



**MASSEY
UNIVERSITY**
TE KUNENGA KI PŪREHUROA

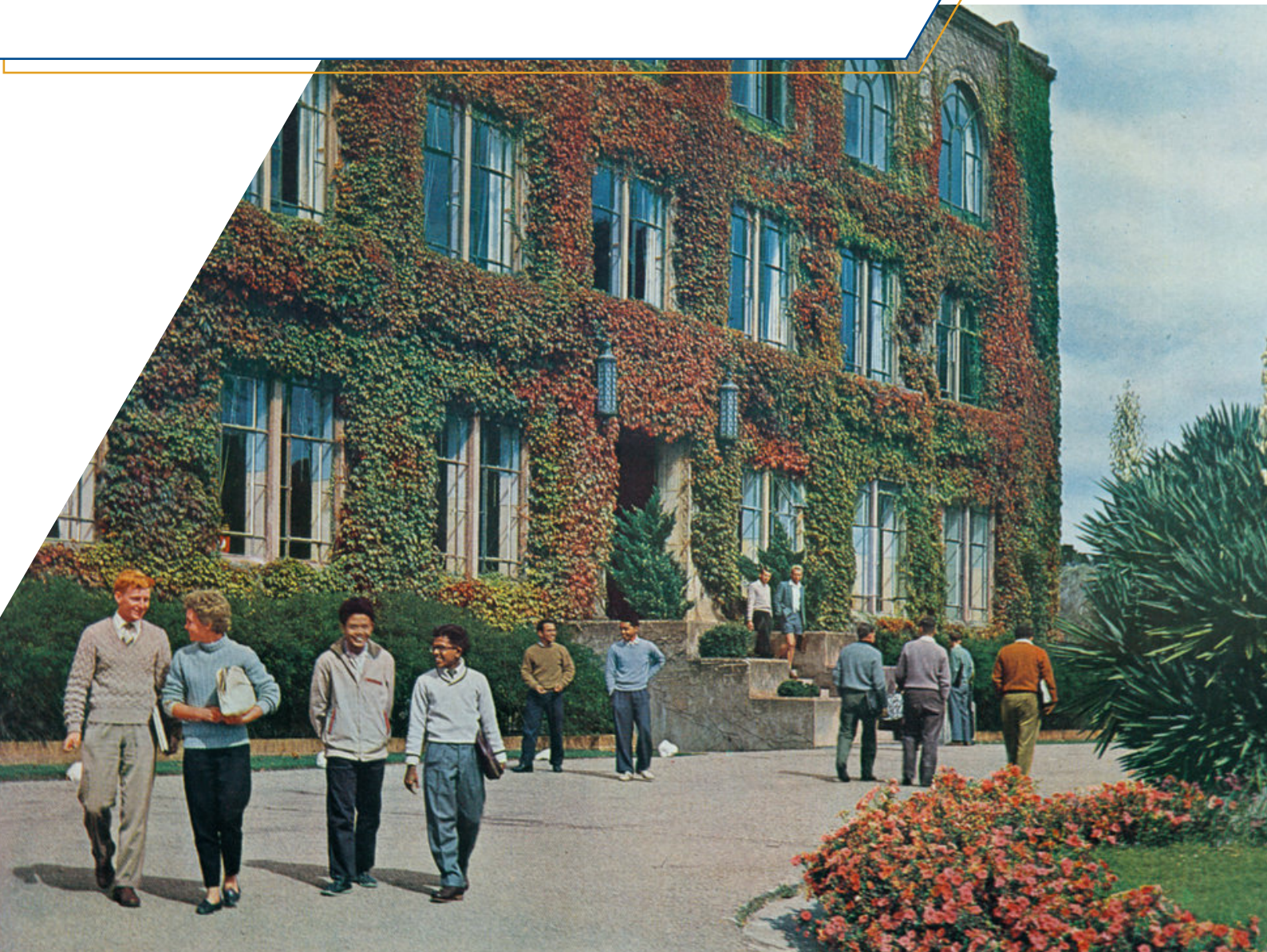
UNIVERSITY OF NEW ZEALAND

LIBRARY
TE PUTANGA KI TE
AO MĀTAURANGA

Massey University Library

Te Putanga ki te Ao Mātauranga

Annual Report 2018



2018 HIGHLIGHTS



90%

of students rate the Library as good or very good



1.8m+

views of Library website pages



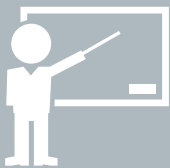
3.7m+

Journal articles downloaded

Over

1.2m

visits to our 3 campus libraries in 2018



16,000+

students attend Library instructional classes (online or in person)



9,000+

views of "Show me how" demos



92%

of students use the Library





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FROM THE UNIVERSITY LIBRARIAN

Welcome to the Library's Annual Report

Tēnā koutou katoa,

This year the Library took part in two surveys to better understand the needs and behaviours of our staff and students. The surveys were:

- JISC Digital Experience Student Survey, run by the National Centre for Teaching and Learning, ITS and the Student Survey and Evaluation Unit, explored how students use and feel about digital tools, the digital environment, and the support provided
- Ithaka S+R Faculty Survey, which was carried out across six of the eight New Zealand universities to learn how academic staff discover and access research materials, manage research data, publish and share the findings of their research, and their view of the library in supporting their teaching and research needs.

In both cases, we are using the results to improve Library services. The Ithaka survey will help us to develop and enhance Library services to academic staff, particularly with regard to support for research. The JISC survey has already led to improvements such as better Wi-Fi in Library buildings.

Library resources are increasingly digital resources. In 2018 we saw an increase in the purchase of ebook packages, a redesign of the Tāmiro digitised heritage platform, and a strategic assessment of our library management system.

Easy access to digital information is therefore critical and the successful Single Sign On project, a collaborative effort with ITS, marked the achievement of a very long-standing goal for the Library to streamline logging on to multiple systems for students and staff.

While digital resource and services continue to grow, Library buildings are still central to the student and campus experience. We welcomed over 1.2 million visitors through our doors in 2018 and hosted many events and exhibitions to bring people and information together. Improving the informal learning environment provided by our library buildings continues to be a high priority and it is pleasing to be able to make some small changes this year, in lieu of any transformational projects.

Thank you to all Library staff for their dedication and commitment to outstanding service, and for putting staff and students at the heart of what 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 increasing the visibility of and access to Massey University research we will enhance the reputation and standing of the University.

Ithaka S+R Massey University Faculty Survey 2018

The Library joined other New Zealand universities in this survey to gain a deeper understanding of the attitudes and practices of academics and to inform decision-making and strategic planning of service delivery. U.S. universities have regularly undertaken the Ithaka S+R Faculty Survey since 2000 and the survey has also been held in Canada, Australia, the UK and Singapore. Massey returned a response rate of 25%, similar to the response rate at other New Zealand universities.

Key findings were:

- Academic staff use a variety of ways to research and keep up-to-date with current scholarship. They usually start with general search engines (e.g. Google Scholar) followed by specialist databases and the Library's website or catalogue. The starting point is rarely from the physical library
- Electronic journals and electronic and print scholarly monographs are important for research and teaching
- Academic staff are comfortable with electronic resources. Print monographs are used for in-depth reading and comparing treatments of ideas
- Academic staff rely on a variety of sources for journal articles and scholarly monographs for research and teaching. The Library's collections are their most important sources for research and teaching
- Academic staff report that open access, open source, or freely-available instructional resources play a critical role in their teaching
- Improving undergraduate and postgraduate ability to locate and evaluate scholarly information is an important educational goal for academic staff in the courses they teach
- Academic staff believe that Library staff contribute significantly to students' learning
- Sharing and publishing scholarly research is primarily via traditional channels
- The majority of academic staff believe that library buildings and library staff are still important, even though scholarly material is available online

We have planned a number of initiatives to support researchers, informed partly by survey findings such as these.

Amanda Curnow, (Digital Asset Management Librarian) and Natalie Dewson (Research Data Management Librarian) established an [eResearch community blog](#) to communicate eResearch initiatives to the Massey research community.

New Research Webinar Series

The Library offered researchers (including postgraduate research students) a lunchtime “tips and tricks” webinar series. Each 15-minute webinar covered a topic:

- ORCID
- research data management plans
- fake news
- using data as a source of information
- finding out who is citing your work
- working with images
- choosing journals to publish in
- maximising your impact with Massey Research Online.

Plans are underway to offer an expanded programme and provide recorded sessions for added convenience.

Researcher Toolbox
Online *tips & tricks*

Join our new lunchtime webinar series covering essential research advice in 15 minute sessions.

- ORCID
- Your data management plan
- Fake news: academia-style
- Find out who is citing your work
- Working with images
- Data as a source of information
- Choosing journals to publish in
- Maximising impact with Massey Research Online

Series begins 25th September 2018
For details, search Massey for
“All library classes and workshops”

MASSEY UNIVERSITY
TE HUNINGA KE PŌHĪROHA
UNIVERSITY OF NEW ZEALAND

LIBRARY
TE PŪTANGA KE TE
AO MĀTAURANGA

New Library Resources to Support Research and Scholarship

The following were significant new purchases available in 2018:

Oxford Medicine - Complete journal archive of 90 titles back to volume 1.

Sage Research Methods - An enhanced subscription to a video collection containing 120 hours of video resources to assist researchers and graduate students with qualitative and quantitative research, research design, writing, literature reviews, and other systems of research

World Scientific - All available EBook content except textbooks and reference works

Emerald – all Ebook content

Springer Evidence Based collections - Content from 2016-2018 inclusive covering: chemistry & materials science, energy, mathematics & statistics, physics & astronomy, professional & applied computing, history, law & criminology, literature, media & culture

Elsevier EBS collections - 2018 Veterinary Medicine Collection outright along with coverage of agriculture, biological & food sciences, biochemistry, genetics & molecular biology, psychology and social sciences.

Tāmiro Digitised Heritage Website Redesigned

Tāmiro is the Library's digital heritage and research tool showcasing selected taonga from the collections of Massey University Library. In 2018 the [home page](#) was redesigned and improvements made to the site structure. Tāmiro content was also shared on [DigitalNZ](#) - the aggregator of New Zealand digital collections from the art gallery, library and museum sectors, containing more than 30 million items from over 200 content partners.



A view across the Manawatū Campus in 1969, with the Library building on the right
<https://tamiro.massey.ac.nz/nodes/view/932>

Research Parties Piloted at Manawatū

Subject Librarians at Manawatū piloted the concept of drop-in research parties for postgraduate students. At the parties, Subject Librarians provided research assistance that included:

- scoping and refining research topics
- searching databases
- managing research data
- referencing research literature

Inspired by an article by Wengler (2018), the “research party” name represents rebranding of a traditional drop-in “get help from a librarian” session, with an emphasis on research help and opportunity for social interaction and connection. Students showed interest in having regular events like these as they could see the potential for supporting research communities and cross-collaboration.

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.

Creation of a New Information Evaluation Framework

Carla Jeffrey (Business Librarian, Manawatū), Sheeanda McKeagg (Kaihautū Māori) and Māori library staff from two other universities incorporated a Te Ao Māori perspective in the development of a new tool for evaluating information, the *Rauru Whakarare Evaluation Framework*. The framework was refined with Dr Angela Feekery (Lecturer, School of Communication, Journalism and Marketing). It contains five key concepts and questions to explore each concept. Angela explains, “By integrating Māori terminology into the framework, we are better able to show how the whole information process is connected together and does not run in a linear order. The framework provides a holistic view of the source evaluation process that embodies the connectedness of background, origins, authority, content and lens of information we are accessing”.

Wengler, S. (2018). Branding matters: reimagine your library services. *College and Research Libraries News*, 79(3), 118-121. doi:10.5860/crln.79.3.118

OROKOHANGA

'The Origins'

The source of the information:

- ✗ When was the source published/created?
- ✗ Where has it come from?

The currency can be measured in two ways:

1. The date—how recently was the information created.
2. The value to the discipline/profession—some older sources are relevant today because of their contribution to our understanding of a topic or issue.

Orokohanga considers where the information has come from and who the authors/publishers of the source are.



WHAKAPAPA

'The Background'

The background of the information:

- ✗ Why was the source created and for whom?
- ✗ What is the context of the information in the source?
- ✗ Has the information been peer-reviewed?
- ✗ What kind of geographical coverage is there?
- ✗ Are there references for the source? Is other research referred to and cited?
- ✗ Is there any other types evidence to support arguments or assertions?

Whakapapa identifies and connects the various layers identified in this framework you should consider when evaluating sources.



MANA

'The Authority'

The authority of the information:

- ✗ Who are the authors? Are their credentials listed?
- ✗ Is it a reputable organisation/ website/ publication?
- ✗ Does it have accurate grammar and language?

Mana as a term refers to status and standing within a community or organisation. This is vital when considering whether to use a particular source. It connects strongly to the author's expertise and reputation.



RAURU WHAKARARE EVALUATION FRAMEWORK

MĀRAMATANGA

'The Content'

The content and usability of the information:

- ✗ Is the topic covered in depth and represented by balanced arguments?
- ✗ Is the information easy to navigate and understand?
- ✗ Does this resource help you understand your topic?
- ✗ Do you feel it adds meaning and insight to your research?

Māramatanga indicates enlightenment which means that the source should positively impact the wider community of understanding and add value to the existing conversations within a particular topic area.



ARONGA

'The Lens'

The lens or objectivity of the information:

- ✗ Is the resource biased or objective?
- ✗ Has the author acknowledged any weaknesses or stated their assumptions?
- ✗ Does the source consider the perspectives of the author and the reader in an unbiased manner?

Aronga identifies the focus and purpose of the information. It can influence the author/organisation/publishers are they well known for doing this kind of research or work.

© Angela Feekery & Carla Jeffrey, 2018
With Sheanda McKeagg & Hinerangi Kara)

Image: Rauru Whakarare Evaluation Framework

Library's Single Sign-On Project Goes Live

The Library successfully replaced its previous authentication platform, allowing staff and students to access Library resources via Microsoft Azure AD. This was part of a larger University-wide project to enable staff and students to access multiple resources and systems by logging in only once. The need to log on multiple times has been an on-going source of frustration for students, frequently mentioned by them in survey feedback. The Library worked closely with ITS on this project which has had the additional benefit of further relationship building between the two operations.

Frequently Asked Questions (FAQ) Feature on the Library Website

Library staff developed and debuted a new service that displays frequently asked questions and their answers, and allows students and staff to enter new questions for response by Library staff. User-generated questions are either added to the public FAQ knowledge base (if they could be of benefit to others), or responded to individually. This initiative contributes to increasing Library support that is easily discoverable and available 24/7.

Library Classes Continue to Engage with Thousands of Students

The development of information literacy skills through library teaching continues to be a core activity of Subject Librarians and Māori Services staff. While face to face teaching continues to be a significant activity, there is growth in online delivery, both synchronous and asynchronous, and this is in alignment with the University's Digital Transformation strategic initiative.

Teaching statistics for 2018 are shown below:

2018	Location	Number of classes	Mode	Number of attendees
	Auckland	166	Face to face	3491
	Auckland	1	Blended	150
	Manawatū	204	Face to face	3411
	Manawatū	4	Blended	47
	Wellington	81	Face to face	1717
	Wellington	1	Blended	98
	Online	100	Asynchronous	5941
	Online	50	Synchronous	1531
	Totals	607		16386

Note: Includes all library "teaching" as per our definition (including PaCE, EndNote and generic classes but excludes Researcher Development Workshops and staff training)

Focus on Orientation: Engaging New Students at Wellington Campus Library

Connect Uni (You & I) aimed to engage new students and to help first-year students in their transition to Massey University. The primary exhibition “Sharing first year stories” allowed sharing of common experiences such as anxiety and awkwardness. The programme attracted strong engagement from new students, existing students and University staff. Students’ participation increased staff awareness of the challenges that first-year students face and the diversity of their backgrounds.

Understanding the Digital Experiences of Students

The Library (in conjunction with National Centre for Teaching and Learning, Information Technology Services and the Student Survey and Evaluation Unit) ran the JISC Digital Experience Student Survey. This survey enables higher education institutions to explore how students use and feel about digital tools, the digital environment and support provided. While the response rate was not high (~8%) the data will be useful for future planning and development in digitally enabled learning and teaching. We can run the survey again in subsequent years to track trends. Figure 1 shows some key metrics from the survey results.

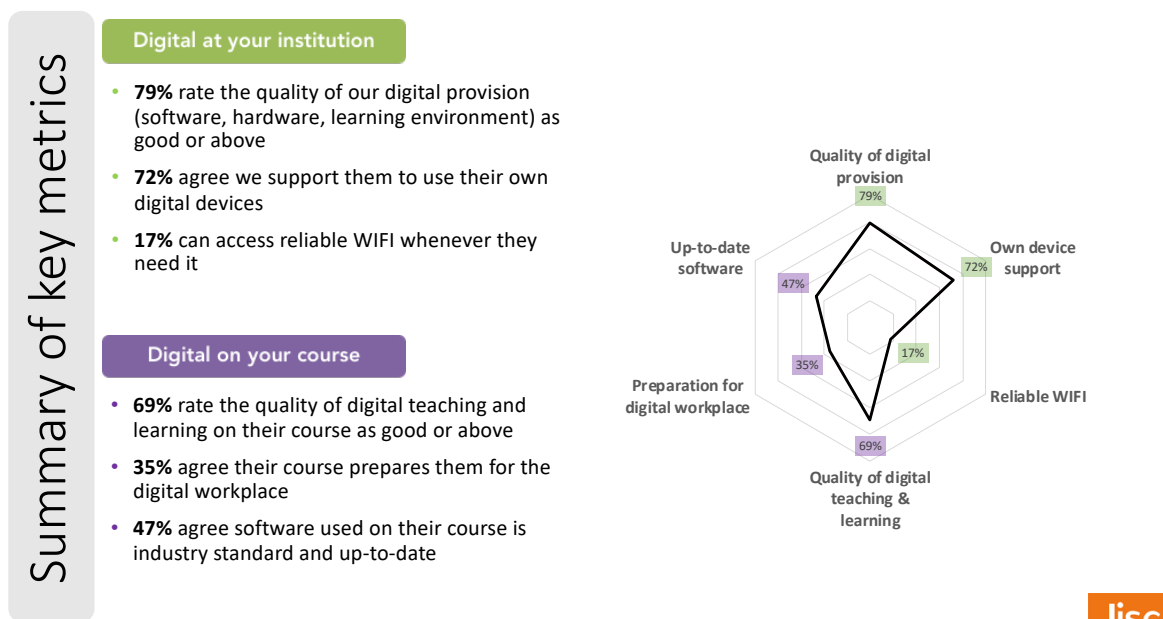


Figure 1 – Summary of key metrics revealed by the JISC Digital Experience Student Survey



In addition to Library classes there were 9941 views of the short “Show me how” instructional videos on the Library website during semesters 1 and 2. Covering topics ranging from searching Discover to EndNote, they are also frequently included as resources for students to access in Stream.

Improving our MasseyLink Service for Students

Late in 2017 the Library simplified the MasseyLink interface. MasseyLink enables students and staff to check if the full-text of a journal article is available, and if so, to get access to that article. We had received consistently unfavourable MasseyLink feedback from staff and students, and usage statistics and usability testing clarified the difficulties they were having. The change to the interface made asking for help much easier, which resulted in a significant increase in help requests and required the Library to modify its processes for answering MasseyLink queries. The increase in the Library’s workload in this area was balanced by the offer of better service to students and staff and greater access to full-text journal articles. We also gained a greater understanding of where customers are encountering difficulties.

"I have been a distance student for a significant part of my time with Massey and have truly thrived on being able to access the online database, order texts and have them arrive at my door within a couple of days. Texts arrived on time, articles were easy to access, and any queries were answered in a timely fashion by helpful and friendly staff. I really do feel that this element of Massey 'life' is of very high quality, and goes a long way to support the success of Massey students. This is even more important for students in the regions, where access to the physical library space can be rare.

I encourage Massey to continue to invest time and funds to this fantastic service, and sincerely thank you all for your hard work to support the community of learners connected with Massey. I am already looking forward to coming back to study at some time in the future for the library service alone!"

Erin, Post Graduate Education Student, Hawkes Bay

HEI ARATAKI - CIVIC LEADERSHIP

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

Environmental Sustainability

In 2018, the Library set up a group to discuss environmental sustainability. This group – Ngā Kaitiaki Taiao – wrote an Environmental Sustainability Policy that laid out the Library’s commitment to proactively conducting its operations in an environmentally sustainable manner. The policy will be actioned over the coming years through:

- considering sustainability during our process reviews
- auditing our travel and purchase decisions
- providing awareness and training to library staff and students

Ngā Kaitiaki Taiao will be working with each Campus Environmental Stewardship Working Group to achieve these goals.

Te Wiki o Te Reo Māori

The Library ran the online competition, *Kotahi te Kupu*, in celebration of Māori Language Week 2018. Promoted extensively via social media, the game was open to all, and attracted entries from around the country. Book vouchers were awarded as prizes.

Library Staff Support Causes and Charities

Throughout the year Library staff support a number of causes and take part in or facilitate fundraising for charities. The Library records the donations and reports them when required as part of our contribution to the QS Stars University Ratings. This year these included:

- Pink Shirt Day - celebrated across the campuses by Library staff on Friday 18th May to raise awareness about bullying
- Food Bank Drive - Massey University Library ran a food bank drive in August. Traditionally we have run 'Food for Fines' around this time of year. While we no longer have fines on most items, food donations could also pay off Library fines if students had any remaining. Five hundred items were donated across the campuses, and these went to local food banks at each location.
- Pink Ribbon Breakfast - At Manawatū Library a Pink Ribbon Breakfast was also held to raise funds for breast cancer awareness.
- Sending Love Campaign - Manawatū Library was a drop off point for Christmas cards for the *Sending Love* campaign. Over 150 cards were collected for distribution to elderly people in rest homes who might not otherwise receive anything at Christmas. The nationwide response to this initiative was overwhelming and we were very happy to take part.

Massey Represented in the Library and Archives Sectors

Louis Changuion (University Archivist) served on the Committee for the *Manawatū Journal of History* and the local Archives and Records Association of New Zealand (ARANZ) Central Districts Branch Committee (re-elected as chair in July 2018).

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 LIANZA (Library and Information Association of New Zealand Aotearoa) Council. Te Rōpū Whakahau represents Māori engaged in the library and cultural sector in Aotearoa New Zealand. LIANZA is the membership-based organisation that advocates on behalf of library and information professionals within the sector.

Heather Lamond (Associate University Librarian, Client Services) was a committee member of the Research Special Interest Group of LIANZA (Library and Information Association of New Zealand Aotearoa). Heather also served on the Flexible Learning Association of New Zealand 2018 Conference Organising Committee.

Freddie Mbuba (Digital Services Manager) was Deputy Chair/Chair Elect 2019-20 for Australasian Innovative User Group.

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

Mojgan Sadighi (Librarian, Service Point and Client Engagement) was a committee member and the treasurer of Ikaroa branch of LIANZA, a member of the Digital Special Interest Group of LIANZA and a member of LIANZA's 2019 conference programme committee.

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

Rohini Subbian (Manager – Service Point and Client Engagement, Auckland) served on the committee of the Tertiary Libraries Special Interest Group of LIANZA.

Catherine Woerber (Assistant Archivist) was elected to the Council of the Archives and Records Association of NZ (ARANZ). Catherine was also elected to the Committee of the Central Districts Branch of ARANZ.

Massey Librarians serving on editorial board for scholarly journals

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*.

" I've long believed that the Library is the heart of the university, and that the books and other material that are housed here, are like the blood, the toto, that gives us academics oxygen and keeps us alive and pumping intellectually"

Dr April Bennett (Tūwharetoa, Waikato, Tūhoe, Ngāti Raukawa ki te Tonga).

Lecturer - Māori Environmental & Resource Planning, School of People, Environment and Planning

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.

Over 1.2 Million People Visit Massey University Libraries

The table below shows the number of people entering each campus library in 2018. New door counting systems at all campus libraries now ensure increased accuracy of entry statistics and enhanced ability of analysis and reporting.

Campus Library	Number of people entering in 2018
Auckland	584533
Manawatū	507687
Wellington	173452
Total for all campuses	1,265,672

Enhancing Our Library Buildings

A focus of 2018 was on plans to refresh more study space furniture. This is part of a multi-year process to work through the backlog of old, dated and unsuitable student furniture, replacing it with modern, flexible 21st century learning furniture (integrating power and charging facilities wherever possible). Changes are planned for the Summer School period where possible, so there is minimal disruption in busy student spaces.

- Hot water became available for students at the Auckland Campus Library, with the installation of a boiling water unit. Ongoing student demand called for this, particularly from international students.
- At Manawatū Campus Library new furniture was introduced over the 2017/2018 summer break to meet student demand for a variety of study spaces. The focus was on refreshing the furniture on Level 1, particularly in the cafe area, where a range of options for collaborative work and catch-ups became available. Modern study carrels with power were also installed in the silent study area behind the cafe.
- At Auckland Library, Level 3 became a silent study area, with some additional seats added.
- In response to student concerns at Auckland, floors for non-Massey students were limited at peak periods. In addition a Library/Albany Student's Association committee was set up to discuss and promote a better understanding of these issues.

- At Wellington Campus Library, new study carrels were installed on the Mezzanine floor to support silent individual study. In addition to these, we installed study booths for quiet use and also installed additional power points.
- New state of the art security gates were installed at the Manawatū Library, ensuring that the print book collection is protected from theft.

Strategic Assessment Undertaken

The Library carried out a Strategic Assessment to investigate whether there was a case for changing the current Library Management System (LMS). The LMS governs the discovery, access and management of library resources and services. As part of development of the case, 12 stakeholder workshops were held across all campuses, with students, University staff and Library staff taking part. Following Treasury's Better Business Case methodology, the results of the workshops were developed into themes. These themes were used to create the drivers for change. The Strategic Assessment was scheduled to go to the University's Senior Leadership Team for consideration in January 2019, and if successful, a business case would be developed.

New Library Groups To Improve Operational Effectiveness and Staff Support

Two new Library groups were established to improve operational effectiveness and staff support. The Process Review Implementation Team (PRIT) was set up to ensure that Library processes are regularly reviewed for efficiency and effectiveness, using Lean methodology. The ultimate goal of the team is that Lean and continuous improvement become part of everyday business. The second group, Health, Safety and Wellbeing, focuses on providing a work environment that is 'safe' in all senses of the word, with a particular focus on staff wellbeing.

Continuity Planning and Emergency Preparedness

Library management undertook a walkthrough of the Library's Business Continuity Plan, focusing on practical issues that would be faced if the plan needed to be activated. The Library received excellent feedback on the plan from the Emergency Management National Co-ordinator from the University's Risk Management Office. At the Auckland Campus Library an emergency simulation training exercise was run after-hours in February. This gave staff the opportunity to practise their roles should a real emergency occur. Part time staff were enlisted to play students. Useful feedback was gathered at the debrief, with suggestions on how we could improve or do things differently, as well as general observations about how people behaved.

Library Events and Exhibitions in 2018

The Library ran a number of events and exhibitions to connect with University staff and students.

- Prof Glyn Harper presented an engaging talk to commemorate ANZAC Day, on the topic of writing war stories for children. Nearly 50 people including University staff, Massey University alumni and others from the local community attended the event, held in the refurbished multipurpose space on Level 2 in the Manawatū Library.

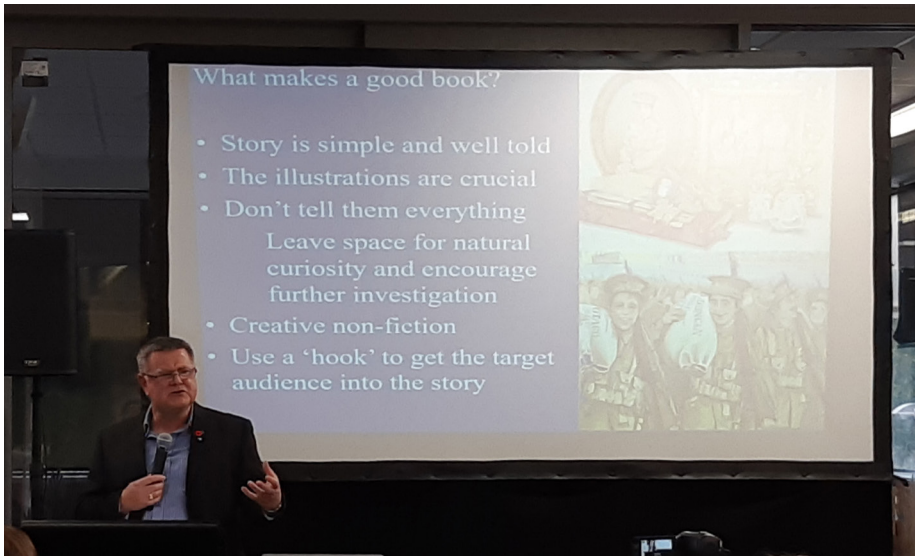


Photo: Prof Glyn Harper speaks at Manawatū Library

- An ANZAC biscuit bake-off competition at Wellington Campus Library attracted entries from student and staff bakers across the campus. The baking was judged by the large number of students attracted to the event. In addition to the bake-off, Wellington Library commemorated ANZAC day with a display including the history of the ANZAC biscuit, a wall of paper poppies, and relevant books from the collection.
- In celebration of International Archives Day, the Massey University Archives held an Open Day on Friday 8th June. The day exceeded expectations with University Archivist Louis Changuion reporting that approximately 60 visitors browsed display material in the reading room and enjoyed tours of the storeroom.
- Renowned Matariki expert, Dr Rangi Matamua, gave a talk on the Māori New Year at Manawatū Library on the 18th July. There was enormous interest in the presentation and an estimated 180 people attended.



Photo: Dr Rangi Matamua speaks at the Manawatū Matariki event

- At the Wellington Campus Library, James Tapsell-Kururangi (Library Assistant), created a star map game based on the Māori board game *mū tōrere*. James described this as “*my accumulation of knowledge on the stars, I’m sharing all the resources with the visitors of the library, so that they can take the work in progress and move it forward through their own ara (pathway)*”.
- Open Access Week (22th – 28th October). Amanda Curnow (Digital Asset Management Librarian) and Catherine Woeber (Subject Librarian) joined Bruce White (Copyright and Open Access Advisor) in organising a series of events and awareness-raising initiatives on Open Access. These included a webinar on *Massey Research Online*, release of a new [podcast](#) discussing open access and a screening of the documentary [Paywall – the business of scholarship](#).
- The Auckland Campus Library hosted events for Chinese Language Week (23rd- 29th September).

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 2018, staff presented the following papers and posters.

Presentations

Lamond, H. & Doughty, C. (2018, May). *Information literacy spaces in the tertiary environment: Perceptions of librarians, academics and senior management*. Presentation at the RLL2 (Research by Librarians for Librarians) Symposium, Auckland, New Zealand.

Natalie Dewson, N. (2018, May). “*Weaving the strands: Evidence-based Research Data Management Investigations*.” Presentation at the RLL2 (Research by Librarians for Librarians) Symposium, Auckland, New Zealand.

Wallbuton, A. & Lamond, H. (2018, May). “*Enabling research through collaborative design*.” Presentation at the RLL2 (Research by Librarians for Librarians) Symposium, Auckland, New Zealand.

Publications

- Articles by Louis Changuion (University Archivist) and Norah Mosen (Dairy Records Archivist):

Changuion, L. (2018). University Avenue: Giving shape to the Massey University campus.

The Manawātū Journal of History (14), 62-69.

Mosen, N. (2018). “New additions to the Dairy Records Archive, Massey University.” *The Manawātū Journal of History* (14): 82-83.

- Amanda Cooper, Auckland Campus Librarian, co-authored an article which was an output of the *Massey Women in Leadership* programme:

Chilvers, B. L., Bortolotto, M. C., Alefaio-Tugia, S., Cooper, A. L., & Ellison, S. (2018). The reality of 'middle' management roles: a case study of the Associate Head of School experience in a New Zealand University. *Journal of Higher Education Policy and Management*, 40(5), 430-441. doi:10.1080/1360080X.2018.1501636

- 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., Kilpin, K., White, S., Greenhow, A., Macaskill, A., Feekery, A., O'Connor, R. (2018). Under-recognised, under-used and under-valued: School libraries and librarians as the poor cousins of New Zealand secondary school curriculum planning and delivery. *Curriculum Matters* (18), 48-68.

Qualifications and Awards

Lyndall Holstein (Subject Librarian, Business) graduated with a Master of Information Studies from Charles Sturt University, Australia.

Ceire Hopley (Subject Librarian, Science) graduated with a Postgraduate Certificate in Information Studies from Victoria University of Wellington.

Pauline Knuckey (Special Collections Librarian) graduated with a PhD at the May graduation ceremony for College of Humanities and Social Sciences.



Photo: Library staff celebrate a special graduation. From left: Alison Wallbutton, Linda Palmer, Dr Pauline Knuckey, Noelene White, Brenda Johnson.

Strategic Workforce Plan Developed

The first year of implementing the Library's Strategic Workforce Plan has seen developments in building both capacity and capability. These included the appointment of an Assistant Archivist, Digital Services Manager and Metadata Librarian. Tiered service models were implemented for research data management and Massey Research Online support to build capability in specialist areas. The makeup of some project teams has been broadened to provide opportunity for development for staff in all positions, and a focus on targeted, in-house training and development has been implemented.

You Said, We Did – Closing the Loop With Students After a Survey

The Library's 2017 Annual Report detailed the results of the 2017 Insync survey that asked students for their opinions and thoughts on Library resources and services. The Library recorded an overall weighted performance index score of 82.4%, placing us in the top 25% of libraries that have surveyed with Insync over the last few years. To close the loop with students and to acknowledge their input, "You said, we did" posters and social media messages were developed. These highlighted the most important concerns students had, along with the Library's responses.

YOU SAID, WE DID

LONGER OPENING HOURS
You now have 9 hours extra a week to study at both our Auckland and Manawātū libraries. Check out the extra hours on our home page.

MORE POWER OUTLETS
Plug in to the extra power points at Manawātū and Wellington. Watch this space at Auckland.

MORE QUIET SPACE
Shhh! Keep an eye out for quiet levels at Auckland, new private study carrels at Manawātū and Wellington, clearer signs, and Library staff checking on noise levels.

EASIER ACCESS TO JOURNAL ARTICLES
We'll find articles for you if the full text doesn't pop up in MasseyLink, and our techies are working on improving the full text hit rate.

MORE EBOOKS
We buy as many ebooks as possible – 78% of our book budget in 2017 was spent on ebooks.

See More:

MASSEY UNIVERSITY
TE KUNINGA KI PĒREHURUA
UNIVERSITY OF NEW ZEALAND

LIBRARY
TE PUTANGA KI TE
AO MĀTAURANGA

Image: The You said, We Did poster

Key Staff Arrivals and Farewells in 2018

STAFF ARRIVALS

- Michael Biggs was appointed Assistant Archivist
- Hao Zhang was appointed Librarian, Service Point and Client Engagement team, Auckland Library
- Tim Darlington was appointed Associate University Librarian, Resources and Technology
- Ursula Clarke was appointed Collection Assessment Librarian, based at the Manawatū Library
- Dr Freddie Mbuba was appointed Digital Services Manager, based at the Manawatū Library
- Mojgan Sadighi was appointed Librarian, Service Point and Client Engagement, Manawatū Library
- Joy Wearne was appointed Wellington Campus Librarian
- Dr Catherine Woeber was in the roles of Subject Librarian and Assistant Archivist before her appointment as MetaData Librarian (Cataloguing) in Collection Services, based at the Manawatū Library

RETIREMENTS OF LONG-SERVING STAFF

Norah Mosen retired from the Library on 5 June after 38 years of service to both the Library and the University Archives. Norah's role in the Archives was as Dairy Records Archivist, where she worked with the business records associated with the New Zealand dairying industry. Carol Johnson, a Cataloguer in Collection Services, retired on 13 July after over 35 years at Massey, starting at the College of Education. Janet Darvill, a Librarian in the Lending Team at Manawatū, retired on 27 July after over 38 years at Massey.

New JP at Albany

Rohini Subbian, Service Point and Client Engagement Manager at the Auckland Campus Library, qualified as a Justice of the Peace.

Awards for Library Staff

Our Distance & Document Supply team were awarded Best Student Support Service at the inaugural Exy Awards run by the Massey Extramural Students' Society.

Tom Vadrevu, Library Assistant (Auckland) won a professional staff award 'The Luminous Library Light' at the Auckland LOTY (Lecturer of the Year 2018) in conjunction with the Albany Students' Association.

APPENDIX A – STATISTICS

	2018 Actual Amount \$	2018 Budget Amount \$	2017 Actual Amount \$	2017 Budget Amount \$	2016 Actual Amount \$	2016 Budget Amount \$
LIBRARY EXPENDITURE						
Operational Expenditure						
Salaries & Related Cost	6,030,013	6,365,123	6,064,378	6,268,092	6,052,290	6,386,266
Other Direct Costs (excl. Space Charges)	487,586	522,274	534,586	513,961	635,586	468,083
Overhead/Admin Recovery	165,457	179,260	24,056	44,639	67,948	49,913
Asset Related Costs						
- Collections (Leased e-Journals & e-Books)	1,851,685	1,998,885	1,742,212	2,043,184	2,010,802	1,965,331
- Depreciation	7,043,065	7,085,741	6,748,994	6,768,900	6,430,473	6,457,363
- Other Costs	198,855	195,000	238,498	195,000	38,878	175,000
Total Operational Expenditure	15,776,661	16,346,283	15,352,724	15,833,776	15,235,977	15,501,956
Collections						
Printed books	503,677	500,000	955,513	1,000,000	805,516	850,000
E-books	2,708,858	2,730,000	1,848,286	2,000,000	1,297,432	1,550,000
Printed journals	239,285	250,000	265,342	300,000	323,602	360,000
E-journals	5,554, 835	5,600,000	5,080,158	5,300,000	5,691,929	5,350,000
Sub-total Collections	9,006,655	9,080,000	8,149,299	8,600,000	8,118,479	8,110,000
Furniture & Equipment	174,719	177,480	175,541	176,565	58,385	58,400
TOTAL CAPITAL EXPENDITURE	9,181,374	9,257,480	8,324,840	8,776,565	8,176,864	8,168,400

APPENDIX B – LIBRARY PROFILE

	2016	2017	2018
LIBRARY PROFILE			
Hours open per week			
Semester (Manawatū Library)	92	92	101.5
Vacation (Manawatū Library)	55	55	55
Seating			
Study places	2,301	2,297	2,271
Document delivery			
Items supplied	10,141	8,541	7,872
Items received	5,778	5,198	3,884
Enquiries			
Reference	16,510	19,026	16,885
Directional	3,012	3,225	3,393
Computer/technical	10,480	8,006	8,713
Orientation and instruction			
Number of classes	603	635	627
Number attending (excludes asynchronous teaching)	10,424	11,807	11,559
Consultations	803	924	840
Loans			
General collections	293,689	250,004	200,390 ¹
Reserve collection	17,239	13,274	8,652
Inter-campus loans			
Books	13,412	11,447	12,484
Photocopied articles	149	170	71

	2016	2017	2018
Distance services			
Books loaned	80,805	66,590	37,799 ²
Photocopied articles	2,756	2,296	1,123
Collections			
Current book titles - electronic	NA	NA	497,654
Current book titles - print	NA	NA	573,052
Current serial titles - electronic	NA	NA	62,045
Current serial titles - print	NA	NA	711
Current other information resource titles - electronic ³	NA	NA	8,948
Current other information resource titles - print ⁴	NA	NA	17,677
University Archives			
Total linear metres	1,691	1,771	1,808

¹ The downward trend in overall loans reflects the increasing usage of ebooks. In 2018 there were 2.3 million “section requests” (i.e uses) of ebooks

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

³ This includes digital video/audio and other digital media titles held

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

Cover image:

An iconic photograph of students outside Massey College's Main Building, 1961.

Janice Lyons is the second student from left in the front group and Jhati Mantzika is fourth from left.

This photograph was published on the cover of the *New Zealand Journal of Agriculture*, October 1962 and is now available on Tāmiro <https://tamiro.massey.ac.nz/nodes/view/869>