Library Annual Report 2014

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Institute Librarian

2,935 items were borrowed from the new library July – December, 2014

16,134 students visited the new library July-December, 2014
Library Mission

To provide access to the best resources and services that will support the teaching, learning and research goals of MIT

To provide assistance and instruction in finding, evaluating and using information, so that staff and students can develop the information literacy skills needed for lifelong learning
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Overview 2014

Library visits 245,134
Website visits 49,818

Class instruction sessions 263
Participants 4,796

Items issued 64,479
Online articles viewed 63,863

We answered 41,187 inquiries

Library sites open 147.25 hours per week
(October - November 153.5 hours per week)

$683,250 spent on resources

59,244 books owned

162,813 online resource subscriptions

One new library opened!

KEY:
Increase  Decrease
Library Highlights 2014

The successful opening of the new library at MIT Manukau in July 2014 was a major achievement. Approximately 3,500 business and IT library resources were relocated to the new site. With the support of the Faculty of Business & IT and by being extremely creative with library rosters we were able to open the library for 53.5 hours per week over the second semester of 2014. Library staff were very supportive despite this additional challenge made on their time and responsibilities. Feedback from students at the new site has been very positive.

Shelving has been reduced in the Main Library, Otara due to the shift of business and IT resources to the new library site and this was completed in time for the start of the new semester in February 2015.

The 2013 Student Satisfaction Survey highlighted a number of areas where the library could potentially make changes. Following the survey the library responded to the following student needs:

The need to create quiet and group study zones in the Main Library

We:
- Continued to promote use of the quiet zone (Level 4) & social / group study zone (Level 2)
- Increased the number of PCs on Level 4
- Added additional tables for group study work on Level 2

The need to be responsive to technology issues, to be proactive in identifying new resources and to increase the number of power outlets:

We:
- Worked with ICTS and improved wifi access across the Main Library
- Increased the number of power outlets and advertised their location (feedback from the 2014 Student Satisfaction survey no longer lists this as a problem)
- Are working with library laptop issues

The demand to have the Main Library open for longer hours, especially prior to exams:

We:
- Extended opening hours for 7 weeks in October and November by an additional 6 hours per week

To increase assistance with enquiries:

We:
- Investigated if we could increase assistance on Level 4, Main Library, however adding a third service point in the library proved to be impracticable at this time

- Improved guidance on our website and upgraded our Virtual Guide

The need to ensure that our signage is clear and that internal navigation is consistent and clear:

We:
- Evaluated library handouts and reduced the number on offer while ensuring that the information given was relevant and consistent across all library informational material
- We placed QR codes by print serials to guide users to their online equivalent

The 2014 Student Satisfaction Survey was run in September 2014 and results from that will identify ways in which to improve library services at all sites in 2015. Common themes are requests for longer opening hours, issues with printers and pay stations and more study space (especially at the new library in Manukau).
Library sites

**Main Library – S Block**
The number of visitors to the Main Library have remained constant over the 2014 year despite the relocation of the Faculty of Business and IT to MIT Manukau in July. The library collection was reorganised following the removal of most business and IT resources by physically shifting the entire collection and removing one row of shelving. The additional space created now offers the potential to create more individual student spaces and to increase the number of carrels. Additional group study tables have been provided on Levels 2.

**Creative Arts Library - Z Block**
The Video Collection was integrated with the Main Collection. This models the same layout as the Main Library and allows students and staff to find resources in the same location irrespective of format. The library was open Monday to Thursday (4 hours per day) with opening hours changed slightly to accommodate teaching classes in the library. A thorough review of this collection was carried out at the end of the year to ensure that the collection was current and relevant.

**Maritime Library – Commerce Street, Auckland City**
There are ongoing challenges with space for this collection as there is very limited room for growth. Library staff visit weekly and provide support however increasing staff hours would be desirable. The 300 pilot books integrated into the library have now been added to the library catalogue.

**MIT Manukau Library**
This new library opened successfully in July 2014 and over 16,000 visitors were recorded in the first six months of opening. Approximately 3,000 items were borrowed. Comments drawn from the Student Survey run by the Faculty as well as from the Library Survey indicate that students have appreciated having a subject specific library at the new location.

### Library Hours

<table>
<thead>
<tr>
<th>Library Hours</th>
<th>Main Library</th>
<th>Creative Arts Library</th>
<th>MIT Manukau Library</th>
<th>Maritime Library Library staff in attendance</th>
<th>Total library staff (FTE)</th>
<th>Total hours per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Opening Hours per week 2014</td>
<td>70 (76)*</td>
<td>16</td>
<td>53.5</td>
<td>7.75</td>
<td>20.48</td>
<td>147.25</td>
</tr>
<tr>
<td>Total Opening Hours per week 2013</td>
<td>70</td>
<td>20</td>
<td>0</td>
<td>7.75</td>
<td>20.48</td>
<td>97.5</td>
</tr>
<tr>
<td><strong>Online Resources</strong></td>
<td><strong>Accessible 24 / 7</strong></td>
<td></td>
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</tbody>
</table>

* The Main Library opened a further 6 hours per week over October and November prior to exams
Planned Developments 2015

**Student Group Room bookings online**
From the beginning of 2015 we will trial an online booking system for student Group Study Rooms. We anticipate that this will be popular with students who will no longer have to come to the Main Library and queue to make a booking.

**Ricoh Pay station**
The Ricoh pay station in the Main Library has been replaced and the new model should be much easier to use. The location of the pay station is now directly in front of the Issues Desk on Level 1 which will make the pay station much more visible for students and will also be much easier for library staff to assist with any problems.

**Restricted access to library late nights and weekends**
During the Main Library’s opening hours for late nights and weekends ID cards will be required for anyone wishing to enter the library. It is anticipated that this will provide greater security for library users. This will be trialled for the first semester.

**Snack food policy relaxed**
At student request we are relaxing the food policy to allow a greater range of snack foods to be consumed at all library sites. This decision will be reviewed should we face increased challenges with litter.

**Copyright Licensing New Zealand (CLNZ) Survey**
The library will be responsible for overseeing the Copyright NZ survey running in 2015. Manukau Institute of Technology has a license with CLNZ that allows us to include extracts from published works in compilations, course packs and study guides prepared for students. The survey identifies copyright owners of these extracts so that CLNZ can then distribute licensing fees to them.

**Library Management System**
Options for a new Library Management System (LMS) will continue to be explored as the current LMS (Voyager) will cease to be developed within the next five years. Work with other libraries in the ITP sector will continue in the identification in the best LMS for our needs.

**Student Library Satisfaction Survey 2014**
Final results from the 2014 survey will be analysed and used to enhance the quality of library service in 2015. The 2013 survey enabled the library to identify and then make quality changes. It is anticipated that the 2014 survey will have a similar result. Increased opening hours are still an issue, however the Main Library will open for longer hours towards the end of each semester (closer to exam and final assignment time) and this should help with student demand. This was trialled in October – November 2014 and was very popular.

**Website Review**
The Library website review identified a significant need to completely redesign the library website - to improve access to library resources and make the design more intuitive and easier to use. Although the website has had many minor adjustments over the years to improve the quality of access, the need for a complete overhaul is becoming pressing.
MIT Self Assessment, External Evaluation and Review (SAEER) - Library perspective

1. How well do students achieve?
   The library’s mission statement identifies our purpose to “support the teaching, learning and research goals of MIT”. Library resources and services must match the needs of the institute to ensure that students have the appropriate library resources and support to succeed.

   The library now supports four campuses with libraries based at Otara, (Main Library, S Block and Creative Arts Library, Z Block), the CBD (Maritime Library, Commerce Street) and the new Business and IT Library at Manukau. Subject Librarians also provide Information Literacy sessions at other distributed sites. Subject librarians work closely with the faculties to ensure that resources match the needs of students and staff.

   2014 statistics indicate that the physical sites are still extremely well used with a 6% increase in visits (245,134 visits in 2014 compared with 229,496 visits in 2013). Library website visits have also increased by 10% (55,641 in 2014 compared with 49,818 in 2013) and use of online full text articles via library databases also increased by 17% (63,863 in 2014 compared with 53,227 in 2013). These increases indicate that students, by using library resources, are recognising their value in contributing to academic success. The 2014 Student Satisfaction Survey question “Are library staff helpful?” results were very pleasing with: ‘Strongly agreed’ (58.14%, 175 replies) or ‘Agreed’ (33.89%, 102 replies) that Library staff were helpful.

2. What is the value of the outcomes for key stakeholders including students?
   Library resources support students’ academic success.

   Lecturers’ bookings of library Information Literacy sessions increased by 11% (263 sessions compared with 234 in 2013) and student numbers attending these sessions also increased (4,796 students compared with 4,209 in 2013). The increase in the number of bookings is an indicator that lecturers place a value on such sessions for their students. In the draft findings from the 2014 Student Satisfaction Survey 84.8% (164) of respondents found the classes helpful or very helpful.

3. How effective is the teaching?
   Library staff and resources must support teaching requirements.

   Subject Librarians are assigned to all faculties, working with academic staff in identifying the best library resources that will support teaching needs. New staff are advised of the range of library resources available and the range of information literacy sessions that can be organised for their students. The increased number of library sessions booked may be in response to how they have been promoted.

4. How well do programmes and activities match the needs of students and other stakeholders?
   Subject Librarians work collaboratively with all Faculties to ensure that the most appropriate print and online resources are provided for all programmes.

   Academic Centre Programme Development meetings are attended by Subject Librarians who work with the developers to advise of the range of library resources available and to identify where new resources are required (as listed in Appendix B). The 2013 MIT Service Centre Satisfaction Survey rated the library at 8.1/10 and it is anticipated that the next survey results (2015) will be similar.

5. How well are students guided and supported?
   The library is proactive with new developments to ensure that students have quality guidance and support.
The 2013 Student Satisfaction Survey identified where positive changes to library services could be made and the library was successful in implementing improvements in all most all areas (p.5). The 2014 survey asked if ‘Using the library (and its resources and services) has helped me achieve better grades in my studies’ 86.2% of the responses (255 answers) either Agreed or ‘Strongly agreed’ that the library had helped them achieve better grades.

6. How effective are governance and management in supporting educational achievement?
Service Level Agreements are current with all faculties and these have proved to be an effective mechanism for communication and improvement to library services. Library staff continue to be involved in a number of MIT committees (as listed below) providing both a library and institute perspective.
A professional focus is maintained by most library staff who have current membership and registration with LIANZA (Library and Information Association of New Zealand, Aotearoa).

<table>
<thead>
<tr>
<th>Library Staff Representation on MIT Committees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Board, Senior Leaders Group, SAER Committee</td>
</tr>
<tr>
<td>Collaborative Learning, Working Party</td>
</tr>
<tr>
<td>My Voice Survey Champion</td>
</tr>
<tr>
<td>Health and Safety Worksafe Group</td>
</tr>
<tr>
<td>Health &amp; Safety Steering Group, TIASA Union Representative</td>
</tr>
<tr>
<td>Programme Committee, Programme Development and Faculty and School staff meetings</td>
</tr>
<tr>
<td>TIASA Executive - Chair</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Library Staff Professional Membership</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALIANZA (Associate, Library and Information Association of New Zealand, Aotearoa)</td>
</tr>
<tr>
<td>ANZREG (Australia and New Zealand Regional eLibris Group) ITSig (Information Technology Library Special Interest Group) - LIANZA</td>
</tr>
<tr>
<td>HealthSig (Health Library Special Interest Group) LIANZA</td>
</tr>
<tr>
<td>LIANZA Hikuwai Regional Committee</td>
</tr>
<tr>
<td>Metro ITP Library Managers Group</td>
</tr>
<tr>
<td>Pasifika Information Management Network (Special Interest Group) - LIANZA</td>
</tr>
<tr>
<td>TelSig (Tertiary Library Special Interest Group) - LIANZA</td>
</tr>
</tbody>
</table>
Library Key Statistics

LIBRARY ACCESSIONS
- New Books

TOTAL LIBRARY RESOURCES
owned vs. subscribed
LIBRARY COLLECTION – OWNED

Books
(Print and e-books)

<table>
<thead>
<tr>
<th>Year</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>62,276</td>
</tr>
<tr>
<td>2013</td>
<td>68,491</td>
</tr>
<tr>
<td>2014</td>
<td>59,244</td>
</tr>
</tbody>
</table>

Videos/DVDs
(including owned eVideos)

<table>
<thead>
<tr>
<th>Year</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>3,441</td>
</tr>
<tr>
<td>2013</td>
<td>3,486</td>
</tr>
<tr>
<td>2014</td>
<td>3,057</td>
</tr>
</tbody>
</table>
LIBRARY COLLECTION – SUBSCRIBED

E-books access (added to catalogue)

- 2012: 66,187
- 2013: 77,158
- 2014: 82,965

Electronic serials (full text access)

- 2012: 83,580
- 2013: 62,203
- 2014: 71,870

Streamed media access (includes eTV and other video collections)

- 2012: 854
- 2013: 1,734
- 2014: 2,619

Online NZ standards accessed
In 2014, the library’s challenge was to manage with reduced budgets and also to open another site without increasing staff numbers. The library was successful, but it was with many thanks to library staff who took on extra duties with a positive attitude and a willingness and a belief in the value of library services.
## Appendix A

### Use of Library Services

<table>
<thead>
<tr>
<th>Service</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue of laptops</td>
<td>18,357</td>
<td>14,848</td>
<td>13,364</td>
</tr>
<tr>
<td>Total Issues (excluding laptops)</td>
<td>57,355</td>
<td>53,433</td>
<td>51,115</td>
</tr>
<tr>
<td>Database Full text articles accessed</td>
<td>52,750</td>
<td>53,227</td>
<td>63,863</td>
</tr>
<tr>
<td>EBL online books viewed or borrowed</td>
<td>2,900</td>
<td>4,890</td>
<td>3,247</td>
</tr>
<tr>
<td>Interlibrary* loans supplied to others</td>
<td>364</td>
<td>265</td>
<td>230</td>
</tr>
<tr>
<td>Interlibrary* loans requested for MIT</td>
<td>249</td>
<td>200</td>
<td>150</td>
</tr>
<tr>
<td>Total Enquiries</td>
<td>37,477</td>
<td>44,044</td>
<td>41,187</td>
</tr>
<tr>
<td>Information Literary Sessions</td>
<td>206</td>
<td>234</td>
<td>263</td>
</tr>
<tr>
<td>Information Literacy Participants</td>
<td>4,036</td>
<td>4,209</td>
<td>4,796</td>
</tr>
<tr>
<td>Number of visits (door counter) excluding MITM</td>
<td>238,215</td>
<td>229,496</td>
<td>229,000</td>
</tr>
<tr>
<td>Number of visits (door counter) including MIT Manukau Library</td>
<td></td>
<td></td>
<td>245,134</td>
</tr>
</tbody>
</table>

*Interlibrary loans are requests to and from other library systems, primarily within New Zealand. This downward trend is across the sector and is due to libraries increased access to online resources.*

### Statistics by Staff (FTE)

<table>
<thead>
<tr>
<th>Service</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues per FTE library staff:</td>
<td>3,771</td>
<td>3,334</td>
<td>3,148</td>
</tr>
<tr>
<td>Enquiries per FTE library staff:</td>
<td>1,866</td>
<td>2,151</td>
<td>2,011</td>
</tr>
<tr>
<td>Visits per FTE library staff</td>
<td>11,863</td>
<td>11,206</td>
<td>11,969</td>
</tr>
</tbody>
</table>
## Library Participation in the Programme Development process

| Faculty of Business | Bachelor of Applied Management Hospitality Management (Major) and Graduate Diploma  
|                     | Bachelor of Applied Management, Project Management (Major) and Graduate Diploma  
|                     | Bachelor of Applied Management: Tourism Management (Major)  
|                     | Graduate Diploma in Communication Management. Approved.  
|                     | Graduate Diploma in Tourism Management  
|                     | New Zealand Certificate in Tourism (Level 3) with strands in Visitor Experience, Tourism and Travel, and Aviation (Level 3). Complete.  
|                     | New Zealand Certificate in Travel (Level 4) |
| Faculty of Consumer Services | NZ Certificate in Accommodation (Level 3). Complete. |
| Faculty of Education and Social Sciences | Bachelor of Applied Social Work (Level 7) Kaitaia & Otara sites. |
| Faculty of Engineering and Trades | Certificate in Applied Technology with endorsements in Automotive and Autotronics Level 4. Complete.  
|                                   | Certificate in Automotive and Mechanical Engineering (CAME) Level 3 re-development. Did not proceed.  
|                                   | CPIT Diploma CAD Level 6  
| Faculty of Nursing and Health Studies | NZ Certificate in Pharmacy (Specialist Technician) (Level 6). Complete.  
|                                       | NZ Certificate in Public Health and Health Promotion. With Faculty.  
|                                       | Post Graduate Certificate in Health Management (Innovation and Management). With Faculty. |
During a five week period in the second semester of 2013, a survey was undertaken to gauge student satisfaction about current library services, both physical and online. The aim of the survey was to identify areas that required further investigation.

Overall students are very happy with the library and the services and resources offered. The range of resources held is considered good, library staff and computer assistants are helpful, our online presence is solid, and the physical library environment is welcoming and largely suitable for both group and individual study. Library staff will investigate issues raised in the survey.

The survey of 20 questions, four of which were comment based, was accessed through the library website and publicised through posters and bookmarks. The survey yielded 227 responses and although this was a low response rate it still gives evidence we are on the right track with our services, and our service levels.

The survey was skewed towards the main library and the results highlighted the following issues: noise levels in both Level 2 and Level 4 of the library, use of general (public) study spaces, space configurations, the number of (and type of) study spaces, opening hours, the inadequate number of power points, the speed and reliability of technology (including printers, laptops and PCs), signage, and assistance on Level 4 of the Library.

Key Recommendations:

- **Noise levels / Library spaces**
  - Investigate how the high use of technology (PCs, MFDs, laptops, owned devices, smartphones, and mobiles) in the physical library environment impact on library use.
  - Investigate the creation of “zones”, e.g. for quiet study, for group study, for “breakout” and socialising, for presentation preparation and practice.

- **Technology**
  - Ensure that all issues are dealt with promptly, and be proactive in identifying new services, equipment, software and hardware which would be of value to students.
  - Increase the number of strategically-placed power points in the library.

- **Opening Hours**
  - Investigate longer opening hours, particularly during exam times.

- **Assistance with enquiries**
  - Investigate the possibility of assistance on Level 4 of the library where the main library collections are held.

- **Signage**
  - Evaluate library signage to ensure that the Library is clearly identified as a destination and that internal navigation is consistent and clear.