

LIBRARY
ANNUAL REPORT 1998

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INTRODUCTION - CHIEF LIBRARIAN



Dr. Grace Saw took up the position of Chief Librarian in February 1998. Prior to this appointment, Grace was the Business Librarian at the University of Western Australia. She has also worked at the libraries of the Queensland University of Technology, Northern Territory University, and the University of New England. She has extensive experience in library management, collection development, information literacy, combined with a strong background of involvement in the reference and information services section of the Australian Library and Information Association at the state and national levels.

RELEVANT INSTITUTE OUTCOMES

The activities of the Auckland Institute of Technology Library fall broadly within the following strategic areas:

- ◆ Providing staff and students with access to Library services and information resources (both physical and electronic) for teaching, learning and research
- ◆ Providing opportunities for staff and students to be competent in information literacy.

Within this framework, the Library's priorities for 1998 were defined in terms of the following:

- ◆ Supporting the basic teaching and learning programmes
- ◆ Providing access to database services online, through the Internet and CD-ROMs
- ◆ Meeting academic and research requirements through interloans.

Future priorities will be defined in terms of the following:

- ◆ Completion of the new Learning Centre by 2000
- ◆ Providing a hybrid library that contains both digital and print collections
- ◆ Navigating library users to the most useful sources, unlocking the knowledge and information contained in the vast regions of the information superhighway
- ◆ Providing a collection which will become more universally accessible through electronic means.

Chief Librarian's Report

1998 was a year of change and challenge for the Library. The change began in February with Dr Grace Saw taking over as Chief Librarian.

The challenge for the Library as it approaches the millennium, is that it is no longer a physical place which houses collections of printed material but is a client driven service which provides a gateway to information resources to an individual via their workstation. To help determine the future directions a Review of all the Library's services and activities were conducted by Dr Mary Bushing, Associate Professor of Information Resources Development at Montana University. The recommendations of the Review led to organisational structure changes being made in the Library. Services were also reviewed and streamlined for a more customer focused approach on both the campus libraries.

A new Management Team was established, comprising the Chief Librarian, the Associate Librarian (Client Services), the Associate Librarian (Information Systems), and the Associate Librarian (Policy and Planning).

The two campus libraries were restructured along functional lines across both campuses into a Client Services section. Staff within this section will now perform instructional services, information services, liaison services and lending services, and move between the two campuses as required.

Within the Information Systems section (previously Technical Services) three teams of Acquisitions, Cataloguing and Systems were formed by combining Serials with Acquisitions, and merging Processing with Cataloguing.

A substantial part of the year was spent on improving the communication and the consultative procedures with the 37 members of staff to obtain their input in helping shape and implement the future. For the first time, the staff were involved in a full day team building workshop.

In conjunction with the Review, the Library's vision and mission was defined and a Strategic Plan developed to set direction for the Library over the next five years.

The year also saw increases and growth with library membership by 31.42 % over 1997 figures, the capital budget for books had increased by 10% and the volume of library books increased by 11.27%. Access to electronic serial titles grew from 1200 to 1418 titles in 1998.

The enabling technology was provided by URiCA 6.0 library management computer system. A web access point was achieved for the ARCHIVE database through LOCAIT. In August, USMARC bibliographic records were downloaded from NZBN to the Library server. Institute staff were connected to receive library notifications electronically. This service will be extended to students in 1999. Fourteen new Pentium PCs were added in the Library.

The Library Homepage was on the top 50 homepages frequently visited at AIT. Sites containing electronic full text journals were added. Library policies were updated and made available electronically via the IntraNet.

The effect of the introduction of national interloan charging across tertiary institutions as introduced in mid 1997, saw a 23.47% decline in total items borrowed last year and a 0.8% decrease in overall items lent.

The external focus for the Library was in the area of participating with other Polytechnic Libraries in a consortium purchase of the ProQuest Direct databases. Meetings were held with librarians from four Queensland university libraries to gather data for the concept plans for AIT's new Learning Centre visits were also made to the National Library, Canterbury University, Otago University, Lincoln University and Waikato Polytechnic libraries in New Zealand. Meetings with librarians from Auckland tertiary libraries were held to explore potential avenues for co-operation for 1999.

Based on the achievements and advances made in 1998, the Library is looking forward to the next few years of consolidation of its activities and services and the construction of its new Learning Centre.

Dr Grace Saw
Chief Librarian

INFORMATION TECHNOLOGY

The Library continues to embrace new technologies to enhance its services, which are increasingly marketed through its homepage.

The Infofinder database, AIT's 'internet research library', which includes selected electronic resources organised in a way which is most useful to our clientele, was energised by the appointment of a Liaison Librarian (Electronic Resources) in December.

Access to periodical literature is being increasingly provided by site licenses to electronic databases. A consortial arrangement between the Polytechnic libraries and the suppliers of Proquest 5000 was negotiated which will provide clients with ready access to over 2200 full-text electronic journal titles.

Institute archival material became available on the catalogue.

The importing of electronic bibliographic records from the New Zealand Bibliographic Network began in August 1998.

Institute staff began receiving their overdue and reservation notices via email. This facility will be extended to students during 1999.

By year's end a self-check unit was installed on the Wellesley site for 1999 operation.

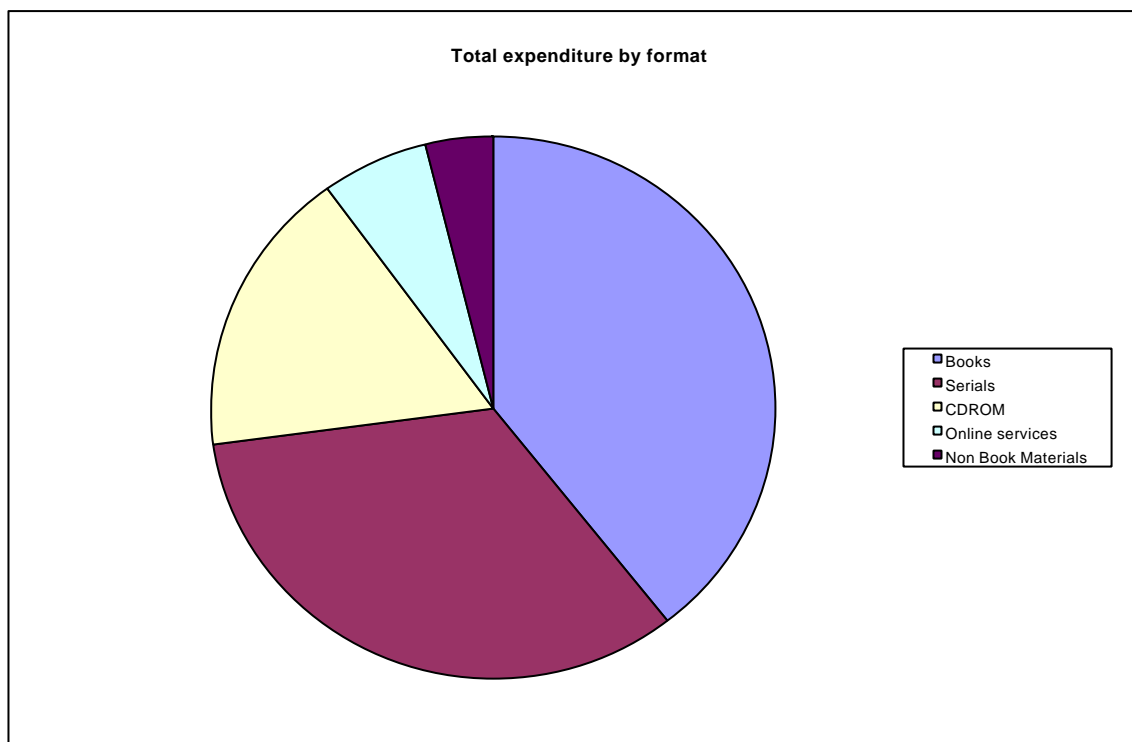
Fourteen leased PCs were updated to Pentiums.



Information Systems team, and Library Secretary

COLLECTION

\$1,095,948 was spent on resources: \$621,180 on serials, including eleven online services; and \$474,768 on monographs/non books, of which 6323 items were added to the collection.



The Library's acquisition rate for monographs increased by 66%.

One hundred and forty-six new print serials titles were added to the collection.

A key acquisition was the Maori Land Court Minute books for the Taitokerau. The Minute books for the Waikato-Maniapoto were expected early in 1999.

The liaison staff embarked upon a Library conspectus, with priority given to business, art and medicine.

NOTABLE ACQUISITIONS

The Library made the commitment to acquire Minutes of the Maori Land Court, in the first instance, for the areas of immediate relevance to Te Ara Poutama. Books for the Taitokerau were acquired in late 1998 with books for the Waikato-Maniopoto expected in early 1999. Focus for 1998 continuing into 1999 is on improving the print reference collection. The *Encyclopedia of the Middle East* (four volumes set), *Encyclopedia of Television* (three volumes), and *Encyclopedia of Interior Design* (two volumes) were acquired, as well as updating the language dictionaries collection.

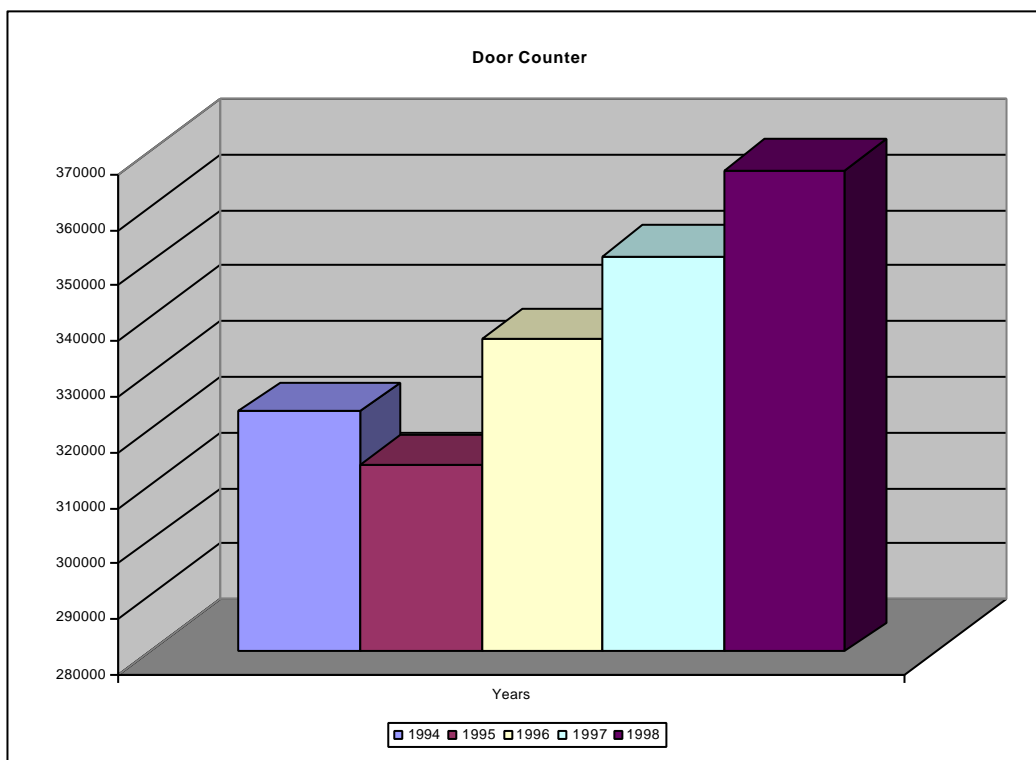
LENDING SERVICES

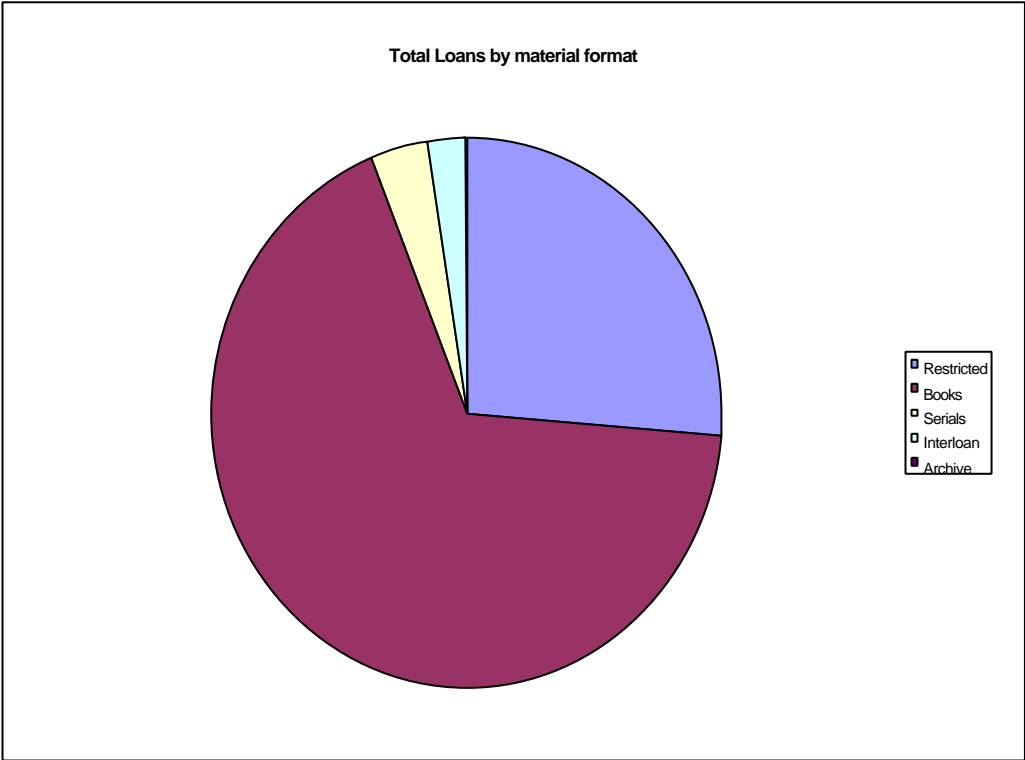
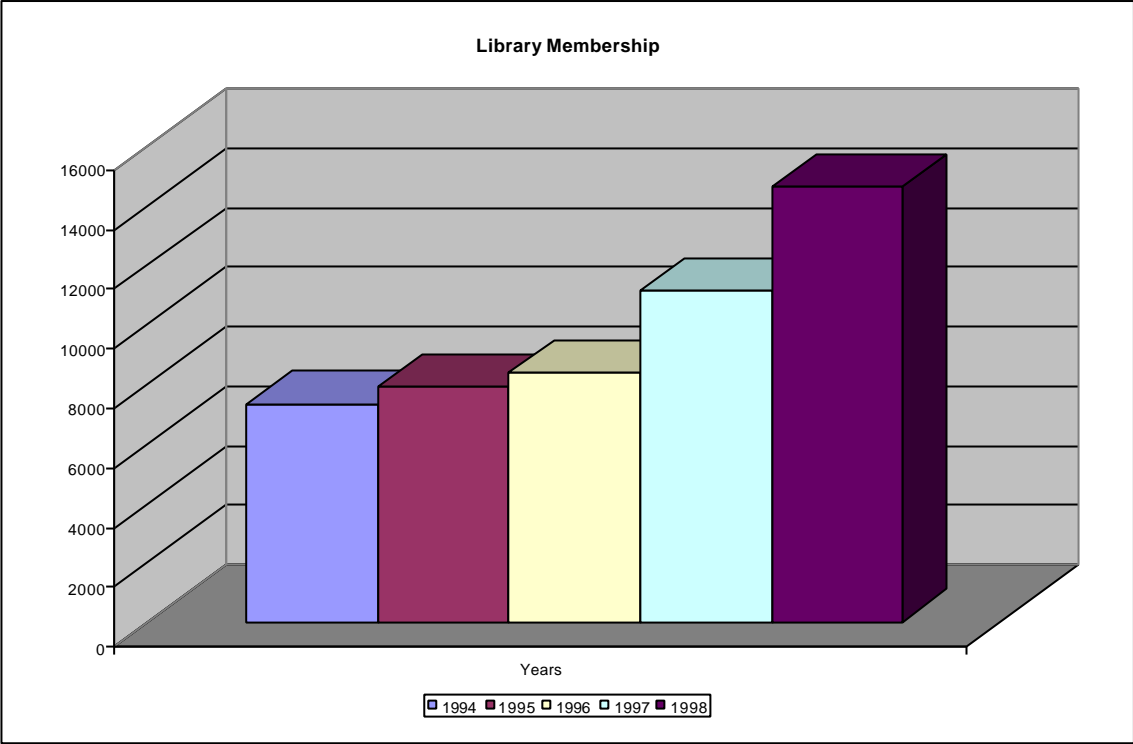


Lending Services team

Media Resources ceased to be a discrete section requiring extended servicing and was absorbed into the main collection. Loan and viewing facilities are now available in the Lending and Liaison areas.

Open shelf issues increased by 5%, but restricted issues decreased for the first time since figures have been kept, by 12%. This resulted in an overall increase in lending of 1%. The restricted issues decrease may be the result of changes in course requirements, and a more information literate clientele.





LIAISON SERVICES

The focus of “reference” staff widened to include formal liaison activities with faculty. Liaison librarians in partnership with faculty library representatives have responsibility for collection development of designated subject areas. This activity now constitutes 50% of their work.



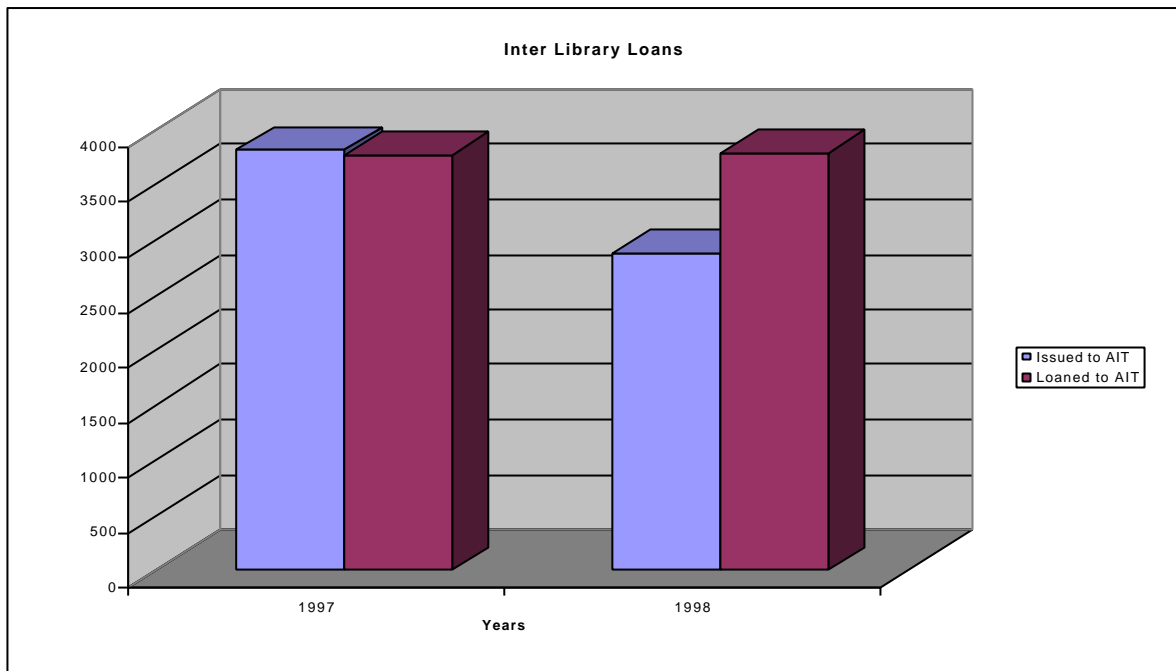
Liaison Librarians' team

Information Literacy

The new Instructional Services Librarian was involved in the development of research skills modules for students of Integrated Business Studies, and of Psychotherapy. There was also collaboration on student learning support with Te Tari Awhina. This will see pilot projects being trialed with more departments over the next twelve to twenty-four months.

Interloan

Interlibrary loan continued to be a ‘hot topic’ during 1998, in terms of our interloan rate and the impact of passing on charges to clients. The Akoranga Library experienced an increase in requests from AIT clients - the result of increased staff research - and a decline in the number of items issued to other libraries. Interloan requests declined on the Wellesley Campus probably as a result of charges being made back to Faculties. Overall, approximately 10% of Akoranga’s interloans and 13% of Wellesley’s incurred charges. The overall ratio of borrowing to lending was 3:2, with Wellesley 1:1 and Akoranga 3:2

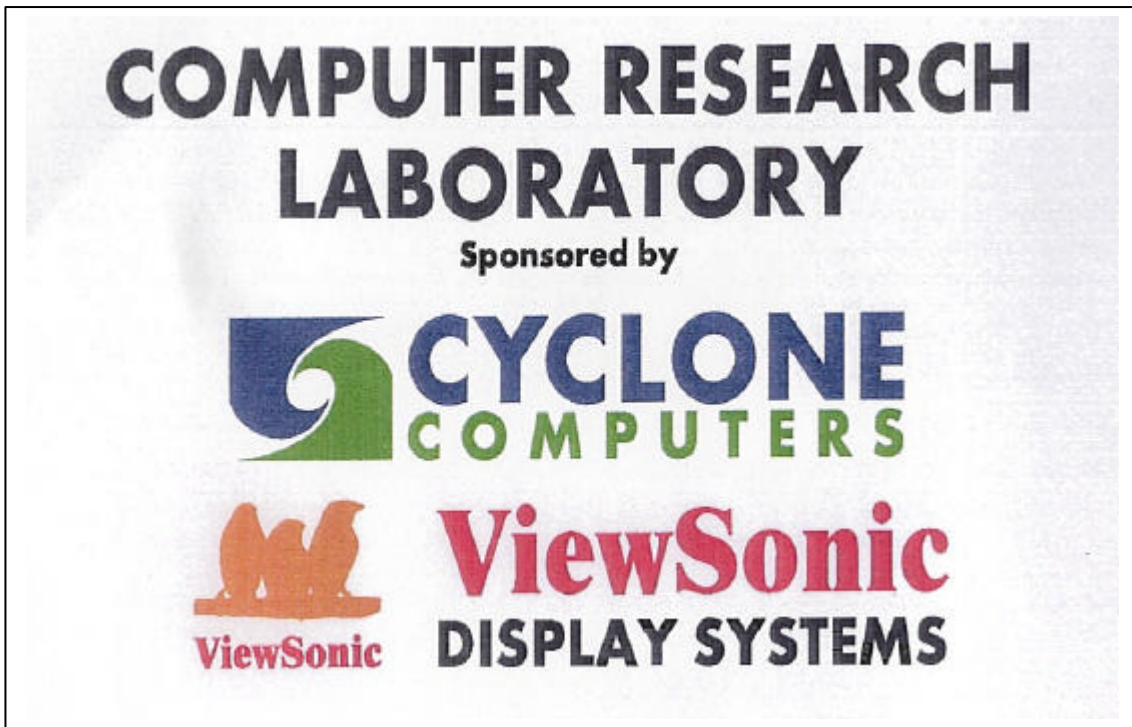


NEW FACILITIES

- A new computer research laboratory was established with 20 pentiums in the Library. The Institute acknowledged the generosity of Cyclone Computers and ViewSonic International Corporation. This facility is used by individual students, by external groups, and by library staff for teaching purposes.
 - Teaching area for library information literacy classes
 - Te Tari Awhina to provide student support services.



Computer Laboratory opening



Computer Research Laboratory

POLICIES AND PROJECTS

The new management framework has promoted the coordination of a process for considering topics of global Library policy and procedure. This process invites library-wide input, focuses on teamwork, seeks external advice, and obtains Library Management Team contribution and approval.

Policy documents once created are placed, with restricted access to Library staff, on the Library homepage.

A project was undertaken involving a major relocation of Library staff on the Wellesley site. This has resulted in improved space use for both staff and client.

A serials shelving project was commenced on the Wellesley site with the aim of improving the appearance, storage and retrieval of the serials collection.

NEW LEARNING CENTRE

Planning for a new Learning Centre on the Wellesley campus moved during the year from a concept development stage to a detailed design development stage after Council approval was given to the project. A comprehensive process of consultation with stakeholders and research into trends in library and information services within New Zealand and in Australia was undertaken by the project working group. The new facility will encourage the integration of new and traditional technologies, increase space for the Library's physical collection, study and research, and provide a central focus for scholarship and learning within the Institute.

Library management submissions also secured the present library building on the Akoranga campus as the site for future learning centre developments.



Plan of Learning Centre, sketch from C-Block – drawing courtesy of the Architects, JAXMAX.

INFORMATION RESOURCES BUDGET

The amount spent on acquisitions for the library collection was \$1,095,948. This was a 10% increase from 1997 figures. Of this \$50,000 was allocated for the purchase of accompanying equipment.

An Information Resources formula was developed for the allocation of the budget to the Faculties based on EFTs, postgraduate and research weightings. This will be introduced for the 1999 Information Resources budget.

FACILITIES MANAGEMENT

The new management framework has promoted more efficient co-ordination and operation of a facilities portfolio. This includes a systematic review and completion of Library maintenance and property matters; the delineation of minor capital works; and the improvement in facility functions.

Facilities management has involved widespread liaison with numerous Institute officers and contract personnel.

COMMUNICATION

Internal Staff Communication

The new management framework promoted actions to improve communication within the Library. Four issues of a new internal staff newsletter were produced during the year. Team briefings by the Chief Librarian to all staff were actioned each month. Minutes of all staff meetings, including the Library Management Team, were emailed to all staff. The Library's Policies and Procedures were made available on the Intranet.

Client communication

Systematic efforts to improve communication with our clients began in 1998. The Library homepage was used to make available information about Library services, Library staff and Library policies. The Institute Library Committee includes representatives from Faculties and the Student's Association, and the Chief Librarian continues to participate in Academic Board. Associate Librarians attended Faculty Board meetings and Liaison Librarians are increasing participation on Boards of Studies. New photoboards of Library staff generated much public interest. Next year will see the implementation of an electronic suggestions board.

THE NEW LIBRARY STRUCTURE

Following the Review in May, the Library began its programme of restructuring to streamline its provision and delivery of its services. By year end, the new management structure was in place to reflect the new service driven focus of the library.



From left to right - Heather Jenks (Associate Librarian, Information Systems), Dr Grace Saw (Chief Librarian), Barbara Taylor (Associate Librarian, Client Services)

STAFFING AND STAFF DEVELOPMENT

Title changes occurred in a number of positions following the Review:

Wellesley Campus Library Manager	Associate Librarian (Client Services)
Akoranga Campus Library Manager	Associate Librarian (Policy/Planning)
Technical Services Library Manager	Associate Librarian (Info. Systems)
Reference Librarian, Wellesley	Info. Resources/Services Librarian
Reference Librarian, Akoranga	Instructional Services Librarian
Assistant Librarians, Reference	Liaison Librarians
Assistant Librarian, Circ./Media	Assistant Librarian (Lending Services)
Library Assistants, Circulation/Media	Library Assistants (Lending)
Library Assistants, Technical Services	Library Assistants (Info. Systems)

The Review highlighted the need for new positions to lead the Library in the areas of information literacy and electronic resources. These positions have been effected.

Staff development plans are now included in staff performance appraisals:

- All library staff participated in a change management workshop
- Six staff attended the AIT Allied Staff Development Mini Conference
- The Chief Librarian and an Associate Librarian (Information Systems) attended the Digital Technology Conference
- Two associate librarians attended a management skills course
- One associate librarian attended equity conferences
- One associate librarian attended a Conspectus Workshop
- Two supervisory staff attended an Institute customer services workshop
- One liaison librarian attended an NZBN refresher course
- Three staff attended a marae-based mini-conference
- Two staff attended an ITG seminar
- NZLIA, ALIA attendance by the Chief Librarian
- Library management team and senior librarians attended the Polytechnic Librarians' Conference.

Congratulations to the following library staff for completing professional development:

- Serena Derrick - Masters in Library and Information Studies
- Josephine McElroy - Certificate in Tertiary Teaching
- Heather Morrell - completed the New Zealand Library Studies Certificate.

Pursuing professional development:

- Deidre Ashton –BA (Art History)
- Helen Beckingsale – Masters in Library and Information Studies
- Shannon Blaymires – Masters in Library and Information Studies
- Nancy Khaw – Institute of Administrative Management (Advanced Diploma)
- Heather Jenks –Masters of Applied Science (MApSC)
- Grace Saw –Masters of Business Administration (MBA)
- Helen Whiteman – Masters in Library and Information Studies.
- Robyn van Ee – Certificate of Business Computing (CBC).

Thanks

- To Shannon Blaymires, Paula Moros and Robyn van Ee, the library newsletter editorial team.
- To all supervisors, Ann McKillop and Robyn Ramage, Teresa Frazerhurst, Gail Lorie, Paula Moros and Kyla MacKenzie, for Staff Induction policy input.
- To Filomena Davies, Drew South and Andrew Stewart, the Leave policy team.
- To Josephine McElroy, Ann McKillop and Christine Hill, the Job Rotation policy team.
- To Christine Hill, Barbara Rauch, Bev Cornish and Robyn van Ee, the Partnership with Vendors team.
- To Carol Rea, Ann McKillop, Shannon Blaymires and Angela Westwick for their input into the Media Resources Working Party.
- To Robyn van Ee and Carol Rea for their input into the self-check unit.
- To all those staff who put time and effort into the Serials Shelving Project.
- To all staff who kept library services going without disruption during the 1998 period of restructuring and transition.



APPENDICES

Staff

- Appendix 1 AIT Library Structure
- Appendix 2 Library Management Structure
- Appendix 3 Library Staff 1998

Financial

- Appendix 4 Operating budget
- Appendix 5 Information Resources Budget

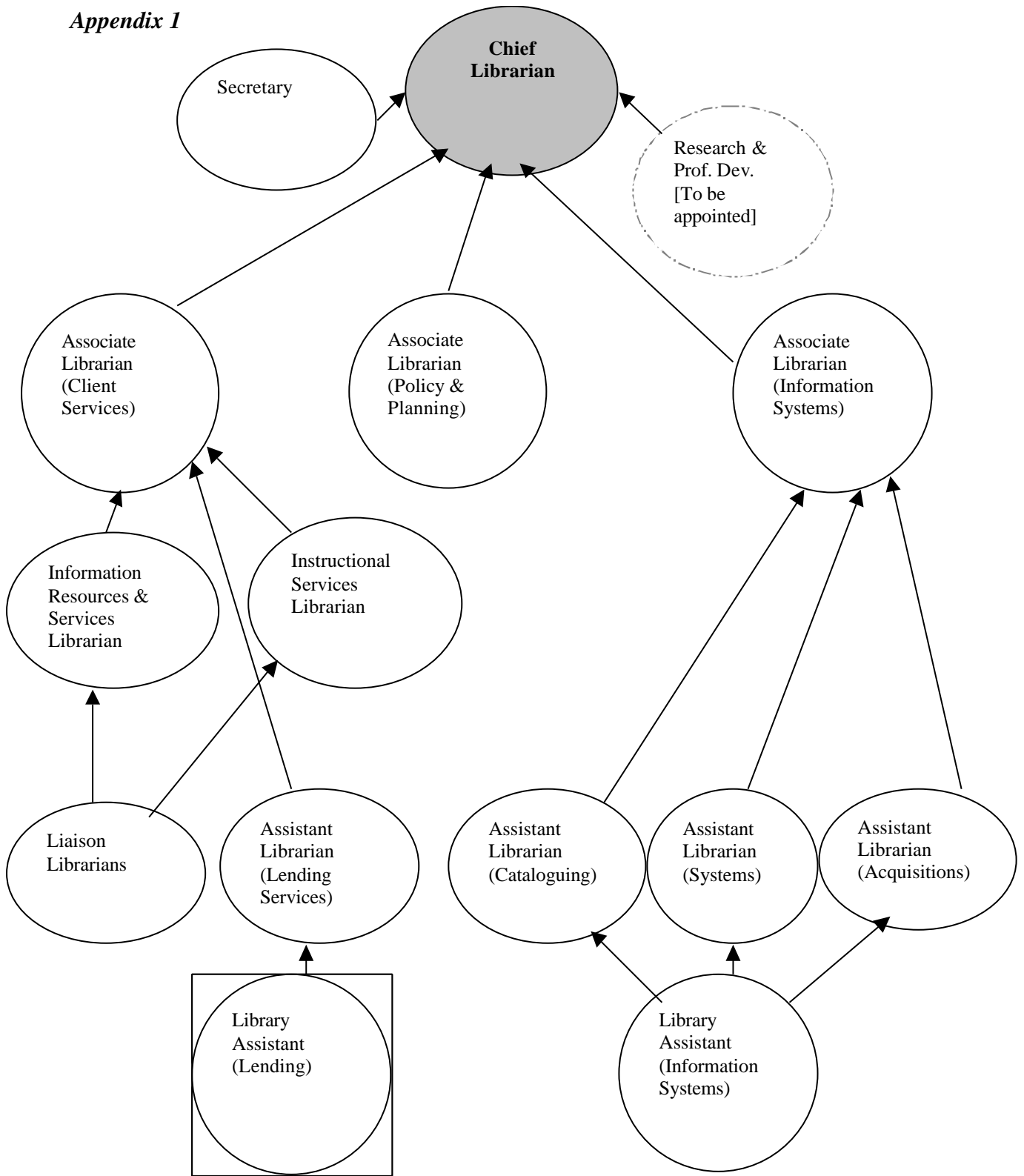
- Appendix 6 **Library Strategic Plan**

- Appendix 7 **Institute Library Advisory Committee
(Terms of Reference)**



**Limestone sculpture by Iosefa Leo, donated to the
Library by Jonathan Blakeman**

Appendix 1



AIT Library Structure

Appendix 2

Library Management Structure

Chief Librarian
Grace Saw

Public Relations
Market Research
Strategic Planning

Communications strategies
Management
Staff development

Publications
Administration
Library budget

Associate Librarian, Client Services
Barbara Taylor

Collection Development
Policy & implementation
Client Services

Selection and deselection
of resources
Information Resource allocation
Collection management

Section budgets
Management of
branch libraries

Associate Librarian, Information Systems
Heather Jenks

Planning, management
Support of Library IT
Section budgets

Information resource expenditure
and reporting
Partnership with vendors

Bibliographic
services
Electronic resource
delivery

Associate Librarian, Policy and Planning
Rod Sach

Policy and Planning
Facilities management

Occupational health
and safety

Security
Equity issues

Appendix 3

Library Staff 1998

Administration

Chief Librarian

G E H. Saw, PhD, G Dip Lib & Info Sc, Dip Bus Admin, BA (Hons), AALIA

Secretary

N Khaw

Associate Librarian (Policy and Planning)

R J Sach, MA (Hons), Dip.N.Z.L.S.

Client Services

Associate Librarian (Client Services)

B A Taylor, BA, Dip.N.Z.L.S.

Instructional Services Librarian

F M Davies, N.Z.L.S.C., C.A.T., C.C.S.

Information Resources & Services Librarian

J F Powell, MA, Dip Lib, C.A.T.

Liaison Librarians

D L Jarvis B.A., Grad. Dip. Lib.

AG South M.Soc.Sci (Hons), Dip. Lib.

J M McElroy N.Z.L.S.C.

H J Adams M.A., N.Z.L.A.C. ³

D J Ashton N.Z.L.A.C.

M Simmonds B.A., Dip.Lib., C.A.T.

R A J Stewart B.Com., B.A., N.Z.L.S.C.

A K McKillop M.A., Dip.Tchg ¹

R Lott B.Sc., MLIS, CBC

S Ghahreman B.A., N.Z.L.S.C.

R Ramage Phd (Chem), MSC (Info Sci), Dip Bus (PMER) ¹

Assistant Librarian, Circulation/Media

C A Rea N.Z.L.A.C.

Library Assistants

F Leaf

L B Drew M.A. (Hons)

S M Blaymires B.A.

P Moros M.A. (Hons)

K Mackenzie B.A.

P Gilliver B.A.
S Ryder M.Sc.(Hons)
T Fraserhurst B.A.
J Q Li B.Sc., N.Z. Dip.Bus. ³
H M Beckingsale B.A., Dip.Ed, Dip. Teaching, M.A. (Hons) ¹
K J McKinnon B.A., Dip. Teaching ³
A Y Sinisa ¹
K Seccombe ¹
M M Nui ^{1,3}
A J Greenaway B.A.¹
T L Dodampegamage ¹
S Mose ¹
A M De Boni ^{1,3}

Information Systems

Associate Librarian (Information Systems)

H D Jenks B.A., Grad.Dip.Lib., A.A.L.I.A.

Assistant Librarian, Acquisitions

B J Rauch B.A., Dip. Lib.

J R Graham B.A., T.T.C., N.Z.L.S.C. ³

Assistant Librarian, Cataloguing

C M Hill N.Z.L.A.C.

L M Smith B.A., Dip. Lib. ³

S M Van Alphen B.A., Dip.Lib. ^{1,3}

A M Westwick B.A. (Lib) ^{1,3}

Assistant Librarian, Systems

R H van Ee B.A., N.Z.L.A.C.

Library Assistant

S M Derrick B.Sc. , MLIS ³

H C Morrell B.A. N.Z.L.S.C ³

M Sutton B. Plan (Hons)

G Lorier B. Plan (Hons)

N Carman B.A. ³

V Lalanabaravi

V L Ward N.Z.L.S.C ²

B Cornish B.H.Sc., Dip.Tchg.

H J Whiteman B.A.

H Chen

J Heard ¹

A M De Boni ³

¹ Part time ² On Leave ³ Resigned

Appendix 4

Library Operations Budget 1998

Account name	Budget (\$)
Advertising - staff	900.00
Publicity and Marketing	1,500.00
Computers	79,759.00
Depreciation	548,000.00
Printing and copying	10,000.00
Stationery and office expenses	29,000.00
Software	1,720.00
Leasing	59,465.00
R & M computers	2,308.00
Internet charges	6,200.00
R & M equipment and furnishings	2,000.00
Salaries	1,419,000.00
Staff development	21,298.00
Telephone and fax	14,400.00
Travelling expenses	3,200.00
Catering	850.00
Postage	10,500.00
Miscellaneous	900.00

\$ 2,211,000.00

Appendix 5

Summary of Department Expenditure 1998

	Serials	Books & Non-books	Total amount spent by each Faculty
Arts Faculty			
Art & Design	12,572.63	44,892.19	
Communication Studies	31,005.54	21,036.30	
Printing	7,223.55	634.94	
Hotel & Restaurant Studies	14,124.32	20,853.90	
Fashion Technology	4,656.01	5,883.12	
Social Sciences	34,931.82	21,363.20	
Languages	3,625.00	11,338.90	
Centre for Professional Development	2,547.73	2,389.49	
Combined	2080.01	0.00	
Total	\$ 112,766.61	\$128,392.04	\$ 241,158.65
Business Faculty			
Accountancy and Finance	22,746.00	10,328.54	
Computing	3,707.77	15,121.73	
Integrated Business Studies	4,041.39	20,626.59	
Marketing & Advertising	15,184.62	20,834.87	
Law	67,058.70	1,713.15	
Management & Employment	7,255.04	15,153.23	
Economics	5,141.91	7,304.30	
Travel & tourism	2,618.08	3,890.24	
Combined	69,764.37	203.18	
Total	\$ 197,517.88	\$ 95,175.83	\$ 292,693.71
Health Faculty			
Sport & Health Sciences	13,612.75	7,545.77	
Nursing & Midwifery	26,765.01	22,066.42	
Occupational Therapy	5,288.24	8,756.63	
Physiotherapy	18,536.93	12,077.81	
Community & Health Services	2,111.31	3,725.85	
Psychotherapy & Applied Psyc.	4,584.00	9,042.09	
Combined	46,015.98	22,756.56	
Total	\$ 116,914.22	\$ 85,971.13	\$ 202,885.35
Science and Engineering			
Applied maths	150.00	3540.45	
Electrotechnology	7,836.13	25,083.65	
Mech & Prod	5,116.05	20,010.85	
Research	0.00	0.00	
Applied Science	28,613.17	35,257.33	
Combined	18,098.02	0.00	
Total	\$ 59,813.37	\$ 83,892.28	\$ 143,705.65

Te Ara Poutama

Link/TOPS	-6.13	0.00	
Maori Business	48,611.62	2860.37	
Maori Art & Design	86.99	0.00	
Maori Education	106.68	0.00	
Maori Health	0	0.00	
Maori Studies (Language)	210.57	0.00	
Performing Arts	0.00	0.00	
Social Work	434.16	0.00	
Maori Travel & Tourism	37.74	0.00	
Combined	24.85	0	
Total	\$ 49,506.48	\$ 2,860.37	\$ 52,366.85

Library

Library	28,558.53	20,775.21	
Library Reference(includes CD-ROM's)	3,230.56	66,795.17	
Library Technical Services	41.26	43,737.07	
Total	\$ 31,830.35	\$131,307.45	\$ 163,137.80 \$1,095,948.01

Summary of expenditure of Information Resources Budget**Total expenditure by faculty**

	1998	1998	1997	1997
Faculty	Library items	Special grants	Library items	Special grants
Arts	\$ 241,158.65		\$ 175,936.62	
Business	\$ 292,693.71		\$ 190,151.08	
Health Sciences	\$ 202,885.35	\$ 669.79	\$ 110,634.18	\$9,446.20
Science & Engineering	\$ 143,705.65		\$ 86,123.25	
Te Ara Poutama	\$ 52,366.85		\$ 9,136.62	
Library	\$ 163,137.80		\$ 76,509.30	
Total	\$1,095,948.01		\$ 648,491.05	

Total expenditure by type of material

	Expenditure	Number	Average
Books	\$ 433,200.17	6053	\$ 71.56
Serials	\$ 364,773.30	1111	\$ 328.32
CDROM	\$ 187,274.12	34	\$ 5,508.62
Online services	\$ 69,132.48	11	\$ 6,284.77
Non Book Materials	\$ 41,567.94	270	\$ 153.95
Totals	\$1,095,948.01	7479	\$ 181.02

Library Membership					
Years	1994	1995	1996	1997	1998
Wellesley					
Staff	616	604	583		560
Student	4384	4612	5043		9778
Outside borrowers	22	3	1		0
Inter-library loan	160	165	141		272
Sub-total	5182	5384	5768		10610
Akoranga					
Staff	243	277	269		235
Student	1901	2217	2291		3730
Outside borrowers	0	22	24		43
Inter-library loan					
Sub-total	2144	2516	2584		4008
Total	7326	7900	8352	11123	14618
	7%	7%	5%	25%	24%

Door counter					
Wellesley	163082	158017	183495	197234	213410
Akoranga	160133	155768	152721	154019	153255
Total	323215	313785	336216	351253	366665
	8%	-3%	7%	4%	4%

Lending Services Statistics

	Years	1994	1995	1996	1997	1998
Books						
Wellesley						
	Student	40581	42490	63812	97970	107504
	Staff	11204	10191	12603	18607	24161
	Sub-total	51785	52681	76415	116577	131665
Akoranga						
	Student	32718	33122	39332	47482	53714
	Staff	6754	5702	5659	5849	5759
	Sub-total	39472	38824	44991	53331	59473
Total		91257	91505	121406	169908	191138
		19%	0.3%	25%	29%	12%
Serials						
Wellesley						
	Student	0	0	0	0	0
	Staff	6343	7145	8101	8908	8326
	Sub-total	6343	7145	8101	8908	8326
Akoranga						
	Student	0	0	0	0	0
	Staff	5193	5110	2327	2513	1961
	Sub-total	5193	5110	2327	2513	1961
Total		11536	12255	10428	11421	10287
Restricted Loan						
Wellesley						
	Desk copies	16949	20351	24657	30590	26697
	Exam papers	5465	5913	4757	5562	4502
	Video recordings	10882	12328	12768	14398	9489
	Non-book materials	2550	5914	10091	10353	6943
	Cassette players	25	46	114	119	160
	Sub-total	22414	26264	29414	61022	47791
Akoranga						
	Desk copies	23015	30147	26149	27430	25353
	Exam papers	3052	3394	2985	1362	707
	Video recordings	1390	1463	1108	973	945
	Non-book materials	133	162	237	326	281
	Sub-total	26067	33541	29134	30091	27286
Total		48481	59805	58548	91113	75077
		36%	19%	-2%	36%	-21%
Total Loans						
	Restricted	14980	19913	24318	91113	75077
	Books	91257	91505	121406	169908	191138
	Serials	11536	12255	10428	11421	10287
	Interloan	5606	6153	7467	7593	6673
	Archive	224	412	469	637	384
Total		123603	130238	164088	280672	283559
			5%	26%	42%	1%

Information Services Enquiries						
Years		1994	1995	1996	1997	1998
Wellesley	Reference	6739	7673	6385	6269	4945
	Other	7470	7109	6975	8677	5899
	Sub-total	14209	14782	13360	14946	10844
Akoranga	Reference	1908	1981	1625	2114	3596
	Other	8836	6021	9274	9113	8107
	Sub-total	10744	8002	10899	11227	11703
Total		24953	22784	24259	26173	22547
		30%	-10%	6%	7%	-16%

Information Services Statistics						
Years		1994	1995	1996	1997	1998
Database searches						
Wellesley	On-line searches	13	48	172	50	3
	On-line demonstrations					
	NZBN searches	24	254	75	64	36
Akoranga	On-line searches	1	10	26	38	28
	On-line demonstrations					
	NZBN searches	278	131	66	40	52
Total		316	443	339	192	119

Instruction in library use						
Wellesley	Group instruction	481	418	338	401	418
	Individual OPAC instruction	1738	1235	864	975	1673
	Individual CD-ROM instruction	1257	1496	2294	1944	2434
	Other reference tools	1909	1743	2081	1756	2590
	PC assistance	640	564	9	0	0
	Total		6025	5456	5586	5076
Akoranga	Group instruction	384	249	445	736	203
	Individual OPAC instruction	525	618	428	523	1079
	Individual CD-ROM instruction	967	1678	4050	3405	4099
	Other reference tools	1731	2454	3305	2458	2111
	PC assistance	0	0	0	0	0
	Total		3607	4999	8228	7122
Library total		9632	10455	13814	12198	14607
		13%	8%	24%	-13%	16%

Inter Library Loan Statistics

Years	1994	1995	1996	1997	1998
Wellesley Loaned to AIT	1663	1612	1690	1973	1073
Issued to other libraries	1300	1524	1491	1872	1137
Sub-total	2963	3136	3181	3845	2210
Akoranga Loaned to AIT	1174	1375	2523	1801	2712
Issued to other libraries	1469	1642	1763	1947	1751
Sub-total	2643	3017	4286	3748	4463
Total	5606	6153	7467	7593	6673
	25%	9%	18%	2%	-14%
Wellesley Request from other libraries	3870	4354	4401	2345	1411
Items received from other libraries	2692	3131	3254	1973	1003
Akoranga Request from other libraries	2820	4041	4796	2496	2242
Items received from other libraries	2745	2959	4213	1801	1741
Total interloan transactions	12127	14485	16664	8615	6397

Archive

	1994	1995	1996	1997	1998
Loans	224	412	469	637	384
Enquiries	196	361	158	301	311
Linear metres	463	583	583	480	510

Information Systems Statistics

NZBN bibliographic record transfer	3077
Items Catalogued	
Books	5233
Non-book	226
Serials	149
Serials CD-Rom	3

Withdrawals						
	Years	1994	1995	1996	1997	1998
Wellesley						
	Books	555	4191	1963	347	308
	CD-Rom discs	127	92	125	77	28
	Serials - volumes	294	515	551	1011	55
	Microforms	118	316	330	56	112
	Non-book materials	26	829	5	20	674
	Sub-total	1120	5943	2974	1511	1177
Akoranga						
	Books	162	4384	3616	882	39
	CD-Rom discs	15	3	32	27	9
	Serials - volumes	123	390	380	241	6
	Microforms	79	0	70	228	32
	Non-book materials	2	0	0	18	2
	Sub-total	381	4777	4098	1396	88
Total		1501	10720	7072	2907	1265
Transfers						
Wellesley to Akoranga						
	Books	12	2	8	18	19
	Serials - volumes	73	40	74	70	30
	Non-book materials	5	0	0	0	0
Akoranga to Wellesley						
	Books	197	32	0	80	0
	Serials - volumes	5	9	5	0	0
	Non-book materials	2	1	0	0	0
Wellesley to stack						
	Books	11	0	27	0	0
	Serials - volumes	40	27	0	21	0
Akoranga to stack						
	Books	2	0	0	0	0
	Serials - volumes	42	2	7	6	0
Wellesley monographs to serials						
			19	211	7	2
Akoranga monographs to serials						
			5	0	0	11
Library to Archive						
		225	3	18	2	12
Total transfers		524	98	268	116	74

Auckland Institute of Technology

Library – Strategic Plan – 1999 and into the millennium

Vision: The Library provides the gateway to information that supports AIT's teaching, learning and research.

Mission: The Library will meet the information and service needs of AIT's teaching, learning and research requirements in partnership with staff and students.

Objective: To develop the Library as the centre that supports the information needs of AIT linking with the community locally, regionally and nationally.

Current Scenario

Currently, the Library's collection supports the basic teaching and learning programmes of the Institute.

Access is provided to database services online, through the Internet and CD-ROMs which provide coverage to complement information sources not readily available in print format.

Academic and research requirements are usually met through Interloans.

FUTURE SCENARIO

The next step for library of the future will be a hybrid institute that contains both digital and book collections.

The librarian will be a "navigator" who will guide library users to the most useful sources, unlocking the knowledge and information contained in the vast annals of the information superhighway.

There will also come a time when one library's collection will, because of electronic capabilities, become everyone's collection.

Goals:

TO PROVIDE ENHANCED SERVICES

Library's clients will have a number of new and enhanced services available to them.

- Open access reserve collection, some materials are available in digital format.
- Computer laboratories will expand and start to replace reading rooms.
- Document delivery services will evolve and extend. Requests can be made by phone or electronic mail or clients can go direct to commercial information providers or other libraries.
- Continual assessment of the relevance of Library's services to clients.
- Value-added service where information is analysed and disseminated to suit our clients' needs at a fee for service charge.

TO MAXIMISE THE USE OF LIBRARY AUTOMATION

- Partnership with vendors: Ordering will take place directly with suppliers.
- The Library will do minimum original cataloguing. Cataloguing staff will work on enhancing the information database to meet users' needs.
- The Library's system also provides direct access to the catalogues of other libraries, abstract and indexing services and full-text databases.
- Serial indexes become linked to the Library's own serial holdings.
- Provide electronic access to materials in the Reserve Collection.
- Examine innovative use of new technology through greater connectivity which will increase resource sharing opportunities to users on campus and distant locations.
- Investigate new library management system.

TO ENHANCE THE LIBRARY'S ELECTRONIC AND MATERIALS COLLECTIONS

In order to achieve the role as the knowledge centre integrated with technology, the library will:

- Develop a comprehensive coverage for basic texts and serials used in teaching
- Build a collection to support new programmes at 7000 and 8000 levels
- Build a collection to support the research and development direction of AIT

To enhance the library's resources and electronic materials...continued

- Provide subscriptions to access one full-text electronic database coverage for at least one each per faculty
- Collaborate with other tertiary libraries to increase and enhance information access.

TO MONITOR AND IMPLEMENT RELEVANT DEVELOPING TRENDS

- Users will interact directly with automated system for service delivery through patron self-checking.
- Professional effort will be devoted to develop
 - 1) enhanced co-operative systems that allow users to interact with information database appropriately
 - 2) teaching/learning programs to enhance skills for information literacy and life-long learning.
- Liaison Librarians will assist academics with using the Internet and develop procedures for organising and cataloguing information available on the Internet.
- Develop partnerships with teaching faculty to enhance the learning environment for all students.

TO ENSURE THAT THE LIBRARY IS A GATEWAY FOR ACCESS

- The Library will become a gateway for access to electronic resources.
- The Library will need to re-direct efforts due to rising cost, diminishing paper resources and difficulties in providing storage for large book collections.
- Fewer print serial titles will be received, instead electronic access is increased.
- There will be national and regional agreements and collaboration of titles.
- Increase in electronic publishing will contribute to decline in sales of print journals.
- Library will negotiate which services are available as core library services and which are user pay services.
- Time will be spent on dealing and negotiating with copyright and licensing agreements.

To ensure that the library is a gateway for access ...continued

- Users will be able to access library and information gateways from their office or home computing facilities.
- Students may be able to reserve items, extend loans, renew books and request inter-campus loans from their PCs from home.

TO PROVIDE A STRONG COMMITMENT TO STAFF DEVELOPMENT AND TRAINING

- Develop a library staff training and development plan.
- Maintain the expertise of well trained staff.
- Recruit high calibre staff.
- Provide equity in training and development.
- Build self-directed work teams.
- Review performance measures.

TO FOCUS ON LIBRARY MARKETING AND PROMOTIONS

- Effective marketing of library services within AIT.
- Co-operation and collaboration with other libraries.
- Create and promote a new library image.

LIBRARY VALUES

OUR SERVICE COMMITMENTS

- Provide enhance library services.
- Access to electronic information.
- Provide accurate and helpful information to library services and resources.
- Continuously develop and maintain relevant collections.
- Equitable access to materials in high demand.

Library values: our service commitments...continued

- Provide sufficient study areas.
- Ensure that access is available to collections by having well maintained, accurate and accessible materials.
- Provide information skills training.
- Provide access to remotely held items.
- Responsive and courteous staff.
- Provide linkage to other libraries and institutions.

EFFICIENCIES FOR 1999 TO CONTINUE THROUGH

- Developing partnerships with vendors.
- E-mailing of overdues (save postages, handling) electronically wherever possible.
- Student shelving.
- Patron self-service activities.
- Information literacy integration into curriculum – pilot one per Faculty.
- Open Access Reserve – staff time saved.

EXPANDED/NEW AREAS AND SERVICES

- Information Literacy expansion in this area.
- Collection Development Policy.
- Internet Instruction to teaching staff.
- Academic liaison.
- Quality information retrieval/advice.
- More web-based interactive designs.
- Library publicity and promotions campaign.

Expanded/New Areas and Services...continued

- Collaboration with other libraries.
- Library staff involvement in NZLIA Conference.
- Library staff input in development of new Learning Centre.
- Value-added services.
- Fee for service establishment.
- Client service charter.
- Benchmarking and TQM practices applied in selected areas.

Dr Grace Saw
Chief Librarian

DATE: 19 OCTOBER 1998

Appendix 7

AUCKLAND INSTITUTE OF TECHNOLOGY

Te Whare Takiura O Tamaki Makau Rau

INSTITUTE LIBRARY ADVISORY COMMITTEE
Sub-Committee of the Academic Board

The Committee is now known as the Institute Library Advisory Committee.

THE TERMS OF REFERENCE

The Institute Library Advisory Committee shall advise and make recommendations to the Academic Board on all significant Library policy issues relating to the provision of services to the Institute's staff and students in support of the functions of teaching, learning and research. In doing so, it shall give due consideration to approved Institute and Faculty objectives and priorities as set out in the strategic plans.

CHAIR

The Institute Library Advisory Committee will be chaired by the Chief Librarian.

MEMBERSHIP OF THE COMMITTEE

Dr Grace Saw (Chairperson)	-	Library
David Brook	-	Academic Directorate
Wendy Bussen	-	Information Services
Dr Ron Holt	-	Arts & Te Ara Poutama
Ineke Kranenburg	-	Faculty of Business
Heather Jenks	-	Library (Nominee from the Chief Librarian)
David Penney	-	ATISA
Keith Ufton	-	Science & Engineering
Andrea Vujnovich	-	Health Studies

TERM OF MEMBERSHIP

The term of the membership is for two years.

