



Massey University Library
Te Putanga ki te Ao Mātauranga
Annual Report 2021



**MASSEY
UNIVERSITY**
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND

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MASSEY UNIVERSITY LIBRARY

TE PUTANGA KI TE AO MĀTAURANGA ANNUAL REPORT 2021

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FROM THE UNIVERSITY LIBRARIAN

Tēnā koutou katoa

Despite another year marked by Covid-related disruptions and the need for constant adaptation and agility, high quality services continued, and remarkable progress was achieved on significant projects.

Results from the 2021 Insync survey were very pleasing. An overall weighted performance index score of 84.6% placed Massey University Library in the top 25% of libraries using the survey tool in recent years, an increase from 82.4% in 2017 when the survey was last run.

Significant engagement with library users and stakeholders, and considerable work by Library staff, contributed to the development of final building designs for the Manawatū Library Building Transformation Project.

The selection of, and implementation work on, a new library systems platform (Folio) was achieved, making Massey University Library the first in Oceania to adopt this cutting-edge solution which will provide benefits to both users and library staff.

Throughout the year Library staff continued to display outstanding customer service and the willingness to change and develop to meet needs, engage with our communities, and work as an increasingly cross-campus team. Ngā mihi nui ki a koutou ngā kaimahi o Te Putanga ki te Ao Mātauranga.



Linda Palmer
University Librarian

NGĀ KETE Ō 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.

Our research support services continued to attract uptake through 2021. We developed [new content](#) on systematic reviews, in response to increased demand from students and staff, particularly in Health, Sciences and Social Sciences.

While Covid alert levels meant that campus libraries were quieter in terms of foot traffic during 2021, some parts of the business were much busier with increased uptake of online services. The table below shows the significant increase in research consultations over the last three years, with a notable increase in 2021, the majority of which were carried out remotely. This overall increase in demand for research consultations could reflect the popularity and uptake of new research support services introduced in 2020, in the form of researcher profiles and research impact reports.

Research Consultation Statistics			
	2019	2020	2021
Via Email	157	536	598
Online	79	495	703
Face to Face	699	438	581
Total	935	1499	1882

Read and Publish agreements

Open Access to quality scholarly publishing continued through 2021 to be both a challenge in terms of how to achieve it, and an opportunity in terms of the value to our researchers and wider society.

In 2021 the Library was successful with three Read and Publish pilot agreements: the Commonwealth Scientific and Industrial Research Organisation (CSIRO) agreement, the Royal Society pilot agreement, (both negotiated by the Council of Australian University Librarians (CAUL)), and an agreement with the Company of Biologists. Read and publish agreements repurpose the Library's existing spend with a publisher to facilitate a transition to an open publishing system, allowing Massey researchers to publish direct to open access in selected journals, with no transactional article processing charges or additional costs to the Library. We expect to see more traction in this space throughout 2022.

Massey University Archives enabling research

The 2021 University Archives open day took place on 9 June, International Archives Day. Around 20 people visited Archives on the day to view the displays and be given tours of the facilities. The publicity around the event led to an increase in requests for information and enquires around donating material to the Archives.

Massey University Archives and the Library's Special Collections featured in the updated *Guide to Archival Repositories in the Manawatū-Whanganui Region*, compiled by University Archives and Library staff, under the aegis of the Archives and Records Association of New Zealand (ARANZ). This has been published on the [ARANZ website](#) and distributed electronically to interested parties.



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.

Covid disruptions

Throughout 2021, Covid lockdowns and changing alert levels had significant impacts across the Library, with all client services (including learning, teaching, research and collections access) moving fully online as necessary.

Furthermore, our physical libraries had to be closed completely during Level 4, open to small numbers of Library staff during Level 3, and significantly reconfigured to provide safe social distancing at service points, entrances and in lifts/stairwells, during Level 2. These responses are detailed as follows.

Alert Level 4 lockdown – all campuses

Campus libraries moved into Alert Level 4 lockdown from Wednesday 18 August, along with the rest of the country. Online resources (ebooks, ejournals etc) were available, and support services continued (online research consultations, phone and email enquiries, online teaching) by staff working from home. Access to print resources could not be provided at Level 4, but digital equivalents were located and provided wherever possible.

Alert Level 3 (Manawatū and Wellington Libraries), Auckland at Level 4

Staff volunteered to provide our 'click and courier' Distance Library Service from the Manawatū and Wellington libraries and were able to return to their buildings by 6 September. This included staff who worked with print collections so that new resources could be received and circulated. All fines were waived for this period.

Alert Level 2 (Manawatū and Wellington Libraries), Auckland at Level 4

From Monday 13 September, Manawatū and Wellington libraries re-opened, with slightly reduced hours (8am-8pm Monday-Friday, 10am-8pm Saturday-Sunday). Library staff checked that visitors scanned in and wore masks. The furniture was rearranged to support social distancing of 2 metres. Borrowers were asked to return books if they could, either to a library or via Freepost; all fines were waived for this period. 'Click and collect' and 'click and courier' services were offered to all users.



Photo: Wellington Library opening, courtesy of CoCA Librarians Instagram

Alert Level 3 (Auckland Library)

From Friday 24 September our 'click and courier' Distance Library Service was provided by a group of staff who volunteered to return to the building.

Wellington Innovation

When the Wellington library re-opened under Alert Level 2 in September 2021, staff took the opportunity to trial a new way of providing contactless client services, using a virtual library assistant (VLA). This innovation was modelled on similar systems used as necessary at other universities.

The system developed in Wellington consisted of

- A re-purposed PC at the service point, with the monitor facing towards clients
- A Zoom connection to the service point PC from a staff PC, which became the VLA 'office' for the duration of the trial
- A bell that the patron could use to indicate assistance was required
- A feedback form – plus a box for collection

Staff rostered to the VLA logged on to the service point PC and opened the Zoom app, which remained active for the duration of the library's daily opening hours.

The service was trialled for two weeks, from Tuesday 21 September until Tuesday 5 October. During the trial, staff encouraged clients who used the service to provide feedback, either verbally or using the feedback form provided. Library staff comments and feedback were also collected.

Library occupancy for the trial period was unusually low, so staff did not expect the daily count of VLA usage to be high. However, data collected showed an even lower uptake of the service than would normally be experienced at a staffed service point, even allowing for low occupancy. This may reflect students and staff preferring in-person interactions for library services, wherever safely possible within the building.

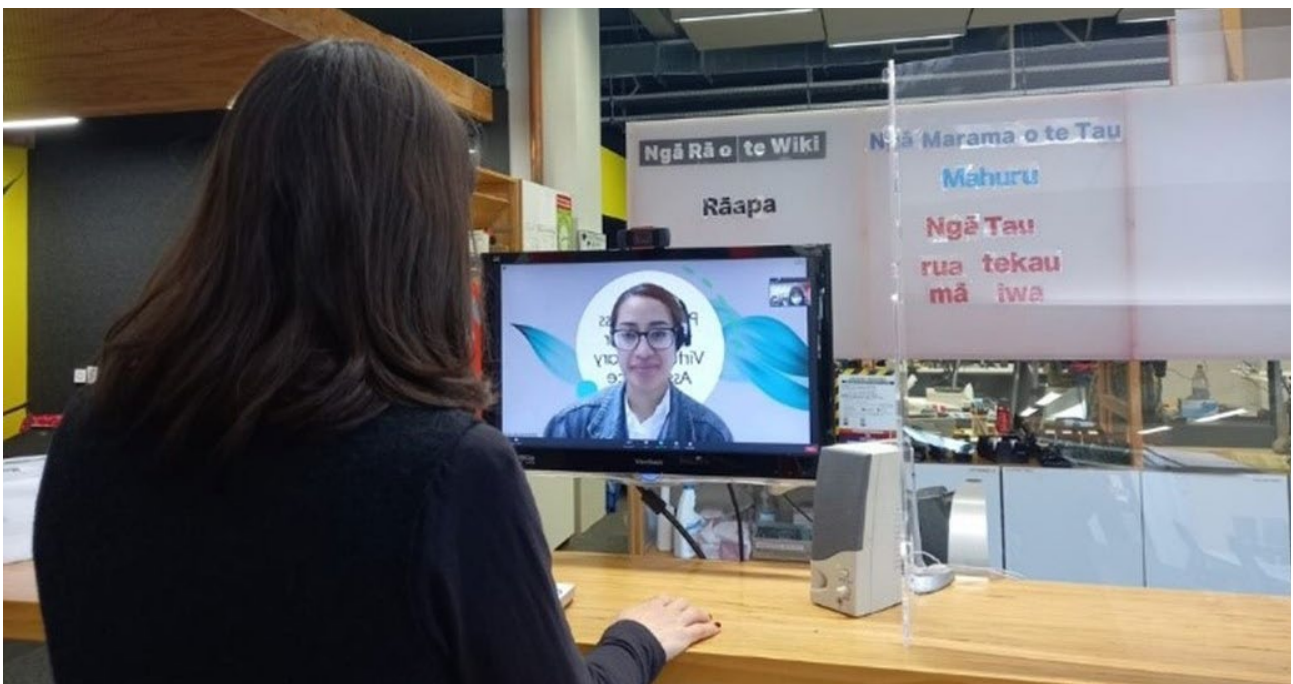


Photo: The Virtual Library Assistant in action at the Wellington Library

Library visits

The significantly decreased occupancy numbers experienced at Wellington during Alert Level 2 were mirrored across all campus libraries throughout 2021. The following table shows the dramatic impact of the Covid pandemic on visits to Library buildings since 2019.

Number of people entering			
Campus Library	2019	2020	2021
Auckland	543,082	177,544	199,485
Manawatu	504,261	249,709	221,942
Wellington	179,595	71,695	99,500
Total for all campuses	1,226,938	498,948	520,927

Library information literacy teaching

Information literacy teaching continued to be a core service provided throughout 2021 despite Covid disruptions, by partnering with academic staff and moving some Library teaching sessions to synchronous, online learning environments as possible.

The following table shows the total number of teaching events provided in-person and online, over the course of 2021:

2021	In-person	Online	Total
Total number of teaching events across all libraries	212	200	412
Total number of attendees	3730	4410*	8140

**This figure is approximate, as actual attendance numbers can be difficult to gauge online, particularly in asynchronous environments*

Award winners

Kim Baxter, a Science Subject Librarian at Manawatū, was part of a team that won a 2021 FLANZ (Flexible Learning Association of New Zealand) Award for their project: *“Flexible Pathways for digital information literacy - supporting digital information literacy progression in an online Masters programme”*. The reviewers thought an outstanding feature of the project was the close collaboration between teachers and librarians to achieve a highly learner-centred outcome. Because the project is well-documented, it has the potential to advance good practice beyond the project itself, as the methods used are clearly described and are transferable to many other subject areas and levels.



Photo: Kim Baxter and Linda Laven, Academic Coordinator Master of Veterinary Medicine (MVM), School of Veterinary Science.

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.

Library representatives at Ka Mua Ka Muri (Walking Backwards into the Future)

Louis Changuion, University Archivist, and Pauline Knuckey, Special Collections Librarian, were invited to attend an information evening on 3 November for local primary teachers, Ka Mua Ka Muri. This event brought together several local institutions, showcasing the resources available to teachers as they commenced work on developing a New Zealand history curriculum, with a particular focus on local history. About 60 teachers attended the expo-style event which provided us with a good opportunity to inform them of our collections, in particular our digital repository [Tāmiro](#). Tāmiro includes a Local History collection of items from Special Collections, and the University Archives. The Archives were one of three of the 30 organisations in attendance to receive a special mention in a *Manawatū Guardian* article, illustrating the diversity of organisations present at the evening.

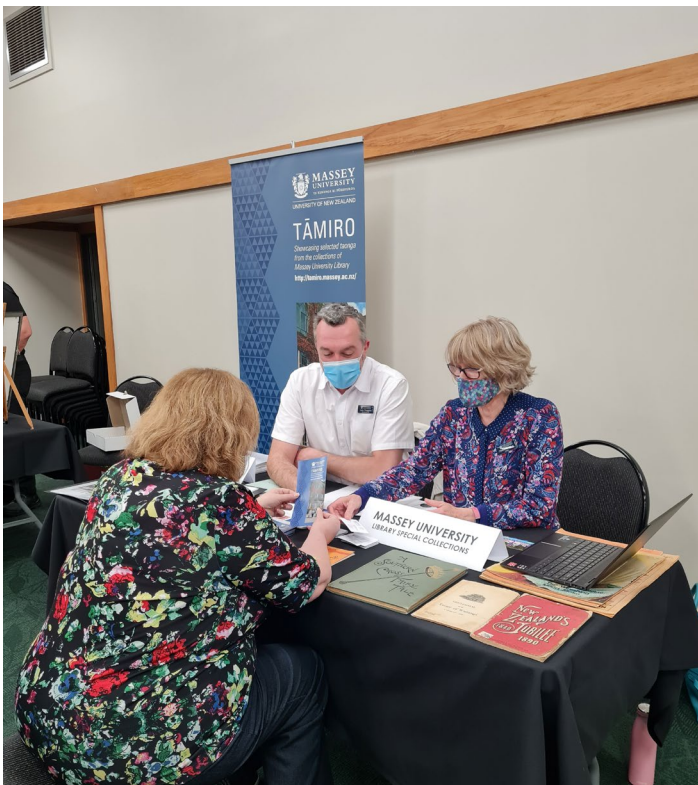


Photo: Louis Changuion and Pauline Knuckey at Ka Mua Ka Muri.

Participation at Polyfest

Polyfest, the largest Polynesian festival in the world, returned to the Manukau Sports Bowl on 14-17 April after cancellations in 2019 due to the Christchurch terrorist attack and in 2020 due to the Covid-19 Pandemic. The College of Humanities and Social Sciences was involved for the first time, and they demonstrated the wide variety of their subject offerings through activities such as trivia questions from different majors as well as activities about perception (psychology), language families (linguistics) and memes (media studies). Pasifika Librarian Eirenei Taua'i was part of the team involved with both the planning and the participation over the weekend.



Photo: Library staff member Eirenei Taua'i, third from the right, with other Massey staff at Polyfest.

Te Rōpū Whakahau hosted at Manawatū

In May, the Manawatū campus library hosted a hui for [Te Rōpū Whakahau](#) (the national body representing Māori engaged in Libraries, Culture, Knowledge, Information, Communication and Systems Technology in Aotearoa). Staff involved were Sheeanda McKeagg, Kaihautū Māori and Pasifika, Ria Waikerepuru, Kaiwhakarato Pāronga Rangahau Māori, and Carla Jeffrey, Subject Librarian. Ria Waikerepuru presented her Whānau-led research as part of the [Whakahau Webinar series](#).

Te Wiki o te reo Māori (13-19 September)

Led by Sheeanda McKeagg, Kaihautū Māori and Pasifika, the Library was very active over Te Wiki o te reo Māori. As well as daily emails from Sheeanda providing rauemi Māori a ipurangi (online Māori resources), there were four significant activities:

- The Māori Language Moment, co-ordinated by the Māori Language Commission (Te Taura Whiri), invited New Zealanders to celebrate te reo Māori on 14 September at noon. Of the 6 ways to do this – kōrero, speak; tākaro, play; waiata, sing; ako, learn; pānui, read; and whakarongo, listen; the Library chose to whakarongo.
- A highlight of the week was Ngā Manu Ka Rere (Māori Library staff) sharing with Library staff their te reo Māori journey and their perspectives on the revitalisation of te reo.
- In conjunction with the DVC Māori Office, Library staff participated in an online quiz which provided a daily graphic with participants selecting an answer using the clues provided.
- The week ended with a te reo quiz included as part of the regular weekly Library whānau hui on Friday morning.

These activities and events were highlights for many staff, particularly given most staff were working from home, under either Alert Level 4 or Alert Level 2. They provided a welcome mechanism to join together to practice and celebrate te reo Māori.

Gasav Ne Fäeag Rotuam Ta – Celebrating Rotuman Language Week

Library staff celebrated Rotuman Language Week in style on Wednesday 12 May with a morning tea 'feast' and by showcasing a wonderful display of cultural artifacts.



Photo: Display of Pasifika cultural artifacts in the Manawatū Library staffroom.

Massey represented in the national and international Library and Archives sectors

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

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

Kat Cuttriss (Associate University Librarian - Client Services) was a member of both the Council of Australian University Librarians (CAUL) Digital Dexterity Champions Network, and the International Federation of Library Associations and Institutions (IFLA) Library Buildings and Equipment Section Committee.

Dr Pauline Knuckey (Special Collections Librarian) was on the editorial board of *The Manawatū Journal of History*.

Dr Freddie Mbuba (Digital Services Manager) served as Chair 2021-22 for the Australasian Innovative User Group (AIUG).

Mojgan Sadighi (Librarian, Service Point and Client Engagement) was a committee member of TELSIG (Tertiary Libraries Special Interest Group) and the chair of the Ikaroa branch of the Library and Information Association of New Zealand Aotearoa (LIANZA).

Julian Sutherland (Subject Librarian, College of Creative Arts) was on the organising committee for the International Association of Music Libraries, Archives & Documentation Centres - New Zealand Branch (IAML NZ) annual conference, which Massey's Wellington Campus Library co-hosted.



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.

Insync Student Survey results show performance improvement

In 2021, the Library surveyed students using the Insync survey. Insync is an Australasian university library benchmarking tool which gathers student feedback on their satisfaction with resources and services, and provides comparative data as well as an opportunity to identify needs.

The Library recorded an overall weighted performance index score of 84.6%, placing us in the **top 25% of libraries** that have surveyed with Insync recently. This is up from 82.4% in 2017 when the survey was last run.

Highlights include:


- All four categories (Communication, Service delivery, Facilities and equipment, and Information resources), performed over the benchmark median
- All four categories recorded higher performance scores than the 2017 survey.

The survey asked students if they were likely to recommend the Library to others. The results revealed a Net Promotor Score (NPS) of 59, which is the percentage of promoters minus the percentage of detractors. The 2017 survey NPS was 49. Although we are unable to benchmark this result against other libraries, Insync note that this is “an excellent result that demonstrated that student advocacy for the Library service is very high”.

Manawatū Library transformation project

Planning continued for the major refurbishment of the Manawatū Campus Library. The project will seismically strengthen the building and transform the Library into a welcoming, vibrant, and modern learning space with a particular focus on providing more flexible spaces for individual and collaborative study.

The high-level preliminary design process was completed in March, after workshops with the architects, library staff, and members of the Project Control Group. In April, user experience consultation with students focused on a proposed new lounge area and the DIY Kai area. A detailed document outlining furniture and fitting requirements was given to the architects in May – this included the exact placement and specifications of the varied shelving requirements and the specific location and detail of all student areas and staff workspaces.



The architects then had a day on site interacting with staff and students and outlining the concept and design of the proposed plans. A prototype 'dancing wall' was built for the day, comprising a networked screen, whiteboards and a pinboard, all on wheels. Some of the floor plans on display featured QR codes, enabling participants to 'step into' a 3-D rendering of the space through their phone.

Engagement with Māori students took place through face-to-face hui and online discussions, providing the opportunity to engage with the dancing wall and floor plans, confirm the project timelines, and explore how their needs will be met during the refurbishment, and how they see themselves in the new building. Warren Warbrick, Rangitāne cultural advisor to the project, spoke about the Māori elements that are being incorporated and showcased in the overall build.

Work began in July on the new off-site Stack (part of Printery) and the procurement process for more compacta (moveable) shelving for Stack began.

A [website](#) was launched to give Massey University staff, students, and the public, information about the project. It covers the background to the project and the building and will be used to provide updates during the pre-construction and construction phases.

A significant part of the project concerns the staged movement of print collections between the two library buildings and off-site Stack, and Manawatū Library staff were focussed on preparing the collections for this staging work, through the second half of 2021. Staff were also involved in reviewing the plans for furniture and joinery, collection layouts, power points and data ports, and evaluating responses to the request for quote for pre-construction work.

The approved design for the new building was present to library staff in September in a 'show and tell' hui via Zoom.

Library services platform project

The Procurement and Contracts Governance Board signed off the Library's Procurement Plan and Request for Purchase (RFP) for a new library system at the beginning of the year. The RFP was made available to vendors in March and tenders closed in April. These were reviewed by Library staff, with shortlisted vendors given the opportunity to demonstrate their systems in early May. An evaluation panel consisting of Library and ITS staff reviewed the vendor responses and in June made a recommendation to the Procurement and Contracts Advisory Board that Folio be purchased as the new library services platform.

Folio is an open-source platform which the Library now subscribes to as an SaaS (cloud-hosted software) service from EBSCO. EBSCO is responsible for hosting, securing, and providing technical support for the system.

Folio's strengths are that it:

- Is a newly built system with microservices architecture, which makes it more flexible and future-proof.
- Is built to work with our existing discovery service and knowledge base, which means we achieve a combination of both improvements and continuity for library users.
- Provides the benefits of open source (e.g., ability to build our own functionality, user-driven development) combined with the reassurance and security of being hosted and supported by a major corporation.

A project plan was developed along with agreed principles as to how the project would be undertaken. In September, Folio implementation meetings with the EBSCO project team began. A library hui was held via Zoom to update staff on the new system, the progress to date, and the work involved in the lead-up to Go Live in early 2022.

Work continued at pace for the remainder of the year, with key milestones achieved. These included EBSCO delivering a default system, Library staff configuring the system and mapping the Sierra (former library system) data to Folio data, the setting up of a single sign on (SSO) for Library staff and the testing of this with the project team, checking that data migration worked correctly for the catalogue, and testing patron data.

The hard work paid off with Folio successfully going live at the end of January 2022. The changes for Library users were publicised on [Library Out Loud](#).

Library staff present and publish, nationally and internationally

Publications

Subject Librarians Katherine Chisholm, Carla Jeffrey, and Fiona Diesch collaborated with Dr Angela Feekery to publish an article in the *Journal of Information Literacy*:

Feekery, A., Chisholm, K., Jeffrey, C., & Diesch, F. (2021). Enhancing students' professional information literacy. *Journal of Information Literacy*, 15(2), 150-165. <https://doi.org/10.11645/15.2.2856>

New book co-authored by and dedicated to former staff member

Heather Lamond, the Assistant University Librarian – Client Services, until she passed away in March 2020, co-authored a new book which has been dedicated to her. Heather's particular interest and expertise was in information literacy teaching and support which is reflected in this new publication. More information on the book can be found [here](#).

Presentations

Kat Cuttriss, Associate University Librarian – Client Services, was one of three speakers in the May LIANZA TELSIG webinar, "Learning from the best: Facing adversity in tertiary librarianship." The recording can be viewed on the LIANZA YouTube Channel:

https://www.youtube.com/watch?v=Ux5AJB_7A88&ab_channel=lianzaNZ

In November, Tim Darlington, Associate University Librarian – Resources and Technology, gave a LIANZA webinar presentation on the Library's implementation of Folio. It can be viewed here:

<https://lianza.wildapricot.org/event-4485902>

LIANZA Conference participation

At the annual LIANZA Conference in November, Kat Cuttriss, Associate University Library – Client Services, and Sheeanda McKeagg, Manager, Information and Research Services and Kaihautū Maori and Pasifika, presented on “Mā tō rourou: Community engagement through a Māori lens.”

Kat Cuttriss also co-presented a workshop with Emma Chapman, AUT Library, on “Digital Dexterity: A framework for enabling essential digital literacies.”

Christine Harris, Manager – Distance and Document Supply and Mojgan Sadighi, Librarian – Service Point and Client Engagement, gave a presentation on “Our journey to a new resource sharing model.”

Electronic textbook webinar

Collections Manager Jo-Ann Cowie co-presented a webinar, hosted by LIANZA TELSIG, which discussed the various options for electronic textbooks, covering both purchase and subscription models, as well as the different platforms available.

Qualifications and awards

Elizabeth Sturrock, Subject Librarian, graduated in May with a Master of Information Studies (Library Science) from Victoria University of Wellington, with merit.

Joel Wood, Archives Assistant, graduated with a Bachelor of Applied Science in Information and Library Studies, from the Open Polytechnic of New Zealand.



Key Staff Arrivals and Farewells in 2021

Staff arrivals

- Nikki Jayne (NJ) was appointed Subject Librarian at Wellington.
- Herewini Moke was appointed Library Assistant in Collection Services at Manawatū.

Long serving staff farewells

- Fiona Paewai, Library Assistant at Manawatū, left the Library to take up a position in the PVC's Office, College of Humanities and Social Sciences.
- Jamie Sharpe, Library Assistant at Auckland, resigned after over 18 years with the Library.
- Amanda Curnow, Librarian with Digital Services, Manawatū, resigned to take up a new role with ITS after a twelve-month secondment period.
- Hao Zhang, Librarian – Service Point and Client Engagement at Auckland resigned. Her position was filled by Mojgan Sadighi, Librarian – Service Point and Client Engagement at Manawatū, who transferred to Auckland.
- Dawn McKenzie, Library Assistant at Manawatū, retired after 30 years.
- Anne van Brunt, Library Assistant at Manawatū, retired after 29 years.
- Rob Moorar, Library Technician at Manawatū, resigned after 14 years.

Heather Lamond's memorial tree has a new home

The commemorative kowhai tree planted for Heather Lamond in September last year had to be moved from its original position because of the upcoming building work. Staff were on hand to welcome the tree to its new spot at the back of the Manawatū Library.



Photo: Library staff at the replanting of Heather Lamond's memorial tree.

APPENDIX A – STATISTICS

	2021 Actual Amount \$	2021 Budget Amount\$	2020 Actual Amount \$	2020 Budget Amount\$	2019 Actual Amount \$	2019 Budget Amount\$
LIBRARY EXPENDITURE						
Operational Expenditure						
Salaries & Related Cost	5,995,522	4,120,332 ¹	5,966,503	5,365,441 ²	6,051,364	6,275,480
Asset Related Costs						
- Collections (Leased e-Journals & e-Books)	1,805,386	2,027,591	1,989,729	2,062,800	1,877,491	1,998,885
- Depreciation	7,877,536	7,837,741	7,617,485	7,636,833	7,348,863	7,450,079
- Other Costs	5,446	5,500	27,815	30,000	20,584	30,000
Other Direct Costs	509,482	478,356	441,222	526,633	527,006	767,899
Overhead/ Admin Recover	99,450	108,550	76,782	103,850	133,898	188,996
Allocated Charges (Infrastructure, IT & HR) ³	7,045,725	7,844,058	6,523,386	6,737,917	5,450,798	5,450,798
Total Operational Expenditure	23,338,547	22,422,128	22,642,922	22,463,474	21,410,004	22,162,137
Capital Expenditure						
Collections						
Printed Books	266,546	250,000	243,230	520,000	448,721	495,000
e-Books	2,655,452	2,620,000	2,423,981	2,435,000	2,473,422	2,780,000
Printed Journals	214,015	250,000	233,304	270,000	240,418	255,000
e-Journals	6,126,251	6,500,000	6,399,650	6,300,000	6,059,861	6,010,000
Sub-total Collections	9,262,264	9,620,000	9,300,165	9,525,000	9,222,422	9,540,000
Furniture & Equipment	126,271	130,600	198,927	195,806	136,640	137,800
TOTAL CAPITAL EXPENDITURE	9,388,535	9,750,600	9,499,092	9,720,806	9,359,062	9,677,800

1 includes savings target of \$1,995,471

2 includes savings target of \$867,349

3 Infrastructure, IT and HR charges were introduced in 2020

APPENDIX B – LIBRARY PROFILE

LIBRARY PROFILE	2021	2020	2019
Hours open per week⁴			
Semester			
Manawatū Library	101.5	101.5	101.5
Auckland Library	101	101	101
Wellington Library	92	92	92
Vacation			
Manawatū Library	55	55	55
Auckland Library	66	66	66
Wellington Library	55	55	55
Seating: Study places⁵			
Manawatū Library	955	926	926
Auckland Library	1,281	1,281	1,281
Wellington Library	344	344	344
Enquiries			
Reference	4,000	8,275	18,500
Directional	975	1,576	3,239
Computer/technical	4,742	6,177	9,663
Orientation and instruction			
Number of classes	412	527	527
Number attending (excludes asynchronous teaching)	8,140	10,387	11,069
Consultations	1,882	1,499	935

⁴ Hours open per week for 2021 and 2020 exclude covid related changes to hours

⁵ Seating: study places for 2021 and 2020 exclude covid related arrangements for social distancing

LIBRARY PROFILE (continued)	2021	2020	2019
Loans			
General collections	86,420	109,765	160,856
Reserve collection	1,204	1,977	5,616
Inter-campus services			
Books	3,485	4,036	5,796
Photocopied articles	114	74	122
Distance services			
Books loaned	21,597	23,015	32,091
Photocopied articles	2,237	493	461
Inter-library services			
Items supplied	4,076	3,393	6,327
Items received	3,851	1,141	2,974
Collections			
Current book titles – electronic	815,692	712,995	675,654
Current book titles – print	408,522	531,161	553,426
Current serials titles – electronic	96,541	92,262	95,356
Current serials titles – print	653	695	675
Current other information resource titles – electronic	60,302	47,375	47,355
Current other information resource titles	15,698	18,445	16,970
University Archives			
Total linear metres	1,897	1,863	1,845

Figures are totals of all campus libraries unless otherwise stated.



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**Cover image: Manawatū campus library staff
Harieta Ang and Kat Cuttriss celebrating
Gasav Ne Fāeag Rotuām Ta - Rotuman language week
May 2021.**

Photo by Ursula Clarke

library.massey.ac.nz