

## Good Practice in Action

*Commendations from recent academic audits of New Zealand universities*

**Institution:** Massey University [www.massey.ac.nz](http://www.massey.ac.nz)  
**Audit:** Cycle 5, 2013 [www.aqa.ac.nz/masseycycle5](http://www.aqa.ac.nz/masseycycle5)

**Commendation:** The Panel commends the Library for continuing to provide the excellent level of service which earned it a commendation in the previous 2008 academic audit.

**Description of practice (extract from audit report, p 12):** The responsibilities and priorities of the Library's collection activity are governed by the Library's Collection Development Policy. Its service activity is described by the 2011 Service Standards document. The Library benchmarks itself via Insync surveys which in 2012 placed Massey University in the top 25% of those libraries surveyed in the benchmark group. The survey reported that five factors in the top 10 performance list related to library staff: their fairness, approachability and helpfulness, their availability to assist, their provision of accurate answers to enquiries, and the quality of face-to-face enquiry services. It is relevant that 44% of Massey University students surveyed rarely or never visited the (physical) Library; only 6.4% rarely or never accessed the Library online.

The Panel heard praise from staff and students on all campuses for library services and the mechanisms for ensuring books are provided from any campus, and from an Australian partner, in an efficient manner and at no additional cost to the user. Students described the Library and its services as "awesome", "excellent" and "very good". The Library invites student suggestions for improvement and posts its own feedback comments online.

**Related AQA Guideline Statement:** 1.5 Information resources [www.aqa.ac.nz/cycle5](http://www.aqa.ac.nz/cycle5)

### Links for further information:

- Massey University Library: [www.massey.ac.nz/massey/research/library/library\\_home.cfm](http://www.massey.ac.nz/massey/research/library/library_home.cfm)
- Library services for particular student or staff groups (e.g. undergraduates, postgraduates, distance learning, staff and researchers, alumni, visitors, disability services, international students, Māori services): [www.massey.ac.nz/massey/research/library/the-library-for/the-library-for\\_home.cfm](http://www.massey.ac.nz/massey/research/library/the-library-for/the-library-for_home.cfm)
- Massey University Library service standards:  
[www.massey.ac.nz/massey/fms/Library/Documents/Administration/servicestandards.pdf?92E75F92850A66C4E2D770E4E88E490E](http://www.massey.ac.nz/massey/fms/Library/Documents/Administration/servicestandards.pdf?92E75F92850A66C4E2D770E4E88E490E)

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