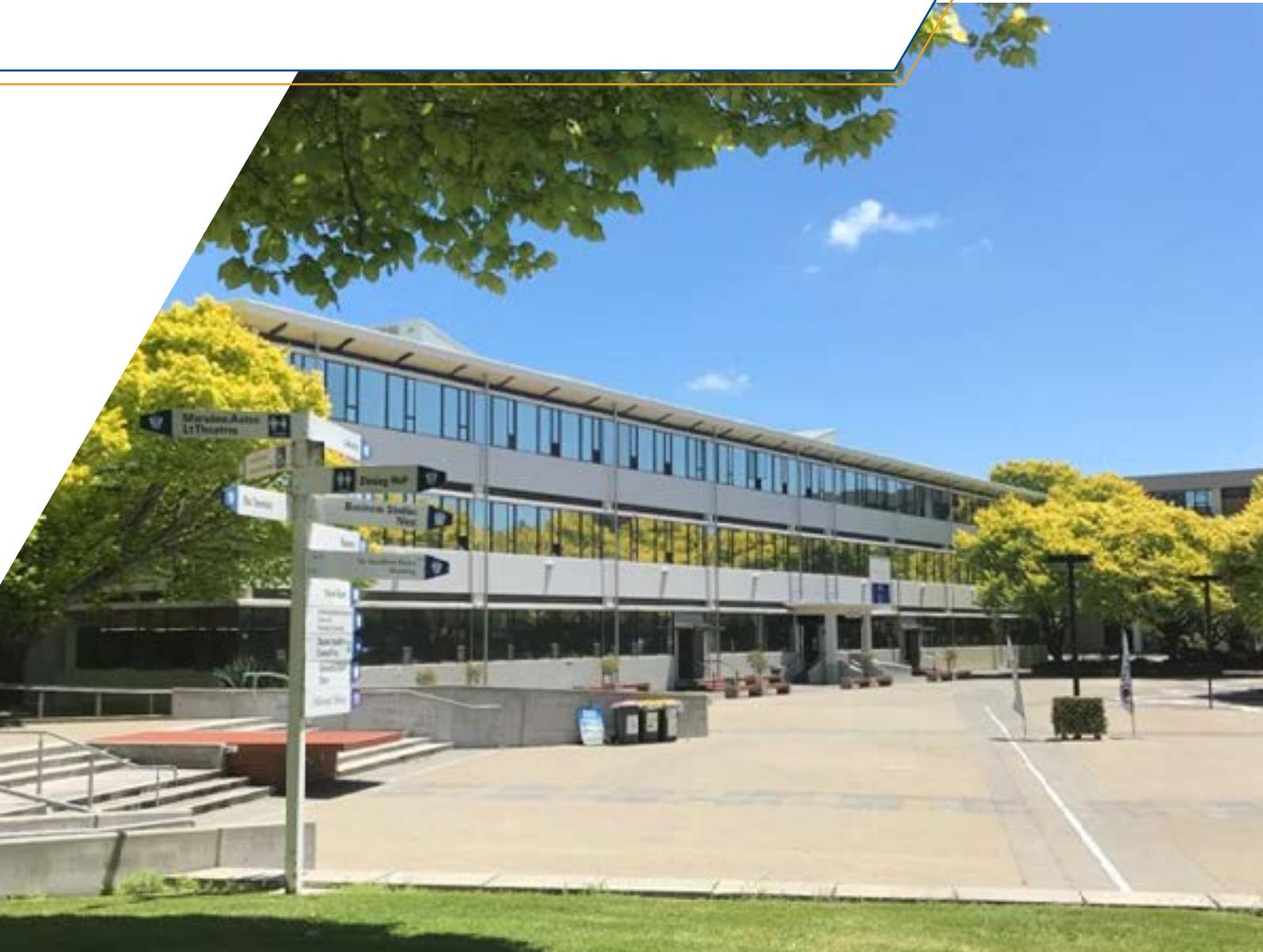


Massey University Library

Te Putanga ki te Ao Mātauranga

Annual Report 2020



COVID-19 STAY SAFE IN THE LIBRARY

What we're doing

We want to help you stay safe in the Library. Please use cleaning supplies provided for computer equipment in the Wāhi Rorohiko / Computer Zone.



Stay 2 metres apart

COVID-19 is likely to spread by being near to infectious people or touching contaminated surfaces. More space between people = harder to spread. We have moved the furniture to help you keep your distance from others.



Keep other people safe – and be kind



Adapted from ALIA https://www.alia.org.au/sites/default/files/COVID-19%20stay%20safe%20in%20the%20library_A%20poster.pdf

Graphic: Covid-19 poster used throughout the libraries from May – August 2020

Source: <https://tamiro.massey.ac.nz/nodes/view/9340>

MASSEY UNIVERSITY LIBRARY

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FROM THE UNIVERSITY LIBRARIAN

Tēnā koutou katoa

Loss and lockdown were themes for 2020. The year was marked by COVID-19 shifting alert levels and the first lockdown, closely preceded by the sad passing of Heather Lamond, Associate University Librarian (Client Services). Both had a significant impact on library staff across all campuses, and yet services continued and even flourished in some cases. Staff worked with compassion, resilience, flexibility, and determination as they adjusted to many changes, whether working from home or taking on additional or new work to support students and staff during this period.

When students from China were prevented from returning to New Zealand early in the year, the Library provided links to all compulsory textbooks held electronically (around 70% of the total) so these students could access them. Chapters from print only copies of books were also scanned and uploaded to Stream (copyright allowed for up to 50% of books to be scanned during lockdown). A core set of online demonstrations were published on Youku (the Chinese version of YouTube) to provide further assistance.

The Library responded quickly to the Government's announcement on Monday 23 March that New Zealand would go into Alert Level 4 lockdown from 11:59 pm Wednesday 25 March. With our well-established Distance Library Service and the increased emphasis on online teaching by our subject librarians in recent years, the Library was well-placed to ensure its services to students and academics continued with as little disruption as possible.

Under Alert Level 4 Library users were able to access the Library's extensive electronic journal and book collection. E-content was added as publishers responded generously to the new global environment. E-books were purchased wherever possible to fulfil requests for print books and they became available within 24 hours. The Library's call centre (phone and email) operated from 8.30am – 5pm Monday to Friday, and subject librarians actively taught online via Zoom and supported students and staff remotely.



Linda Palmer
University Librarian

During Alert Level 3, which began at 11:59pm Monday 27 April, the Distance Library courier service was extended. This service, usually only for Distance students, became a 'click and courier' service of print books for any staff or students who required it. Interlibrary loans were obtained, where available, to fulfil requests without the usual standard charge to the student or staff member.

Under Alert Level 2, from Thursday 13 May all libraries were open, and furniture was rearranged to support social distancing.

I am very proud of how proactive, resilient, and service-focused Library staff remained throughout what was a difficult time for many personally.

NGĀ KETE O TE WĀNANGA - RESEARCH

The Library is committed to partnering with all Massey researchers to create, produce and disseminate exceptional research. Through supporting the development of researcher capabilities, and increasing the visibility of and access to Massey University Research, we will enhance the reputation and standing of the University.

Twentieth Anniversary of First Māori Studies PhDs

The Library was delighted to commemorate the 20th anniversary of Massey University awarding its first degrees of Doctor of Philosophy in Māori Studies. The Library's [blog post](#) acknowledged the first three PhDs in Māori Studies – Dr Tairahia Black, Dr Monty Soutar and Dr Te Tiwha Puketapu – who were awarded their degrees at a ceremony held on 15 December 2000 at Te Pūtahi-ā-Toi on the Manawatū campus. Photos of the event can be viewed on [Tāmiro](#). Dr Black's thesis was the first in the world to be written entirely in te reo Māori. Read more about the three PhD theses in this [Massey News article](#).



Photo: Taken after the conferment of the degree of Doctor of Philosophy in Māori Studies on 15 December 2000. This was the first time this degree was awarded by Massey University. The photograph shows, from left to right, Dr Monty Soutar, Chancellor Morva Croxson, Dr Brendon Puketapu, the Minister of Māori Affairs the Hon Parekura Horomia, Dr Tairahia Black and Vice-Chancellor James McWha. Photographer John Waldon.

Source: <https://tamiro.massey.ac.nz/nodes/view/1508>

Māori Doctoral Writing Retreat

In November, Māori Doctoral students gathered at Turakina (previously Māori Girls College). It was an opportunity for writing, meeting with supervisors and connecting with fellow doctoral students. From the Library, Ria Waikerepuru, Carla Jeffrey, and Sheeanda McKeagg attended some of the retreat to offer support with finding Library resources, Endnote and whanaungatanga.



Photo: Library staff and students work together at Turakina retreat.

Subject Librarians Offer New Online Appointment Booking Service

Subject Librarians continued to offer support during the Covid-19 alert level lockdowns, with postgraduate students, researchers, and academics able to book appointments online. These support sessions were held virtually, with the service offered throughout all alert levels. Appointments were also conducted face-to-face under normal University operations. Subject Librarians provided one-on-one support for:

- Finding and managing information
- EndNote, Zotero and other referencing tools
- Researcher profiles and research impact
- Information literacy classes and Stream support
- Research support

Massey University Springer Nature Online Author Symposium

Originally scheduled as a face-to-face session for late April, editors Vishal Daryanomeh (Palgrave), Grace Ma (Springer), and Amitabh Prakash (Adis) joined Library staff online for a webinar on 11 May. Topics included the benefits of publishing books, trends and new technologies in book publishing, and avenues of book dissemination, including Open Access. There was also a session on getting published from a journal editor's perspective. The symposium was attended by over 70 Massey academics and doctoral students from a range of disciplines. Participants appreciated the session with comments including:

'Excellent - very informative and encouraging'

'Very good and useful presentation'

[I learnt] 'That we can publish our thesis as a monograph'

Library Workshops Online

The Researcher Development Library Workshops were taught online for the first time. The four workshops, *Searching Essentials*, *Research Data Management*, *Research Community*, and *Keeping Up to Date and Publishing*, received a complete overhaul to optimise them for Zoom. They were well attended with 165 attendees from all campuses, and feedback was very positive.

Long Documents Workshops Popular with Doctoral Students

The Library organised Word Long Documents workshops for students in May, delivered via Zoom by Billy Zhang, IT Assistant. Initially two were scheduled but they proved so popular four extra sessions were quickly organised and places filled up within hours. Over 200 students attended in total, predominantly doctoral candidates. One of the workshops was taught on an evening which was especially appreciated by Māori students. The feedback from participants was very positive:

'Thank you @Massey_Uni_Lib ... for the excellent 'long documents' zoom workshop today. I never thought that navigating through my thesis can be made so easy. Absolutely loved it'

'... when you do your thesis, I highly recommend doing this long document tutorial! It was a life saver when it came to formatting my thesis'

'Ngā mihi kau Jane ki a kōrua tahi ko Billy. Consolidated self-learnt stuff but really good to now know how to do it properly and quickly'

'It was excellent - Billy your delivery was clear and succinct and so easy to follow'

Library Support for Scholarly Profiles and Impact Reporting

From June, the Library began offering enhanced support to researchers wishing to evaluate their scholarly profile or to understand their publication impact. This new service complemented the existing self-help resources on the Library's website by enabling researchers to request a tailored report in conjunction with a consultation. This was a soft launch and included a new webpage and request form.

TE AKO – LEARNING AND TEACHING

The Library will maximise opportunities for all Massey students to develop research and information skills that equip them to excel in their learning both at Massey and beyond. Our innovative, exceptional, and equitable library teaching programmes will help all Massey students (both internal and distance) to successfully complete their studies.

Māori Students Embrace Zoom

Māori Services Library staff engaged with Māori Postgraduate and Doctoral students with virtual “kanohi ki te kanohi” via Zoom. The team also took part in a Museum Studies class to help and support a session on taonga, and a drop-in doctoral whanaungatanga session where students asked about Library resources. Students engaged with the online tutorial and whanaungatanga session, which many then followed up with individual research appointments.

Subject Librarians Assist Presenters at Undergraduate Research Symposium

Science Librarians, Kim Baxter and Ursula Clarke, ran a Library drop-in session on Zoom for presenters at the Undergraduate Research Symposium. Their session was aimed at *Getting ready for your presentation...* and included:

- Searching beyond the basics: Finding and using images: Tool Kits for Researchers
- Referencing and software
- One-to-one assistance using Zoom breakout rooms if the students required personalised help

Staff Collaborate to Support Māori Students

Māori Services in Manawatū worked with the Māori academic support team from the Office of the DVC Māori (Rex Paraku and Suzi Hepi) to support Māori students on the Manawatū Campus with a wānanga on Saturday the 22 August, held in the Library. Other Māori staff from the Office of the DVC Māori were also there to support the students and answer any queries they had. More wānanga are planned.

Auckland's Māori and Pasifika Study Night@ the library

Eirenei Taua'i re-started her evening sessions with Auckland Māori and Pasifika students in August with “Māori and Pasifika Study Night@ the library”, utilising the new Pasifika Ako Corner in the Library. This was held on Tuesday 11 August, the night before Auckland returned to Alert Level 3 lockdown.

HEI ARATAKI - CIVIC LEADERSHIP

Our goal is to make a positive contribution to social, economic, cultural and environmental issues, both through the way we operate and through the provision of high quality information services and resources, which are needed to advance excellence in teaching, learning, research and scholarship.

Te Wiki o Te Reo Māori: 14-20 September 2020

The Library celebrated Te Wiki o Te Reo Māori in style. Library staff and users participated in Te Taura Whiri i Te Reo Māori (Māori Language Commission) [Māori Language Movement](#) with over 1 million other New Zealanders. The Library, along with Māori staff and students across the Manawatū Campus, came together to contribute with singing the correct version of [Tūtira Mai](#).

There were various games for students and staff to try; Whai (String Games), Mū Tōrere (Draughts), Ketukupu (Scrabble) and Hītokitoki (Hopscotch). You could pānui (read), kōrero (talk), waiata (sing), whakarongo (listen), tākaro (play), and ako (learn) all within the space of Ngā Kupu Ora. The Office of the DVC Māori once again delighted the students with kai and reo.



Photos: Library staff celebrate Te Wiki o Te Reo Māori. Left, University Librarian Linda Palmer; Middle, Library Assistant, Moana Woods; Right, Subject Librarian Carla Jeffrey.

Library Staff Support Causes and Charities

Throughout the year Library staff supported a variety of causes and took part in or facilitated fundraising for charities. The Library records the donations it makes and reports them when required as part of their contribution to the QS Stars University Ratings. This year these included:

Prostate Cancer Foundation NZ – a hotdog lunch was held at the Manawatū Library as a fundraiser and awareness campaign for prostate cancer.

Heart Foundation – surplus donations were passed on to a Heart Foundation volunteer who sold them to raise funds for the Heart Foundation. Over \$400 was raised this year.

Handbags for Grace – six handbags filled with toiletries, make-up, and sanitary products were collected for the Grace Millane, 'Love Grace' appeal.

Forest & Bird – over \$500 was raised from a raffle, a soup day, and the selling of worm wee from the Library's worm farm.



Photo: Library and Café staff at Manawatū, support Pink Shirt Day in May.

Massey Represented in The Library and Archives Sectors

Freddie Mbuba (Digital Services Manager) served as Deputy Chair for the Australasian Innovative User Group (AIUG).

Jo-Ann Cowie (Collections Manager) was a member of the Cambridge University Press ANZ Advisory Board.

Kat Cuttriss (Associate University Librarian, Client Services) was a member of the Council of Australian University Libraries (CAUL) Digital Dexterity Champions Network.

Louis Changuion (University Archivist) served on the Committee of the Archives and Records Association of New Zealand (ARANZ) Central Districts Branch.

Michael Biggs (Assistant Archivist) served on the Committee of the Archives and Records Association of New Zealand (ARANZ) Central Districts Branch.

Mojgan Sadighi (Librarian, Service Point and Client Engagement) was a committee member and the treasurer of Ikaroa branch of the Library and Information Association of New Zealand Aotearoa (LIANZA).

Natalie Dewson (Research and Business Data Management Librarian) was on the Research Data Alliance (RDA) COVID-19 Working Group.

Tim Darlington (Associate University Librarian, Resources and Technology) was a member of the EBSCO Africa-Asia-Australasia Academic Advisory Board.

TE PAE O ANGITU – ENABLING EXCELLENCE

We strive to provide a physical and virtual environment that maximises outcomes in terms of engagement, achievement and reputation.

Manawatū Library Transformation Project

Massey University's Manawatū campus Library will undergo a major refurbishment. The project will seismically strengthen the building and transform the Library into a welcoming, vibrant, and modern learning space with a particular focus on providing more flexible spaces for individual and collaborative study. Warren and Mahoney are providing architectural services. This year, concept and preliminary design phases were undertaken. The design process involved consultation with a range of Library users, including students and staff, as well as mana whenua. Deputy Vice-Chancellor Māori Meihana Durie facilitated the development of a cultural narrative for the Library project which the architects incorporated into the concept design. The design acknowledges the place of the Rangitāne o Manawatū (Rangitāne) iwi who hold the mantle of mana whenua across the wider Te Papaioea (Palmerston North) area.

There are six principles guiding the design:

- Mātauranga Embedded– an authentic expression of Te Ao Māori
- The Value of Time– an enduring space that stands the test of time
- Transformative Experience– a place for inspiration and meaningful learning, research, and engagement
- A Liveable Campus– a welcoming and safe gateway to the campus's heart and central home of informal learning
- Integrated Connection– encouraging collaboration
- Celebrate Identity– expresses and celebrates Massey's past and its future, its location in Aotearoa and on the global stage.

The refurbishment will be completed in stages, with full Library services and some spaces remaining open, while some areas of the Library are temporarily closed while construction takes place. Construction is anticipated to commence in early 2022 and will take approximately 30 months to complete.

Library staff from the Staff Functional Group of the Manawatū Library Transformation Project met with Craig Prichard's post-graduate students in 152.707 *Leading and Changing Organisations* for their course research project. Their project was on how to prepare staff to move to new working spaces, and their suggestions were very valuable.



Photo: Library staff and Craig Prichard's *Leading and Changing Organisations* (152.707) post-graduate students collaborate on an aspect of the Library Transformation Project for their course research project.

Resource Sharing – from 'Bonus+' to 'Search libraries worldwide'

In December the Library implemented a change to the way items the Library does not own are sourced from other libraries for Massey students and staff. These requests are now sourced from all libraries, not just the Bonus+ member libraries within Australasia, and most books are now supplied from other libraries at no charge. Requests from staff and students are therefore now free (previously a fee of \$5 was charged), although urgent requests retain their charge of \$15 per request. A further change is that all students and staff can now request scanned print articles and book chapters, not just distance students. The searchable catalogue is different as it uses WorldCat(alogue) rather than the Bonus+ catalogue: instead of using the 'Bonus+' button to request items the Library does not own, the link now says, 'Search libraries worldwide'. The implementation of these recommendations is expected to improve patrons' experience.

LibAnswers Ticketing System

The aim of this project was to replace the Library's various methods of handling client queries logged by email, phone, or post with a more streamlined and client-focused approach. The new ticketing system, LibAnswers, handles all client queries sent via generic email addresses. It logs, answers, and tracks client queries in a robust, transparent, and reliable manner.

Library Services Platform Business Case Project

The Library submitted a successful business case for funding to replace its existing Library Management System, Sierra. The business case was prompted by:

- Changes in scholarly information from primarily print-based to primarily online.
- The high variability of online content, which can become available or unavailable as ownership and licencing of the content changes.
- Changing user expectations, both in terms of ease of use of search tools and instant access to online content.

Sierra was designed to handle print collections so has difficulty meeting the above changes in requirements. The case to move to a new system designed for online collections was accepted in October. The procurement process is planned for 2021.

Student Data via API Project

The Library has implemented a new process to receive student records from the Student Management System. Previously a daily email from the Student Management system (SMS) had to be manually processed. This could be subject to errors which delayed access to updated information and at times could inconvenience students with the Library having incorrect addresses etc for book distribution. The project integrated the SMS system with the Library's system via an automated interface which enabled seamless updating of information without staff intervention. As well as minimising the chance of incorrect information about students, the process assisted with reducing some staff workload by eliminating a manual process.

New Archives Shelving

The new mobile shelving for the New Zealand Institutions Collections (which includes the Dairy Records) was installed in Archives, providing much needed space for expansion.



Photo: Archives shelving showing the new compactable shelving on the right.

Improving the Quality of Entries on Tāmīro During Lockdown

All publications uploaded to Tāmīro go through an optical character recognition process (OCR), which converts the scanned pages to text. This makes the publications searchable and more useful to users. OCR is not without its mistakes and the text must be “cleaned up” to make it more usable – particularly for search indexing. During lockdown seventeen Library Assistants from all three campuses checked and corrected OCR text on Tāmīro. Self-paced training was set up for these staff and once that was completed, they started working on [Massey News](#). Almost 1,500 issues have been uploaded. The newsletter contains a wealth of information about the University; its people, development, teaching and research.

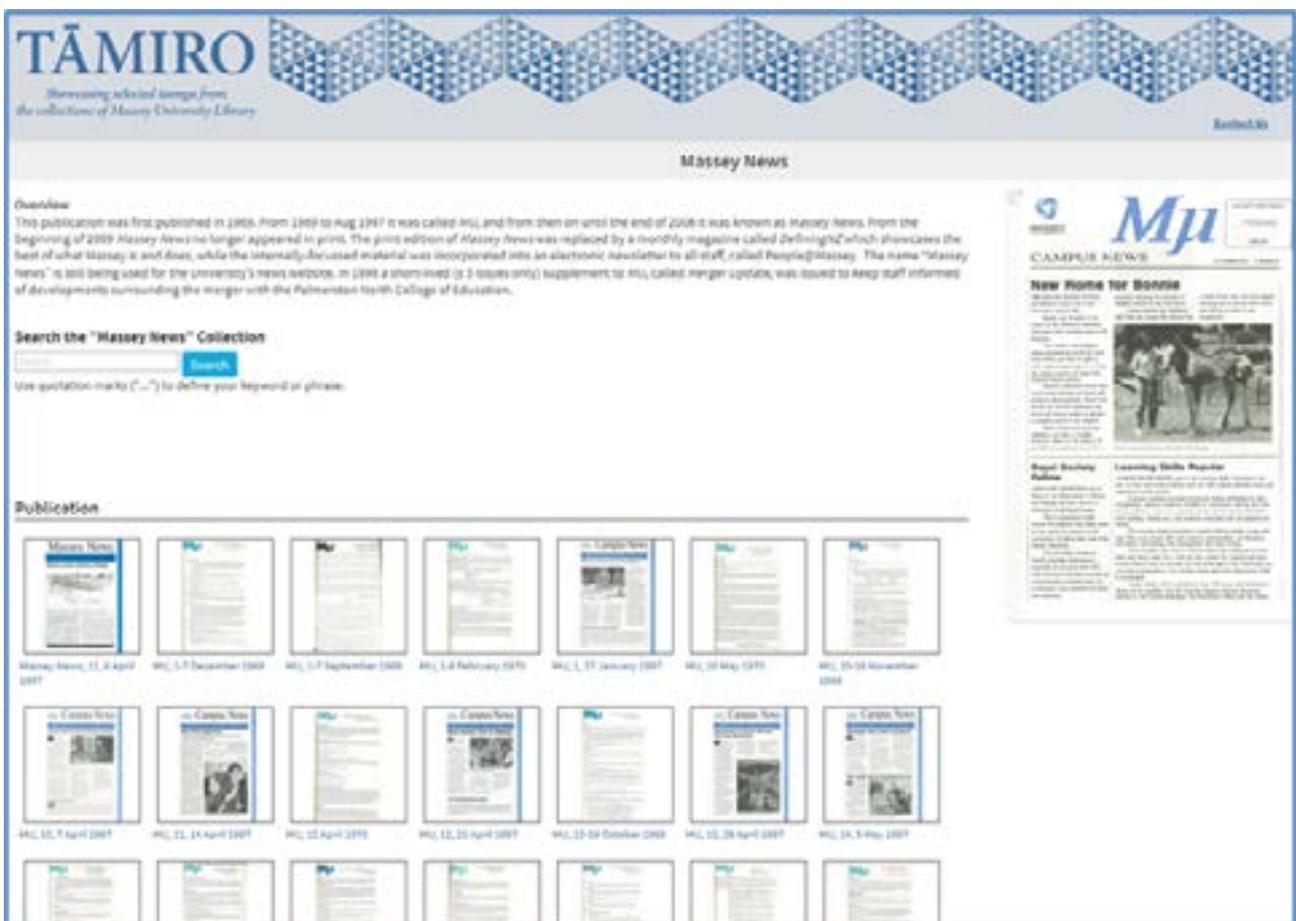


Photo: Screen shot of Tāmīro’s [Massey News](#) page.

Source: <https://tamiro.massey.ac.nz/nodes/view/2913>

Massey University Archives Collected COVID-19 Memories

The University was eager to capture the Massey community's material, experiences, and memories around the pandemic. This material forms a rich resource that helps illustrate and explain how we responded and how the pandemic shaped the University's path. Members of the Massey community were invited to submit their material to be lodged with the University Archives for safe keeping. Depending on the nature of the material, it may have been made available on [Tāmiro](#).

Library Events and Exhibitions

The Library ran several events and exhibitions to connect with University staff and students.

Wikidata Workshop Attracts Librarians from Across New Zealand

On 29 April, Dr Mike Dickison presented an online workshop 'Wikidata for librarians' which was attended by 41 librarians from a range of libraries throughout New Zealand. Wikidata is a database that supports Wikipedia through authority lists, name disambiguation, and subject headings. Dr Dickison has created profiles for Massey researchers featured in [Rangahau: Research at Massey University](#). This work helps raise the profile of Massey researchers and provides credible information about them.



Photo: A staff donation to the Archives Covid-19 collection.

Matariki Celebrations

“Ngā kai a Matariki, nāna i ao ake ki runga”

“The food supplies of Matariki; scooped up by her.”

The Library collaborated with the Office of the DVC Māori staff to celebrate Matariki by offering kai to students in the Library. A range of dishes were on offer, with some of these representing the stars of Matariki.

Waitī: Is connected to fresh water sources and was celebrated with Salmon tapas.

Waitā: Is associated with the food sources within the ocean and included gourmet delights of seafood chowder, karengo (seaweed) strips, garlic mussels, and sweet chilli mussels. These delighted and challenged student palates.

Tupuārangi: This is everything that grows in trees; fruit, berries, and birds. Students got to taste tītī, glazed or poached, and fruit smoothies.

Tupuānuku: This is everything that grows in soil, and this was celebrated with kumara salad, kamokamo pickle and sautéed cabbage.

The students on Level 2 of the Library learnt about Matariki, the food and the stars they represented, as the staff “waiters” took the food around to share.

There was also a display that represented **Pōhutukawa**, the star connected to those who have passed on. **Hiwa-i-te-rangi** was also part of the display: this star is about granting our wishes and realising our aspirations for the coming year.



Photos: Left, Pep Mana; Middle, from left, Sharn Webster, Justina Webster; Right, from left Hōri Mana, Pep Mana, Sharn Webster, Tania Waitere from the Office of the DVC Māori staff help celebrate Matariki in the Manawatū Library.

Exhibitions and Displays

Orientation was supported at campus Libraries by prize draws, tours, and support of campus initiatives.

Auckland, Manawatū, and Wellington had displays, as well as a variety of activities, supporting Te Wiki o Te Reo Māori.

At Manawatū displays featured 'Buy local, support local', Arbour Day, and Antarctic exploration.

The University Archives had a display of toy soldiers that used to belong to the Russell family of Wharerata. A family friend donated the toys – the same person who donated the [Russell porcelain plates](#) some years ago.

Library Staff Present and Publish, Nationally and Internationally

Publications

Dewson, N. (2020). Weaving the Strands: evidence-based research data management investigations as Massey University – a project report. *New Zealand Library and Information Management Journal*, 57:2, 2020. <https://doi.org/10.6084/m9.figshare.11387214>

Fields, A and Lamond H. (2020). Evidence based library and information practice: A New Zealand perspective. *New Zealand Library and Information Management Journal*, 57:2, 2020. <https://doi.org/10.6084/m9.figshare.12725387>

Presentations

Baxter, K., Clarke, U., Cook, S., McKeagg, S., Mu, C., and Smith, E. (2020, December). Sample Searching for Science – how we shifted from face-to-face to online workshops for postgraduate students during Covid-19 lockdown. Australasian Association for Engineering Education Conference, Learning and Teaching Virtual Workshop.

Qualifications and Awards

Leila Torrington (Library Assistant, Wellington) graduated with a Diploma in Library and Information Studies, Open Polytechnic Kuratini Tuwhera.

Brenda Johnson (Subject Librarian, Manawatū), graduated with a Master of Management from Massey University Te Kunenga Ki Pūrehuroa.

Kim Baxter (Subject Librarian, Manawatū), along with Associate Professor Kate Hill and Dr Linda Laven from the Veterinary School, were awarded a Special Achievement Teaching Award in December for their work with Master of Veterinary Medicine students.

Massey Library Staff Member Selected for Ship for World Youth Leadership Exchange Program 2020

Eirenei Taua'i, (Māori and Pasifika Librarian, Auckland), was a recipient of the Ship for World Youth Leaders (SWY) program operated by the Cabinet Office, Government of Japan, which aims to promote international cooperation and to foster leadership. The six-week program took place in Japan, Hawaii, and Mexico. Twelve out of two hundred applicants were selected to represent Aotearoa New Zealand. Eirenei was privileged with the opportunity to talk about her community contributions and her role as Māori and Pasifika Librarian within Library services at Massey University, in a presentation on Pasifika leadership and engagement with program participants.



Photo: Selected participants representing Aotearoa New Zealand pictured with Ambassador Hamish Cooper, at the New Zealand Embassy Tokyo Japan. Eirenei is third from the right.

Key Staff Arrivals and Farewells In 2020

Staff Arrivals

- Kirsten Francis was appointed Collection Services Librarian, Manawatū Library.
- Rebecca Scott was appointed Subject Librarian, Auckland Library.
- Stephanie Cook was appointed Subject Librarian, Auckland Library.
- Julian Sutherland was appointed Subject Librarian, Wellington Library.
- Kat Cuttriss was appointed Associate University Librarian, Client Services. Kat was previously the Wellington Campus Librarian in 2009, and 2012 to 2014.



Photo: Kat Cuttriss,
Associate University Librarian,
Client Services

Staff Farewells

Lorraine Tremain, Subject Librarian for the College of Health, retired in January after seven years.

Cathy Ryan, Library Assistant in Distance and Document Supply Services, retired in February after 21 years.

Lauren Deacon, College of Creative Arts Subject Librarian at Wellington, resigned in March after 14 years.

Ruth Crafts, Library Assistant in Collection Services Manawatū, retired in May after 20 years.

Chris Good, Science Librarian at Manawatū, retired in August after 14 years.

Cherie Shum, Information and Research Services Manager at Manawatū, retired in October after almost four years.

Noelene White, Humanities and Social Sciences Librarian at Manawatū, retired in October after 27 years.

Elizabeth Smith, Subject Librarian for Business, Science and Music at the Wellington Campus, retired in November after 24 years.

Carl Elwood retired in December after 40 years at Massey, working in the Library mailroom from 2016 to 2020.

Vicki Quelch, Library Assistant in Collection Services Manawatū for 15 years, left in December.

Janice Russell, Library Assistant in Distance and Document Supply Services, retired in December after 26 years.



In Memoriam

Heather Lamond, Associate University Librarian - Client Services, passed away on 22 March 2020. Heather's role as AUL (2014-2020) included acting as Deputy University Librarian and Manawatū Campus Librarian. She led client services work across the Massey University Libraries, particularly information literacy teaching and support for research. Heather was initially employed at Massey University as a Business Liaison Librarian in 2005 and promoted to Head of the Distance Library Service in 2007. She had moved to Palmerston North from Takaka, Golden Bay, where she had been the Takaka Memorial Library Branch Librarian from 2001-2005.

Heather used technology at every opportunity to improve both Library services at Massey University and how staff worked. She was a strong advocate for equitable access to resources and services for off-campus students and led the work at Massey University Library in online teaching including early development of reusable learning objects such as short videos. She was actively involved in distance education, and the author of a considerable number of publications and conference presentations.

On Friday 4 September, Library staff planted a kowhai tree in memory of their much admired and respected colleague. The karakia, waiata, and planting were followed by a morning tea. The tree is a South Island kowhai, recognising Heather's birthplace, and is situated behind the Library, in between two North Island kowhai.



Photo: Library staff gather around the memorial tree for Heather Lamond.

APPENDIX A – STATISTICS

	2020 Actual Amount \$	2020 Budget Amount\$	2019 Actual Amount \$	2019 Budget Amount\$	2018 Actual Amount \$	2018 Budget Amount\$
LIBRARY EXPENDITURE						
Operational Expenditure						
Salaries & Related Cost	5,966,503	5,365,441 ¹	6,051,364	6,275,480	6,030,013	6,365,123
Asset Related Costs						
- Collections (Leased e-Journals & e-Books)	1,989,729	2,062,800	1,877,491	1,998,885	1,851,685	1,998,885
- Depreciation	7,617,485	7,636,833	7,348,863	7,450,079	7,043,065	7,085,741
- Other Costs	27,815	30,000	20,584	30,000	198,855	195,000
Other Direct Costs	441,222	526,633	527,006	767,899	487,586	522,274
Overhead/ Admin Recover	76,782	103,850	133,898	188,996	165,457	179,260
Allocated Charges (Infrastructure, IT & HR) ²	6,523,386	6,737,917	5,450,798	5,450,798	5,827,302	5,827,302
Total Operational Expenditure	22,642,922	22,463,474	21,410,004	22,162,137	21,603,963	22,173,585
Capital Expenditure						
Collections						
Printed Books	243,230	520,000	448,721	495,000	503,677	500,000
e-Books	2,423,981	2,435,000	2,473,422	2,780,000	2,708,858	2,730,000
Printed Journals	233,304	270,000	240,418	255,000	239,285	250,000
e-Journals	6,399,650	6,300,000	6,059,861	6,010,000	5,554,835	5,600,000
Sub-total Collections	9,300,165	9,525,000	9,222,422	9,540,000	9,006,655	9,080,000
Furniture & Equipment	198,927	195,806	136,640	137,800	174,719	177,480
TOTAL CAPITAL EXPENDITURE	9,499,092	9,720,806	9,359,062	9,677,800	9,181,374	9,257,480

1 includes savings target of \$867,349

2 2018 & 2019 are space charges only. IT & HR charges were introduced in 2020

APPENDIX B – LIBRARY PROFILE

LIBRARY PROFILE	2020	2019	2018
Hours open per week			
Semester			
Manawatū Library	101.5	101.5	101.5
Auckland Library	101	101	101
Wellington Library	92	92	92
Vacation			
Manawatū Library	55	55	55
Auckland Library	66	66	66
Wellington Library	55	55	55
Seating: Study places			
Manawatū Library	926	926	926
Auckland Library	1,281	1,281	1,281
Wellington Library	344	344	344
Enquiries			
Reference	8,275	18,500	16,885
Directional	1,576	3,239	3,393
Computer/technical	6,177	9,663	8,713
Orientation and instruction			
Number of classes	527	527	627
Number attending (excludes asynchronous teaching)	10,387	11,069	11,559
Consultations	1,499	935	840

LIBRARY PROFILE (continued)	2020	2019	2018
Loans			
General collections	109,765	160,856	200,390
Reserve collection	1,977	5,616	8,652
Inter-campus loans			
Books	4,036	5,796 ³	7,050 ⁴
Photocopied articles	74	122	71
Distance services			
Books loaned	23,015	32,091	37,799
Photocopied articles	493	461	1,123
Inter-library loans			
Items supplied	3,393	6,327	7,872
Items received	1,141	2,974	3,884
Collections			
Current book titles – electronic	712,995	675,654	497,654
Current book titles – print	531,161	553,426	573,052
Current serials titles – electronic	92,262	95,356	62,045
Current serials titles – print	695	675	711
Current other information resource titles – electronic	47,375	47,355	8,948
Current other information resource titles	18,445	16,970	17,677
University Archives			
Total linear metres	1,863	1,845	1,808

Figures are totals of all campus libraries unless otherwise stated.

³ Revised total
⁴ Revised total





MASSEY
UNIVERSITY
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND

LIBRARY
TE PUTANGA KI TE
AO MĀTAURANGA

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