

AUT UNIVERSITY **LIBRARY**

ANNUAL
REPORT 2006

AUT UNIVERSITY LIBRARY ANNUAL REPORT 2006

VISION

AUT UNIVERSITY LIBRARY WILL BE RECOGNISED AS A LEADER IN FOSTERING THE ADVANCEMENT OF KNOWLEDGE

MISSION STATEMENT

AUT University Library works as an integral, creative and responsive partner with staff and students in teaching, learning and research by:

- acquiring, organising and enabling access to recorded knowledge
- conserving and communicating existing knowledge for the development of new knowledge
- empowering the AUT community to be independent lifelong earners.

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REPORT FROM THE UNIVERSITY LIBRARIAN AND DIRECTOR OF KNOWLEDGE MANAGEMENT



AINSLIE DEWE
University Librarian and Director of Knowledge Management

AUT University Library was the lead institution in a Library Consortium of New Zealand (LCoNZ) project to evaluate alternative repository solutions, both proprietary and open source, and to propose cost-effective options for the establishment of a hosted, multi-institutional repository. Phase 1 of this Project was completed in November 2006 and DSpace (an open-source digital archiving system) was recommended as the preferred product for the development of a long term sustainable repository. Phase 2 of the Project has commenced with a review of the hosting options, in-house and commercial, available to the member libraries.

During 2006, an institutional repository, ScholarlyCommons @ AUT, was established using a proprietary software product, Digital Commons. The first objects added to the repository were the digital copies of the 179 theses deposited with the Library since 2002. There have been 2588 full text downloads between June and December 2006.

The implementation of a Quality Assurance Framework has been identified as essential to maintain and improve the standards and quality of Library services. This has been confirmed by AUT University Library's participation in the LATN (Librarians of the Australian Technology Network) Quality Assurance Benchmarking project.

To this end, a Planning and Quality Co-ordinator position was established to co-ordinate the Library's planning and quality processes and ensure that the Library moves forward in its planning activities to support the University's teaching, learning and research focus. The position was also designed to support University-wide knowledge management initiatives.

AUT University Academic Board endorsed the ANZILL (Australian and New Zealand Institute for Information Literacy) Standards for the practice and delivery of information literacy principles within AUT University.

This followed a process of consultation with the Library Advisory Committee, the Learning and Teaching Committee and the Research Committee. The full proposal prepared by the Library has also been welcomed by Faculty Boards.

This move brings AUT in line with many other universities and has given legitimacy to information literacy standards by endorsing them at Academic Board and linking the standards to graduate profiles or graduate attributes. It is pleasing that AUT University has now done the same.

During Semester Two a LibQUAL+ customer satisfaction survey was conducted. The survey gave staff and students the opportunity to provide feedback on Library services. It also provides the opportunity to benchmark AUT University Library services against other similar institutions such as the Libraries of the Australasian Technology Network (LATN).

The Library undertook a process to develop a new Strategic Plan for the period 2007 - 2011. To ensure that the AUT University goals are being met the Library themes, objectives and priorities in the areas of learning, research, communities, staff and management are aligned with the new AUT University Strategic Plan.

New Library branding for print publications was adopted this year. This new look brings the Library branding in line with the University branding and means all publications are easily identifiable as part of the Library and the University.

2006 TRENDS

1. COLLECTION

The balance of print versus electronic acquisition is an ongoing issue for academic libraries. The print collection continued to grow with an increase in 2006 of 14,000 new books and over 1,000 audio-visual items. In addition, the Library subscribed to 74 new print journals. Print journals are added to the collection when titles are not available in digital format, when recent issues of the digital form are embargoed or when the digital form excludes significant material such as visual images.

The number of serials available electronically increased by over three and half thousand titles. The growth in e-books also continued in 2006. The Springer collection added to the breadth and depth of quality resources available. There is now a total of 26,455 titles. This represents a ten-fold increase over the last two years.

2. DELIVERY - ONLINE AND LOANS

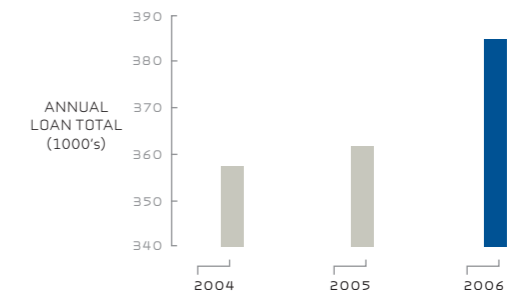
The number of physical items lent shows a steady rise. A significant growth of 34% increase in loan transactions for high demand material and 34% increase in loans for non-book material was seen in 2006. A 7% increase in loans of print serials may be attributed to a change of policy from mid 2006 allowing postgraduates to borrow.

Fewer full text articles were accessed on-line during 2006. Access is expected to increase with the implementation of new search functionality, which was investigated and evaluated during 2006. The overall return on investments from library resources flows on to better learning and research outcomes.

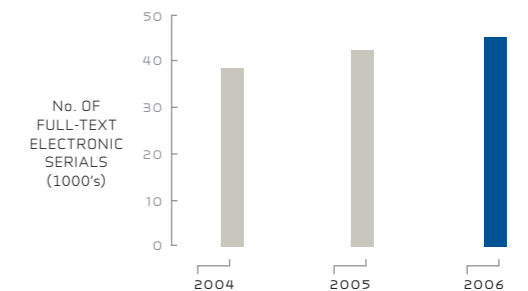
1. GROWTH IN TOTAL VOLUMES



2. GROWTH IN LIBRARY LOANS

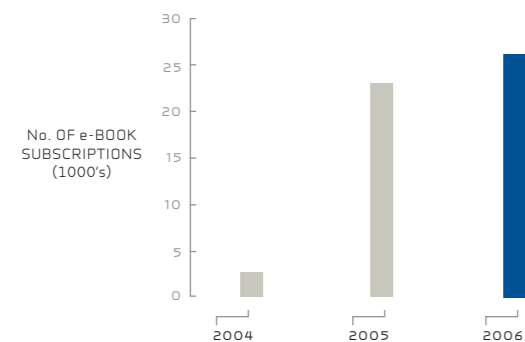


3. GROWTH IN FULL-TEXT ELECTRONIC SERIALS



ACHIEVEMENT IN AUT KEY STRATEGIC AREAS

4. GROWTH IN e-BOOK SUBSCRIPTIONS



3. INFORMATION LITERACY

The Library continued to promote lifelong learning through its Information Literacy Programme, which provides staff and students with information seeking skills. In 2006, 9338 participants attended the Library's information literacy classes - a 1% increase in individual attendance and a 5.5% increase in the number of groups from 2005. In addition to this 2006 saw the delivery of the joint Te Tari Awhina and Library Keys programme "Keys to Library Success".

4. VISITS TO THE LIBRARY

The availability of digital library resources, which may be accessed any time and any place, has not diminished the need for the physical library space. There was an 18 % increase of turnstile counts for the year. This equates to 1.3 million visitors during 2006. The constant growth in patronage supports the need to continued emphasis in providing an inviting physical space to complement the virtual library services and resources.

5. GROWTH IN PATRON USAGE OF FULL-TEXT ARTICLES ONLINE



KEY STRATEGIC AREA 1: CONSOLIDATION AND DEVELOPMENT AS A UNIVERSITY
Enhancing our capability and identity as an internationally respected university.

LIBRARY STRATEGY

Provide learning environments which are integrated with client-focused services, and which enhance effective learning and fairness for all customers

- New Library branding, closely aligned with the University's, was extensively promoted and very well received.
- A number of successful Information Literacy Workshops were held, including two Database Weeks for postgraduate students and staff.
- Library-user access to databases was increased by the use of Google Scholar, and implementation of Serial Solutions products, Article Finder and Article Linker.
- Regular reports were submitted to the Research Committee, and the Teaching & Learning Committee.
- An institutional repository, ScholarlyCommons@AUT, was developed using Digital Commons software (<http://repositoryaut.lconz.ac.nz>).
- The Library successfully integrated its services and resources with other AUT systems - UniCentral, AUTonline, and Arion.
- The North Shore Library (Akoranga) was officially opened, by the Deputy Prime Minister, Dr Michael Cullen, on 8 February.
- The new Library web site was officially launched on 16 February.
- Joint Library/Te Ari Awhina Keys Courses in Information Literacy were run.

KEY STRATEGIC AREA 2: CURRICULUM
 Producing highly employable graduates, connecting with professional contexts and being a leading provider in our programme areas.

LIBRARY STRATEGY

In partnership with other University staff, teach students to become information literate as a basis for career long learning and real world problem solving.

- Seventy-four new print journal titles and 15 new full-text electronic journal titles were approved for purchase for 2007 and many new databases were evaluated and selected.
- The University adopted the ANZIIL (Australia & New Zealand Institute for Information Literacy) standards, for the teaching of Information Literacy.
- There was a 5.5% increase in the number of participants attending Information Literacy classes in 2006 (9338 participants, 588 classes).



**KEY STRATEGIC AREA 3:
INTERNATIONALISATION**

Preparing graduates to successfully participate in the international arena and contributing to the establishment of international linkages for New Zealand's future development.

LIBRARY STRATEGY

Strengthen and extend alliances with other national and international library and information organisations.

- The Library continued to contribute to consortial projects including the LATN (Librarians of the Australian Technology Network) Workforce Planning, and Quality Assurance Benchmarking projects.
- The University Librarian was appointed to the Board of IATUL (International Association of Technological University Libraries).
- Tours were provided for University Librarians attending a CONZUL meeting, LIANZA Hikuwai Librarians, delegates to the AIUG (Australasian Innovative User Group), the Student Support Manager from the Western Institute of Technology at Taranaki (WITT), and members of LIAC (Library and Information Advisory Committee). International visitors included a delegation from Nanyang Technological University in Singapore, the Chief Librarian from Sultan Idris University of Education in Malaysia, the Rector of the Catholica University in Chile, and a delegation from the Viet Nam National University, Ho Chi Minh City.
- Library staff gave several presentations at the CONZUL Collection Management meeting and the Institutional Repositories Forum at the University of Auckland.
- Chinese, and Māori user guides were made available on the Library website.
- The Library continued to contribute to LCoNZ Project Teams and Committees.

KEY STRATEGIC AREA 4: RESEARCH

Enhancing our research quality and capability, providing research-based teaching and contributing to New Zealand's social and economic goals.

LIBRARY STRATEGY

Increased knowledge base available to researchers for the development of new knowledge, by using information technology to access information worldwide.

- The Library continues to participate in CAUL/CEIRC, CONZUL, LCoNZ, the National Scholarly Communications Forum and other e-resource consortia.
- ScholarlyCommons@AUT was established and the full-text of 179 AUT theses were added to the repository.
- Australian Digital Theses (ADT), Google and Google Scholar are now able to harvest data from ScholarlyCommons@AUT.
- ArtStor is a major database that was purchased in 2006, and many backfiles were purchased to strengthen the depth of the Library's existing e-journals collection. Four Springer e-book collections were added to the collection.
- The Library received various donations through the alumni "Donate a Book Today: Knowledge for Tomorrow" scheme, including contributions from Ida Kiss and the Seddon Past Students Association, and a collection of sociology books from Alan Levett.
- 24hr access is available to the Postgraduate Student Centre at the North Shore Campus Library (Akoranga).
- Library staff members attended the graduation ceremony.

KEY STRATEGIC AREA 5: STAKEHOLDERS

Attracting and retaining staff and students, improving access, enhancing relationships with external stakeholders, contributing to the community and enhancing our reputation for commitment to equity.

LIBRARY STRATEGY

Recruit, support, develop and retain skilled and committed staff, ensuring that staff work in an enriching and stimulating environment, free from discrimination.

- Lending & Document Supply staff attended a customer service workshop held on "Handling difficult situations".
- A Library Management Team-building Workshop was held.
- The Library appointed a Planning & Quality Co-ordinator.
- Library hosted an event to launch Nui Voices, a book of Pasifika writings.
- A LibQual + Survey on Library services was conducted, and action arising from its results will be integrated into the Library Performance Plan 2007.
- Regular Library Staff Forums on a variety of topics including Web 2.0 were held.
- Library staff studying for library qualifications included 5 MLIS, and 7 DipLIS.
- Library Staff attended a number of staff development activities including:
 - ALIA Conference in Perth
 - CONZUL Circulation & Reserve Librarians SIG meeting in Christchurch
 - AVCC Library Conference in Adelaide
 - ASCILITE Conference in Sydney
 - IATUL Conference in Porto, Portugal
 - LIANZA Conference in Wellington
 - LIANZA Interloans Workshop
 - VALA Conference in Melbourne
 - CAVAL Courses including Strategic Planning in Auckland
 - CONZUL Repositories Forum at the University of Auckland
 - DEANZ Conference at AUT University
 - Allied Staff Conference at AUT University
 - Public Records Act Compliance Conference in Auckland
 - Southern Secretarial Seminar in Christchurch



KEY STRATEGIC AREA 6: STEWARDSHIP
 Serving the public good as well as ensuring through sound governance and business management practices the ongoing viability of the University and its advancing capability to perform its social role in the future.

LIBRARY STRATEGY
 Maximise investment in Library resources to ensure they correspond with the learning and research needs of the University.

- The Library added 14,000 volumes to the Print Collection in 2006.
- Radio Frequency Identification (RFID) technology was implemented in the High Demand Collection at the City Campus Library (Wellesley).
- Regular weekly database sessions were offered during the first semester in addition to the Database Weeks held in February and September.
- An institutional repository, ScholarlyCommons@AUT, using Digital Institutional Repository Service, was implemented.
- Various project teams and committees contributed to LCoNZ (Library Consortium of New Zealand) activities.
- The Library devised and implemented a quality strategy and framework, including a forum for Co-ordinators to regularly meet to discuss quality assurance and enhancement.
- The Voyager 6.1 upgrade was successfully implemented.
- The Collection Development Policy was updated to reflect current practices and to ensure a streamlining of processes for the future.
- The Library created a new alignment of Teams to facilitate work in the digital Web 2.0 era.
- The Library Strategic Plan for 2007-2011 was updated, aligning it with the AUT University Strategic Plan.

KEY STRATEGIC AREA 7: TEACHING AND LEARNING
 Producing intellectually independent life-long learners, integrating theory with practice and by providing interactive, student-centred learning experiences.

LIBRARY STRATEGY
 Promote innovative use of information resources by linking information provision with learning programmes, from the stage of the design of those programmes through to their completion.

- Information Literacy workshops were held for postgraduate distance students and students with special needs.
- Staff participated in university-wide meetings such as
 - Academic Board
 - Library Advisory Committee
 - Faculty Boards
 - Research Committee
 - Learning and Teaching Committee
 - Academic Literacies and Intercultural Capabilities Committee
 - Doctoral Studies Board
 - Copyright Monitoring Group
 - AUT Online Working Party
 - IS Steering Committee
 - Postgraduate Committee
 - Postgraduate Support Steering Group
 - Knowledge Management Steering Group
 - Orientation of New Students
 - Research & Development Symposium
 - HR Standing Committee
 - Allied Staff Development Advisory Committee
- Sixteen impact reports for proposed new courses of study were completed.
- During 2006, 9308 queries were dealt with at Information Services Desks.
- The Library initiated a policy on storage and accessibility of past examination papers.

KEY STRATEGIC AREA 8: TREATY OF WAITANGI
 Becoming a preferred university for Māori, and developing staff and student awareness of the implications of the Treaty of Waitangi for Aotearoa/ New Zealand's future and unique position in the world.

LIBRARY STRATEGY
 Strengthen access to recorded knowledge of the Tangata Whenua.

- The Māori Liaison Group met four times during 2006.
- A glossary of Library terms in Te Reo was developed in the Library.
- New Library staff attended the AUT powhiri.
- The Library explored ways to implement suggestions from Te Ara Tika.
- The Library held a special display on the Kingi Movement to commemorate the passing of the Māori Queen.
- Work has continued on the implementation of Māori subject headings in the Library catalogue.

STATISTICS

	2006	2005	2004
BUSINESS DEVELOPMENT			
Library Expenditure -- \$000s			
Operating Expenditure	7336	6,588	5,673
Capital Expenditure – materials and equipment	4626	5,008	4,087
Total Library Expenditure	11,962	11,596	9,760
% Increase Total Library Expenditure	1%	19%	20%
Total EFTS (MOE + International)	15,155	14,813	14,911
Total Library Expenditure (\$) per EFTS	789	783	655
% Increase Library Expenditure/EFTS	2%	20%	13%
Library Staff			
Total Library Staff (FTE)	60.6	58.4	54.1
INFORMATION RESOURCES			
Volumes			
Library books held (volumes)	160,839	146,754	128,259
Library non-book material (AV etc) held (items)	13,024	11,652	10,442
Library Serials (Volumes)	36,992	34,212	31,722
Total Volumes	210,855	192,618	170,423
Serial Titles			
Current full-text electronic serial titles	45,210	42,038 ¹	38,476
Current print serial titles	2,780	2,781	2,709
e-book titles			
Current full-text e-book titles	26,455	23,155	2,573
Information Services			
Information literacy – groups	588	558	551
Information literacy – participants	9,338	9,240	7,866
Reference transactions	9,661	11,912	12,168
INFORMATION ACCESS & DELIVERY			
Loans			
Books	300,602	298,752	302,222
Serials	4,616	4,313	4,955
High Demand	55,055	40,991	33,422
Non-book materials	24,970	18,633	16,822
Total Loans	385,243	362,689	357,421
Full text articles accessed online	852,964	1,049,017	741,040
Interloans			
Items supplied	1,690	1,703	1,919
Items received by AUT	4,010	4,519	4,585
Turnstile counts (visits to Library)	1,319,999	1,087,815	982,096

¹ Figure has been updated from 2005.

STAFF

University Librarian

Ainslie Dewe, BSc, DipNZLS, GradDip (Arts Admin), FNZLIA, MCLIP, AALIA

COLLECTION SERVICES

Associate University Librarian, Collection Services

Heather Jenks, BA, M App Sci, G Dip Lib, AALIA

BIBLIOGRAPHIC SERVICES TEAM

Manager

Claire Gabriel, BA (Hons), NZLSC

Acquisitions Co-ordinator

Barbara Rauch, BA, MLIS

Cataloguing Co-ordinator

Christine Hill, NZLSC

Assistant Cataloguer

Anne Culhane, BA, PG Dip LIS, Cert Animal Care, COP Te Reo

Library Assistants

Bev Cornish, BHSc, Dip Tchg ¹

Greg Giles, BA

Francis Leaf

Erin McVeigh, BVisArt²

Vivina Momoka Dip Cert Comp, Cert Adv Office & Recp^{3,4}

Sushila Parmanandam, BSc, Dip Tchg, Dip ILS (L5)

Clark Robbie, Dip ILS (L6)

Sean Thompson, BSc (Hons), LLB

LENDING AND DOCUMENT SUPPLY TEAM

Manager

Carol Rea, NZLAC

Lending Services Co-ordinators

Jane Brodie, BA

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

Document Supply Co-ordinator

Deidre Ashton, BA, NZLSC, CertTT

Library Assistants

Annika Bell ²

Dean Clark

Lisa Dickinson, BA, BSc

Melissa Durbin, BA&D (Hons)¹

Chidi Ezeugo¹

Megan Fowlie, BA¹

Caroline Frances, G Dip ELT, CELTA¹

Monique Franklyn¹

Fiona Fulton¹

George Gong, BA, Dip ILS (L5)

Chloe Heffernan, MA, CELTA

Catherine Hutcheson, BA (Hons)³

Elizabeth Jones, BA, RCompN¹

Michael McCutcheon

Erin McVeigh, BVisArt

Danielle Moreau, MA (Hons)⁴

Vanessa Page¹

Anitha Pondicherry, BA, BEd, Cert Bus Admin & Comp

Stephanie Reid, BA, NZCD (Arch)

Bradley Rose, BA (Hons)

Peter Smith, BA/BSc (Conjoint), PGDip (Sci)¹

Bobbie-Jo Wilson, BHSc (Phys)¹

Miranda Wilson¹

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

Student Library Assistants (for the duration of the Academic Year)

Yang (Luke) Bai¹

Kathryn Beckingsale¹

Emily Bergin¹

Hai Li (Jessie) He¹

Fiona Lovich¹

Jonathan Rea¹

Claire Shewan¹

Fen Su¹

Ben Tankard¹

Alex Wilson¹

¹ Part-time ² Fixed Term ³ Parental Leave ⁴ Resigned

BUSINESS DEVELOPMENT

Manager

Gillian Barthorpe, NTSD, HDE, DSE (Lib), Grad Dip Bus

Administrative Assistant & PA to University Librarian

Michelle D'Souza, BSc, Dip Sec, Dip WP

Planning and Quality Co-ordinator

Eamon Wright, BA (Hons), PhD

PR and Marketing Co-ordinator

Megan Fowlie, BA ¹

DIGITAL INFORMATION SERVICES

Associate University Librarian, Digital Information Services

Lorraine Shepherd, BA, MLib, Grad Dip Bus

DIGITAL SERVICES TEAM

Manager

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

Electronic Resources Librarian

Craig Murdoch, B Com, B Theol, MLIS

Archivist

Shahzad Ghahreman, BA, NZLSC, CertTT, ARANZ ¹

Library Assistants

Daniel Booth, BA
Kai Hong (Eddie) Chow, BSc⁴
Renee Tanner, MA, CELTA²

INFORMATION AND EDUCATION SERVICES TEAM

Manager

Claudia Adams, BSc, B Bibl (Hons), PGDLIS, ⁴
Amanda Cole, BA, Dip Lib, Dip Nursing

Information Literacy Co-ordinator

Erin Foster, BEd, MA (LIS)

Learning Services Co-ordinator

Mark Simmonds, BA, Dip Lib, 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

Philip Combs, BA, NZLSC

Suhasini Gazula, MSc, MPhil, MEd, MLIS

Shahzad Ghahreman, BA, NZLSC, CertTT, ARANZ ¹

Donna Jarvis, BA, G Dip Lib, CAT

Ann McKillop, MA (Hons), Dip Tchg, NZLSC, RSA

Cert in TEFL¹

Karen Major, BA, MLIS

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

Tchg

Melanie Shepherd, BA, Dip Lib, CertHE

Andrew South, MSocSci (Hons), Dip Lib

Assistant Librarian, Information Literacy

Joanne Scott, BA, MLIS, CELTA

Weekend Information Advisers

Emma McFadgen, BA, MLIS

Janet Wills, BA, Dip Tchg, Dip NZLS ¹

¹ Part-time ² Fixed Term ³ Parental Leave ⁴ Resigned

AUT

UNIVERSITY

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