

Massey University Library

Te Putanga ki te Ao Mātauranga

Annual Report 2019







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FROM THE UNIVERSITY LIBRARIAN

Tēnā koutou katoa

Welcome to the Library's annual report.

One of the themes of 2019 was increasing Library support to researchers throughout the research lifecycle. The Researcher Toolbox Online webinars complement self-help guidance on the website and the individual research consultation service provided by our subject librarians.

Open Access (OA) to scholarly information was also a focus in 2019, with the excellent work done by the Council of New Zealand University Librarians' OA working group which reported on the state of play with publications from New Zealand universities.

Implementing the Library's workforce plan continued, and the appointment of a Pasifika Librarian at Albany and the increased engagement with both Pasifika and Māori which that enabled was a highlight.

Library staff remain incredibly service-focused and innovative, supporting the University's goals in all that we do through buildings, online presence, collections and services. I'd like to thank staff for their ongoing commitment to all that we do.



Linda Palmer
University Librarian

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.

Unique Hand-Written 1603 Manuscript Digitised



Dr John Ross (Massey English lecturer 1973-2001) and Dr Pauline Knuckey (Special Collections Librarian) examine the Library's rare 1603 handwritten manuscript, *Dialogi Septem*.

The manuscript, a handwritten English translation of Francois Feu-ardent's Latin *Dialogi Septem*, was first found by Dr Ross in the English Department in 1977. He was delighted to find it had resurfaced amongst the Library's collections, and been digitised and uploaded to [Tāmiro](#), the Library's digital repository. The original *Dialogi Septem* was first published in 1594 and this manuscript is the only one of its kind in the world.

Chaff 1934-2011 Now Online

The digitised holdings of *Chaff*, the Massey University student newspaper that ran from 1934 to 2011, are now available on [Tāmiro](#).

Masters Theses Digitisation Project

The retrospective digitisation of Masters theses held by Massey University Library is now complete. Approximately 4,500 theses have been converted over the last four and a half years. The digitised theses have been uploaded to [Massey Research Online](#) (MRO). This unique research, which dates from as early as 1931, is available in full text, is publicly open to anyone with internet access (discoverable via Google), and is very heavily used.

Cultural Data Resources Available on our Website

A new section on *Cultural Research Data* was added to the Research Data Management page [Ownership of and Access to your Data](#). The resources discuss the principles of doing research (including data collection and use) in Māori and Pasifika cultural contexts. They can be used by researchers to inform the decisions they make on how to appropriately collect, manage, use and provide access to research data.

Library Co-Hosted Dr Mike Dickison, New Zealand's Wikipedian-at-Large

Dr Mike Dickison, New Zealand's Wikipedian-at-Large, presented two talks on the Manawatū Campus. Nearly 40 staff and students attended his talk on Tuesday 19 March on "How Wiki Works". Over 20 people attended the second session aimed at researchers on Wednesday 20 March on "Engaging with Wikimedia". A [Library blog post](#) summarises Dr Dickison's presentations.



Dr Mike Dickison at the public lecture on Manawatū campus, Tuesday 19 March.

Researcher Toolbox Online Webinars on our Research Support Webpages

Recordings of webinars from the first series of *Researcher Toolbox Online* were made available on our Research Support webpages. These short webinars provide Massey staff and students with practical tips to make their research lives easier. The webinars are:

1. ORCID, presented by Lexie Hughes.
Available at [Your Researcher Profiles](#).
2. What is MRO (Part 1); Depositing Research into MRO using Symplectic Elements (Part 2), presented by Amanda Curnow.
Available at [Open Access Publishing with Massey Research Online \(MRO\)](#).
3. Write a Data Management Plan: Six Simple Tips, presented by Natalie Dewson.
Available at [Create your Research Data Management Plan](#).
4. Who is Citing Your Work, presented by Joanna Wenman.
Available at [Why and How Should You Measure Your Publication Impact?](#)
5. How to Choose the Best Journals, presented by Katherine Chisholm.
Available at [Choosing a Publisher](#).

CONZUL Open Access Working Group

The Library hosted the Council of New Zealand University Librarians (CONZUL) Open Access (OA) working group to celebrate the completion of their report on the state of open access in New Zealand universities, and their ongoing work. OA refers to free, unrestricted, online access to research outputs, although it can extend to open scholarship (encompassing anything from open data to open educational resources). The working group reviewed the current state of OA in New Zealand, based on an analysis of 2017 articles by New Zealand university researchers. The focus of the CONZUL report was on access to research publications. Their key findings are summarised in the graphic overleaf:



The CONZUL OA working group. From left: Anton Angelo (University of Canterbury), Moira Fraser (Project Lead, University of Canterbury), Deborah Fitchett (Lincoln University), Bruce White (Massey University), Linda Palmer (Massey University), Jess Howie (University of Waikato), Richard White (University of Otago), Luqman Hayes (AUT).

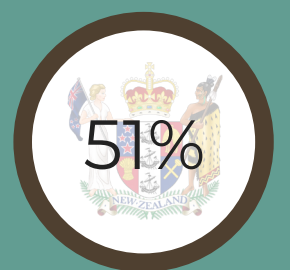
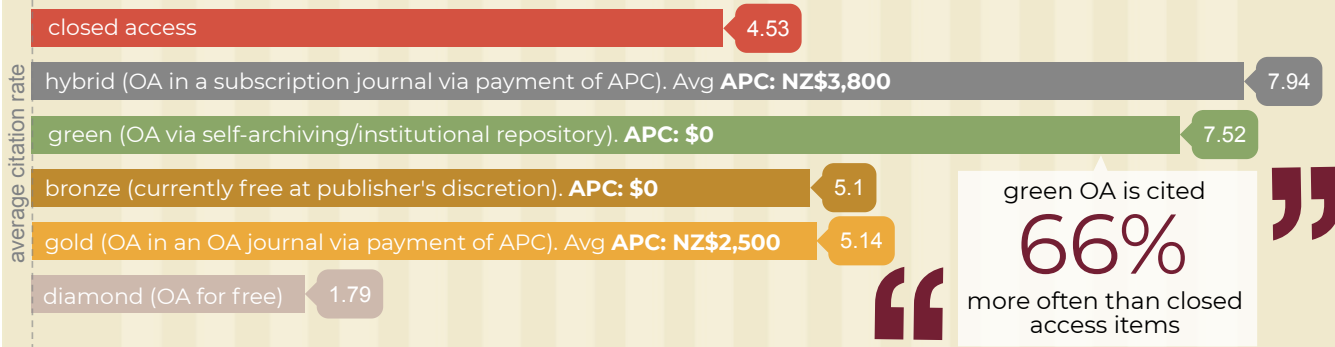
NZ Open Access

What do we know?

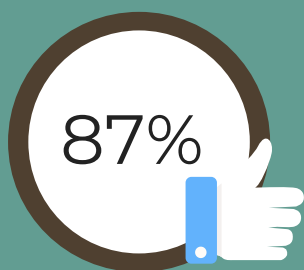


¹ Data based on 2017 journal articles with DOIs

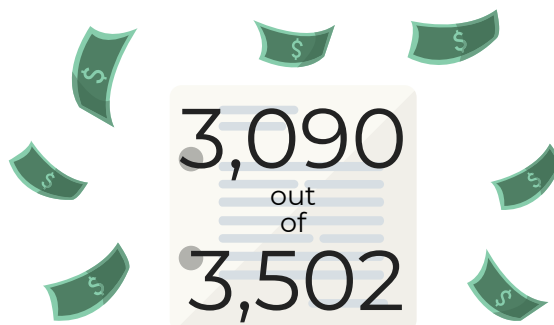
CITATION ADVANTAGE FOR OPEN ACCESS



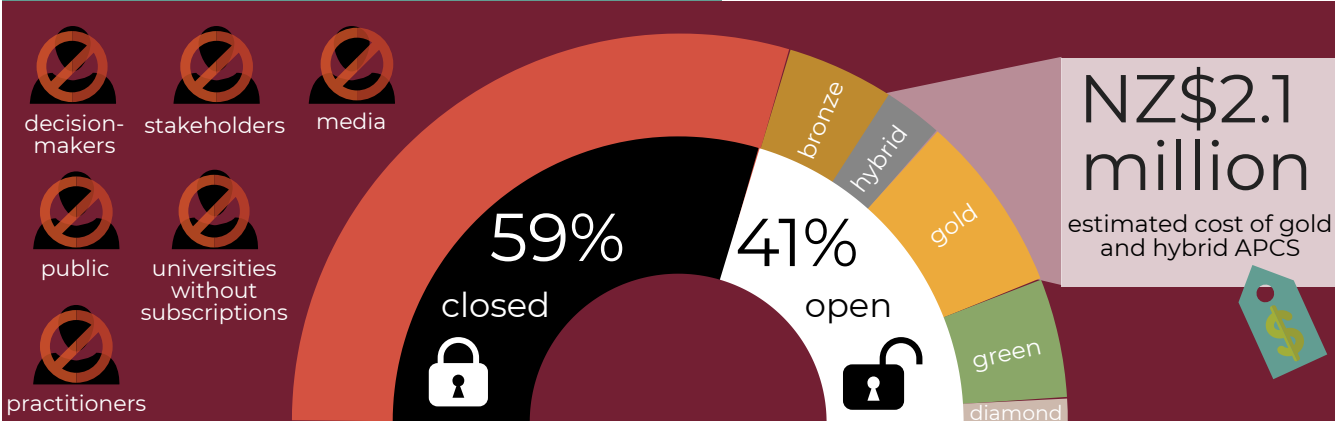
of government-funded research is **closed**, therefore inaccessible to most New Zealanders



of NZ university researchers would support a policy that allows for "publicly funded scholarly research and/or data to be made freely available online" (2018 Ithaka Survey)



of closed articles² could be made free to readers by publishing with gold or hybrid access at an approximate cost of **NZ\$11 million**. A better solution is to make these articles openly available through repositories **without any publishers charges**



Sources

Work undertaken by CONZUL Open Access Project Group, June 2019

¹ Based on 2017 journal articles with Digital Object Identifiers (DOIs) from all eight NZ universities

² With a NZ lead author

Data sourced from CrossRef, Unpaywall, Web of Science, DOAJ, Scopus, Imatthia/publisher-oa-portfolios



Transformative Agreements Signed

The Library signed the first two consortia transformative agreements for Australia and New Zealand through the Council of Australian University Librarians (CAUL). These agreements provide Australia and New Zealand university libraries with the ability to pay a single annual “publish and read” fee for uncapped open access publishing in all the Society’s journals by corresponding authors. The journals are provided for staff and students to read (as per the usual subscription model), and Article Processing Charges (APCs) are not required to make a Massey University researcher’s journal article freely and openly available. This avoids hybrid (double payment) arrangements where the Library pays a subscription and the researcher pays for an article to be open.



A touchscreen display was made available alongside the new books display at Manawatū. This enables staff and students to browse details of both newly acquired print and digital resources.

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 and Pasifika Study Night at Auckland Campus Library

Auckland Campus Library hosted the first Māori and Pasifika study night on Tuesday 20th August. An initiative of Eirenei Taua'i, Māori and Pasifika Liaison, the evening brought students into the Library to create a space conducive for Māori and Pasifika ways of learning. Twenty-five students (six Māori and 19 Pasifika) from various Colleges attended. Feedback on the session was overwhelmingly positive, with students saying they loved having a space where they were able to learn together in a collaborative way. One student said "I learnt more tonight than in any academic writing sessions I attended" while another said, "I loved the way things were explained to me".



Manaakitanga was a key part of the study session, with the provision of pizza being a hit.

Research Demonstrates Business Librarians' Impact

The Manawatū Business Subject Librarians completed a research project that investigated the impact of Library teaching, working with Fong Mee Chin and Professor David Tripe. Significant changes were introduced into the Library instruction for new Economics and Finance postgraduate students in 2016. The changes aimed to make the class more engaging and meaningful, particularly for the high proportion of newly arrived international students. Research was undertaken to establish what effect these changes had on the quality of the sources in the final reference lists of the students' reports. When reference lists of all reports completed between 2013 and 2018 were analysed it was concluded that the changes resulted in a small but significant increase in source quality, with higher quality journals chosen more often, and older sources correlating positively with high quality sources.

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, research and scholarship.

Research Documents Donated to Palmerston North City Library

The Library presented Massey local history research exercises and older master's theses to the Palmerston North City Library at the opening of the City Library's Local History Week. The Massey history programme has supervised student research into the history of Palmerston North and the surrounding area for the past four decades. While many of these theses are digitised and available on the University website, some of the shorter research exercises have existed in hard copy only in the University Library. All the research has now been digitised and is available on both the [University Library's website](#) and the City Library's digital repository, [Manawatū Heritage](#). The University Library also printed hard copies and it was these that were presented to the heritage team at the City Library on Monday 4 November.



From left: Massey Library Special Collections Librarian Dr Pauline Knuckey, University Librarian Linda Palmer, Professor Emeritus Margaret Tennant, Associate Professor Geoff Watson, and Lesley Courtney, City Archivist and Heritage Team Leader.

Silpakorn University Librarians Visit

Massey University Library Manawatū and University Archives hosted 15 staff from Silpakorn University Library in June. The focus of the group's visit was to study library management and systems.



University Librarian Linda Palmer with Assistant Professor Sakkidipan Tonwimonrat, Director of Central Library, Silpakorn University, Sanamhandra Palace Campus.

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 our contribution to the QS Stars University Ratings. This year these included:

- Prostate Cancer Foundation – 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 \$500 was raised this year.
- Wellington City Mission – Wellington Library co-ordinated the collection of food and hygiene items as part of the Food for Thought campaign.
- Pink Ribbon Breakfast – at Manawatū Library a Pink Ribbon Breakfast was held to raise money for breast cancer awareness.



Library staff support Pink Shirt Day, Friday 17 May, to share aroha and kindness, celebrate diversity, and end bullying.

Massey Represented in Library and Archives Sectors

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

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


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

Carla Jeffrey (Business Librarian, Manawatū Campus), was the Te Rōpū Whakahau representative on the Library and Information Association of New Zealand Aotearoa (LIANZA) Council. Te Rōpū Whakahau represents Māori engaged in the library and cultural sector in Aotearoa New Zealand.

Heather Lamond (Associate University Librarian, Client Services) was a committee member of the Research Special Interest Group of the Library and Information Association of New Zealand Aotearoa (LIANZA). Heather was also a representative on the Council of Australian University Libraries (CAUL) Digital Dexterity Champions Network.

Freddie Mbuba (Digital Services Manager) is serving as a Deputy Chair 2019-20 for the Australasian Innovative User Group (AIUG).

Linda Palmer (University Librarian) was Chair of the Council of New Zealand University Librarians (CONZUL).



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). Mojgan was also a member of the Digital Special Interest Group of LIANZA and a member of LIANZA's program committee for their 2019 conference in Auckland.

Elizabeth Smith (Subject Librarian) was Secretary of The International Association of Music Libraries, Archives and Documentation Centres (IAML) NZ.

Rohini Subbian (Manager – Service Point and Client Engagement, Auckland) was involved with the Library and Information Association of New Zealand Aotearoa (LIANZA) on the International Federation of Libraries Association (IFLA) World Library and Information Congress (WLIC) national committee. She also served as a paper reviewer for the Victorian Association for Library Automation (VALA) 2020 conference.

Catherine Woeber (Metadata Librarian Cataloguing) was elected to the Committee of the Central Districts Branch of the Archives and Records Association of NZ (ARANZ), Te Huinga Mahara.

Massey Librarian Served on Editorial Board for Scholarly Journal

Heather Lamond (Associate University Librarian, Client Services) served on the editorial board for the Taylor & Francis publication *Journal of Library & Information Services in Distance Learning*.

Environmental Sustainability

The Library's recently established environmental sustainability group, Ngā Kaitiaki Taiao, had a productive year:

- a worm farm was started at the Manawatū Library for all the organic food waste of library staff
- a sustainability audit of consumables purchasing, including stationery and kitchen supplies, was carried out (the audit was finished in early 2020 and is now being implemented)
- environmental sustainability was promoted through a '10 Easy Things for Sustainability at Work' campaign.

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.

Bonus+ Birthday Celebrations

Several events were held to celebrate the 10 years the Library has been part of the Bonus+ borrowing scheme. The scheme allows students and staff to borrow books from participating member libraries in Australia and New Zealand and is free to requestors. While 48,610 requests have been processed to date, the Library had identified there was still a need to promote the service. Campus based students took part in paper plane throwing competitions which provided an excellent opportunity for engagement. Distance students received flyers and lolly packages, and several commented on how they were a welcome diversion and an unexpected surprise from the Library.



Christine Harris, Distance and Document Supply Manager, with one of the paper planes.

New Furniture Provides Improved Study Facilities at Manawatū Library

The New Zealand Room and DIY Kai areas on Level 2 and the study spaces on Level 3 were the focus of furniture refurbishment at Manawatū. Following student consultation, the focus was on providing desk and table spaces that were suitable for study, with integrated power and charging facilities.



New study desks on Level 3.

Over 1.2 Million People Visit Massey University Libraries

The table below shows the number of people entering each campus library in 2019.

Campus Library	Number of people entering in 2019
Auckland	535,548
Manawatū	501,669
Wellington	180,751
Total for all campuses	1,217,968

Library Events and Exhibitions

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

Events:

- Lynell Tuffery Huria spoke on Open Knowledge and Mātauranga Māori. Over 90 people attended: 44 in video-linked teaching rooms across all campuses and over 47 online attendees, including many external viewers.
- Massey University Archives held their Open Day in November as part of Palmerston North City Library's 2019 Local History Week.
- In Te Pikitanga, Wellington, Elizabeth Knox read from *The Absolute Book* as part of the Arts on Wednesday programme on 7 August.
- Also in Wellington, an Asian Aotearoa Arts Hui was held in the first two weeks of August.

Exhibitions and Displays:

- Archives staged a number of exhibitions throughout the year including Massey Chancellors and Vice-Chancellors, Massey Student publications, Dairy industry artefacts, and Massey animals.
- Auckland had a variety of displays including Waitangi Day, Anzac Day, anti-bullying, LGBTIQ+, and Chinese, Te Wiki o te Reo Māori, and Pacific Islands language weeks.
- Wellington's exhibitions included a photographic exploration of Haupapa (Tasman) and Te Moeka o Tuawe (Fox) glaciers 'Ice Field' and Ponyology: A celebration of 35 years of the iconic My Little Pony toy.
- Manawatū displays included Massey Veterinary Science Rare Books, Waitangi and Anzac days, Te Wiki o te Reo Māori language week, the Rugby World Cup, and Daffodil day.

Library Staff Become Associate Fellows of The Higher Education Academy

Lauren Deacon (Subject Librarian, Wellington), Ceira Hopley (Subject Librarian, Manawatū) and Joanna Wenman (Subject Librarian, Manawatū) became Associate Fellows of the Higher Education Academy. Massey University is an international strategic partner of AdvanceHE, which awards fellowships that demonstrate commitment to teaching, learning and the student experience.

Library Staff Present and Publish, Nationally and Internationally

We are developing a research-led culture, and we encourage professional Library staff to undertake library-focused research and to present or publish findings. This builds Massey University's reputation and gives staff experience of the research and publication experience. In 2019, staff presented the following papers.

Presentations

Curnow, A. (2019, October). *Library's Open Access outreach and advocacy activities in 2019*. Council of Australian University Librarians (CAUL) Institutional Repository Community Days, Sydney, Australia.

Deacon, L. (2019, November). *Zines, subversion and other rock and roll habits: punk zines as information literacy teaching tools*. International Association of Music Libraries, Archives and Documentation Centres, Wellington, New Zealand.

Sadighi, M. (2019, November) *Connect, collaborate and cultivate: An example of community collaboration*. Library and Information Association of New Zealand Aotearoa (LIANZA), Tertiary Libraries Special Interest Group (TEL-SIG) Unconference.

Wenman, J. (2019, November). *It's party time! Social research consultations for postgraduates*. Library and Information Association of New Zealand Aotearoa (LIANZA), Tertiary Libraries Special Interest Group (TEL-SIG) Unconference.

Librarian Wins Award for Outstanding Paper

Hao Zhang won the 2019 Outstanding Paper for *Global Knowledge, Memory and Communication* in the Emerald Literati Awards for Excellence for her paper, co-authored with Brenda Chawner: Zhang, H., & Chawner, B. (2018). Homeless (rough sleepers) perspectives on public libraries: a case study. *Global Knowledge, Memory and Communication*, 67, (4/5), 276-296. doi:10.1108/GKMC-11-2017-0093.

The award is voted for by the editorial teams and advisory boards for the relevant journal. Each year every Emerald journal votes for one Outstanding Paper and up to three Highly Commended from amongst those published in the preceding year.

Publications

Deacon, L. (2019). Imaginary mixtapes, invisible zines – Aotearoa’s missing queercore ephemera. *Queer Studies in Media & Popular Culture*, 4:1, pp.99–107.

Diesch, F. L. (2019). Table 9.2: Professional information sources with relevant New Zealand and Australian examples. In C. Lawson, R. Gill, A. Feekery, & M. Witsel (Eds.), *Communication skills for business professionals* (2nd ed., pp. 242–245). Cambridge University Press.

Feekery, A., & Jeffrey, C. (2019). A uniquely Aotearoa-informed approach to evaluating information using the Rauru Whakarare evaluation framework. *Set* 2, 3-10. doi.org/10.18296/set.0138

Heather Lamond, (Associate University Librarian, Client Services), co-authored a journal article as part of the TLRI (Teaching and Learning Research Initiative) Information Literacy project:

Emerson, L., Macaskill, A., Rawlins, P., Greenhow, A., Kilpin, K., Lamond, H. M., . . . & O’Connor, R. (2019). Teacher and librarian perspectives on information literacy, and the secondary-school library’s relationship to information literacy in the classroom. *Curriculum Matters*, 15, 59-88.

Qualifications and Awards

- Kiri Atkinson (Library Assistant, Manawatū) graduated with a BA from Massey University.
- Narrissa Hilbert (Library Assistant, Manawatū) graduated with a BSc from Massey University.
- Brittany Rogstad (Library Assistant, Manawatū) graduated with a BSc from Massey University.

Key Staff Arrivals and Farewells In 2019

STAFF ARRIVALS

- Ursula Clarke was appointed Science Librarian, Manawatū Library
- Eirenei Taua’i was appointed Pasifika Librarian, Auckland Library

RETIREMENTS OF LONG-SERVING STAFF

Paul Orsman, College of Creative Arts Subject Librarian at Wellington, retired after 38 years.

Jane Leighton, a library assistant in Distance and Document Supply Services, retired after 26 years.

Staff Training to Support Service Improvement

The Library hosted Andy Priestner, a world expert on Library UX (user experience), who ran a two-day course for 20 Library staff. Library UX explores the behaviours and needs of library users, rather than relying on what they say they do or want. Library staff also attended Process Improvement training workshops. These training opportunities linked to Systems Thinking and the ‘Better Every Day’ approach which is also being explored by the Library.

APPENDIX A – STATISTICS

	2019 Actual Amount \$	2019 Budget Amount\$	2018 Actual Amount \$	2018 Budget Amount\$	2017 Actual Amount \$	2017 Budget Amount\$
LIBRARY EXPENDITURE						
Operational Expenditure						
Salaries & Related Cost	6,051,364	6,275,480	6,030,013	6,365,123	6,064,378	6,268,092
Other Direct Costs (excl. Space Charges)	527,006	767,899	487,586	522,274	534,586	513,961
Overhead/Admin Recovery	133,898	188,996	165,457	179,260	24,056	44,639
Asset Related Costs						
- Collections (Leased e-Journals & e-Books)	1,877,491	1,998,885	1,851,685	1,998,885	1,742,212	2,043,184
- Depreciation	7,348,863	7,450,079	7,043,065	7,085,741	6,748,994	6,768,900
- Other Costs	20,584	30,000	198,855	195,000	238,498	195,000
Total Operational Expenditure	15,959,206	16,711,339	15,776,661	16,346,283	15,352,724	15,833,776
Capital Expenditure						-
Collections						
Printed Books	448,721	495,000	503,677	500,000	955,513	1,000,000
e-Books	2,473,422	2,780,000	2,708,858	2,730,000	1,848,286	2,000,000
Printed Journals	240,418	255,000	239,285	250,000	265,342	300,000
e-Journals	6,059,861	6,010,000	5,554,835	5,600,000	5,080,158	5,300,000
Sub-total Collections	9,222,422	9,540,000	9,006,655	9,080,000	8,149,299	8,600,000
Furniture & Equipment	136,640	137,800	174,719	177,480	175,541	176,565
TOTAL CAPITAL EXPENDITURE	9,359,062	9,677,800	9,181,374	9,257,480	8,324,840	8,776,565

APPENDIX B – LIBRARY PROFILE

LIBRARY PROFILE	2019	2018	2017
Hours open per week			
Semester (Manawatū Library)	101.5	101.5	92
Vacation (Manawatū Library)	55	55	55
Seating			
Study places	2,497	2,271	2,297
Document delivery			
Items supplied	6,327	7,872	8,541
Items received	2,974	3,884	5,198
Enquiries			
Reference	18,500	16,885	19,026
Directional	3,239	3,393	3,225
Computer/technical	9,663	8,713	8,006
Orientation and instruction			
Number of classes	527	627	635
Number attending (excludes asynchronous teaching)	11,069	11,559	11,807
Consultations	935	840	924
Loans			
General collections	160,856 ¹	200,390	250,004
Reserve collection	5,616	8,652	13,274
Inter-campus loans			
Books	10,684	12,484	11,447
Photocopied articles	122	71	170

LIBRARY PROFILE (continued)	2019	2018	2017
Distance services			
Books loaned	32,091 ²	37,799	66,590
Photocopied articles	461	1,123	2,296
Collections			
Current book titles – electronic	675,654	497,654	NA
Current book titles – print	553,426	573,052	NA
Current serials titles – electronic	95,356	62,045	NA
Current serials titles – print	675	711	NA
Current other information resource titles – electronic	47,355 ³	8,948	NA
Current other information resource titles – print ⁴	16,970	17,677	NA
University Archives			
Total linear metres	1,845	1,808	1,771

Figures are totals of all campus libraries unless otherwise stated.

¹ The downward trend in overall loans reflects the increasing usage of eBooks

² The downward trend in distance loans also reflects increasing use of eBooks

³ New streaming collection added

⁴ This includes maps, tangible video/audio and other physical media held





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LIBRARY
TE PUTANGA KI TE
AO MĀTAURANGA

Cover image:

Level 5, Auckland Campus Library

Photo by Hao Zhang

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