

Massey University

# Library Annual Report

2010 -2013

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1/24/2014

## ANNUAL REPORT 2010 – 2013

### Introduction

The last time the Library published an annual report was 2009, and there is a trend amongst the New Zealand university libraries to no longer produce an annual report. However, with my impending retirement, it seemed sensible to provide a record of the last four years as background for the next University Librarian.

Considerable progress has been made with improving the quality of library spaces with a new library at Albany, the beginning of a two stage expansion and refurbishment of the Wellington Library, and a newly refurbished area at the Manawatū Campus for the University Archives.

The appreciating New Zealand dollar has meant that we have been able to enhance our collections, despite the static collections budget. In particular, the electronic serial backfiles have provided depth and easy access to our serials collection, and e-books have increased from less than 20,000 to some 285,504 in late 2013. Unlike serials, we have not yet reached the point of e-book preferred, but within five years it seems likely that at least half our monograph purchases will be in the form of e-books.

Particularly pleasing was the Rodksi/Insync survey of customer satisfaction held in September 2012. This is the third time that the Library has run the survey. The Library performed highest in the category of Library staff, with a score of 91%, an improvement by 2% on the previous survey. The lowest score was for utilities and equipment at 76%, which still represented a remarkable improvement of 5.7% since the previous survey. This probably reflects the new library at Albany. The overall score of 82.5% placed the Library in the first quartile (top 25%) of Australasian libraries that have completed the survey.

My thanks, as always, go to the Library staff, to Professor Ingrid R Day (AVC Academic & International), and to Professor Peter Lineham and the members of the University Library Committee.

John Redmayne  
*University Librarian*

### 1. Library Space

#### (i) *Albany*

The new Library opened in December 2009, with the adjacent temporary library space to be vacated and then refurbished by April 2010. In all, this represents some 7,000 m<sup>2</sup> of space, with 100,000 books, and 1,000 study spaces. The architect was Opus Architecture, with a team lead by Stuart Wheeler. Mainzeal were the main contractor.

The new Library has been praised by students and staff, and reflects Massey's commitment to the Albany Campus. Facilities include a café, group study rooms, a 150 seat Information Commons of computers, staff consultation rooms, a parents' room, and separate Māori and Pasifika collections. The circular study booths on the lower floor are particularly popular.

In 2011, the Student Learning Centre moved into part of the 3<sup>rd</sup> floor to provide students with easier access to their services. The Prime Minister, John Key, officially opened the new Library on 7 May 2010. The Library featured on the cover of the September/October 2010 issue of *Architecture New Zealand*.

#### (ii) *Wellington*

There have been several attempts to upgrade Library facilities at Wellington over several years, and efforts even received University Council approval. However, none of these attempts moved beyond initial draft architectural plans.

A compromise solution was reached in early 2012, whereby a phased four-stage plan was initiated. The University Council approved funding of the first two stages, an extension into Block 5 (an additional 978m<sup>2</sup>) as Stage 1, and a refurbishment of the existing library (1,800m<sup>2</sup>) as Stage 2. Stage 1 should be ready for occupation in February 2014 and Stage 2 by the end of that year. Stage 1 will include group study rooms, a new teaching room, and special "kitchen" facilities for art and design students adjacent to the art and design book collection. There will also be a new lift to service the two floors and the mezzanine. The Wellington Library staff have worked very hard at decanting serials and books in preparation for the building programme, with retrieval of these items on demand. This has been a somewhat frustrating task especially as some remaining stock has had to be moved more than once as building plans changed.

#### (iii) *Hokowhitu*

After many years of rumours and projected dates, the College of Education (now the Institute of Education) finally moved from the Hokowhitu site to the Manawatū site over the summer 2012-2013.

The Hokowhitu Library was closed in mid November 2012, and the collections were merged into the Manawatū collections over the summer (over 100,000 volumes). This was a huge logistical problem given that the Manawatū Library was already filled to capacity. Manawatū serial runs were moved to stack and to storage to make space on the open

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shelves for the Hokowhitu collection, and all Library staff helped with the interfiling of Hokowhitu books and serials into the Manawatū collection. All of this was very ably organised by the Manawatū Heads of Lending and Document Supply, and accomplished within the tight timeframe. A special area on the ground floor was developed for the fiction and non-fiction junior collections.

### *(iv) Manawatū Library (previously Turitea Library)*

Plans for the redevelopment and refurbishing of the Manawatū Library are not scheduled in the University Capital Plan until the end of the decade. This is a deep concern, and is to the disadvantage of Manawatū students and their use of library facilities, compared with Albany and (now) Wellington.

Nonetheless, some interior work has been undertaken at Manawatū including the re-carpeting of the Library, refurbished office space (including consultation rooms) for Information & Research Services, and earthquake strengthening of the open book stack. A second training room of 18 computers was added in 2011 as part of the Access Grid developments. An improved Lending area is the next priority, followed by an expansion of the Special Collections area.

### *(v) Archives*

The closure of the Sir Geoffrey Peren Building for refurbishing and earthquake strengthening meant that the University Archives needed to be moved from the basement of that building. This was good news as the basement location was problematic for a number of reasons including the water pipes running across the ceiling. A repurposed space was created in part of the Practical Teaching Complex on the Albany Drive, Manawatū Campus, and for the first time the University Archives now has adequate and secure storage space, a public reading area, and staff offices. This is a decided improvement and was praised by the recent auditors of the University's record keeping procedures.

Mr Louis Changuion, the University Archivist, was closely involved with the design of the space, and the relocation of the Archives. The official opening of the Archives, in the presence of the Vice-Chancellor and the Chief Archivist, took place in February 2013.

### *(vi) Offsite Store*

Of urgency still is the need for a simple warehouse-style offsite store, probably on the Manawatū site, and in walking distance of the Library, to store low-use research material on behalf of the Massey Library system as a whole. By removal of this material it would be possible to extend the learning spaces in the Manawatū Library in particular. Without this happening, the Manawatū Library increasingly becomes a book repository and under great pressure. The warehouse is a much cheaper alternative to extending the current Library (as the University has planned with the closure of the Hokowhitu site).

This request is different to the CONZUL distributed store, where ownership of material is surrendered, and it is placed in Crown storage facilities.

### 2. Collections

An appreciating New Zealand dollar has been the saviour of a collections budget which received no increase until a modest \$100,000 in 2013. During the whole of this period 2010-2013, serial subscriptions have continued to have annual price increases. These price increases have had to be absorbed by a mix of reduction in the book allocation (by \$400,000 for instance in 2011) and the hope the exchange rate would remain favourable. This is not a satisfactory solution, and the University Capex grant for serials subscriptions needs to be increased annually to accommodate publisher price rises and to retain its relativity.

During the period of this report, Section A of the Collections Development Policy has been revised ably by the Collections Manager, and Section B (statements by discipline) has been completed. Both sections are public documents and available from the Library website.

Work has continued on the recording of electronic serials holdings – a massive task. We are particularly grateful to Helen Cahill for her painstaking work (and patience) over this matter.

The research-level Opfermann collection (German society and politics 1914-1949) has been catalogued, as time allows. 80% of the monographs have now been catalogued (and made available through New Zealand National Union Catalogue), and significant progress has been made with the serials (which include newspapers from the Nazi regime).

In November 2010 the Library offered its first A/V streaming service through eTV.

Significant purchases during the period 2010 – 2013 include annual purchase of Elsevier and Springer e-book subject collections (selective); the ProQuest Vogue Archive (1892 - ); CUP (Cambridge University Press) complete backfile; OUP backfiles for Humanities, Social Sciences, and Science; Taylor & Francis selective subject serial backfiles; Biological Abstracts backfile (1926 – 1968); New Zealand Standards online; Royal Society of Chemistry backfiles (1841 - ); the Ebsco e-book collection (100,000 titles); Bloomberg online; Māori Land Court Minute Books for northern Auckland, Waikato & Kaipara (for Albany); the New Zealand Herald on microfilm 1945 – 1955; and two online research collections: Popular Culture in Britain and America, 1950 – 1975; and The First World War: Personal Experiences.

Significant donations included; from:

Professor Mike O'Brien, Albany – social policy and social work.

Dr Mervyn Hancock, Palmerston North – social work and social policy

New Zealand Police, funding for book purchases for the new security intelligence paper.

Mr Robert Morton, Auckland – Horticultural and botanical works for the Albany Library.

Miss Helen Richardson, Mosgiel – A collection of material about and by Julius Nyerere, former President of Tanzania, some signed by Julius Nyerere.

### 3. Library Digital Services

Library Digital Services, along with Collections, are the backbone of the Library, without which we could not provide our services.

It is worth noting that the Library's computer inventory currently comprises:

- 348 Information Commons computers, including 179 at Albany, 137 at Manawatū, and 29 at Wellington.
- 42 public-access computers for catalogue searching, booking group study rooms, and for public walk-in access to electronic resources (where licences allow).
- 101 staff computers
- 41 generic workstations (lending and information desks)

This is a big operation, which will only increase with the new Information Commons in Wellington in late 2014. Digital Services maintain these services and troubleshoot to ensure that downtime is minimised for Library productivity.

A significant development, long planned and coming to fruition in late 2013, was the upgrade of the Library's automated management system, from Millennium to Sierra. This involved a long planning period, and there were innumerable difficulties (including server requirements) which were not expected given that Massey was not an early adopter. Tim Darlington and his team have demonstrated great resilience and competence in dealing with the myriad of issues, while still keeping Library staff on board during this difficult process.

Access for mobile devices has led to a series of solutions during the period with the purchase of Boopsie software, followed by the development of an Apple/Android app. "MU Library Mobile", and then in late 2013 by the purchase of Innovative Interface's Airpac module.

A successful project, initially using University innovation funding (2011), was to extend some e-journal/database access to Massey alumni under special licence agreements. Julia Harvey was responsible for this project.

Digitisation activity was equally successful under Amanda Curnow's project leadership, with the retrospective of all Massey PhDs completed in 2013. Planning has begun on a Masters digitisation, with the initial batch to be veterinary science Masters theses. In addition Amanda has digitised a number of items from the special collections with an objective of making these publicly available from the Library's website. The University Archives have also been active in the digitisation area, with a collection of historical Massey photographs on Flickr. By the end of 2011, there had been 4,200 page views.

In 2011, the Library launched EDS, our new discovery layer. This new search engine searches not only the Library catalogue, but most of our journal article databases as well, all from a single search box. And it is amazingly quick. The service, which initially we believed

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would suit the needs of first year undergraduates, has in fact proven popular with all students and with staff, and some 138,863 searches were carried out between the launch in mid July 2011 and the end of that year.

Massey Research Online (MRO) has primarily been the home of our digitised PhD Theses, along with some research and conference papers, and some research reports from Departments. The Library is currently working with Research Management Services to integrate MRO with the Symplectic Research Database, so that research outputs can be uploaded to MRO from Symplectic and made publicly available where copyright allows.

### 4. Māori Services

The departure of Mr Spencer Lilley, the Library's first Kaihautū Māori, in August 2011, led to the appointment of Mrs Sheeanda Field as Kaihautū Māori. This was a very popular appointment due to Sheeanda's manner and the inclusive way in which she involved Library staff in bi-cultural activities. The Waiata group is just one small example of her energy and activity.

Subsequent to Sheeanda's appointment, her previous position (Kaiwhakarato Pārengo Māori) was transferred to the Albany Library. This created the first Pārengo Māori position at Auckland, which was filled by Riki-Lee Paniora, another excellent appointment. And to finish this saga, a new Kaiwhakarato Pārengo Māori ki Papaioea position was created at Manawatū (reporting to the Kaihautū Māori) using job vacancy savings. Ria Waikerepuru was offered this position and will start in late January 2014.

Albany continued their bi-cultural annual event for their campus, the Kakano Rua Seminar. The seminars are well attended by both Albany staff and students, but also by the wider Auckland library community. In 2010 the speaker was Dr Fiona Te Momo. The 2011 seminar was particularly successful. It addressed the issue of navigating Māori research (Te Ara Oho Mairangi: the celestial beacon), with speakers who included Professor Cindy Kiro, Dr Fiona Te Momo, Dr Helen Moewaka Barnes, Dr Lily George, and Rebecca Wirihana, a doctoral candidate in the School of Psychology. In 2012, Distinguished Professor Paul Spoonley gave an excellent address for Kakano Rua, alongside Acushla O'Carroll and Glennis Mark.

Networking and engagement with Māori academics and Māori students has been particularly productive, with an increase in requests to provide information literacy workshops to classes, including the Te Rua Puawai bursars. Individual research consultations to postgraduate students have also increased.

Māori Land Court Minute Books are well used and are available also for use by members of the public. A collection of Minute Books of interest to the Auckland region has also been developed at the Albany Library covering northern Auckland, Waikato and Kaipara. Hauraki and the Coromandel will be purchased as funding allows.

The Ngā Kupu Ora Book Awards continue to grow, and, although initiated by Library staff, have now become a University event. Māori Library staff continue to assist on the judging panel.

Māori Library staff are actively encouraged to participate in Te Roopū Whakahau, the Māori Library Workers' Network, and the Library has a commitment to support our Māori staff attending the annual hui-a-tau.

The 2011 LIANZA conference was held in Palmerston North and saw a renewal and vigour to the bi-cultural content of the conference. It was largely due to the efforts of Mrs Field,

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who was the Bi-cultural Convenor, and set a new standard for future conferences of the Library Association.

## 5. Public Services

### *i) Lending*

Physical lending continues to decrease as the Library moves to e-serials and e-books, and the learning management system STREAM includes material that in the past would have been put on student reserve. This is the same for all the New Zealand University libraries.

Nonetheless, lending is still a significant activity. There were 470,801 loans across the Library system in 2013, and 121,318 books issued to distance students. And monthly door count figures for entry into the Library remain steady, at about 720,500 for the year (2013).

The expansion of the offshore offerings has also complicated enrolments as not all students initially appear on SMS. Some overseas offerings, offered under contract, do not necessarily provide for Massey student status, and in other cases Lending staff have had to manually register students so that they can have Library access. We would hope in the future that there is more consistency.

The Lending staff area at Manawatū is substandard and so crowded that it affects workflows. It is hoped that this can be remedied in 2014.

In Wellington, plans are well advanced to move to a 'one desk' model, serving both lending and information needs. This should be operational from early 2014.

At Albany, a 'one desk' model, although with separate points serving lending, information enquiries, and IT enquiries, has been functioning since 2010.

The spring intake of engineering students at Albany in August 2013 (with the course running through to February 2014) led to the Library offering evening and extended weekend hours at the Albany Library over the summer, including the period between Christmas and New Year when all libraries are normally closed. This is a trial and the patron numbers for these hours will be reviewed in March 2014.

### *ii) Information and Research Services*

With the merger of Manawatū Information Services and College Liaison Services in 2013, there is now a consistency of approach and nomenclature across the Library system. Although the change process was not always easy for Manawatū staff, the repositioning and sharing of workloads with larger subject teams should augur well for the future.

Teaching of information literacy and research skills has developed into two strands – face-to-face classes, often focussed around an assignment, and embedding of learning objects into STREAM. These learning objects are specific to each paper but are reusable for other papers. There is some feeling that our capacity to conduct face-to-face classes is limited and that learning objects in STREAM provide an exciting opportunity for broader coverage of

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students. Both strands have validity, and are complementary ways by which the Library can work with students to improve their information and research skills.

Research support in 2011 and 2012 centred on support for the PBRF with Bruce White leading the activity at Manawatū, and his support for Bibliometric data through the devising of profiling tools was adopted across the campus libraries. Workshops were also offered to academic staff who were very grateful for the support.

Each November the Library has held Team Days, a two day workshop for all College Liaison and Information Services librarians to share initiatives and best practice and to participate in discussions about service delivery. This is a great opportunity to have these librarians from all campuses to meet together in Manawatū.

The Library's flagship KMIR (Knowledge Management in Research) programme has been in abeyance as the whole programme was reviewed, and training ensued to expand the range of presenters. Both these tasks took longer than expected, but KMIR resumed – fully subscribed – in late 2013.

Of a little concern is the amount of time taken up with supporting Endnote. Although the Endnote funding and licencing is controlled by ITS, it was left to the Library to support users. Endnote does not seem particularly intuitive or easy to use, but it remains the standard bibliographical software at present.

A result of the merger at Manawatū of Information Services and College Liaison was to create a full-time eResearch position. This was taken up by Bruce White, who was already showing an active interest in the area. Library participation in data management and data curation practice is already a trend in academic libraries overseas, and it seems clear that our Library needs to prepare for similar involvement in the future. Bruce will also engage and provide leadership in the area of changes in scholarly communication and the open access movement. The Library is very fortunate to have someone with Bruce's talent and intelligence to take on this role.

### *iii) Distance Library Service*

Almost 50% of Massey students study by distance. This is a figure where the headcount is even more relevant than the EFTs in generating work for the Library.

The Distance Library Service (DLS) continues to be very well used by students. In 2013, 121,318 books were issued to distance patrons.

The Library has increased its purchase of e-books. We were not sure what the response might be from distance students given there are sometimes broadband issues. However, the response has been overwhelmingly positive.

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The Library for offshore students webpage has been re-developed to make it clear that the level of service differs from that provided to extramural students domiciled in New Zealand.

For our distance students in Australia, the merger of the ULA-ULANZ reciprocal borrowing scheme means that with valid identification as a Massey student they are now able to use any Australian university library in person. This is significant progress for them.

A history of the Distance Library, *Your books are in the mail: 50 years of Distance Library Service at Massey University*, was written by Bruce White and published in June 2011.

Regional seminars, in collaboration with the Centre for Teaching & Learning, have been modified and re-developed into online workshops which have been very well received by students. The Library has a commitment to continue supporting these initiatives.

The extraordinary event of the Canterbury earthquakes meant that special procedures were put in place so that our students in the area were not disadvantaged and would not have to worry about missing or damaged books. This was the least of their worries.

### *iv) Document Supply and Interlibrary Loans*

One of the most significant developments in this area was Massey joining – as the only New Zealand member – the BONUS+ scheme in July 2009. The other members are 12 Australian university libraries who use the same LMS (Innovative Interfaces) as ourselves.

This opened up to Massey students and staff a huge monograph (book) base of some 6.3 million items. Members include the University of Melbourne, University of Newcastle, La Trobe, UTS, Wollongong and Queensland University, and in 2014, will be joined by the University of Sydney. This is a reciprocal borrowing scheme, where there are no charges between libraries, nor to our library client base. Requests can be placed at anytime via the library web-based catalogue, and are immediately transmitted to the holding library. Requests are supplied by airmail.

The ease of requesting meant a 250% increase in book requests by 2011, and 85% of all book based requests were supplied by BONUS+, with just 12% through traditional interlibrary loan. It revealed that there was an unmet demand because of previous barriers with traditional interlibrary mechanisms. Postgraduate students make the biggest use of BONUS+ (50%), followed by staff (27%), and then undergraduates (23%). Extramural students are significant users of the service.

At the same time Massey continued to supply other New Zealand libraries with book requests through the New Zealand Interlibrary Loan Scheme. Loans through the scheme remained steady.

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Australian BONUS+ libraries request a wide range of books from Massey, reflecting the international scope of our collections; New Zealand titles are only a small percentage of the items requested. The social sciences area is the most heavily requested subject area by the Australian university libraries. In 2013 we were a net lender at 1.1.

The BONUS+ scheme is only for books. For serial articles we continue to use the traditional interlibrary loan. As the Library subscribes to more electronic journal packages, serial requests have declined (between 2008 and 2013 they fell by 41.5%). This enabled the Library to transfer staff time into the BONUS+ scheme. However, there will always be a need for serials requests by interlibrary loan for older volumes of journals which have not been digitised and for titles not in our own electronic holdings.

Our inter-campus loans (within Massey) continue to decrease as the Albany and Wellington libraries, in particular, develop their collections to better meet local demand. Although the decline from 2008 to 2013 is some 49%, in 2013 there was still a traffic of some 20,115 books between all libraries. Photocopied serial articles are now negligible, however, with the Massey policy of e-only whenever possible for serial subscriptions.

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### 6. Staffing 2010 – 2013

There have been a number of retirements of long-term staff during this period, reflecting our workforce demographics.

In 2010 we lost excellent staff, including Valerie Cohen (Albany Campus Librarian); Helen Baldwin and Barbara Norris (Collection Services); Lesley Findlay (Distance Library Service); and very sadly, Fiona Henderson (Head of Section, Albany Information Services) who passed away after a year-long illness.

In 2011, Ann Cox (Information Services) and Barbara Passman (Collection Services) retired, as did Elizabeth Henry (Hokowhitu Library); Di Barnard (College Liaison), and Jeanette de Montalk (Information Services).

We have also had a number of resignations which included in 2010 Matthew Pastula (Wellington Library); in 2011 Kate Stanton (to take up a position at the University of Sydney Library); Spencer Lilley (to move to an academic position); Heather da Vanzo (Wellington Library); and Mussarat Begum (to take up a position at the University of Auckland Library).

In 2013 Jane Brooker (Head of Section, College Liaison) resigned to take up a senior position at Victoria University Library. In 2013 David Collins, the playwright, left the Distance Library Service to pursue opportunities in Melbourne.

Significant appointments included Amanda Cooper as Albany Campus Librarian in January 2010, Kathlyn Cuttriss as Wellington Campus Librarian in November 2012, Rohini Subbian as Head of Lending (Albany) in March 2011, and Jane Clark as Head of Information Services (Albany) in March 2011. In December 2012, Elizabeth Chisholm, the former Hokowhitu Librarian, was appointed as the Library's first (and long awaited) Quality and Planning Librarian.

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### 7. Staff Development

A static staff development fund, which was then reduced in 2013, has not made it easy to ensure that staff always receive the opportunities they should to maintain and advance our services.

During this period, priority has been given to the following conferences: LIANZA (Library & Information Association of New Zealand Aotearoa); IAML (International Association of Music Librarians); ASCILITE; AIUG (Australasian Innovative Users Group); Information Online/VALA; ARANZ (Archives & Records Association of New Zealand); CCA (Educause); and IATUL (International Association of Technological University Libraries).

For Library administrative staff we have given some priority to the annual conference of the Association of Administrative Professionals New Zealand Inc (AAPNZ), and for Māori library staff, the hui-a-tau of Te Roopū Whakahau.

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**(i) Library Allocations 2008 – 2013**

	2008	2009	2010	2011	2012	2013
<b>Staffing</b>						
Staffing (includes superannuation & ACC)	4,868,488	4,930,454	5,629,771	5,732,102	6,107,367	6,093,510
Training and development	50,300	80,300	80,300	80,300	80,300	70,300
<b>Total staffing</b>	<b>4,918,788</b>	<b>5,010,754</b>	<b>5,710,071</b>	<b>5,812,402</b>	<b>6,187,667</b>	<b>6,163,810</b>
<b>Operational</b>						
General consumables	65,000	65,000	58,500	60,000	60,114	58,414
Repairs and maintenance	110,000	148,630	148,630	160,500	160,102	129,938
Postage	485,000	499,000	499,000	620,000	634,455	643,000
Travel	29,000	27,550	23,418	30,000	29,739	23,800
Printing	35,000	30,000	30,000	16,000	40,138	20,000
Computer lease (includes rentals from 2012)	104,000	128,000	128,000	128,000	206,686	35,658 <sup>1</sup>
Other operational	86,000	81,750	88,138	89,500	73,975	111,295
<b>Total operational</b>	<b>914,000</b>	<b>979,930</b>	<b>975,686</b>	<b>1,104,000</b>	<b>1,205,209</b>	<b>1,022,105</b>
<b>Collections</b>						
Books	2,225,000	2,200,700	2,300,700	1,990,400	1,950,000	2,032,900
Print serials	875,000	795,000	850,000	622,000	650,000	650,000
E-serials & databases	4,246,300	4,884,553	5,769,553	5,465,000	5,599,743	5,701,800
<b>Total collections</b>	<b>7,346,300</b>	<b>7,880,253</b>	<b>8,920,253</b>	<b>8,077,400</b>	<b>8,199,743</b>	<b>8,384,700</b>
<b>Total budget</b>	<b>\$13,179,088</b>	<b>\$13,870,937</b>	<b>\$15,606,010</b>	<b>\$14,993,802</b>	<b>\$15,592,619</b>	<b>\$15,570,615</b>

<sup>1</sup> Budget cut as ITS charging mechanism not in place.

(ii) Library Profile

	2008	2009	2010	2011	2012	2013
<b>Hours open per week (Manawatū Library)</b>						
semester	92	92	92	92	92	92
vacation <sup>1</sup>	55	55	55	55	55	55
<b>Reader seating (all libraries)</b>	1,592	1543	2549	2497	2261	2353
<b>Inter-library loans</b>						
original items supplied	4,365	4,844	4,306	3,918	3,917	3,612
photocopied articles supplied	3,819	3,237	2,932	3,103	2,807	2,234
BONUS+ items supplied	N/A	N/A	N/A	10,584	9,432	10,041
original items received	1,941	1,456	972	783	627	404
photocopied articles received	3,135	2,725	2,722	2,153	1,964	1,707
Bonus+ items received	N/A	N/A	N/A	6,638	6,621	9,006
<b>Enquiries</b>						
reference	18,638	16,522	17,273	16,495	11,161	11,991
directional	14,243	12,765	15,547	13,587	11,106	11,276
computer/technical	18,290	14,819	21,762	20,514	20,404	16,460
<b>Orientation and instruction</b>						
number of classes (face-to-face)	606	604	654	579	707	620
number attending	9,618	9,898	11,207	9,971	10,386	11,052
consultations	765	N/A	N/A	N/A	N/A	735
<b>Loans</b>						
general collections	767,789	738,753	711,060	623,770	544,281	470,801
reserve collection	24,607	23,107	30,427	26,776	27,177	29,112
<b>Inter-campus loans</b>						
books	39,155	40,442	38,462	34,609	27,212	20,115
photocopied articles	890	N/A	N/A	N/A	N/A	230

## APPENDIX: STATISTICS

	2008	2009	2010	2011	2012	2013
<b><i>Distance services</i></b>						
books loaned	170,325	178,256	175,980	157,788	N/A	121,318
photocopied articles	12,307	13,020	9,462	3,000	N/A	2,166
<b><i>Collections</i></b>						
monograph volumes added (printed & AV)	32,501	33,890	27,543	36,849	32,084	26,526
monograph volumes withdrawn (printed & AV)	14,392	15,782	22,204	34,901	54,313	25,402
monograph titles added (printed & AV)	18,507	25,334	24,432	32,365	19,000	13,300
monograph titles withdrawn (printed & AV)	4,122	4,627	10,655	12,333	15,386	9,319
monograph titles added (e-books, online)	103,912	4,443	7,322	7,300	7,500	62,142
orders placed	21,452	20,430	19,245	20,618	18,717	17,660
e-books (total includes aggregations)	125,557	130,000	149,565	156,864	223,362	285,504
current serial titles (printed)	2,563	2,563	2,596	1,914	1,715	1570
current serial titles (electronic)	46,994	68,371	39,077	89,324	41,192	N/A
<b><i>Library website visits</i></b>	1,419,044	N/A	546,019	1,278,590	1,155,643	1,151,701
<b><i>University Archives (linear metres)</i></b>	N/A	N/A	896	1351	1494	1540

Figures refer to the sum of all the Massey campus libraries except where noted

<sup>1</sup> *Albany summer hours extended Nov-Dec 2013, but the figures are based on main Turitea Library*