



**AUT**

UNIVERSITY

**LIBRARY**  
ANNUAL REPORT

**09**



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## **GLOSSARY**

CAUL - Council of Australian University Librarians

CEIRC - CAUL Electronic Information Resources Committee

CONZUL - Council of New Zealand University Librarians

CONZULAC - Council of NZ University Librarians' Acquisitions Consortium

IATUL - International Association of Technological and Scientific University Librarians

LATN - Libraries of the Australian Technology Network

LCoNZ - Library Consortium of New Zealand



Lorraine Shepherd

## REPORT FROM THE UNIVERSITY LIBRARIAN

**2009 was a year of consolidation and review with a significant number of new staff appointments and internal promotions. This included the formation of a new executive leadership team with the appointment of Gillian Barthorpe as the Associate University Librarian (Collection Services) on 30 April and Shari Hearne as the Associate University Librarian (Digital Information Services) on 1 June. The achievements featured in this report are a tribute to the contribution of all Library staff during 2009.**

Highlights for the year included the following:

- Planning for the Manukau Campus Library was a major project during 2009. This involved providing advice on the floor layout and furniture fit-out, ordering library specific equipment and information resources, recruiting and training new staff. The new Library is part of the Teaching and Learning Building that also includes an Open Access Computer Lab and flexible teaching spaces that can be used as collaborative learning spaces when classes are not in progress. The Library worked closely with other parts of the University to ensure the delivery of integrated services to students and staff when the new campus opened on 1 March 2010.
- A major review of the structure, content and design of the Library website was undertaken in consultation with the AUT Web Centre. The Library website is essentially the front door to the “virtual library” and with the growth in e-resources and online service delivery, it is essential that the website is easy to use and navigate. Users rated the website as one of the top ten most important services provided by the Library in the 2009 Client Satisfaction Survey. The new website went live in Feb 2010 and feedback will be closely monitored to ensure that it meets user needs.
- Although face-to-face help and training continue to be important, the need for online self-help as and when needed is growing in importance. In 2009 the Library completely redesigned and relaunched its online subject-based research guides using the popular LibGuides software. The new guides are dynamic and user-friendly, and support a number of Web 2.0 features such as RSS feeds, user comments, tags, social bookmarking and the ability to add interactive chat-based enquiry services. EMPOWER, a self-paced online information literacy tutorial was also launched during 2009, to complement the face-to-face skills workshops offered by the Library.
- From Semester 1 2009 all AUT courses have a presence in *AUTonline*. In line with this decision the Library moved all course-related electronic resources (digitised articles, book chapters etc) from the Library Catalogue to *AUTonline*. This change was implemented to provide students with more direct and integrated access. It also ensures compliance with the new copyright legislation. Feedback on this change from both staff and students was very positive and further enhancements will be implemented in 2010.
- ScholarlyCommons@AUT, the University’s open access research repository was extended to include all types of PBRF-eligible research outputs in digital format including non-text formats such as film and audio. The Library receives a monthly report of new research outputs entered into ROMS (AUT’s in-house system). A project to add retrospective research outputs produced by AUT staff into ScholarlyCommons has had some success. There is strong evidence to suggest that open access to research outputs can increase the exposure of research and the citation rate. Google Analytics is being used to track the number of downloads and page views of items in the repository.
- The Library is committed to the provision of quality services and has developed an internal quality assurance framework based on the PIRI model (Plan, Implement, Review, Improve) of continuous improvement. Each year a range of key services and processes are identified for review. In 2009 the Library conducted a Review of the Lending and Document Supply Service and a major review of subscriptions (print and electronic resources). Action plans resulting from these reviews will be implemented in 2010. A Client Satisfaction Survey was conducted in August 2009, and the results of this survey will inform planning for improvements in 2010. The Library continues to work with partner institutions on collaborative projects to enhance service delivery and resource availability. Major projects in 2009 included work on the CONZUL Collaborative Storage Project, the LCoNZ information technology infrastructure projects and the LATN benchmarking surveys.

# TRENDS & DEVELOPMENTS

## 1. Information Resources

The Library print collection continued to grow with an increase of 10,104 new book volumes, and 426 new audio-visual items. However, preference is given to the acquisition of electronic information resources whenever possible. In 2009 the total number of e-book titles rose to 6,664 (an increase of 14%) and the total number of e-journal titles now sits at 80,565 compared with 2,888 print journal titles.

As at all other University libraries, over the past five years there has been a significant increase in the proportion of expenditure on e-resources relative to print resources. In 2005 the Library allocated 60% of the Information Resources (IR) Budget to the acquisition of e-resources. In 2009 this increased to 75% of the IR Budget. This trend is expected to continue in the future, especially with the increasing availability of e-books. *(Graph 1)*

## 2. Use of Information Resources - online and loans

The number of full-text articles accessed online increased by 5.7% in 2009 to a total of 1.4 million downloads. Given the increased investment in e-resources in recent years, this level of usage represents a good return on investment. In contrast, the total number of loans declined slightly (by 2.7%) to a total of 381,883 items. This fall in loans is not unexpected, given the reduced spending on print resources in recent years and the growing acceptance of electronic resources. *(Graph 2)*

## 3. Information Literacy

The Library continued to promote lifelong learning through its Information Literacy Programme, which provides staff and students with information skills training. In 2009, a total of 14,439 participants attended 595 information literacy classes held in the Library. The 68% increase in participants was primarily due to the launch of a new core Health paper Knowledge, Enquiry & Communication, which included Library sessions delivered in large lecture theatres; additionally, information literacy classes undertaken by first-year Business students, and new classes for Law and Taxation students.

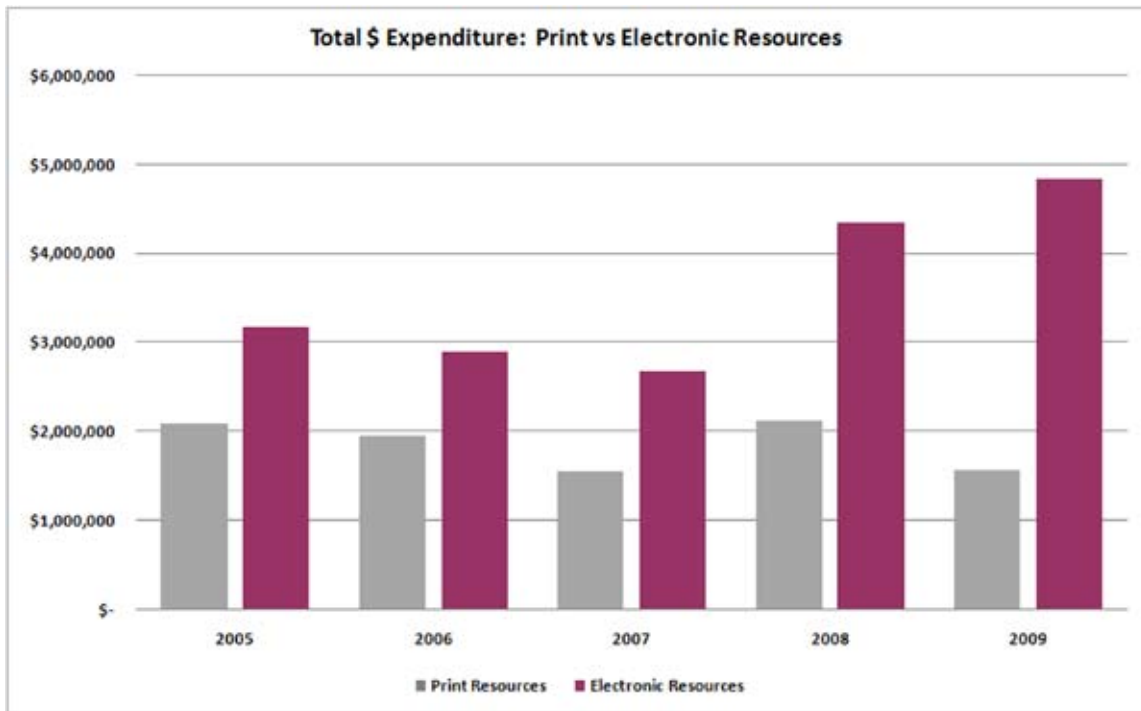
## 4. Visits to the Library

During 2009 there was a 2.4% increase in turnstile counts to a total of 1.39 million visits to the Library. In the context of a slight decrease in physical loans this means that the Library remains an important place not only for access to services and resources but as a place for learning and research. This level of usage supports the need for a continued focus on the provision of inviting physical spaces to complement the virtual library space.

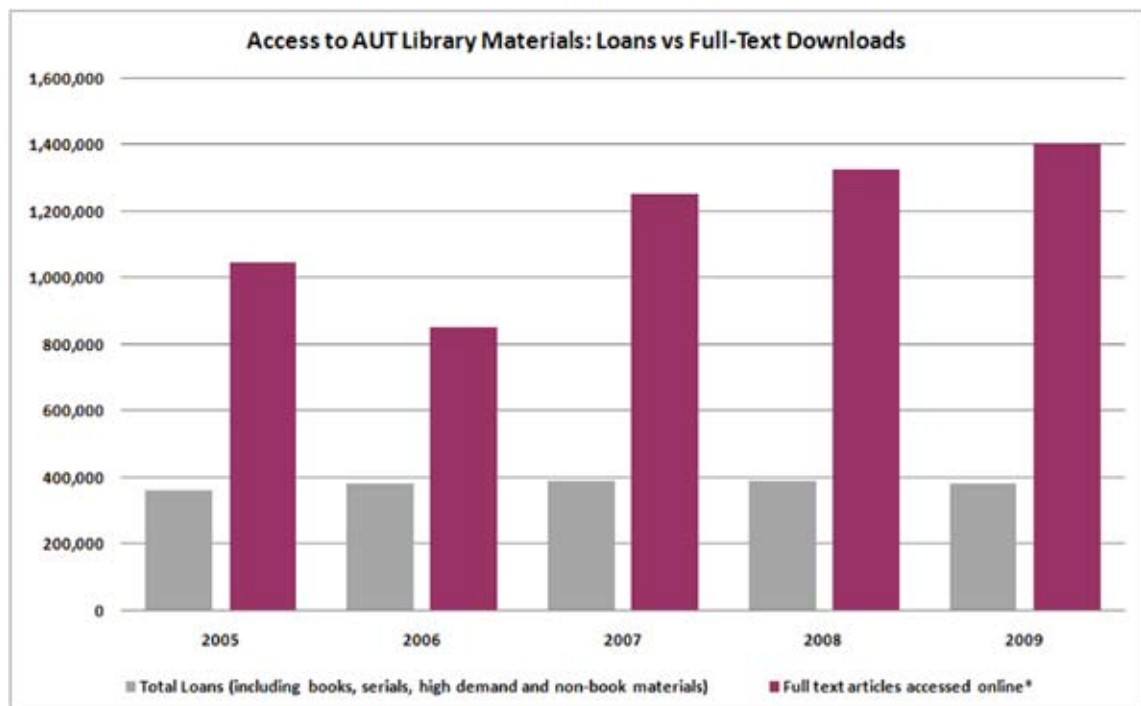




Graph 1



Graph 2



# ACHIEVEMENTS AGAINST STRATEGIC THEMES

## AUT THEME 1

AUT University will provide excellent education that inspires students to reach their full potential

## LIBRARY THEME 1

AUT University Library will be a trusted knowledge resource providing excellent library and information services that inspire students to reach their full potential.

- Added over 10,000 new books and 400 new audiovisual items to the collection
- 17 databases were trialled, and 9 new databases were purchased
- Approximately 380,000 loan transactions and 1.4 million full-text downloads of articles
- 595 Information Literacy Workshops were attended by 14,439 participants including two Database Weeks for postgraduate students and staff
- 5 joint Library/Te Tari Awhina<sup>1</sup> Keys to Library Success sessions were run
- Over 60 subject guides were developed and launched using LibGuides software
- EMPOWER, an online information literacy tutorial, was launched in 2009
- AUTonline project for the delivery of e-course reserves via AUTonline was successfully completed
- A full stock-take of the collection at the North Shore Campus, and the Arts collections at the City Campus was completed
- e-book Marc record software was purchased to facilitate the importation of e-books records to be added to the catalogue
- Further upgrades of the collection to DDC22 (Dewey Decimal Classification) took place
- Successful OSMOSIS pilot project to update Library holdings was completed early in 2009





## AUT THEME 2

AUT University will conduct excellent research, advancing knowledge and practice in its areas of expertise and supporting its higher education programmes

### LIBRARY THEME 2

AUT University Library will facilitate scholarly communication, directly contributing to research and the development of new knowledge

- There was a 14% increase in the number of reference transactions in 2009 to a total of 16,403
- Library staff contributed to a number of LCoNZ projects to improve the information technology infrastructure including Voyager 7.0 and hardware upgrade, WebVoyage customisation, Māori Catalogue Interface, Digital Asset Management, VDX Inter Library Loan system, Enhancement of the Institutional Research Repository
- Promoted the use of ScholarlyCommons@AUT to academic staff and students
- Developed a policy framework and workflows for loading research outputs into ScholarlyCommons@AUT
- Contributed to the development of a new AUT Research Information System
- A Student Management Committee was established for the Postgraduate Study Room

## AUT THEME 3

AUT University will actively engage with the communities it serves, and contribute to their social and economic development

### LIBRARY THEME 3

AUT University Library will actively engage with its communities to ensure the provision of excellent and relevant services

- The Library actively contributed to CAUL and CONZUL collaborative activities including CEIRC<sup>2</sup>, and CONZULAC<sup>3</sup>
- The Library contributed to LATN<sup>4</sup> collaborative projects including a number of benchmarking surveys
- The Library continued to manage the IATUL web site
- Tours were provided for overseas and local visitors and delegations including:

Secretary-General, Association of Commonwealth Universities, March 2009

Head of Lending, Distance & Document Supply, Massey University Albany Campus Library, March 2009

University Librarian & Associate University Librarians Waikato University, May 2009

University Librarian & Associate University Librarian Victoria University, Wellington, May 2009

Vice Chancellor and staff from Guangdong University of Technology, June 2009

Ministry of Education, Oman

# ACHIEVEMENTS AGAINST STRATEGIC THEMES

## AUT THEME 4

AUT University will attract, develop and retain excellent staff

## LIBRARY THEME 4

AUT University Library will attract, support, develop and retain skilled and committed Library staff

- Staff attended a wide range of personal development and business related conferences, meetings, workshops and training activities. A list of staff development and business related activities is provided at Appendix 1
- Staff contributed to university-wide planning through membership and representation on the following committees and boards:
  - Academic Board
  - AUTonline Working Party
  - Copyright Monitoring Group
  - Faculty Boards
  - HR Standing Committee
  - IT Steering Committee
  - Knowledge Exchange Steering Group
  - Learning and Teaching Committee
  - Library Advisory Committee
  - Manukau Campus Steering Committee
  - AUT Postgraduate Symposium
  - Research Committee
  - University Postgraduate Board
- Five staff studied for Library qualifications. Six staff studied for other tertiary level qualifications
- Staff forums and training sessions were held covering topics such as library trends and issues, manual handling of library material, and copyright





## AUT THEME 5

AUT University will ensure its sustainability through good management, and strong performance and reputation

## LIBRARY THEME 5

AUT University Library will ensure its sustainability through good management, and strong performance and reputation

- Revised and expanded the Library Disaster Recovery manual
- Conducted a Review of Lending and Document Supply Services
- Re-developed the Library's website
- Conducted a review of all serials and electronic resource subscriptions
- Contributed to the negotiation of a new CONZULAC agreement for consortial purchasing of books
- Participated in the CONZUL Collaborative Storage Project for low use research print resources
- Conducted a Client Satisfaction Survey

# 2009 STATISTICS

	2009	2008	2007
<b>Library Expenditure — \$000s</b>			
Operating Expenditure	8,618	7,332	7,980
Capital Expenditure — materials and equipment	4,538	5,903	3,352
<b>Total Library Expenditure</b>	<b>13,156</b>	<b>13,325</b>	11,332
% Increase Total Library Expenditure	-1%	17%	-5%
<b>Total EFTS (MOE + International)</b>	<b>17,090</b>	<b>15,905</b>	15,560
Total Library Expenditure (\$) per EFTS	770	832	729
% Increase Library Expenditure/EFTS	-7%	14%	-8%
<b>Library Staff</b>			
<b>Total Library Staff (FTE)</b>	<b>61.5</b>	<b>60.2</b>	60.5
<b>Volumes</b>			
Library books held (volumes)	<b>199,825</b>	<b>189,721</b>	175,546
Library non-book material (AV etc) held (items)	<b>15,658</b>	<b>15,232</b>	14,065
Library Serials (Volumes) <sup>1</sup>	<b>45,360</b>	<b>39,793</b>	39,828
<b>Total Volumes</b>	<b>260,843</b>	<b>244,746</b>	229,439
<b>Serial Titles</b>			
Current full-text electronic serial titles	<b>80,565</b>	<b>82,012</b>	70,524
Current print serial titles	<b>2,888</b>	<b>2,863</b>	2,824
<b>e-book titles</b>			
Current full-text e-book titles	<b>48,240</b>	<b>41,576</b>	33,923
<b>Information Services</b>			
Information literacy – groups	<b>595</b>	<b>586</b>	611
Information literacy – participants	<b>14,439</b>	<b>8,574</b>	9,865
Reference transactions	<b>16,403</b>	<b>14,198</b>	11,818
<b>Loans</b>			
Books	<b>305,193</b>	<b>309,011</b>	300,208
Serials	<b>3,216</b>	<b>3,717</b>	4,343
High Demand	<b>53,639</b>	<b>54,175</b>	63,409
Non-book materials	<b>19,835</b>	<b>23,347</b>	22,565
<b>Total Loans</b>	<b>381,883</b>	<b>390,250</b>	390,525
<b>Full text articles accessed online<sup>2</sup></b>	<b>1,405,945</b>	<b>1,329,291</b>	1,253,884
<b>Interloans</b>			
Items supplied <sup>3</sup>	<b>4,629</b>	<b>3,071</b>	1,448
Items received by AUT <sup>4</sup>	<b>6,843</b>	<b>5,630</b>	3,421
<b>Turnstile counts (visits to Library)</b>	<b>1,399,359</b>	<b>1,365,944</b>	1,390,763

1 Library Serials (Volumes) includes late returns on 2008 figures

2 For 2009, this figure includes AUTonline e-course reserves

3 For 2009, this figure includes Borrow Direct

4 See footnote 3



## LIBRARY STAFF 2009

### EXECUTIVE

#### University Librarian

Lorraine Shepherd, BA, MLib, Grad Dip Bus

Associate University Librarian, Collection Services

Gillian Barthorpe, NTSD, HDE, DSE (Lib), Grad Dip Bus, RLIANZA (as from 30 April 2009)

Associate University Librarian, Digital Information Services

Shari Hearne, BA, H.Dip Lib (as from 1 June 2009)

### CORPORATE SERVICES

#### Manager

Eamon Wright, BA (Hons), PhD (as from 31 August 2009)

Administrative Assistant & PA to University Librarian

Michelle D'Souza, BSc, Dip Sec, Dip WP<sup>3</sup>

Rene' Eckardt, Cert in Bus (Level 3)

Planning and Quality Co-ordinator

Eamon Wright, BA (Hons), PhD<sup>3</sup>

Communications and Marketing Co-ordinator

Jenny Jeffries, Grad Dip Comp Pub & Design, Cert Tchg<sup>1</sup>

### BIBLIOGRAPHIC SERVICES

#### Manager

Claire Gabriel, BA (Hons), NZLSC, RLIANZA

Acquisitions Co-ordinator

Barbara Rauch, BA, MLIS

Cataloguing Co-ordinator

Christine Hill, NZLSC

Assistant Librarian, Cataloguing

Anne Culhane, BA, PG Dip LIS, Cert Animal Care, COP Te Reo<sup>3</sup>

Sean Thompson, BSc (Hons), LLB, MLIS (as from 6 July 2009)

Senior Library Assistant

Sean Thompson, BSc (Hons), LLB, MLIS<sup>3</sup>

Francis Leaf (as from 28 September 2009)

Library Assistants

Greg Giles, BA

Elizabeth Jones, BA, RCompN<sup>1</sup>

Francis Leaf<sup>3</sup>

Kelly Ratana<sup>1,3</sup>

Clark Robbie, Dip ILS (L6), RLIANZA

Cathy Si

Anna-Lisa Sviatko, Dip ILS (L5), Cert Cat.

### LENDING AND DOCUMENT SUPPLY SERVICES

#### Manager

Carol Rea, NZLAC

Lending Services Co-ordinators

Jane Brodie, BA

Andrew Stewart, B Com, BA, MLIS, NZLSC, CertTT, RLIANZA

Document Supply Co-ordinator

Deidre Ashton, BA, NZLSC, CertTT

Senior Library Assistants

George Gong, BA, Dip ILS (L5)

Teresa Lee, BA

Library Assistants

Emma Chapman, BA, Dip Comp Nursing<sup>1</sup>

Dean Clark

Melissa Durbin, BA&D (Hons)<sup>1</sup>

Caroline Frances, G Dip ELT, CELTA<sup>1</sup>

Catherine Hutcheson, BA (Hons)<sup>1</sup>

Angus Johnston, BA, CELTA

Elizabeth Jones, BA, RCompN<sup>1</sup>

Michael McCutcheon

Vanessa Page<sup>1</sup>

Bradley Rose, BA (Hons)

Claire Ruminy, Dipl. Soz. Paed.<sup>1</sup>

Fen Su, M Int Hsp Mgmt, BCM

Bobbie-Jo Wilson, BHSc (Phys)<sup>1</sup>

Jessica Wilson

Miranda Wilson<sup>1</sup>

Cathy Yue, BA, Cert Lang Teaching, Cert Bus Admin & Comp

Student Library Assistants (part-time during Semesters 1 & 2)

Jonathan Armistead

Emily Bergin

Rebecca Bergin

Peta Edmonds

Jessie He

Fiona Lovich

Soheila Mohammadyari

Charlotte Rea<sup>3</sup>

Emma Richardson

Ben Sang

*Continues over...*

## DIGITAL INFORMATION SERVICES

### DIGITAL SERVICES

#### Manager

Robyn van Ee, BA, Grad Dip Bus, NZLAC, Cert Records & Archives Mgmt, RLIANZA

#### Digital Services Co-ordinator

Craig Murdoch, B Com, B Theol, DipPhil, MLIS

#### Library Assistants

Lisa Dickinson, BA/BSc, MLIS<sup>3</sup>

Jackie Chen, BIT

## INFORMATION AND EDUCATION SERVICES

#### Manager

Amanda Cole, BA, DipLibr, RCompN

#### Information Literacy Co-ordinator

Erin Foster, BEd, MA (LIS)

#### Learning Services Co-ordinator

Mark Simmonds, BA, DipLibr, CAT

#### Research & Postgraduate Co-ordinator

Robyn Ramage, MSc (Info Sci), PhD, Dip Bus, CertTT

#### Liaison Librarians

Ann Chen, BA, Dip ILS (L6), Cert Translation Studs, CertTT

Philip Combs, BA, NZLSC, CertTT

Suhasini Gazula, MSc, MPhil, MEd, MLIS, CertTT

Shahzad Ghahreman, BA, NZLSC, CertTT<sup>1</sup>

Donna Jarvis, BA, G Dip Lib, CAT

Emma McFadgen, BA, MLIS

Ann McKillop, MA (Hons), Dip Tchg, NZLSC, RSA Cert in TEFL<sup>1</sup>

Sushila Parmanandam, BSc, Dip Tchg, Dip ILS (L6)

Jasna Romic, BA (Phil), BA (Soc), PGCertLib, Dip Tchg

Melanie Shepherd, BA, DipLibr, CertHE

Andrew South, MSocSci (Hons), DipLibr

Joanne Scott, BA, MLIS, CELTA<sup>3</sup>

Lisa Dickinson, BA/BSc, MLIS (as from 27 August 2009)

#### Assistant Librarian, Archives

Shahzad Ghahreman, BA, NZLSC, CertTT<sup>1</sup>

<sup>1</sup>Part-time, <sup>2</sup>Fixed Term, <sup>3</sup>Resigned





## APPENDIX 1

Staff development and business-related activity included the following:

13th IASI World Congress, in Canberra  
ALIA Information Online Conference, in Sydney  
Allied Staff Development Conference, at AUT  
Archives NZ workshops & forum on record keeping, in Wellington  
AVCC Conference, in Christchurch  
Book Blitz, in Dunedin  
CAUL Industry Think Tank, in Sydney  
CONZUL focus groups on Managing Liaison Services, in Dunedin, and for Cataloguers, in Christchurch  
EDUCAUSE 2009, in Perth  
eResearch Australasia Conference, in Sydney  
Gaining Stakeholder Buy-in for Library Services, in Wellington  
Horizon Executive Leadership Programme, in Melbourne  
IATUL Conference, in Leuven, Belgium  
Interloan Training, in Auckland  
KRIS Seminar, in Wellington  
LATN Research Support Workshop, in Brisbane  
LATN Writing Workshop, in Melbourne  
LCoNZ Strategic Planning Workshop, in Wellington  
Leadership & Management Enhancement Programme, at AUT  
Liaison Workshop, in Tauranga  
LIANZA Conference, in Christchurch  
LIANZA Display Workshop, at AUT  
National Digital Forum, in Wellington  
NDHA International Perspectives on Digital Preservation Forum, in Wellington  
NZLLA Conference, in Auckland  
People in the Information Profession Conference, in Melbourne  
Positively Parliament Workshop, at AUT  
RDA Workshops, in Auckland & Palmerston North  
Tax Working Group Conference, in Wellington

Papers written and presented by Library Staff at external conferences:

**Craig Murdoch**, Research Repository Case Study: ScholarlyCommons@AUT, KRIS Institutional Repository Administrators Seminar, hosted by the National Library of New Zealand, 19 June 2009, <http://www.natlib.govt.nz/downloads/AUT-Kris-seminar.ppt>

**Craig Murdoch**, Research Repository Managers Symposium, EDUCAUSE Australasia 2009, Perth Western Australia. 3-6 May 2009. <http://www.caudit.edu.au/educauseaustralasia09/>

**Dr Eamon Wright** (presented by Gillian Barthorpe), Quality Management at AUT University Library, IATUL (International Association of Scientific & Technological University Libraries) Conference June 2009, <http://www.iatul.org/conferences/pastconferences/2009proceedings.asp>