

LIBRARY ANNUAL REPORT 2008



MASSEY UNIVERSITY





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Cover: Hokowhitu Library Staff

LIBRARY ANNUAL REPORT 2008

Introduction

2008 was a positive year for the Library, with progress being made in a number of areas.

Construction began on a major 4384m² extension to the Albany Library in July, with completion due by April 2010. This is a very significant development for the Albany Campus, and for marking Massey's presence on the North Shore of Auckland. The addition is on five levels, with a 150 PC Information Commons on the entry level.

The new Library catalogue, ENCORE, which offers a number of Web 2.0 features, including ratings, book covers, book content pages, and facets and cloud tags for refinement of searches was implemented in July. This is the first NZ university library catalogue with such features, and there have been many favourable comments. At this stage the Library will still offer its classic-look catalogue as an alternative, until the ENCORE module of Millennium is more fully developed.

The Library took advantage of the strong NZ dollar at the beginning of the year to make a number of significant one-off purchases including the final backfile of the Web of Science (1900-1944), Early English Books Online (1475-1700), and the full SAGE journal backfile (which has a strength in the social sciences). The Library also purchased the Times Digital Archive (1785-1985) on a lease renewal basis.

The decline in the dollar in the second half of the year was noticeable for its effect on book purchases, as the book funds' buying power was

reduced. Fortunately the purchase of forward currency meant that serial subscription renewals for 2009 were not affected.

The issues relating to publishers' licences for electronic database and journals was raised during the year, as Massey began to offer programmes overseas to a cohort of students in a fixed location. In such cases, publishers require the licence for each product to be amended, and in a number of cases for additional fees to be paid. This is very time-consuming work, and the Library purchased the API module of Millennium to make such authentication (and limiting to certain products only) somewhat easier.

The University's annual student satisfaction survey indicates that students are highly satisfied with the service they receive from the Library. 97% of taught students rated library staff skills as satisfactory to very good. However, study space and access to computers were rated lower, with 11% rating student space as poor to very poor, and 18% reporting the same for computer facilities. So,

there is still much more work for the Library to do.



John Redmayne
University Librarian

Technology

The Library's computer inventory currently comprises:

- 198 public-access Information Commons computers (there were refreshed with hardware and software in June 2008).
- 29 public-access computers dedicated to searching the Library catalogue and providing access to e-resources (where vendor licensing allows) for walk-in users
- 162 staff computers (for offices and for service desks).

Track-It inventory software was purchased in May 2008 to allow tighter control of the computer inventory, and better monitoring of installed software and licence usage.

MILLENNIUM RELEASE 2007 UPGRADE

The Library participated in beta testing of this major software release from January 2008, and installed the production version in May. As part of the upgrade, new methods for printing various types of labels, slips and receipts became available and an upgrade of the Library's label printers was carried out.

MASSEYLINK

This was a major project to improve access to e-journal articles from indexing databases. It was begun in December 2007, released in Beta at the end of February 2008 and revised based on user feedback late in 2008. The service is a great leap forward in linking users to content and user feedback has been very positive.

ENCORE (<http://encore.massey.ac.nz/>)

This is a new web version of the Library catalogue, implementing improved search capabilities and web 2.0 features. User feedback has been positive, but Encore is not yet sufficiently developed to completely replace the old Library web catalogue, so a transition period is necessary with both systems in use, which some users have found confusing. The vendor is developing Encore rapidly, and version 2 was released late in 2008. We expect Encore to be a complete replacement

for the old web catalogue from version 3, later in 2009.

ERM IMPLEMENTATION

Work on implementing the Electronic Resource Management (ERM) module of Millennium continued through much of 2008. The completion of the work adding resource records to the system in early October allowed us to start making use of ERM's features. First use of them was the replacement of static web pages for listing the Library's electronic databases and e-journal packages with dynamically-generated pages created by ERM, which went live at the beginning of 2009.

E-JOURNALS COVERAGE DATA

The CASE Millennium module, purchased for handling e-journal coverage information at the time of the Millennium project, proved unequal to the task and was replaced in 2008 with EBSCO A-Z, a competing product. This necessitated complete recreation of the e-journal data in the new product and loading of the replacement data in Millennium. Although the situation was improved by the new product, there were still substantial difficulties with handling e-journal data, and a review was carried out late in 2008, which has made various recommendations for improving our handling of e-journal coverage.

LIBRARY WEBSITE

Visits to the Library website have continued to grow by an estimated 64% over the past four years, and the Library is one of the most popular sites on the Massey University homepage.



Professor Warrington launches the new Encore catalogue

The Library website has now grown to the point where it is no longer sustainable on a manual basis. Migration to Massey's Shado Content Management System (CMS) began in November 2008 and it is expected to be live for the beginning of first semester 2009.

Digital Services developed a blog for publicising information about the Library as part of a blog project within the Library, using b2evolution software. The resulting blog is very successful, and other areas of the University have since expressed an interest in adopting this model. (See Library Out Loud: <http://www.massey.ac.nz/~wwliblog/>)

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Space

The quality of library space has been an issue in a range of student surveys (both Rodski, conducted for the Library by an external consultancy, and the annual Massey Students Satisfaction survey).

ALBANY

Construction began in July on a major five-storey extension (4384m²) to the Albany Library. The extension is due to be completed by November 2009, and refurbishment of the adjacent wing of the old library by April 2010. The total size of the new library will be 6082m².

The construction period has not been easy on library staff, nor students, with the noise and vibration from pile driving, and the loss of reader study spaces with the erection of a temporary wall. The tolerance of all as the building progresses has been much appreciated.



Construction of the new Albany Library extension

WELLINGTON

Plans for a new library building (reduced from 5000m² to 3000m²) were on hold while an overall development plan for the campus was developed.

The present library building is substandard as a facility for University staff and students, and the working conditions for Library staff are poor. A temporary information commons of 20 PCs was installed mid-year around the reference desk and this has been very well used by students. However, it is little more than a holding measure until building plans can make some progress again.



Wellington storms demolish a section of the Library's roof

PALMERSTON NORTH

Hokowhitu

Plans for a move of the College of Education to the Turitea campus remain live, but a timeline is still undefined, and is likely to be up to five years away.

In 2008 there was a 9.4% increase in foot traffic coming into the building (despite a 6.5% decrease in Education EFTs), and the Hokowhitu Library remains a vital, lively and attractive space for students.

For this reason, some expenditure was warranted on the existing facility. Additional power points were installed on Level 2 to satisfy a demand from laptop users. The lending desk was renovated to include an information services area, so that library users could have a better "one-stop" service, and staff work at the desk would be more efficient.



"Pet food for Fines" – a student project with Library assistance

Turitea

Until the timeline for the Hokowhitu move is clarified, future building plans for Turitea are unclear. However, an analysis of shelving space indicates that the building is now at near full capacity, and although some additional bays were added in 2008, these will be the last before there will be serious loss of reader study space. The need for an off-site storage facility is becoming very urgent.

The University Archives, which are currently housed in a basement in the Old Main Building are full, and are in an area which would not meet the storage standards of Archives NZ. University facilities will be subject to audit from 2010, so this is a very serious concern.

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Collection Services

FUNDING

At the beginning of 2008 the New Zealand dollar remained strong against our major foreign currencies. However, by the end of the year the story was very different, particularly relating to the US dollar. While the New Zealand dollar bought US79 cents in January it only bought US60 cents by December. Fortunately, the University agreed to forward purchase US currency to pay the 2009 serial invoices at US73 cents. Without this foresight, we would have been facing serials cancellations in order to keep within budget.

The book budget could not be similarly protected, as purchases are made throughout the year, and as the NZ dollar dropped from mid-year, this greatly reduced our buying power. Books obtained in 2008 (32,501) were the lowest in several years, and compare with the 44,485 volumes acquired as recently as 2005.

CATALOGUING

There were two projects during the year. The first was to remove the serials holdings statements from the bibliographic records to the new checkin records. This mammoth task was completed just before Christmas.

The second project (which will be ongoing in 2009) was to investigate the best way of handling our e-serials records so that the holdings could be updated regularly by automatic upload. This is a huge project but consensus was reached to move from the Millennium CASE product to EBSCO A-2. When this project is completed, future uploading will be much more streamlined, and require less staff intervention. Library users will benefit from more complete and up-to-date serials holdings.

During the year the Library acquired EEBO (Early English Books Online), a collection with over

100,000 titles. MARC records were purchased so that catalogue records could be uploaded very quickly into the library catalogue.

The National Library decided to cease supplying table of contents records for books in October. Massey, along with other NZ university libraries, took out its own subscription to the Blackwells table of contents service. Table of contents add great value to our catalogue records, especially for distance students, and also provide additional searchable data for keyword searches.

COLLECTION DEVELOPMENT PLAN

After several years of iterations, the Collection Development Plan (Pt 1) was completed, and was endorsed by the University Library Committee in May 2008. This is a public document, explaining our policies relating to the acquisition, cataloguing and accessibility of library material, and is available from the Library website. Part 2 of the Collection Development Plan, which covers specific subject areas, will be the project for 2009.

SPECIAL ACQUISITIONS

Special purchases included:

- Early English Books Online (EEBO), an electronic collection of over 100,000 English titles published between 1473 and 1700.
- Blackwell Publisher Archive of serials titles (for which the Library holds current subscriptions).
- Elsevier Publisher Collection of e-books in psychology (1996-2008).
- SCOPUS, the Elsevier citation database.

Biological abstracts was moved to the ISI platform, to make it more easily searchable along with the Web of Science and CAB abstracts.

The Library was also given an opportunity by the National Library to select materials from the Opfermann Collection, which was a collection of some 2,000 boxes held in storage. The Opfermann Collection has a strength in German history and culture from 1914-1949, and includes a lot of valuable material on the two world wars, diplomacy and politics between the wars, the 1936 Olympic

Games, architecture, art, fashion, photography, and the American occupation of Bavaria immediately after WW2. There is also an extensive range of manuscripts (mainly family correspondence) from 1920 to 1960.

The University Librarian and the Associate University Librarian began selecting from the collection in late October, and it is expected that some 200 boxes will come to Massey once this project is completed.



German language guide to Paris for German troops, 16-28 February 1941.



Working on the Opfermann Collection, Grenada North Store.

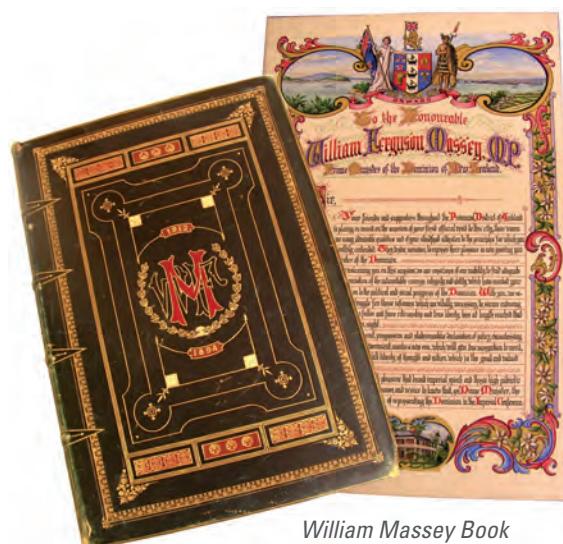
University Archives

2008 saw important recordkeeping developments impacting the Archives, namely the approval of the General Disposal Authority for New Zealand Universities and the appointment of the first fulltime Records Manager at Massey University.

The year saw a marked and welcome increase in the number of received enquiries and visits, with the total standing at 186. There has also been an increase in the number of deposits of material at the Archives. Good as they are, these increases are putting strain on the Archives' available staffing and space resources.

During the year the space and refurbishment needs of the Archives were reviewed by the University Archivist. A plan was also drawn up for the development of the Archives in regard to the obligations of the Public Records Act. Taking the University's current economic/budgetary constraints into consideration, this plan will be executed as far as feasible during 2009 and 2010.

The Archives prepared a photo exhibition on the history of Massey early in 2008. A project for conducting oral history interviews with key past members of staff was initiated during the year. Four interviews have been conducted thus far. Work was also started on a web-based historical timeline for Massey University. Towards the end of the year a project was started to locate audiovisual and machine readable material in the archives collections with a view of preserving and/or digitising the material.



William Massey Book

Public Services

LENDING SERVICES

Total lending was down by 3.5% across the library system (792,396 loans in 2008, compared with 821,199 in 2007). There are three factors at play here – one is the downturn in Massey student numbers, another the reduction in reserve items as more use is made of WebCT by course coordinators, and the third is the move to electronic resources. The Library website saw an increase of 68% in visits to the site over 2007. This is a similar change to user activity to that experienced by other NZ university libraries.

However, this change is not uniform across the Massey system. There was a 9% increase in books loaned by the Distance Library Service; a 1.57% drop at Hokowhitu (but EFTs there dropped by 6.5%, so the loan ratio by student increased from 1:29.4 to 1:30.97); and a 4.38% decline at Wellington (although foot traffic into the Wellington Library increased).

Colour printing was introduced as a service for students at each campus and a new digital microform scanner was purchased for the Albany Library.

The Teaching Resources collection at Albany was reorganised to align it with best practice for such College of Education collections, and so it is well placed for its future development.



Display for the 200th Anniversary of Charles Darwin

INFORMATION SERVICES

Information desk and reference services are performed by the Information Services Section at Turitea, with assistance from the College Liaison Section. At other Massey libraries, these duties are performed by the College Liaison Librarians.

Information Desk enquiries (reference, directional and computer/technical instruction) declined across the library system by 8.6%, although this drop is predominantly in email and telephone enquiries rather than face-to-face at the desk. Some of this drop may be a result of the new centralised 0800 number and Library@Massey email account, which are now handled through the Distance Library Service.

Computer/technical enquiries as a subset increased by 4%, or by 20% since 2005, which demonstrates that students are requiring a different type of help than in the past, and of the growing importance to users of Information Commons services.

At Turitea (which is the only full information commons service at this time) IT enquiries rose by 22%. An analysis of IT queries answered by the IT

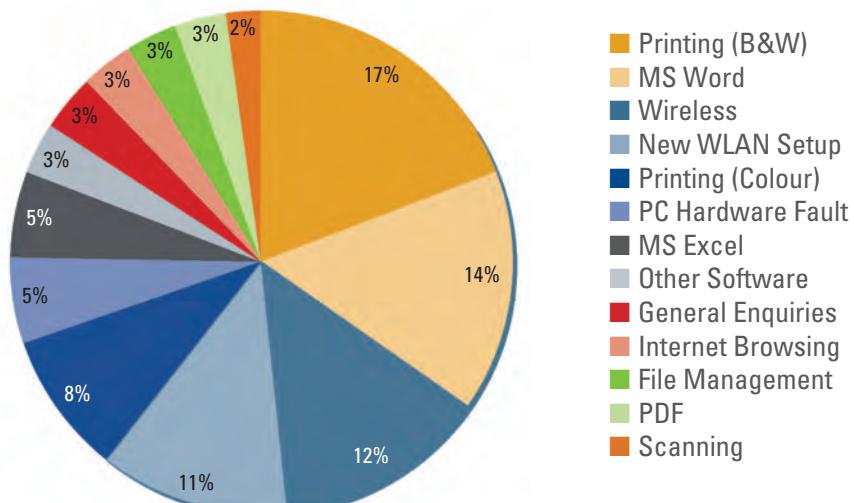
assistants shows that printing, Microsoft Word, and access to the wireless network remain the most common type of enquiry.

Subject searches for extramural students have declined by 28% over 2007 figures. There has been a downward trend for the last few years, as the Library encourages extramural students (sometimes through Connect screen sharing technology) to do their own searching where possible, and to learn information literacy skills.

Towards the end of the year a case was made for additional computers in the Information Commons and in Discussion Rooms, and for an additional Training Room, reflecting the high use of the computers and the pressure on the use of the existing Training Room. Unfortunately this was not successful, but the need continued to be demonstrated by the high use of the Commons and the queues of students waiting to use computers for most of the day, Monday-Friday, and frequently at weekends.

Information literacy teaching overall was at a very similar level to 2007. Hokowhitu Library was particularly effective and emailed all course

IT Assistant Enquiries by Categories Year 2008



controllers of contact courses. 86% of those contacted booked classes. Overall there was a 6.5% increase in the number of classes offered.

There has been a small increase in the number of courses for which staff have prepared content for online courses over the year, mostly concentrated within the College of Business, but with some for the College of Sciences as well. Library staff have created online tutorials, Presenter and PowerPoint presentations and quizzes. This is a growing area of activity for the Library.

The University's planned move to Moodle provides an opportunity to embed information literacy skills in all online papers, and preliminary discussions were held on this topic. The Deputy University Librarian represents the Library on the Online Learning and Monitoring Group, and attended the Asilite conference in Melbourne in December. This provided an excellent opportunity to learn about how academic staff approach teaching in the online environment, and how we may be able to support staff and students.

COLLEGE LIAISON SERVICES

There are College Liaison Librarians covering the College at each campus. Their prime focus is on postgraduate students and academic staff.

At Turitea the College Liaison Section taught 98 classes with 1041 participants (more classes than in the previous year, but with slightly fewer attendees per class). Significantly, 49% of the classes were for extramural students, and this is reflected at all campuses where the Library has increased the number of evening and weekend classes to suit the needs of extramural students. The Library has also sent staff to participate in the regional extramural workshops. The willingness of College Liaison and Information Services staff to work outside normal hours to accommodate these needs is very much appreciated.

The increase in the roll at Albany meant an increase in classes and research consultations in 2008. Evening and weekend sessions on EndNote were especially popular.

College Liaison staff participated in a range of campus-wide training sessions, such as Massey Systems, Doctoral Research Workshops (followed by drop-in consultation sessions the following day), Postgraduate Seminars and PhD Writing Workshops.

Of particular note are the Knowledge Management in Research offerings which continue to be delivered across all campuses under the leadership of Bruce White. He has expanded on the introductory file management information in KMIR1, and has used blog software to deliver a more interactive teaching experience (with the intention of providing this via the University's learning management system in the near future). Attendees are now more easily able to revisit course content after the hands-on session.



Bruce White: Knowledge Management in Research Programme

Massey University Library won the LIANZA 3M Award for Innovation in Libraries

For the first time a Pasifika Postgraduate two-day workshop was held by Massey, and College Liaison staff were asked to participate. They gave sessions on database searching and on EndNote.

The Section also participated and provided documentation for accreditation visits, including those for Accountancy, Business, Engineering and Veterinary Science.

Stronger links for all Library staff with the academic community were made by the very successful Research in Practice series, which is now in its third year. Academics from four colleges were invited to speak about their research practices and perspectives with Library staff. In 2008, the guest speakers were: Associate Professor Bruce Glavovic; Associate Professor Keith Tuffin; Associate Professor Al Rowland; Associate Professor Sarah Leberman; Dr Ed Minot and Dr Jane Prochnow.



Jane Brooker accepting the 3M Award for Innovation in Libraries



Jane Prochnow



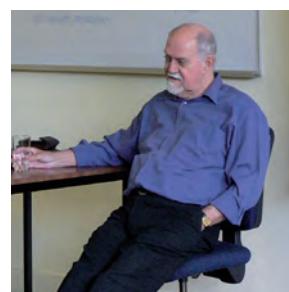
Ed Minot



Bruce Glavovic



Keith Tuffin



Al Rowland



Sarah Leberman

DISTANCE LIBRARY SERVICE

The Distance Library Service operates from Turitea, but the collections of all Massey libraries are drawn from to satisfy requests, and so staff at all Massey libraries are very busy in supporting our distance service. As a proportion of activity, this is especially true of the Hokowhitu Library and its support of the extramural postgraduate education programmes.

The Massey campus network provides a second avenue for extramural students to the postal service. At Albany, for instance, 37% of the total number of books checked out to extramural students were issued from the Lending Desk, whereas 63% were dispatched by post. Of Albany's total issues, 30% were to extramural students. Our presence in Auckland and Wellington, in addition to Palmerston North and the Hawkes Bay, makes Massey ideally placed to service the range of needs of extramural students.

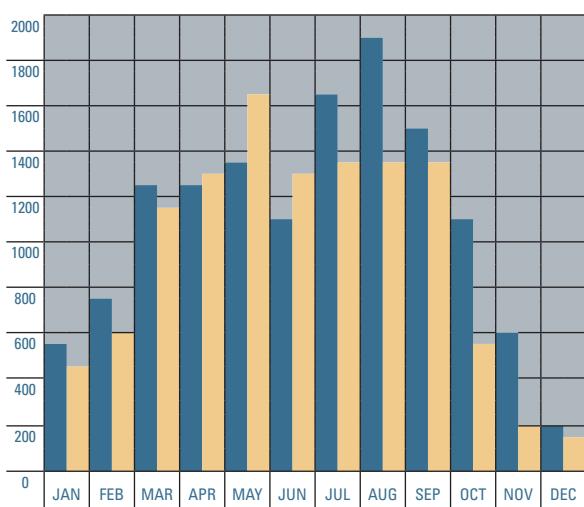
Nonetheless, the heart of the Distance Library Service remains at Turitea, and it provides a much appreciated service, which is reflected in the high satisfaction levels reported in the Student Satisfaction Survey.

Trends

Journal articles: In 2008, 11,435 journal articles were requested from the Distance Library Service compared to 13,165 in 2007 ~ a decrease of 13%.

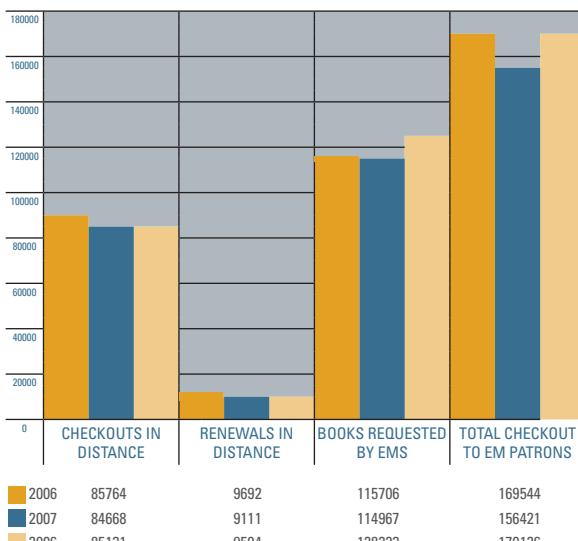
Journal Requests

■ 2007
■ 2008



Book requests: In 2008, 128,233 books were requested by extramural patrons, compared to 114,967 in 2007 ~ an increase of 11.5%. In total for the year 170,126 items were issued to extramural patrons across the entire library system, an increase of 8.7% on 2007, while the number checked out by the Distance Library Service remains constant.

Distance Library Service



OVERSEAS SERVICE

This is a more limited service, because of the practicalities of postal relays and retrievals.

Overseas

Books sent 504

Journal articles sent 779

Book chapters sent 1353

Requests for overseas students are highly labour intensive as they usually involve several contacts with the student for each request, and book chapters and journal articles must be photocopied, then scanned and emailed.

EXTRAMURAL REVIEW

During the year the Review of Services for Extramural Students was undertaken, including but not restricted to, the Distance Library Service. This was a thorough look at everything we currently offer and also how we could improve. The



Photograph of the Library mail room: John Flynn and Nick Kerslake dealing with extramural mail

recommendations from this review will form much of the plan for 2009.

An audit of delivery times was carried out, for both items being sent out and those being returned to us. While the performance of CourierPost is as expected, 27% (average) of return FreePost parcels were taking longer than 3 working days to get back to us. As a result of the audit and continuous feedback from extramural students short term loans were extended and recalls from undergraduates were abandoned. There has already been anecdotal positive feedback about this change.

CONTACT WITH EXTRAMURAL STUDENTS

The early part of the year was a “bedding down” time for the new centralised contact service (Freephone and library@massey.ac.nz) and this is now well established and procedures are working well.

There was a programme of in-house training in the Section this year, predominantly around the skills and knowledge staff would need to be effective in answering queries from 0800 MASSEY and library@massey.ac.nz. Bruce White was asked to deliver one of the Knowledge Management modules “The Scholarly Internet” to library staff over 4 weeks and this was very well received.

Distance, along with other Library staff, participated in the extramural regional workshops and the On Campus Days for Extramurals in conjunction with Student Learning Development Services.

Below: Market day on Turitea Campus – three library staff enjoy the “Blue Man”



SERVICES TO MĀORI

Information Literacy

Māori Services staff members continued to develop and deliver information literacy offerings to papers and programmes in the Colleges of Business; Education; Humanities and Social Sciences. Four of the papers that were delivered to classes had an assignment associated with the library component and Māori Services staff set and marked the assessment for three of these, while the fourth paper's assignment was set by the Library but marked by the academic staff member.

Another major development in the area of information literacy was a collaboration with Te Mata o Te Tau (Academy for Māori Research and Scholarship) to participate in the supply of content for a new Māori Doctoral Student Cyber-portal. The Kaihautū Māori supplied a short presentation (approximately 20 minutes) on a basic introduction to Endnote. This was recorded using Adobe Presenter Software, which captures audio, visual images and a PowerPoint presentation simultaneously. The Kaihautū Māori also presented a workshop on research alerts and other current information awareness techniques at a one day Māori Doctoral Student symposium organised by Te Mata o Te Tau and this was captured and made available on the cyber portal. There will be further opportunities to add to the cyber portal in 2009.

Māori Information Services staff continued to participate in the activities of Te Rau Puawai (Māori Mental Health Workforce Development Programme), providing workshops for their headstart and mid-year hui, training for the phone team mentors and research consultations for the postgraduate students. All postgraduate students in the programme were asked to make an appointment with a Māori services staff member to receive a research consultation. These were done when the students were on-campus or through the Adobe Connect software which makes it possible to conduct a consultation over the internet by sharing screens.

Liaison Activities

Māori Services staff members continued in their quest to attend as many relevant Māori events across the campuses. Although they don't always

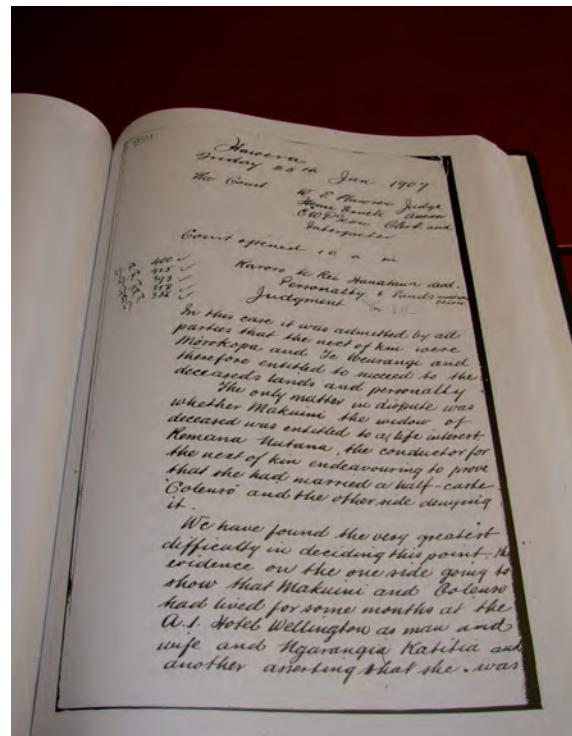
get a chance to voice library issues or speak about their services in the formal part of proceedings, quite a large amount of business is conducted through discussions held over meal or coffee breaks.

The Kaihautū Māori continued to attend meetings of the Māori Communications Co-ordinating Committee, Matua Reo Kaupapa Advisory Group, the University's Academic Board (as Māori General Staff Representative), and Chairperson of the Purehuroa Scholarship Awards Committee.

Ngā Kupu Ora & Māori Land Court Minute Books

The highlight of the year was the receipt of the first 40 volumes for the Wairarapa area. The receipt of these items effectively ensured that our collection contained all the available minute books for the lower North Island up until 1910.

Ngā Kupu Ora continues to develop and is slowly working its way to containing 10,000 items. As a collection it continues to be well used with just over 7000 (7022) individual loans in the 2008 year.



A Māori Land Court Minute Book

Hui and Conferences

Māori Services staff were on the organising committee of the Te Rōpū Whakahau (Māori in Libraries and Information Management) hui-a-tau, held at Putiki Marae in Whanganui in early April. The Kaihautū Māori is also a member of the organising committee of the 6th International Indigenous Librarians' Forum which is to be held at Te Wananga o Raukawa in Otaki in early February 2009.

The annual Bicultural Initiative Group seminar this year drew record attendance with its featured guest, Professor Michael Belgrave from the School of Social and Cultural Studies, who discussed whether the rise in interest in Māori history over the last three decades has had a significant impact on non-Māori understandings of New Zealand's past.

DOCUMENT DELIVERY AND INTERLIBRARY LOAN

Despite a context of a national university decline in demand for interlibrary loan, supply from the Turitea collection has in fact increased during 2008 compared with 2007. The supply of loan items has increased by 9% and the supply of copies by 10%. This may be due to our supply to OCLC libraries around the world and is offsetting the declining demand from libraries within New Zealand.

Interloan requesting has been centralised at Turitea for just over a year. The number of requests from all our users has remained constant from 2007 to 2008. Staff at Turitea have been able to absorb the additional workload of Albany requests into their daily workflows. The balance of requests between loans and copies has altered and more loan items are being requested, while requests for copies are declining. The latter reflects our increasing access to a range of electronic journal titles. The trend for more interlibrary loan requests being for loan items may continue as the falling exchange rate impacts on our ability to purchase monographs.

The National Library of New Zealand continues to support interlibrary loan in New Zealand. The recent upgrade to the Te Puna software has provided some additional functionality and efficiencies in workflows.



Dawn McKenzie collecting for intercampus loans.

Intercampus supply of journal articles from the Turitea collection has again declined as more titles are available electronically. There was a 20% decrease in 2008 but we are still supplying some 39,155 books per annum and 890 photocopies of journal articles. There are still some titles in demand that we do not subscribe to in electronic format and demand for other material that is not yet available in electronic format.

The numbers of Turitea books checked out to patrons at the other campuses (excluding Distance) has remained stable from 2007 (21,708) to 2008 (21,826). This is pleasing and indicates local collections are more able to meet local need.

Staffing

RESIGNATIONS AND DEPARTURES

Auckland	Alison Adamson, Siba Mahmood, Jane Gardiner
Hokowhitu	Lesley Warburton, Katrien Brown, Fiona McNish
Turitea	Basma Al-Mutawally, Tracey Randall, Anja Scholz, Anita Davidson, Annette Munro
Wellington	Ying Jun Shelton, Rachel Goggin, Ngaio Simpson, Guy Reynolds

APPOINTMENTS

Auckland	Musarrat Begum, Hala Elattar (Lending), Briar Sefton, Rohini Subbian
Turitea	Sue Way, Alison Wallbutton, Leigh Albert, Jo Buckland, Grace David, plus Eric Liu, Robert Hallam (ITS staff supervised by Library)
Wellington	Jennifer Choat, Alyce Stock, Dipika Bhula, Vicky Holloway, Ngaio Simpson

MOVEMENTS

Christine Alexander – Acting Campus Librarian, Wellington June 2008 – (April 2009)
Amanda Curnow – secondment to Digital Services September-December
Kate Stanton – secondment to Digital Services to work on CMS project – Nov/Dec
Barbara Rainier – secondment to Hokowhitu, College Liaison Librarian
Katherine Chisholm – to College Liaison Services as Business Liaison Librarian

LIBRARY STAFF LIST AS AT 31 DECEMBER 2008

Administration

University Librarian: John Redmayne
Deputy University Library (with responsibility for Palmerston North): Linda Palmer
Associate University Librarian: John Charles
University Archivist: Louis Changuiou
Kaihautū Māori (Māori Services Manager): Spencer Lilley
Executive Assistant: Stephanie Taylor
Administration Assistant: Carole Vertongen
Library Attendant: Bill Richards

Albany

Campus Librarian: Valerie Cohen
Administration Assistant: Hala Elattar

Lending & Document Supply:
Amanda Cooper Head of Section

Librarian: Rohini Subbian

Library Assistants (includes after-hours staff and shelvees):

Sharyn Bonham	Tom Vadrevu
Hala Elattar	Gail Goodwin
Christine Fleming	Elad Katz
Barbara Gilmore-Featonby	Ash King
Ming (Barry) Liu	Jamie Sharpe
Gregory White	Yuru (Richard) Jing
Kalyani Ratnavel	Zhijun (Army) Wang
Qian (Michael) Zhang	

Information and Learning Services:
Fiona Henderson Head of Section

Librarians:

Mussarat Begum	Shaohong (Lily) Li
Jane Clark	Blair Sefton
Carine Marais	

Hokowhitu

Site Librarian: Liz Chisholm

Librarians:

Elizabeth Henry
Barbara Rainier

Library Assistants (includes after-hours staff):

Marianne Boekman	Brian Eddy
Alison Ibell	Lesley Warburton
Leigh McLennan	Cathy Ryan
Kate Stanton	

Turitea

Collection Services:

Mary McKenzie *Manager*
Jo-Ann Cowie *Collection Manager*

Librarians:

Helen Cahill	Carol Johnson
Michael Kozyriak	Norah Mosen
Shi Tian Li (<i>Asian Languages Librarian</i>)	

Senior Library Assistants:

Barbara Norris	Barbara Passman
Gytha Riddell	

Library Assistants:

Helen Baldwin	Anne van-Brunt
Ruth Crafts	James Passman
Heather Pearson	Vicki Quelch

College Liaison Services:

Jane Brooker *Head of Section*

Liaison Librarians:

Di Barnard	Katherine Chisholm
Chris Good	Nicola McCarthy
Alison Wallbutton	Bruce White

Digital Services:

Tim Darlington *Manager*

Librarians:

Russell Hewitt
Julia Old (*Electronic Services Librarian*)
Jennie Woodfield (*Web Librarian*)

Technicians:

Rob Mooar
Sue Way

Distance Library Service:

Heather Lamond *Head of Section*

Librarian:

Joanne Wood

Library Assistants:

David Collins	Rachel Dustin
Lesley Findlay	Penny Gilmore
Marie Leslie	Jan Reid
Janice Russell	Sharon Vieregg

Document Supply Service:

Anne Hall *Head of Section*

Librarian:

Annette Holm

Library Assistants:

Leigh Bryant	Janet Grant
Shirley Knight	Jane Leighton
Dawn McKenzie	

Information Services:

Lucy Broadbent *Head of Section*

Librarians:

Ann Cox	Jeanette de Montalk
Sheeanda Field (<i>Kaiwhakarato Pārongo Māori</i>)	
Brenda Johnson	Joanna Wenman
Noelene White	

Library Assistants IC After-hours:

Jo Buckland
Sarah Pickering

IT Assistants (employed by ITS but under daily supervision of Head of Section):

Eric Liu
Robert Hallam

Lending Services:

Leigh Bryant *Head of Section*

Librarian:

Janet Darvill

Library Assistants (includes after-hours staff and shelves):

Chris Collett	Heather Dickson
Maree Fleet	Nick Jowett
Lydia Lowe	Fiona Paewai
Bridget Tapper	Julie Walker
Sunit Adhikari	Susan Cole
Marcel Curley	Brian Eddy
Fang Fang	Tim Johansen
Karen Neave	Catherine Power

Wellington

Campus Librarian:

Guy Reynolds (*until end May*)

Christine Alexander (*Acting Campus Librarian*)

Administration Assistant: Dipika Bhula

Lending and Document Supply Services:

Christine Alexander Head of Section

Library Assistants

(includes after-hours staff and shelves):

Jennifer Choat	Theo Coy-Lunn
Lauren Deacon	Amy Dixon
Georgia Grant	Cleon Ferreira
Nelleke Harbers	Claire Harris
Victoria Holloway	Morgan Horwood
Robyn Kenealy	Jessica Kidd
Ashleigh Lambert	Anna Le
Sabie Sharpe	Alyce Stock
Leigh Torode	Mozhdeh Wafa
Donghong Wang	Grace Wang
Ana Whitlow	Mahesh Girvan

College Liaison/Information Services

Librarians:

Kirsty McNeill

Matt Pastula

Elizabeth Smith

Paul Orsman

Amanda Otzen (FTC)

Information Desk Library Assistants:

Leonard Cannon

Peter Otzen

Joshua Morgan

James Tanner

Massey @ EIT

Librarian:

Ann Parker

STAFF DEVELOPMENT

The Library has a commitment to the training and development of its staff.

In 2008, there were over 50 courses attended by staff, including in-house programmes, offering from CADeL and Information Technology Services, and by external providers.

Conferences attended in 2008 included:

- AIUG – John Charles, Tim Darlington
- American Library Association Conference, Washington – Spencer Lilley
- ARANZ Conference - Norah Mosen
- Ascilite Conference – Linda Palmer
- Aurora – Tim Darlington
- Australian Society of Archivists Conference, Perth – Louis Changuion
- Copyright for Librarians- Heather Lamond
- DEANZ (Wellington) – Bruce White, Heather Lamond
- Evidence-based Practice in Nursing workshop (Wellington) – Nicola McCarthy
- IAML, NZ Conference – Elizabeth Smith
- IATUL Conference, Auckland - Bruce White, Heather Lamond, Linda Palmer, Liz Chisholm, Lucy Broadbent, Valerie Cohen, Amanda Cooper, John Redmayne
- Information Seeking in Context, Vilnius, Lithuania – Spencer Lilley
- International Conference on the History of Records and Archives, Perth – Louis Changuion
- LIANZA (Auckland) – Alison Wallbutton, Jane Brooker, Heather Lamond, Di Barnard, Amanda Curnow, Jane Clark, Nicola McCarthy, Fiona Henderson, Noelene White.
- PodCasting and PBLi (CADeL)- Heather Lamond
- Te Rōpū Whakahau Hui-a-tau, Whanganui – Spencer Lilley, Sheeanda Field
- TelSIG (Palmerston North) – Di Barnard, Alison Wallbutton, Chris Good, Nicola McCarthy, Mary McKenzie, Anne Hall, Leigh Bryant, Brenda Johnson, Katherine Chisholm, Amanda Cooper, Fiona Henderson, Elizabeth Henry, Barbara Rainier.
- VALA – Julia Old, Jennie Woodfield

UK Library Tour – John Redmayne

This was an Australasian University Librarians' tour of northern British university libraries, including Liverpool, Manchester, Sheffield, Warwick and Glasgow. The tour finished with participation in the SCONUL Conference in Edinburgh.

Combined Liaison/Information Services Team Days

The focus at the 2008 team days was on teaching initiatives and support for students, particularly those studying extramurally. Guest speaker Dr Craig Prichard (College of Business) spoke about his use of Connect and engaging online with all his students. Bruce White spoke about the new Singapore Food Technology cohort, and he and Heather Lamond ran through the paper they had given at the DEANZ Conference earlier in the year. Staff from across the campuses had useful discussions on ways to harness technology and build on the support we currently provide.

Circulation Team Days were also held.

BA Social Policy graduate – Christine Alexander

THANKS

My thanks, as usual, go to the Library staff for their hard work and achievements over what has been a very busy year.

My thanks also go to Professor Nigel Long (AVC Academic Services) for his support, and to Associate Professor Peter Lineham, Chair of the University Library Committee, and to the members of that committee for their interest and strong support for the work of the Library.

John Redmayne
University Librarian

Below: Participants in the Australasian University Librarians' tour of northern British university libraries
Left to right back row: Jenny Peasley (Macquarie); Greg Anderson (Newcastle); John Redmayne (Massey); Satish Dahya (Facilities Management, Victoria); Phillip Kent (Victoria, Melbourne); Helen Durndell (Glasgow)
Left to right front row: Helen Livingston (South Australia); Helen Renwick (Auckland); Sue Roberts (Victoria); Sue Pharo (Otago)



Appendix A: Donations

LIBRARY

Books and serials from the New Zealand Centre for Photography

The library added 332 donated items from a variety of sources to the collection. Most notable were mathematics books from Professor P. Kelly, and a small collection of history related material from Margaret Tennant.

Professor John Birkbeck: some monographs and back issues of the *Proceedings of the Nutrition Society*

Professor Jeff Hunter: back issues of *The New Zealand Statistician*

Professor David Lambert: one Masters and three PhD theses by Massey students

Professor Cluny Macpherson: a significant back run of *Pacific Studies*

Professor Graeme Wake: *Proceedings of the Mathematics in Industry Study Group* 2004, 2005, 2006

Special Issue, *JAMDS*: Statistics and Applied Probability: A Tribute to Jeffrey J Hunter

Dr Marie Wong: a number of College of Science Food Technology reports

UNIVERSITY ARCHIVES

Documents, posters, maps, plans and photographs from a number of University offices and benefactors.

Recording of lectures given by Ms Molly Atkinson, from Prof Don Bewley.

Research material used for Sir Alan Stewart memorial book, from Ms Lucy Marsden.

Archives of the Donkey and Mule Society of NZ, from Mrs Andrea Thomson.

Association of University Teachers documents, from Mr Peter Kelly.

Personal papers of Prof. J.H. Tetley, from his son Mr Grant Tetley.

Personal papers of Prof. R. Frean, from his daughter Ms Nicola Frean.

The Horse's Neck (1944) and *The Bleat* (1944), from Mr Alan Lynch.

Colour slides of Massey University building programme, from Mr Vern Chettleburgh.

Massey Agricultural College Newspaper advertisements (1943) and notes by Siegfried Eichelbaum on Massey using such advertisements, from Mr Bill Rosenberg.

Appendix B: Statistics 2008

(I) SUMMARY BY LIBRARY (VOLUMES)

	Total at 31 Dec 2007	Added in 2008	Deleted in 2008	Total at 31 Dec 2008
Monograph & serial volumes (printed and audiovisual)				
Albany	135,067	7,380	419	142,028
Hokowhitu	113,834	3,506	4,644	112,696
Massey @ EIT	13,885	401	0	14,286
Turitea	806,803	14,760	4,197	817,366
Wellington	132,057	6,454	975	137,536
Total	1,201,646	32,501	10,235	1,223,912

(II) LIBRARY ALLOCATIONS 2008

	2005	2006	2007	2008
Staffing				
Staffing (incl. superannuation & ACC)	4,679,302	4,426,884	3,912,542	4,868,488
Training and development	75,000	82,400	50,300	50,300
Total staffing	4,754,302	4,509,284	3,962,842	4,918,788
Operational				
General consumables	130,000	65,000	65,000	65,000
Repairs and maintenance	150,000	130,000	110,000	110,000
Postage	471,500	485,000	485,000	485,000
Travel	39,000	29,000	29,000	29,000
Printing	55,000	40,000	35,000	35,000
Computer lease	-	-	104,666	104,000
Other operational	87,000	122,500	100,500	86,000
Total operational	932,500	871,500	929,166	914,000
Collections				
Books	2,525,000	2,638,000	1,900,000	2,225,000
Print serials	1,652,300	1,062,000	1,102,000	875,000
E-serials & databases	2,933,000	3,755,000	4,143,300	4,246,300
Total collections	7,110,300	7,455,000	7,145,300	7,346,300
Total budget	\$12,797,102	\$12,835,784	\$12,037,308	\$13,179,088

(III) LIBRARY PROFILE

	2005	2006	2007	2008
Hours open per week (Turitea Library)				
semester	92	92	92	92
vacation	55	55	55	55
Reader seating (all libraries)	1,558	1,639	1,590	1,592
Inter-library loans				
original items supplied	4,825	4,911	4,158	4,365
photocopied articles supplied	4,397	4,512	3,554	3,819
original items received	2,225	2,123	1,698	1,941
photocopied articles received	4,618	4,035	3,577	3,135
Enquiries				
reference	22,882	23,559	21,991	18,638
directional	19,603	17,459	16,463	14,243
computer/technical instruction	15,284	16,986	17,548	18,290
Orientation and instruction				
number of tours	154	123	97	97
number attending	1,342	1,579	824	959
number of classes	590	685	569	606
number attending	10,289	10,455	10,118	9,618
consultations	615	790	707	765
Loans				
general collections	571,857	558,727	495,754	464,128
renewals	347,740	335,558	293,874	303,661
reserve collection	56,011	43,739	31,571	24,607
Inter-campus loans				
books	45,065	45,984	39,993	39,155
photocopied articles	2,414	1,708	1,298	890
Distance services				
books loaned	177,499	169,544 ¹	156,421 ¹	170,325
photocopied articles	25,482	19,767	14,055	12,307
examination papers	8,131	5,006	2,531	2,060
subject searches	1,311	957	951	653
Collections				
monograph volumes added (printed & AV)	44,485	38,901	34,165	32,501
monograph volumes withdrawn (printed & AV)	11,370	26,798	18,711	14,392
monograph titles added (printed & AV)	30,463	24,172	22,287	18,507
monograph titles withdrawn (printed & AV)	4,767	9,175	5,651	4,122
monograph titles added (e-books, online)	NA	NA	NA	103,912
orders placed	27,875	24,826	20,831	21,452
current serial titles (printed)	4,767	2,876	4,902	2,563
current serial titles (electronic)	17,411	29,705	27,775	46,994
Library website visits	862,936	958,406	841,319 ²	1,419,044 ³

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

¹ Corrected figures for these years

² Incomplete figure for 2007. Figures for 2007 and earlier years refer to website homepage visits only

³ Estimated figure extrapolated from data for final quarter of year

Appendix C: Professional Activities 2008

AWARDS

- Jane Brooker won the LIANZA 3M Award for Innovation in Libraries for the use of Connect software for student research consultations.
- Spencer Lilley won a Claude McCarthy PhD Travelling Fellowship which he used to attend the Information Seeking in Context Conference in Vilnius, Lithuania.
- Brenda Johnson and Heather Lamond won the poster presentation prize at the IATUL Conference in Auckland.

PUBLICATIONS

Louis Changuion & Anna Blackman (University of Otago). (October 2008). Conference Report: Minority Reports: Indigenous and Community Voices in Archives, Fourth International Conference on the History of Records and Archives, 2008 and Archives: Discovery and Exploration, Australian Society of Archivists Conference, 2008. Archifacts. 79-85.

Louis Changuion. (October 2008). Professor Richard Dean Batt. *Massey Research*. 89.

Bruce White's review of *The University of Google* appeared in *The New Zealand Library & Information Management Journal (NZLIMJ)*, Vol 50 no. 4 (May 2008) pp 313-316.

Lilley, S.C. (2008). "Information barriers and Māori secondary school students." *Information Research*, 13(4) paper 373. [Available at <http://InformationR.net/ir/13-4/paper373.html>]

Lilley, S.C. (2008). "Information, indigeneity and identity: the information seeking behaviour of Maori secondary school students." *Information Research*, 13(4) paper wks09.html. [Available at <http://InformationR.net/ir/13-4/wks09.html>]

CONFERENCE PAPERS

Bruce White presented a paper at the IATUL Conference in Auckland in April titled *Minding our Ps and Qs - issues of property, provenance and quality in institutional repositories*.

Bruce White (with Heather Lamond) presented a paper at the DEANZ Conference in Wellington in August (reprised at the College Liaison/Information Services team days and at the Vice Chancellor's Symposium (November) at all three campuses).

Di Barnard did a presentation on the Library's new Connect research consultation service at the TelSIG seminar in Palmerston North in June.

Jane Brooker showcased Connect at the University's "Connect-Ed" Symposium.

Johnson, B., & Lamond, H. (2008). *Getting in their space: Information Literacy training for Off-campus students (Poster presentation)*. Poster presented at the IATUL Conference. from http://www.iatul.org/doclibrary/public/Conf_Proceedings/2008/JohnsonBandLamondH080226POSTER.doc

Lamond, H., & White, B. (2008). *Issues in equivalence: Information literacy and the distance student*. Peer reviewed paper presented at the Distance Education Association of New Zealand Conference. from <http://hdl.handle.net/10179/680>

Lamond, H., & White, B. (2008). *Issues in equivalence: Information literacy and the distance student*. Peer reviewed paper presented at the Vice Chancellor's Symposium in Albany, Wellington and Palmerston North.

Attending the VC's Symposium as part of the "roadshow" was a good opportunity to meet with many staff from CADeL and the Moodle Project.

Lilley, S.C., McFall, J. & Marsters, M. (2008). Pasifika librarians and information managers: catching the next wave. Paper presented at 2008 Library & Information Association of New Zealand Aotearoa Conference, Auckland, New Zealand Available at http://www.lianza.org.nz/library/files/store_020/LilleyS_Catching_the_Next_Wave.pdf

Lilley, S.C. (2008). "The last crusade: Māori cultural and intellectual property rights". Presented at the American Library Association Conference on Traditional Cultural Expression, Washington D.C., 12-14 November 2008. Paper is available at: <http://wo.ala.org/tce/wp-content/uploads/2008/11/the-last-crusade-mark-2.pdf>

EXTERNAL ENGAGEMENT

Lucy Broadbent

Massey University Job Evaluation Committee

Jane Brooker

LIANZA Council (Regional Councillor- to June)
LIANZA Ikaroa Region Committee

Louis Changuion

Central Districts Branch Committee of the Archives
and Records Association of New Zealand

David Collins

Tutor on Contact Course for a Massey Drama paper

Sheeanda Field

(Kaihautū Māori) 6th International Indigenous
Librarians' Forum Committee

Anne Hall

Secretary TELSIG Committee,
TELSIG Seminar Organising Committee

Heather Lamond

LIANZA Ikaroa Region Treasurer LIANZA Council
(Regional Councillor- from July)

Spencer Lilley

Te Rōpū Whakahau, Whanganui, committee

Mary McKenzie

Justice of the Peace

Elizabeth Smith

Secretary IAML NZ Committee

John Redmayne

NZ University representative: Council of Australia
University Librarians Electronic Information
Resources Committee (CEIRC); Member of Council
of NZ University Librarians (CONZUL), NZVCC;
Chair, Public Records Act Working Party, NZVCC;
Member of Credentials Committee, Library and
Information Association of NZ Aotearoa; Chair of
Sponsorship Committee, International Association
of Technological University Libraries Conference,
Auckland, April 2008; Treasurer, TELSIG (Tertiary
Library Special Interest Group) LIANZA.

Alison Wallbutton

TELSIG committee

Noelene White

AUS Committee (Co-President)

