



**MASSEY**  
**UNIVERSITY**  
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND



**MASSEY UNIVERSITY LIBRARY**  
**TE PUTANGA KI TE AO MĀTAURANGA**  
**ANNUAL REPORT 2015**

*Kaitiaki or Guardian Figure  
by John Bevan Ford  
(1997). Gifted to the Library  
by Lucy Marsden, this  
artwork is on display at the  
Manawatū Service Point*

John Bevan  
Kaitiaki or Guardian Figure  
1997  
Made of wood and  
gifted to the library

THE ENGINE  
OF THE NEW  
NEW ZEALAND





Harakeke  
(flax) design  
feature at the  
Manawatū  
Service point



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# MASSEY UNIVERSITY LIBRARY

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# FROM THE UNIVERSITY LIBRARIAN

Linda  
Palmer  
University  
Librarian



## WELCOME TO THE LIBRARY'S ANNUAL REPORT

2015 was a year of both change and consolidation.

The Library as 'place' is essential to a vibrant on-campus university life. In 2015 we celebrated significant progress at the Wellington and Manawatū Libraries: the completion of the second phase of work on the Wellington Library; the refurbishment of the Manawatū Library stack room (currently occupied by SMSi project staff and due to return to the Library in mid-2017); and a modern new service point area at the Manawatū Library, which significantly improves the way Library services are provided.

In 2015 we focused on Library support for research. We refreshed our workshops for staff and students, and created a new Research Data Management position to help foster good research data management practices.

2015 brought more staffing for the University Archives and the purchase of a digital platform to showcase Massey's unique and research-rich heritage collections (to be launched in 2016).

All Library staff participated in the refresh of our vision, mission and values (see Appendix 1), reconfirming our focus on the staff and students we serve. The Library strives to be a bicultural organisation and this is expressed in our values, and now evidenced in our new external signage at each Library building which displays the Library's Māori name - Te Putanga ki te Mātauranga (the gateway to the world of knowledge).

2015 was a busy year and I am grateful to all Library staff for their outstanding dedication to supporting the teaching, learning and research goals of the University. I am particularly grateful to those who stepped up during my secondment as acting Assistant Vice-Chancellor Research, Academic and Enterprise, in the last few months of the year.

We are proud to present the Library's revised Vision, Mission and Values – developed with input by all staff at workshops held during the year (see Appendix 1).

# RESEARCH AND ENTERPRISE

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

## SYMPLECTIC ELEMENTS / MASSEY RESEARCH ONLINE CONNECTION LIVE

2015 saw the successful integration of Symplectic Elements with Massey Research Online (<http://mro.massey.ac.nz/>). This was an integral outcome of the Institutional Review of Research (IRoR), enabling the capture of all the research outputs of University staff from 2012 onwards. The improved functionality means that researchers can upload full text files to their research output records in Symplectic. It has also simplified the process of making outputs openly accessible on the World Wide Web.

## RECOLLECT CHOSEN AS DIGITAL CONTENT PLATFORM

The Library has subscribed to Recollect (<http://www.recollect.co.nz/>) as the first step to providing an online platform to manage and showcase works from the University's unique print archival and heritage collections in digital form. Library staff are currently developing the platform and its collections ready for launch in late-2016.

## PROFILING YOUR RESEARCH WORKSHOPS

Library staff held 'Profiling Your Research' workshops across all campuses in support of the Institutional Review of Research. The workshops covered the major tools available for gathering evidence about published works, to support evidence portfolios.

## RESEARCH DATA MANAGEMENT LIBRARIAN APPOINTED

The Library has employed Natalie Dewson as Research Data Management Librarian based at Manawatū. Natalie will work closely with ITS and Research Operations staff to train and support staff and research students in good data management practices. This is a relatively new area for libraries, and is being supported by Council of New Zealand University Librarians (CONZUL) initiatives

### ENDNOTE REFERENCING SOFTWARE NOW FREE

Endnote software became free for all staff and students in 2015. This has meant increased uptake, ensuring staff and students have the latest version, and streamlining of administration and Library support.

## RESEARCHER DEVELOPMENT LIBRARY WORKSHOPS LAUNCHED

The *Knowledge Management in Research* workshop series was re-launched as the *Researcher Development Library Workshop* series. All campus libraries offered the series of five workshops during October 2015 to 121 staff and higher degree research students .

## SIGNIFICANT ADDITIONS TO THE COLLECTION

- The 2 volume set, *Flora Antarctica*, part of J D Hooker's *Botany of the Antarctic Voyage*. The Library bought this very beautiful, important and scarce set using reparation monies received after the theft of many of our most valuable rare books several years ago. *Flora Antarctica* was amongst the titles stolen.
- The presentation of a limited edition (#4 of 101 copies) copy of Professor Glyn Harper's 2015 book "*Johnny Enzed: the New Zealand soldier in the First World War 1914-1918*". This edition is leather bound in maroon goatskin and signed. It is held in the Bagnall collection.
- The journals *Nature Plants* and *Nature Microbiology*, funded in part by *Nature Communications'* move to full open access.
- Two new databases: *Carbon News* (a New Zealand database) and *PEN: Practice based evidence in nutrition*.



**New  
iMacs at  
Wellington Library**

Twenty new iMacs are in use in the refurbished Wellington Library Information Commons courtesy of Information Technology Services. These provide additional software such as Adobe Creative Cloud suite. Both the iMacs and the software were very warmly received by students.



# TEACHING AND LEARNING

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.

“I can tell which students have had a session with the Māori librarians because it comes through in their assignments – in the range of resources they have found and in their referencing. I also get lots of positive feedback about the librarians as Sheeanda and Ria are really approachable and go out of their way to help the students. I now make sure there is a library session as part of my undergraduate and postgraduate courses and I advise all my postgraduates to have a private consultation.”

– Dr Margaret Forster, Senior Lecturer, Te Pūtahi-ā-Toi

## TEACHING MODELS PROJECT

The Library established that a set of teaching models would help to assure equity and consistency in our information literacy teaching. A project team researched, developed and piloted peer-reviewed teaching models for face-to-face, online synchronous and online asynchronous modes. This work will lead to an excellent teaching and learning experience for all participants, regardless of delivery mode or individual librarian.

## TEACHING AUDIT PROJECT

Library staff audited current Library teaching offerings for each academic programme to obtain an accurate picture of the reach and potential reach of our teaching. The audit data will allow the Library to ensure consistency of Library teaching programmes across the different campuses and modes and to ensure scaffolding throughout a programme at each level as appropriate.

Professor Richard Shaw, College of Humanities and Social Sciences, received the final version of a Master’s thesis from one of his distance students, a long term prisoner in Whanganui Prison. In the acknowledgements section the student says: “I also wish to acknowledge Massey University’s excellent distance library service and, especially, the often anonymous, but ever helpful librarians who have helped me to track down the 300-odd Privy Council and Supreme Court judgments that were used in this investigation.” Richard added, “I’d like to endorse what this student has to say. Over a long period of time – years, in fact, given that he also did his BA from Prison, people in the Distance Library Service have been extraordinarily helpful to him. As a supervisor, I’m really grateful for the efforts they’ve gone to. I don’t know any of those staff by name, so I wonder if I could bother you to pass on Rob’s thanks, and mine...”

## DIGITAL PLAYSPACE AT MANAWATŪ LIBRARY HIGHLIGHTED IN INTERNATIONAL REPORT

Manawatū Library staff have collaborated with National Centre for Teaching and Learning staff to develop a Digital Playspace in the Manawatū Library. The 2015 New Media Consortium Horizon Library edition report (<http://www.nmc.org/publication/nmc-horizon-report-2015-library-edition/>) cites the Playspace as an example of an initiative designed to improve digital literacy. This report indicates key trends, significant challenges and technological developments that are very likely to impact changes in educational institution libraries over the next five years.

## FLIPPED-CLASSROOM APPROACH PILOTED BY LIBRARIANS

Science librarians at Manawatū and Albany piloted a flipped-classroom approach to teaching information literacy skills to postgraduate students. 26 postgraduate Sciences students participated in 'Searching for Science' where they viewed online material and undertook activities before attending a face to face class. Almost all students rated their satisfaction with the class as 'Excellent'.





Artwork designed and created by Library staff member Moana Woods

The ANZAC display at Albany Library



# CONNECTIONS

Libraries have always been about connections. We strive to strengthen connections locally, nationally and internationally to enhance Massey's reputation as a high quality tertiary institution.

## MASSEY LIBRARIANS ACTIVE IN THE LIBRARY AND ARCHIVES SECTORS

**Tim Darlington** (Digital Services manager) served as a member of one of EBSCO Information Services' advisory boards. These boards comprise key librarians and sector leaders from universities in Asia, Australia and Africa; they assist EBSCO with product ideas and strategic direction pertaining to academic libraries.

**Linda Palmer** (University Librarian) was appointed as the Council of New Zealand University Librarians representative on the Council of Australian University Libraries' (CAUL) Quality and Assessment Advisory Committee. The Committee advises CAUL on ways to measure and communicate library value and impact.

**Riki-Lee Saua** (Kaiwhakarato Pārongo Māori/Māori Services Librarian) was a judge in the LIANZA Kura Pounamu Award te reo Māori section of the LIANZA Children and Young Adult Book Awards 2015.

**Sheeanda McKeagg** (Kaihautū Māori/Māori Services Manager) served on the Library and Information Association of New Zealand Aotearoa (LIANZA) Registration Board Review Committee.

**Louis Changuion** (University Archivist) served as a Member of the Council of the Archives and Records Association of New Zealand (ARANZ) for 2014/2015. He also serves as the ARANZ Webmaster.

**Louis Changuion and Jo Buckland** (Archives Assistant) were both elected as Committee Members of the Central Districts Branch of ARANZ for 2015/2016.

Louis Changuion also served on the Committee of the *Manawatū Journal of History*.

**Ursula Clarke** (Wellington Campus Librarian) was a committee member of Te Upoko o te Ika a Maui (LIANZA's Wellington regional committee).

**Lucy Broadbent** was on the LIANZA Conference Programme Committee.

**Amanda Curnow** was a National Council member for LIANZA.

**Heather Lamond** was a member of the governance group for the NZQA mandatory review of Library qualifications.

**NEWBONUS+PARTNER-UNIVERSITY OF TASMANIA**  
The University of Tasmania joined the cooperative Australasian resource sharing service on 30th September. This brings the number of partner libraries to 14 and makes available more than 7,060,000 items for borrowing by Massey staff and students.

## LIBRARY MARKS ANZAC CENTENARY

Handcrafted poppies created by staff on each campus, books and some historical artefacts were displayed in each campus library to mark ANZAC Day and the World War One centenary. Manawatū Library staff created 300 harakeke (flax) poppies.

## LIBRARY STAFF PARTICIPATE IN STAFF CONFERENCES

Library staff took part in the Staff Conference held at each Massey campus and used the poster competition to promote our willingness to engage and work collaboratively with University colleagues. The posters showcased our achievements, collaboration opportunities and asked attendees about the value of the Library in the future. At the Manawatū conference the display won best poster (based on attendee votes).



# INTERNATIONALISATION

We are at the forefront of support for Massey University's internationalisation strategy. We are continually building electronic collections and provide access to scholarly resources, anywhere, anytime. Increased visibility of research outputs through Massey Research Online can create opportunities for international alliances and research partnerships, and our experience and expertise in teaching information and research skills in a blended environment will benefit offshore learners.

*Adjunct Professor Mansoor Shafi speaks at the event.*



## HIGH COMMISSIONER OF PAKISTAN GIFTS BOOKS

The Library received a collection of 31 books by or about the poet Muhammad Iqbal (a remarkable lawyer, social reformer, writer and poet who lived 1877 – 1938) as part of an event held on the Manawātū campus.



## INTERNATIONAL STUDENTS INCLUDED IN MATARIKI CELEBRATIONS

Māori Library Services and Accommodation Services at Manawātū jointly hosted harakeke (flax) weaving classes for international students. These sessions are an important way to help students feel connected to the University and Aotearoa.



*Ria Waikerepuru, Kaiwhakarato Pārongo Māori, and international students at the raranga session.*



## CHINESE CORNER LAUNCHED AT ALBANY

The Chinese Corner was established to display three years' of donated books from The Hanban Institute (a subsidiary of the Confucius Institute), with the purpose of promoting Chinese language and culture to New Zealanders. It began with 150 books to which we have added significant Chinese literary works throughout the year.

# RESPONSIBILITY

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.

## ANNUAL 'FOOD FOR FINES'

The annual "food for fines" campaign allowed all students to wipe their Library fines in exchange for donations of packets or cans of food. Approximately 660 packets or cans were donated, which were then delivered to local food banks.

### EXTERNAL SIGNAGE IN TE REO MĀORI AT EACH CAMPUS

This year the Library's name in Te Reo Māori has been added to signage at all campuses. The name Te Putanga ki te Ao Mātauranga translates as gateway to the world of knowledge.



Manawatū Library staff showed their support for Pink Shirt Day in support of the nationwide anti-bullying campaign.



# GENERATING INCOME

The Library must play its part in contributing to an improved financial position for the University by demonstrating responsible use of staffing and resources.

## BUDGET ADJUSTMENT TO ADDRESS EXCHANGE RATE MOVEMENTS

In early 2015 it became clear that recent rapid movements in foreign exchange rates would have a major adverse impact on the Library's 2016 capital budget for journal and books purchasing. In order to avoid damaging cuts and cancellations a request was made to the University for an increased capital budget to maintain current purchasing levels, and this was approved in time for the renewal of 2016 journal subscriptions.

## REVIEW OF SERVICE POINT STAFFING

The Manawatū Library transitioned from a traditional model of two distinct service points - 'Lending' and 'Information' - to a single service point for clients needing help and assistance. This freed up Subject Librarians to increase their support for teaching and research. Albany and Wellington Campus Libraries reviewed after-hours staffing to ensure consistent work patterns across the campuses.

## LIBRARY FUTURE FUND ESTABLISHED

A Library endowment fund was established with the Massey University Foundation. The Library Future Fund aims to develop the Library as an innovative hub of learning and research. This may include developing state-of-the art spaces, information technology, equipment and furniture to facilitate learning; specialist Library positions to support outstanding teaching, learning and research; the development of collections from historic manuscripts to electronic resources; or the digital preservation of, and access to, rare and heritage resources and archives.

Wellington  
Campus Library  
(Photo: Oliver Ward,  
SV Associates)



# ENABLING EXCELLENCE

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

## LIBRARY CONTINUES TO BE THE MOST HIGHLY RATED UNIVERSITY SERVICE

In 2015 the Library continued to rate as the most utilised and the most highly rated service regardless of mode or campus in the annual Student Experience Survey. Overall 92% of students rate Library services as good or very good; the same rating as in 2014. The rating for the Wellington Campus Library rose 4% from 89% in 2014 to 93% in 2015. This may reflect satisfaction with the completion of the refurbishment work there.

## NEW WEBSITE HOME PAGE

The Library launched a redesigned library website home page at the start of 2015. The deliberately clean design was developed with extensive user feedback and testing. The home page includes Te Reo Māori content including detail of a kete by Ria Waikerepuru, Kaiwhakarato Pārongo Rangahau Māori on the Manawatū campus. A rotating carousel of newly-acquired print and ebook cover images provides a visual display to complement the physical displays in each library.

### WELLINGTON STAFF WIN SERVICE AWARD

Wellington Library staff won the notable improvements in work practices or service experience award at the Wellington Staff Conference, in recognition of their contribution during the refurbishment of the Library.

Alan Davies (AVC, People & Organisational Development) presents Ursula Clarke (Wellington Campus Librarian) and Elizabeth Smith (Subject Librarian) with the award.



Robyn Connor and Justine Taylor's exhibition in Te Pikitanga

### TE PIKITANGA EXHIBITION SPACE LAUNCHED

The Wellington Library exhibition space, Te Pikitanga, was launched in February. It has been very well received and is extremely popular with bookings for the year quick to fill up.





Library staff –  
HyeKyung Chun,  
Sheeanda McKeagg,  
Ursula Clarke  
(photo: Claire Harris)

### OFFICIAL CELEBRATION FOR WELLINGTON LIBRARY

The transformation of the Wellington Library into a modern learning space was officially celebrated in May, accompanied by the re-installation of the art work Te Mātauranga (by artist Lee Watt). During the year the Wellington Library’s refurbishment was featured in architecture and design awards. Athfield Architects won an award in the Education category for the work on the Library at the New Zealand Architecture regional awards in Wellington. The Library was also a finalist in the Designers Institute of New Zealand national awards, in the spatial category for ‘Public & Institutional space’ and ‘Colour’.



Linda Palmer  
(University Librarian),  
Kat Cuttriss (previously  
Wellington Campus  
Librarian), Bridget Heywood  
(AVC Research, Academic  
& Enterprise) (Photo:  
Claire Harris)



Vice-Chancellor  
Steve Maharey and  
Jacob Tapiata (Senior  
Māori Advisor, Office of  
the AVC Māori) view the  
art work Te Mātauranga  
(Photo: Claire Harris)



Sheeanda McKeagg welcomes staff to the opening of the Service Point

## MANAWATŪ LIBRARY SERVICE POINT DEVELOPED

The ground-floor lending desk at Manawātū has been split into three separate service pods, and facilities installed for students to issue their own Library items and add printing credit to their network budget. The separation opens up the lending area, offering students a far more interactive space to share with staff. The changes help realise the vision of making the Library a spacious, user-friendly, learner-centred environment for all students. The adjoining staff area is now more secure for staff working all shifts. Complementing these changes is a new panel-glass feature that showcases a flax-bush design, a nod to Palmerston North's natural splendour.



Library staff and guests at the opening of the Manawātū Service Point

## SINGLE SIGN ON FOR LIBRARY RESOURCES

Library staff have developed a way to integrate two log-in processes into one, thus reducing a common source of student frustration. Staff and students need only log in once to gain access to both Library licenced e-resources (e.g. electronic journals or books) and their MyLibrary account (to manage requests, renewals). Staff also now only need to remember their Massey network login and password to log into their MyLibrary account.

## COLLECTION MOVE MAKES WAY FOR UNIVERSITY STAFF

Books in storage collections housed in the Manawātū Library were relocated to their new home in the NSATS building. This major undertaking involved stock checking, relocating, and weeding of some collections, and resulting updates to the Library Catalogue. The space generated currently accommodates University staff who are part of the Student Management System Implementation Programme (SMSi). The space will return to the Library in 2017.

## LIBRARY STAFF PRESENT AND PUBLISH, NATIONALLY AND INTERNATIONALLY

To develop a research-led culture, enhance the University's reputation, and develop staff expertise, professional library staff are encouraged to undertake library-focused research, and to present or publish findings. In 2015 the following papers and posters were presented:

**Publications:**

- Lamond, H. M. & Rowatt, A. (2015) A digital what? Creating a playspace to increase the quality of technology-enhanced teaching and learning. In T. Reiners, B.R. von Kinsky, D. Gibson, V. Chang, L. Irving, & K. Clarke (Eds.), Globally connected, digitally enabled. Proceedings ascilite 2015 in Perth (pp. 497-501). <http://www.2015conference.ascilite.org/wp-content/uploads/2015/11/ascilite-2015-proceedings.pdf>

**Presentations:**

- Clark, J, Rainier, B & Lamond, H. (2015, November). *Exploring library support for researcher needs in an academic context*. Paper presented at the Library and Information Association of New Zealand Aotearoa Conference, Wellington, New Zealand.
- McKeagg, S. & Waikarepuru, R. (2015, November). *Kia urupū tātou; kawa e taukumekume - "Let us be united; not pulling against one another"*. Paper presented at the Library and Information Association of New Zealand Aotearoa Conference, Wellington, New Zealand.

- Ingle, M. & Broadbent, L. & Lamond, H. (2015, November). *Walking through change - using the Concerns Based Adoption Model (CBAM) to guide service change*. Paper presented at the Library and Information Association of New Zealand Aotearoa Conference, Wellington, New Zealand.
- Ingle, M & Pewhairangi, S. (2015, July). *Paths to success*. Keynote presentation at the New Librarians Symposium, Sydney, Australia.
- Wallbuton, A.L & Cooper, A.L. (2015, November). *Ki te hoe: Massey University Library's planning and quality journey*. Paper presented at the Library and Information Association of New Zealand Aotearoa Conference, Wellington, New Zealand.
- Woodfield, J & Lamond, H. (2015, July). *Evidence-based redesign of an academic library home page*. Poster presented at EBLIP8, Evidence Based Librarianship in Practice, Brisbane, Australia.

Jennie Woodfield (Web Librarian) and Heather Lamond (Associate University Librarian, Client Services) won Best Poster award at the international EBLIP8 Evidence Based Librarianship in Practice conference in Brisbane.



## KEY STAFF ARRIVALS AND FAREWELLS IN 2015

- Ursula Clarke was appointed as Wellington Campus Librarian. Ursula has extensive experience in special and corporate libraries in the UK, and more recently worked at the National Library and Ministry for Business, Industry and Enterprise in New Zealand.
- Natalie Dewson was appointed Research Data Management Librarian at Manawatū
- Hyekyung Chun was appointed Wellington Client Services Manager
- Jacqueline Snee (Ngati Kahungunu and Ngati Porou) was appointed Māori Services Librarian/ Kaiwhakarato Pārongo Rangahau Māori at Albany
- Cuiying Mu was appointed Subject Librarian (Health) at Albany
- Kim Baxter was appointed as Subject Librarian (Business) at Manawatū

The Library farewelled **Annette Holm**, Librarian (36 years), **Carine Marais**, Subject Librarian (Science, 9 years), **Judi Kercher**, Collections Co-ordinator (5 years), **Riki-Lee Saua**, Kaiwhakarato Pārongo Māori/Māori Services Librarian at Albany (2 years). It is with sadness we record that **Sharon Bonham**, Library Assistant, Albany, passed away after 20 years' service.



Annette Holm at the morning tea to mark her retirement

## QUALIFICATIONS AND AWARDS

- Daniel Austin (Library Assistant) graduated with a Bachelor of Communication
- Jo Buckland (Library Assistant) graduated with a Bachelor of Arts (Information and Library Studies) from the Open Polytechnic of New Zealand
- Fiona Diesch (Subject Librarian, Business) was awarded an Associateship of LIANZA (Library and Information Association of New Zealand)
- Rachel Dustin (Library Assistant) graduated with a Diploma in Information and Library Studies (Level 5) from The Open Polytechnic of New Zealand
- Lily Li (Librarian) graduated with a Postgraduate Certificate in Business
- Markus Millfahrt (Library Assistant) graduated with a Master of Business Studies (2<sup>nd</sup> Class Honours, First Division)
- Bridget Tapper (Library Assistant) graduated with a Bachelor of Arts (History)
- Mozhdeh Wafa (Library Assistant) graduated with a Bachelor of Health Science (Human Health and Environment)
- Ria Waikerepuru (Māori Services Librarian/ Kaiwhakarato Parongo Māori ) graduated with a Postgraduate Diploma in Museum Studies
- Alison Wallbuton (Planning & Quality Librarian) graduated with a Postgraduate Diploma in Business and Administration (Management)

## DEVELOPMENT OF LIBRARY LEADERS

Heather Lamond attended the New Zealand Women in Leadership Programme for Professional staff in 2015. Amanda Curnow graduated from the LIANZA's Kotuku leadership programme. Riki Lee Saua was also enrolled in this programme before her resignation from Massey.

## NATIONAL AWARD FOR PROMOTION OF TE REO MĀORI

Sheeanda McKeagg, the Library's Kaihautū Māori, was awarded the 2015 Robin Hakopa Te Reo Māori Award by Te Rōpū Whakahaui (who represent Māori engaged in the library and cultural sector in Aotearoa New Zealand). The award recognised Sheeanda's creativity, dedication and promotion of te reo and tikanga Māori within the library profession.



Sheeanda McKeagg with her award

# APPENDIX 1: LIBRARY VISION, MISSION AND VALUES

(Refreshed by Library staff during 2015 to guide direction and support The Road to 2025)

## VISION

We stand as a world-class academic library. We embody excellence, innovation and evidence-based practice as we support teaching, learning, and research.

## MISSION

We provide and enrich access to Te Ao Mātauranga (the world of knowledge) to advance excellence in scholarship and to achieve the goals of the University.

## VALUES

Our values represent the aspirations of our individual and collective behaviour.

Guiding our actions and decision-making, our values are at the heart of everything we do.

- **CLIENT-FOCUSED.** Our clients' needs and ways of working are central to what we do
- **PŪKENGĀ.** We value knowledge, learning, growth, sharing
- **INTEGRITY.** We are honest, responsible, accountable and act ethically
- **WHANAUNGATANGA.** We work in partnership to achieve more than we could do on our own
- **TE TIRITI O WAITANGI.** We are committed to Te Tiriti o Waitangi
- **RESPECT DIVERSITY.** We recognise, value and respect diversity and champion equitable access to information
- **OPEN COMMUNICATION.** We are open and transparent in our communication and decision-making

# APPENDIX 2: STATISTICS

	2013	2014	2015
<b>LIBRARY EXPENDITURE</b>			
<b>Operational</b>			
Staffing	6,044,096	5,725,651	5,847,300
Other (excl. Collections)	1,043,718	780,920	1,108,155
<b>Total operational</b>	<b>7,087,814</b>	<b>6,506,572</b>	<b>6,955,455</b>
<b>Collections</b>			
Printed books	NA	NA	857,378
E-books	NA	NA	1,084,377
<b>Sub-total books</b>	<b>2,059,931</b>	<b>2,155,860</b>	<b>1,941,755</b>
Printed journals	478,063	460,183	349,598
E-journals	5,843,811	5,586,592	6,124,082
<b>Sub-total journals</b>	<b>6,321,874</b>	<b>6,046,775</b>	<b>6,473,680</b>
<b>TOTAL COLLECTIONS</b>	<b>8,381,805</b>	<b>8,202,635</b>	<b>8,415,435</b>

	2013	2014	2015
<b>LIBRARY PROFILE</b>			
<b>Hours open per week</b>			
Semester (Manawatū Library)	92	92	92
Vacation (Manawatū Library)	55	55	55
<b>Seating</b>			
Study places	2,353	2,472	2,271
<b>Document delivery</b>			
Items supplied	15,887	13,518	13,430
Items received	11,117	6,032	5,637
<b>Enquiries</b>			
Reference	11,991	11,313	24,546
Directional	11,276	8,149	6,259
Computer/technical	16,460	13,771	17,132
<b>Orientation and instruction</b>			
Number of classes	620	507	896
Number attending	11,052	9,312	8,156
Consultations	735	1,080	742
<b>Loans</b>			
General collections	470,801	368,418	301,527
Reserve collection	29,112	26,836	22,653
<b>Inter-campus loans</b>			
Books	20,115	16,400	14,724
Photocopied articles	230	209	195
<b>Distance services</b>			
Books loaned	121,318	96,860	87,205
Photocopied articles	2,166	3,193	2,812

## Collections

Monograph volumes added (printed & AV)	26,526	19,065	14,993
Monograph volumes withdrawn (printed & AV)	25,402	19,125	22,539
Monograph titles added (printed & AV)	13,300	14,697	8,715
Monograph titles withdrawn (printed & AV)	9,319	8,512	13,137
Monograph titles added (e-books, online)	62,142	32,066	31,686
E-books (total including aggregations)	285,504	317,570	354,742
Current serial titles (printed)	1,570	1,507	962
Current serial titles (electronic)	45,537	34,358	30,313
<b>University Archives</b>			
Total linear metres	1,540	1,598	1,650

Figures are totals of all campus libraries unless otherwise stated





[LIBRARY.MASSEY.AC.NZ](http://LIBRARY.MASSEY.AC.NZ)



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UNIVERSITY OF NEW ZEALAND