference, Sydney

- John Redmayne (with Gail Pattie and Sally Sleigh)

Acknowledgements

- Anne Cameron – seconded as Acting Hokowhitu Librarian for six months
- Pauline Knuckey – seconded as Head of Lending for six months
- Linda Palmer – assumed the duties of the Hokowhitu Librarian and Head of Lending while positions were vacant and without acting heads.
- John Charles – Acting Digital Services Manager and University Archivist
- Russell Hewitt and other Turitea Librarians for their commitment to the verification of research outputs (PBRF) for the University.

LIBRARY BUDGET

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

STATISTICS

	2000	2001	2002	2003	2004	2005
WHOLE LIBRARY						
Hours open per week						
*semester						
*vacation						
Reader seating	1,720	1,715	1,651	1,661	1,632	1,558
Inter-library loans						
*original items supplied	5,540	5,284	4,649	4,047	4,345	4,825
*photocopied articles supplied	6,618	7,232	9,200	6,873	5,976	4,397
*original items received	2,439	2,403	2,154	2,229	2,238	2,225
*photocopied articles received	7,387	7,095	6,514	6,242	5,781	4,618
Information Desk hours (semester)						
Enquiries						
*reference	10,516	15,427	21,455	21,252	22,280	22,882
*directional	25,115	24,840	24,289	26,779	23,253	19,603
*computer instruction	24,450	19,902	16,372	11,097	10,934	9,681
*technical instruction	-----	-----	-----	7,343	7,724	5,603
Orientation and Instruction						
*number of tours	263	190	266	235	240	154
*number attending	1,968	1,543	2,636	2,182	2,028	1,342
*number of classes	762	548	528	651	690	590
*number attending	7,017	8,537	10,830	13,254	11,993	10,289
*consultations	654	612	416	596	674	615
Loans						
*general collections	585,737	576,575	599,115	652,876	644,353	571,857
*renewals	NA	NA	NA	299,800	330,273	347,740
*reserve collection	98,118	83,168	81,232	80,971	69,363	56,011
Inter-campus loans						
*books	30,020	27,933	40,844	43,947	46,147	45,065
*photocopied articles	6,908	5,762	4,066	4,111	2,882	2,414
Distance services						
*books supplied	133,098	153,533	185,223	186,031	182,160	177,499
*photocopied articles	42,243	40,422	35,345	32,373	31,511	25,482
*examination papers	9,102	8,882	9,581	9,861	11,535	8,131
*subject searches	2,165	1,746	1,406	1,311	1,220	1,311
Technical Services & Collections (all sites)						
*items acquired	47,824	34,936	40,940	42,956	45,699	44,485
*items withdrawn	11,165	7,938	6,239	19,449	9,980	11,370
*titles acquired	24,334	22,047	27,253	23,940	29,671	30,463
*titles withdrawn	4,331	3,288	3,736	7,600	4,828	4,767
*orders placed	23,431	21,305	30,116	30,261	32,241	27,875
*current printed serial subscriptions	9,541	9,061	7,628	7,525	6,637	4,767
*current electronic serial subscriptions	-----	-----	7,232	10,088	15,127	17,411
Library homepage visits	-----	260,271	432,726	455,687	681,251	862,936