

Library Newsletter for Colleges 2021

Te Putanga ki te Ao Mātauranga

Tēnā koutou katoa. Welcome to our first newsletter for 2021. This newsletter is intended to keep staff up to date with Massey University Library Te Putanga ki te Ao Mātauranga happenings across our three campuses and to highlight some of the matters discussed at University Library Committee meetings. In this issue we introduce you to the Library's new client services appointment, Kat Cuttriss. We also feature a summary of the outcome of the review into the New Zealand Collection on the Manawātū Campus and update you on changes to the Library's online catalogue and communication services.

Ngā manaakitanga

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MANAWATŪ LIBRARY TRANSFORMATION PROJECT

The preliminary design process for the transformed Manawātū building continues with workshops including architects, library staff and members of the Project Control Group. An article and photo featured in *Stuff* in December 2020. We will keep you updated on developments as the project progresses.

REVIEW OF NEW ZEALAND COLLECTION (MANAWATŪ LIBRARY)

The Library has completed the review of this collection, i.e. asking whether a separate collection best serves the students and staff who use the Library in person. After considering survey results, client feedback, statistics, and best practice from other university libraries, the Library came to the conclusion that integrating New Zealand monographs (books etc) with the general book collection, and New Zealand serials with the general serials collection, was the best way forward for the majority of users in a transformed library building. However, acknowledging the specific needs of some researchers, recommendations included the establishment of a tightly focused New Zealand official publications collection of primary resources, located adjacent to New Zealand special collections, specifically for those who value researching these resources in print. While this is something of a compromise, in that it will not meet all needs, it has been as tightly scoped as possible to make logical sense to users (creating another separate collection to search is not ideal, but is better than having these resources interfiled in general collections or in storage).

The review recommended that the Library:

- Disestablish the New Zealand collection and re-integrate NZ books, journals and other resources into the general collections
- Establish a small New Zealand official publications collection to support researchers



RESOURCE SHARING

The Library has replaced its system for requesting and delivery of content not held in its collection (inter-library loan and BONUS+), as well as document delivery (print material scanned and sent to students and staff). The new system went live in December and provides a simple, single request and delivery process for all these requests, an interface for users to monitor progress of their requests and a platform for secure download of requested online content.

The inter-library loan charge has been removed and access is for staff and postgraduate students.

MANAGING LIBRARY EMAIL ENQUIRIES TO IMPROVE SERVICE AND COMMUNICATION

Toward the end of last year, the Library introduced a ticketing system to more effectively manage the email enquiries that come into the Library, thereby improving the way the Library communicates with students and staff. You won't need to do anything differently, but once your email has gone through the ticketing system you will get a notification saying "*Massey Library uses Springshare's LibAnswers platform to handle client queries*" in a signature. This is to let you know that these messages are passing through a third party.

ASSOCIATE UNIVERSITY LIBRARIAN - CLIENT SERVICES APPOINTMENT



Kat Cuttriss joined the Library team as Associate University Librarian – Client Services, in November 2020. In this role, Kat is responsible for leading and developing client-centred service across the Library (in all locations and modes), including service points, service delivery and

resourcing-sharing services, provision of information services and teaching information literacy, and library services which support Massey research and scholarship. Part of this role also entails being the Manawatū Campus Librarian, which comprises all the above through the lens of the Manawatū campus, with a focus on library presence, physical spaces and places and student and staff experiences at the Manawatū Library.

Kat arrived just as the Manawatū Building Transformation Project started to pick up pace and is no stranger to building development projects at Massey University, having been Campus Librarian at Wellington in 2009 and again 2012-14. During this time, the major redevelopment and modernisation of the Wellington Library was brought to fruition. Kat also has prior experience as Associate

Director - Library Resources Services, at Victoria University of Wellington (2015-17) and she was Senior Teaching Fellow on the Master of Library and Information Studies (MLIS) programme in 2003-4.

Kat has published and presented on a wide range of library-related subjects over the years, including the relationship between research and practice in library studies, leadership development, leading through change, workforce development for the library professions, user experience and innovative ways of engaging with library user groups. Kat is also the immediate past Chair of Public Libraries of New Zealand (PLNZ).

Kat says "I'm so excited to return to the Massey Library and wider Massey whānau, at a time when our teaching, learning and research endeavours are as important as they'll ever be, for New Zealand Aotearoa, and on a worldwide stage. I can't believe my luck, arriving just in time for the Manawatū Library Building Transformation Project – I'm indulging in my passion for user-centric service and spatial redesign, and look forward to working with Linda and the team to contribute to really enduring and positive outcomes for our student and staff communities into the future!"

SUBJECT LIBRARIANS

Subject Librarians are available to help you with:

- Research services for all points of the research life cycle
- Teaching support that develops student information skills and maximises use of library resources
- Expert and responsive services and support for your students at all levels
- Subject Librarians supporting your College are [here](#).
- Research Services are [here](#).

