

AUT UNIVERSITY **LIBRARY**

ANNUAL
REPORT



AUT LIBRARY

VISION

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

MISSION

AUT 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 learners.

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REPORT FROM THE UNIVERSITY LIBRARIAN AND DIRECTOR OF KNOWLEDGE MANAGEMENT



AINSLIE DEWE
University Librarian and
Director, Knowledge Management

2005 HIGHLIGHTS

In response to student requests opening hours were increased significantly from the beginning of the academic year – from the previous 78 hours per week to 86 hours during the semester, and further increased to 98 hours per week during the busiest time of the final month of the semester. In addition two new Coordinator positions were established to ensure that staff at the appropriate level of seniority were available to provide consistent levels of service in the evenings and weekends.

The start of the second semester saw the opening of the doors of the extended and refurbished Akoranga Library. The \$7 million upgrade provides a more environmentally friendly and spacious facility which will meet the predicted rise in student numbers at the campus, with a 175% increase in floor space and a 150% increase in available seating.

With the move of the complete collection at Akoranga the opportunity was taken to implement RFID (Radio Frequency Identification) technology. Items in the collection are processed with an RFID tag that contains all the information needed to identify and track materials, without the need for "line of sight" scanning that barcodes require. At the same time a self-check machine with an intuitive touch screen was installed. It is easy to use and has been well received by Library patrons. Issuing books is now easier than ever and the days of queuing at the Lending Services desk for straightforward transactions are over. By simplifying many of the tasks which used to consume so much staff time, RFID enables Library staff to provide a more personal service to Library patrons who have more complex enquiries.

A major project for the year was the redesign of the Library web pages. As more of our services and resources are offered via the web it is essential to have an inviting and clear website that is easy to navigate. The new website which was launched in December has a more contemporary style, backed by improved information architecture.

An area of new development for the Library was the development of two projects:

- AUT University Research outputs
- Digital theses

The projects are aligned with the AUT Research Development and Operational Plan which has stated that it will "support initiatives to develop and populate institutional repositories of published research outputs that conform to international standards and architectures".

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AND THE DAYS OF QUEUING AT THE LENDING
SERVICES DESK FOR STRAIGHTFORWARD
TRANSACTIONS ARE OVER.

Following an investigation of the software options the Library selected ProQuest Digital Commons – an outsourced solution for providing and managing open access

repositories. The project has begun with digital theses since AUT already requires theses to be submitted in digital as well as print format. The next stage will be self-archiving by AUT researchers of their own recently published articles and papers. This will enhance AUT's research profile and assist with PBRF evidence portfolios.



2005 TRENDS

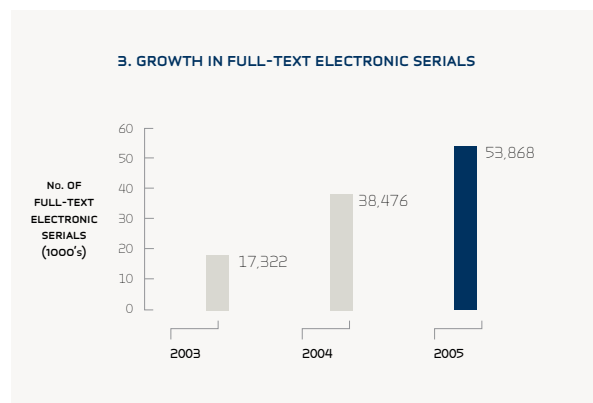
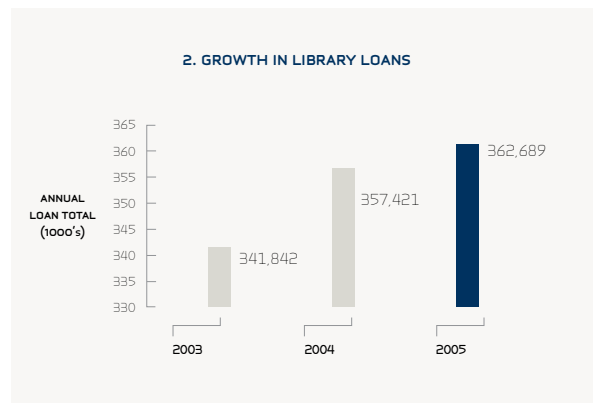
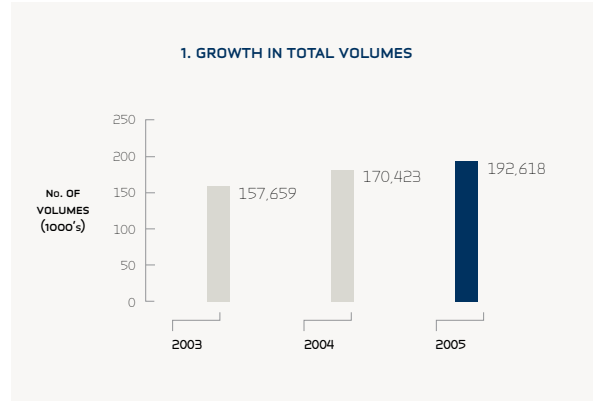
1. PRINT COLLECTION

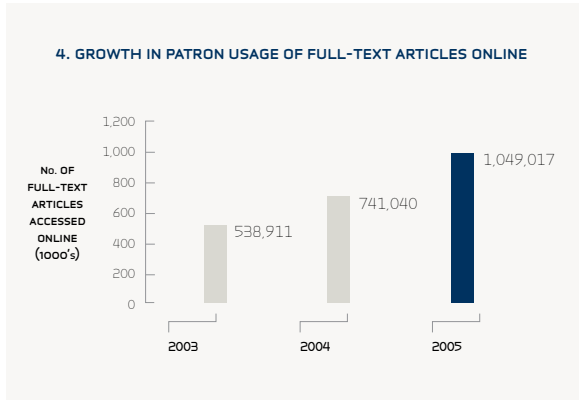
The print collection continues to grow with an increase in 2005 of over 20,000 new books and print serial volumes and over 1000 audio-visual items. In addition the Library subscribed to 69 new print journals. While electronic journals are preferred for their greater availability subscriptions to print titles are added where they are not available digitally, where recent issues of the digital form are embargoed, or the digital form excludes significant material (e.g. visual images). (See graphs 1 and 2)

2. ELECTRONIC FULL TEXT RESOURCES

The number of serials available electronically again increased dramatically from 38,746 titles in 2004 to 53,868 titles in 2005. This included the database Westlaw World Journals and Law Review which provides worldwide coverage of important law journals.

There was also a nine-fold increase in e-books, from 2,573 titles in 2004 to 23,155 titles in 2005. Most of these are included in Eighteenth Century Collections Online - Social Sciences and Fine Arts. This collection provides access to digital images of every significant English-language and foreign-language title printed in the United Kingdom during the eighteenth century. AUT has access to the Social Science and Fine Arts subject areas. (See graph 3)





3. DELIVERY – ONLINE AND LOANS

Despite the overwhelming increase in digital resources the number of physical items lent shows an ongoing and steady increase reflecting the collection of new print material. However it is the number of items accessed online (1,049,017) which demonstrates the greatest change – up by 42% on 2004 and 95% on 2003. The return on investment in digital library resources flows on to better learning and research outcomes. (See graph 4)

4. INFORMATION LITERACY

The Library promotes lifelong learning through its Information Literacy Programme, which provides staff and students with information seeking skills and information evaluating skills. It teaches staff and students how to access the resources that are available from the Library including the range of electronic resources that can be accessed remotely. In 2005 9,240 participants attended the Library's information literacy classes – an increase of 17% over 2004.

5. VISITS TO THE LIBRARY

Despite the availability of digital library resources which can be accessed any time and any place, this has not diminished the need for the physical library space. The number of visits to the Library (turnstile counts) showed an increase on 2004. Both 2004 and 2005 numbers were slightly down on 2003, a result of the limited study space available in the temporary Library at Akoranga during the reconstruction. The numbers are likely to be up in 2006 with a full year in the new facility at Akoranga. At over one million visits this still represents a vote of confidence in the need for an inviting physical library space to complement the virtual library services and resources.

ACHIEVEMENT IN AUT KEY STRATEGIC AREAS

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.

- The extended and refurbished Library on the Akoranga Campus opened in July, providing improved services to Library users.
- In response to student requests the Library opening hours have been increased to 86 hours per week regularly and 98 hours during the last month of each semester.
- The newly designed Library website went live in December increasing the visibility of Library services and activities.
- The launch of multisearch (ENCompass for Resource Access) has enhanced accessibility to Library e-resources by allowing searches to be conducted simultaneously over multiple databases.
- Upgrades to linkfinder have improved Library-user access to full-text resources.
- The Library catalogue and e-resources can now be accessed via the Unicentral student portal.
- A number of successful Information Literacy Workshops were held, including two Database Weeks for postgraduate students and staff.
- Library classes for new students were integrated into the university-wide "Getting Started" orientation programme.
- A joint Library/Te Tari Awhina KEYS programme has been developed and approved. Classes will commence in 2006.
- Reports have been presented to the Research Committee and the Vice-Chancellor's Advisory Board addressing the benefits of open access publishing of AUT research outputs.
- Digital Commons software has been acquired for the development of an institutional repository.
- Cataloguing productivity has improved through the use of OCLC (Online Computer Library Center) service for the supply of catalogue records.

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.

- The Library has increased accessibility to electronic resources through the implementation of live linking of Voyager MARC catalogue records with data from Serials Solutions.
- Sixty-nine new print journal titles and 38 full-text electronic journal titles were approved for purchase for 2006 and many new databases were evaluated and selected.
- The e-reserve collection project, giving 24 /7 access to digitised course readings has been completed and promoted.
- An Information Literacy policy was developed and presented to the Library Advisory Committee in November.
- There has been a 17% increase in the number of participants attending Information Literacy classes this year (9240 participants, 533 classes).
- Members of the Information Literacy team attended the ANZIL (Australia & New Zealand Information Literacy Framework) Symposia held in Adelaide in July and in Dunedin in November.
- Two staff members presented a paper entitled "Time after time: Getting some zip back into your info lit" at the 2005 LIANZA Conference held in Christchurch in September.
- Information on how and when to use Google Scholar has been disseminated through postgraduate and staff workshops.

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 reciprocal borrowing scheme ULANZ (University Library Aotearoa New Zealand) which allows staff and students of member universities to borrow in person from any other member university was implemented and promoted. AUT University Library is presently a net lender.
- The Library has continued to contribute to consortial projects including the Workforce Planning and Quality Assurance Benchmarking projects through LATN (Librarians of the Australian Technology Network).
- Tours have been provided for the Chancellor and Vice-Chancellor of AUT University, and for the Auckland City Councillor Partnerships Committee. International visitors included delegates from Universidad Catolica Del Maule Talca in Chile, Suratthani Rajabhat University in Thailand, and Jinling Institute of Technology, China.
- The electronic ordering tools Collection Manager and Gobi are being used to improve productivity for ordering from suppliers overseas.
- Streamlined workflows for electronic order and invoice transactions have been implemented in collaboration with vendors.
- Statistical information from Crystal reports has been made available to Library staff via the intranet to improve planning.
- An English-Chinese glossary of library terms has been developed.



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, the National Scholarly Communications Forum and other e-resource consortia.
- The Library has joined the Australasian Digital Theses (ADT) Programme and work has begun on loading digital copies of AUT theses into a repository for access via the Internet.
- Faculty-based workshops on citation searching and journal impact factors have been presented to assist researchers with preparing portfolios for the next PBRF round.
- The workshop "Getting organised with EndNote" was presented at the AUT Research Development Symposium in November.
- Significant new database acquisitions include a range of Web of Knowledge back files and the Scopus database.
- Workshops have been held for the AUT Technology Park staff and Library/researcher relationships have been further developed.
- The number of computers available to Library users has increased with the provision of an open access computer lab, information literacy teaching laboratory and postgraduate study centre at the AUT University Library at Akoranga.
- A collection of New Zealand law material, some dating back to 1898, was generously donated to the Library by Belinda Sellars on behalf of her father the late Peter Sellars. The Library also accepted a collection of film history and film making materials generously donated by David Hartnell.

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 and students then work in an enriching and stimulating environment, free from discrimination.

- An action plan was developed, implemented and reported to improve services in response to the 2004 Rodski Customer Satisfaction Survey.
- Staff members presented papers at a number of conferences and seminars:
 - Three staff members prepared papers for presentation at the EDUCAUSE Conference in Auckland in April.
 - Two staff members presented a paper at the LIANZA Conference in Christchurch in September.
 - Papers were presented at the Telsig Conference, Library Assistants Big Day Out and the AUT Research Development Symposium.
- Library resources were promoted at the Allied Staff Conference in July.
- Physical and virtual Library tours were held during 2005 Open Day.
- Staff members attended various conferences, seminars and workshops:
 - The Online Conference
 - IATUL (International Association of Technological University Libraries) Conference
 - Endeavour End Users Conference
 - Open Access & Scholarly Communications Forum
 - The Interloans Best Practice Workshop
 - LIANZA Conference
 - EDUCAUSE Conference
 - CAVAL Workshops
 - Digital Forum
 - ETD 2005: evolution through discovery 8th International Symposium on Electronic Theses and Dissertations
 - ANZIL Symposia
 - Māori Entrepreneurship Symposium
 - Telsig Conference
- Faculty Liaison Teams were formed to provide targeted services to each Faculty at a more strategic level and a new Liaison Librarian position was created.
- A Planning & Quality Coordinator position has been created to enhance capacity in the Business Development Team.

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.

- Radio Frequency Identification (RFID) technology was implemented at the Akoranga Library making it the first academic library in Australasia to implement the one-tag system for a general collection.
- Regular weekly database sessions were offered during the first semester in addition to the Database Weeks held in February and September.
- The Library promoted a university-wide approach to digital object management. Funding for the development of an institutional repository was approved through the IS Steering Committee.
- Key stakeholders worked with the Library to improve integration of Library, IT, printing and learning support service delivery through the Information Commons concept.
- Various project teams and committees contributed to LCoNZ (Library Consortium of New Zealand) activities.
- Training for placing orders directly online to vendors has been introduced across the Information Resources team.

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.

- All electronic resources are now linked to the Library catalogue.
- Information Literacy workshops were held on campus for postgraduate distance students and students with special needs.
- E-reserves and items scanned for interloan are now delivered in formats accessible to staff and students with disabilities.
- Staff participated in university-wide committees such as
 - Vice-Chancellor's Advisory Committee
 - Academic Board
 - Faculty Boards
 - Research Committee
 - Learning and Teaching Committee
 - Flexible Learning
 - Academic Literacies and Intercultural Capabilities
 - Postgraduate Support Steering Group
 - Orientation Task Force
 - Doctoral Studies Board
 - IS Steering Committee
 - Postgraduate Committee.
- Ten impact reports for proposed new courses of study were completed.
- During 2005, 11,912 queries were dealt with at Information Services Desks.



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.

- Five staff members attended Te Reo courses.
- A Library Māori Liaison Working Group was established.
- One staff member attended the Māori Entrepreneurship Symposium at AUT Technology Park.
- The Liaison Librarian for Te Ara Poutama attended the CONZUL Māori Hui in November.
- Work has begun on a Māori language interface to the Voyager OPAC through LCoNZ.
- The NZ/Pacific collection has grown significantly this year.
- Approval plans with a New Zealand vendor have been extended allowing access to out of print items.
- Links maintained to Māori electronic resources on the web.



STATISTICS

	2005	2004	2003
BUSINESS DEVELOPMENT			
Library Expenditure – \$000s			
Operating Expenditure	6,588	5,673	5,369
Capital Expenditure – materials and equipment	5,008	4,087	2,802
Total Library Expenditure	11,596	9,760	8,171
% Increase Total Library Expenditure	19%	20%	(5%)
Total EFTS (MOE + International)	14,987	15,015	14,144
Total Library Expenditure (\$) per EFTS	774	650	578
% Increase Library Expenditure/EFTS	19%	12%	(12%)
Library Staff			
Total Library Staff (Head Count)	73	68	69
Total Library Staff (FTE)	58.4	54.1	54.1
INFORMATION RESOURCES			
Volumes			
Library books held (volumes)	146,754	128,259	119,567
Library non-book material (AV etc) held (items)	11,652	10,442	9,397
Library Serials (Volumes)	34,212	31,722	28,695
Total Volumes	192,618	170,423	157,659
Serial Titles			
Current full-text electronic serial titles	53,868	38,476	17,322
Current print serial titles	2,781	2,709	2,757
e-book titles			
Current full-text e-book titles	23,155	2,573	228
Information Services			
Information literacy – groups	558	551	560
Information literacy – participants	9,240	7,866	7,566
Reference transactions	11,912	12,168	12,385
INFORMATION ACCESS & DELIVERY			
Loans			
Books	298,752	302,222	265,902
Serials	4,313	4,955	6,482
High Demand	40,991	33,422	64,016
Non-book materials	18,633	16,822	5,422
Total Loans	362,689	357,421	341,842
Full text articles accessed online	1,049,017	741,040	538,911
Interloans			
Items supplied	1,703	1,919	1,796
Items received by AUT	4,519	4,585	4,748
Turnstile counts (visits to Library)	1,087,815	982,096	1,122,714

LIBRARY STAFF 2005

University Librarian

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

INFORMATION ACCESS

Associate University Librarian, Information Access

Lorraine Shepherd, BA, MLib Mgmt, Grad Dip Bus

DIGITAL SERVICES TEAM

Team Leader

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

Electronic Resources Librarian

Craig Murdoch, BCom, B Theol, MLIS

Archivist

Shahzad Ghahreman, BA, NZSLC, CTT, ARANZ¹

Library Assistants

Daniel Booth, BA
Kai Hong (Eddie) Chow, BSc

LENDING AND DOCUMENT SUPPLY TEAM

Team Leader

Carol Rea, NZLAC

Lending Services Co-ordinators

Jane Brodie, BA
Andrew Stewart, BCom, BA, MLIS, NZSLC, CTT

Document Supply Co-ordinator

Deidre Ashton, BA, NZSLC, CTT

Library Assistants

Annika Bell²
Dean Clark
Lisa Dickinson, BA, BSc
Hannah Edwards, Dip ILS (L5), Cert Med Admin⁴
George Gong, BA
Chloe Heffernan, MA, CELTA
Catherine Hutcheson, BA (Hons)³
Michael McCutcheon
Danielle Moreau, MA (Hons)
Anitha Pondicherry, BA, Cert Bus Admin & Comp
Stephanie Reid, BA, NZCD (Arch)
Bradley Rose, BA (Hons)
Cathy Yue, BA, Cert Lang Teaching,
Cert Bus Admin & Comp

Student Library Assistants

(all part-time during Semesters 1 & 2)

Janine Auimatagi
Yang (Luke) Bai
Kathryn Beckingsale
Patricia Clueard
Sujatha Devorakonda
Melissa Durbin
Chidi Ezeugo
Theresa Frazerhurst
Megan Fowlie
Fiona Fulton
Hai Li (Jessie) He
Caroline Jackson
Elizabeth Jones
Sanoja Lokuliyana
Fiona Lovich
Vanessa Page
Jonathan Rea
Claire Shewan
Fen Su
Ben Tankard
Alex Wilson
Bobbie-Jo Wilson
Miranda Wilson

1 Part-time, 2 Fixed term, 3 Parental Leave, 4 Resigned

BUSINESS DEVELOPMENT

Team Leader

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

Administrative Assistant & PA to University Librarian

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

PR and Marketing Co-ordinator

Megan Fowlie, BA¹

INFORMATION RESOURCES

Associate University Librarian, Information Resources

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

BIBLIOGRAPHIC SERVICES TEAM

Team Leader

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

Klara Bedggood, BA⁴

Bev Cornish, BHSc, Dip Tchg

Greg Giles, BA

Ellie Jones-Allan, BA, BSc²

Francis Leaf

Vivina Momoka Dip Cert Comp, Cert Adv

Office & Recp

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

Clark Robbie, Dip ILS (L6)

Sean Thompson, BSc (Hons), LLB

INFORMATION AND EDUCATION

SERVICES TEAM

Team Leader

Claudia Adams, BSc, PGDLIS, B Bibl (Hons)

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

Liaison Librarians

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

Philip Combs, BA, NZSLC

Suhasini Gazula, MSc, MPhil, MEd, MLIS

Shahzad Ghahreman, BA, NZSLC, CTT, ARANZ¹

Donna Jarvis, BA, G Dip Lib, CAT

Emma McFadgen, BA, MLIS

Ann McKillop, MA (Hons), Dip Tchg,

RSA Cert in TEFL, NZSLC¹

Karen Major, BA, MLIS

Jasna Romic, BA (Phil), BA (Soc), Dip Tchg, PG Cert Lib

Melanie Shepherd, BA, Dip Lib, Cert HE

Andrew South, M Soc Sci (Hons), Dip Lib

Assistant Librarian, Information Literacy

Joanne Scott, BA, MLIS, CELTA

Weekend Information Adviser

Janet Wills, BA, Dip Tchg, Dip NZLS¹

1 Part-time, 2 Fixed term, 3 Parental Leave, 4 Resigned



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