

Annual Report 2004



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LIBRARY STAFF 2004

University Librarian

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

INFORMATION ACCESS AND DELIVERY

Associate University Librarian, Information Access and Delivery

Lorraine Shepherd, *BA, MLib (Mgmt), Grad Dip Bus*

Access Services Team

Team Leader

Robyn van Ee, *BA, NZLAC, Cert Records & Archives Mgmt*

Systems

Library Assistant

Daniel Booth, *BA*
Danielle Carter, *BA, Cert Comp Sys⁶*

Electronic Resources

Electronic Resources Librarian

Craig Murdoch, *B Com, B Theol, MLIS*

Library Assistant

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

Archivist

Shahzad Ghahreman, *BA, NZSLC, CTT, ARANZ¹*

Delivery Services Team

Team Leader

Carol Rea, *NZLAC*

Flexible Delivery Librarian

Andrew Stewart, *B Com, BA, NZSLC, CTT*

Library Assistants

Daniel Booth, *BA⁵*
Jane Brodie, *BA*
Dean Clark
Lisa Dickinson, *BA, BSc*
Hannah Edwards, *Dip ILS (L5), Cert Medical Admin*
Aidan Gilroy, *BSc⁶*
George Gong, *BA*
Catherine Hutcheson, *BA (Hons)*
Michael McCutcheon
Danielle Moreau, *MA (Hons)*
Sushila Parmanandam, *BSc, Dip Tchg, Dip ILS (L5)⁵*
Anton Pegler, *BA⁶*
Anita Pondicherry, *BA, Cert Bus Admin & Comp*
Stephanie Reid, *BA, NZCD (Arch)^{3,6}*
Cathy Yue, *BA, Cert Lang Teaching, Cert Bus Admin & Comp¹*

Student Library Assistants (all part-time)

Janine Auimatagi
Nick Austin
Luke Bai
Emma Baker
Kathryn Beckingsale
Catherine Blakely
Patricia Clueard
Melissa Durbin
Chidi Ezeugo
Fiona Fulton
Suha Ghafel
Jessie He
Hamsa Jabor
Caroline Jackson
Marcus Joyce⁶
Justine Lamb⁶
Sanoja Lokuliyana
Sangeeta Mala³
Ben Tankard
Megan Wilgar
Bobbie-Jo Wilson
Jessica Wilson

BUSINESS DEVELOPMENT

Team Leader

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

Administrative Assistant & Receptionist

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

PR and Marketing Co-ordinator

Megan Wilgar, *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 Librarian

Barbara Rauch, *BA, Dip Lib*

Cataloguing Coordinator

Christine Hill, *NZLSC*

Assistant Cataloguer

Anne Culhane, *BA, PG Dip LIS, Cert Animal Care, COP Te Reo¹*

Library Assistants

Klara Bedgood, *BA^{1,2}*
Catherine Blakely^{1,2}
Bev Cornish, *BHSc, Dip Tchg*
Kara Fawcett, *BSocSci, BA (Hons)⁶*
Greg Giles, *BA*
Maxine Graham²
Vivina Lalanabaravi, *Dip Cert Comp, Cert Adv Office & Recp*
Francis Leaf
Anna Lockett, *Cert Rural Skills, Cert Motor Mechanics^{3,6}*
Sushila Parmanandam, *BSc, Dip Tchg, Dip ILS (L5)⁵*
Simon Plimmer²
Clark Robbie, *Dip ILS (L6)*
Alola Robertson, *BA⁶*
Birgitta Stratmann, *MA, Cert Dance^{3,6}*
Jenny Wilcock, *BEng, MSc (Eng), BA (Hons)⁶*

Information and Education Services Team

Team Leader

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

Information Literacy Co-ordinator

Megan Sutton, *BPlan (Hons), MLIS⁶*
Erin Foster, *BEd, MA(LIS)⁵*

Learning Services Co-ordinator

Mark Simmonds, *BA, Dip Lib, CAT*

Research & Postgraduate Co-ordinator

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

Liaison Librarians

Deidre Ashton, *BA, NZSLC, CTT*
Philip Combs, *BA, NZSLC*
Erin Foster, *BEd, MA(LIS)⁵*
Sahasini Gazula, *MSc, MPhil, MEd, MLIS⁵*
Shahzad Ghahreman, *BA, NZSLC, CTT, ARANZ¹*
Donna Jarvis, *BA, G Dip Lib, CAT⁴*
Ann McKillop, *MA (Hons), Dip Tchg, RSA Cert in TEFL, NZSLC¹*
Karen Major, *BA, MLIS*
Melanie Shepherd, *BA, Dip Lib, PG Cert HE*
Emma Simpson, *BA, MLIS²*
Andrew South, *MSocSci (Hons), Dip Lib*

Assistant Librarian, Information Literacy

Sahasini Gazula, *MSc, MPhil, MEd, MLIS⁵*

Weekend Information Advisers

Ann Chen, *BA, Dip ILS (L5), Cert Translation Studs*
Janet Wills, *BA, Dip Tchg, Dip NZLS¹*

- ¹ Part-time
- ² Temporary
- ³ Parental Leave
- ⁴ 4 for 5 Leave
- ⁵ Internal Rotation
- ⁶ Resigned

AUT Library Annual Report 2004

Library Vision

Auckland University of Technology Library will be recognised as a leader in fostering the advancement of knowledge.

Library Mission

Auckland University of Technology 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 Auckland University of Technology community to be independent lifelong learners.



Artist's impression of the refurbished Library at Akoranga
Jasmax

Report from the University Librarian

2004 HIGHLIGHTS

The Consortium of New Zealand University Librarians Shared Systems (CONZULSys) was formally established as a company, the Library Consortium of New Zealand (LCoNZ), in June. Auckland University of Technology is one of the four university shareholders, the others being Waikato University, Victoria University of Wellington and Otago University.

The benefits of the consortium are now being realised with completion of the implementation of the Voyager Library System and the introduction of advanced software: ENCompass for Resource Access (**multisearch**), **linkfinder** and ENCompass for Digital Collections. **multisearch** is a tool that will allow Library users to search concurrently across different databases, while **linkfinder** provides links directly to full text from citations. ENCompass for Digital Collections will allow each University to manage its own digitised content e.g. theses, special collections. Voyager was upgraded to the Unicode standard in December, allowing text to be displayed in the original format and searched in the native language.

The Rodski Library Client Survey was conducted in May and the results are being analysed to improve services and to benchmark against similar institutions, in particular the university libraries belonging to the Librarians of the Australian Technology Network (LATN). Feedback was also received in a report from the Student Senate and has resulted in additional funding being made available to progressively increase opening hours in 2005, in line with other university libraries.

Auckland University of Technology Library joined the five LATN libraries in a consultancy on Workforce and Succession Planning and received an overall report and a report specific to the Library. The recommendations are being included in the 2005 Performance Plan.

Work commenced on the expanded Akoranga Library due for completion in June 2005. The temporary accommodation has caused some frustrations and variation in Library usage patterns but this has been compensated for by the visible progress on the vastly improved new facilities.

2004 TRENDS

1. Print collection

The print collection continues to grow and at over 170,000 volumes, it has increased by 51 per cent since 2000. Current new book titles are being purchased at an impressive rate to support learning and research needs. In addition a separate fund was established in 2004 to purchase retrospectively those titles that were still in print and required to strengthen the collection in areas of interest to Auckland University of Technology.

Print serial titles have declined as more are converted to electronic format. However 76 new print serial subscriptions were placed, following an evaluation of all requests by the Serials Subcommittee of the Library Advisory Committee.



**Ainslie Dewe,
University Librarian**

2. Electronic full text resources

The number of full text electronic serial titles more than doubled in 2004 to a total of 38,476 titles (representing millions of articles). This now represents 93% of the total serials titles with only 7% still being received in print.

E-books are a growing addition to the Library collection. Unlike print books they are continually updated and purchased as an ongoing subscription rather than a one-off payment. Another new collection piloted in 2004 was e-Reserve. Almost 500 articles are now available in electronic format through the 'Course Reserve' module in Voyager, as an alternative to paper copies being held in the High Demand collection. The response of academic staff and students to this method of delivering high demand material has been enthusiastic. e-Reserve will be promoted as an established service in 2005.

The advantage of e-resources is that they are available 24 hours a day, seven days a week and not restricted to one user at a time, as is the case with print resources.

3. Information resources expenditure

Expenditure on books increased significantly in 2004, including \$400,000 which was allocated to retrospective purchasing of books. Because the acquisitions module of Voyager was being introduced at the start of the year some titles were ordered later in the year than usual, and they have not all been catalogued and added to the collection. This is reflected in the expenditure figures and many titles will not be added to "volumes held" until 2005. A further \$700,000 was spent on back files of electronic serials and databases. This includes the full collection of *Web of Knowledge* backfiles to 1945.

4. Delivery – online and loans

Book loans increased in 2004. This partly reflects the improved collections but is particularly due to the limited study space in the temporary accommodation at Akoranga. Conversely, high demand loans decreased at Akoranga as the collection was on open access and items could be used without being issued as a loan. This trend will continue as more high demand material is converted to e-Reserve. Physical loans are likely to decrease but articles accessed online will increase.

The combined total of loans (357,241) and articles accessed online (741,040) was over 1 million (1,098,461). This is a 358 per cent increase on loans in 2001 and 437 per cent increase on 2000. The Library is clearly delivering on its mission to enable access to recorded knowledge.

The number of interloans supplied to other libraries increased slightly, and the items requested from other libraries continued to fall, reflecting a better match between Auckland University of Technology research needs and the Library's ability to deliver the resources required.

5. Information literacy

There was an increase of 6.1 per cent in number of participants at information literacy classes from 2003 to 2004, but 1.6 per cent decrease in number of classes offered. This can be attributed to better attendance and having classes increasingly integrated into academic timetables.

Library Achievements

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

KSA 1 HIGHLIGHTS

- Contributed to the project planning of the new Akoranga Library
- Sourced extra study space for students on Akoranga Campus
- Presentation by the University Librarian at the National Digital Forum at Te Papa on the concept of New Zealand Online
- Hosted the LCoNZ forum on “National Collaboration in the Tertiary Sector” in November.
- Library staff members participated in the following conferences:
 - Teaching and Learning conference
 - AUT Research Development Symposium
 - Allied Staff conference
 - Flexit
 - New Zealand University Administration conference
- Launched **linkfinder** on 23rd August and promoted this new service which provides links to full text from citations
- Trialled **multisearch**, a federated searching tool, allowing concurrent searching of different databases
- Raised Library visibility in AUT initiatives such as vAUT, AUT Online and Flexit
- Offered specialist database training to academic staff and postgraduate students during Database Week in February and regular sessions during second semester
- Took part in combined Information Technology Services and Student Support sessions during Orientation Weeks
- Used clear and consistent branding for promotional material
- Developed a Cataloguing Policy
- Ensured catalogue records are accurate and conform to national and international standards
- Improved the turnover time for incoming Library resources to reach the shelves



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 base for career long learning and real world problem solving

KSA 2 HIGHLIGHTS

- Provided 551 Information Literacy classes for 7866 participants from the Auckland University of Technology community
- Developed an Information Literacy database to manage class bookings
- Successfully incorporated e-resources into course materials for AUT Online
- The online Information Literacy Tutorial (ILT), a modification of the Texas Information Literacy Tutorial, went live in December
- Extended Library education services to support part-time students by offering after hours and weekend classes
- Attended vendor training sessions, including OVID, ISI and Brookers
- Allocated \$400,000 from the Information Resources budget for the purchase of retrospective print titles
- Created a new web page to promote the growing collection of e-books
- Evaluated and selected many new databases for purchase including 3 e-book collections, 40 databases
- Created a database for maintaining all e-resources

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

KSA 3 HIGHLIGHTS

- "Auckland University of Technology Library: a new library for a new university" published in the LATN monograph *Managing information in the digital age: The Australian Technology Network Libraries respond*
- Participated in the LATN Workforce and Succession Planning workshop, conducted by visiting Canadian consultant, Vicki Whitmell
- Conducted Library tours for Members of Parliament, visiting delegates from Thailand and various other groups
- Implemented Voyager Unicode upgrade allowing catalogue searches in the native language and text to be displayed in the original format

- Continued to work with vendors in accordance with the CONZULac consortial agreement for the purchase of Library resources
- Used Voyager to bulk process order and invoice data from overseas vendors
- Implemented approval plans with Academic Book Company and Blackwells and set up profiles with Yankee Book Peddler

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 IT to improve access to information worldwide

KSA 4 HIGHLIGHTS

- Participated in Council of Australian University Librarians (CAUL), CAUL Electronic Information Resources Consortium (CEIRC) and Council of New Zealand University Librarians (CONZUL) e-resources consortia
- Supported and drafted internal policies for CONZUL reciprocal borrowing arrangements between New Zealand university libraries
- Implemented live link to Serials Solutions records from Voyager Machine Readable Cataloguing (MARC) records
- Ran trials and followed up on feedback and evaluation to develop priority lists of e-resources for researchers
- Expanded and rationalised electronic subscriptions and databases
- Obtained online access to networked resources
- Raised awareness of new electronic resources and services through regular contact with academic staff and researchers
- Developed classes to support the needs of new researchers through the Centre for Educational and Professional Development (CEPD)
- Contributed to Auckland University of Technology Arts Research Forum and Research Development Symposium
- Approved the provision of Library access for prospective doctoral students
- Investigated the need for Inter/Intralloan access at undergraduate level

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

KSA 5 HIGHLIGHTS

- Staff attended various workshops, seminars and conferences nationally and internationally including
 - LATN Workforce and Succession Planning Workshop
 - Information Resources Knowledge Sharing Workshop
 - Library and Information Association of New Zealand (LIANZA) and Australian Library and Information Association (ALIA) conferences
 - Australian Vice-Chancellors Committee (AVCC) Librarians Conference
 - Legal Information Symposium
 - CONZUL Science Librarians Meeting
 - Victorian Association for Library Automation (VALA) Conference
 - International Association of Technological University Libraries (IATUL) Conference
- Provided a Library session at the AUT-wide new staff inductions run regularly throughout the year
- Communicated with CEPD to ensure relevant training and workshops were offered such as Liaison workshops, responses to CEPD survey and Endnote sessions
- Ensured that vacancies were widely advertised through Tangata Pasifika and Library listservs
- Created the new position of Assistant Librarian, Information Literacy
- Created the new position of Cataloguing Co-ordinator
- Created two new Coordinator, Lending Services positions to improve weekend and evening service.

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

KSA 6 HIGHLIGHTS

- LCoNZ shareholding and company documents were finalised and the company was established in June
- Contributed to the July CONZUL meeting by leading the discussion on the ENCompass for the Resource Access product
- Contributed to the November CONZUL meeting by leading the discussion on open access publishing of institutional research
- Represented Auckland University of Technology in the Tertiary Education Commission E-Resources Working Party and Electronic Publishing in Collaboration Governance Group
- Contributed to national and international listservs such as LCoNZ, Voyager, Tertiary Libraries Special Interest Group (Telsig) , Datasets, Cooperative Action by Victorian Academic Libraries (CAVAL) training and New Zealand Library Listservs
- Discussion held with Auckland University of Technology Head of Planning on Library benchmarking, particularly with LATN
- Conducted the Rodski Customer Satisfaction Survey for benchmarking and analysis to improve services

- Implemented data-sharing between Academic Registry Information Online (Arion), IMS, Staff Services, International House and Voyager to streamline services for students
- Provided staff and client training to use new products such as Online Public Access Catalogue (OPAC)
- Utilised Voyager to review and streamline Library bibliographic workflow and implemented Electronic Data Input (EDI) and Embedded Order Data (EOD), approximately 44 per cent of invoices are now generated electronically
- The inaugural Print Serial Subcommittee met to review the print serial collection and select serial titles for subscriptions to begin in 2005
- Ensured promotional print material contained current information regarding other Auckland University of Technology services in the Library
- Planned for increased Library opening hours in 2005 and coordinated with IT Services
- Continued to respond to client comments and complaints to ensure improved services
- Ran a team-building workshop for the Library Management Team in December
- Celebrated the 2004 Library achievements at a Library Forum for all staff in December

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

KSA 7 HIGHLIGHTS

- Expanded the e-Reserve project to develop a collection of electronic documents and planned for retrospective and ongoing digitisation
- Increased the visibility of Library staff by extending the service hours of the Information Services Desks, 12,385 queries were dealt with at the Information Services Desks in 2004
- Discussed an Information Literacy Programme with School of Education
- Began dialogue with Te Tari Awhina regarding a joint Keys Programme
- Promoted Library services and resources to distance students and lecturers in all faculties
- Participated in University-wide committees such as Academic Literacies and Intercultural Capabilities (ALIC) Policy, Doctoral Studies Board, Science & Health Research Committees, Postgraduate Committee, Postgraduate Steering Support Committee
- Completed 14 Library Impact Reports for proposed new courses of study
- Continued upgrading Library hardware for the Information Literacy Laboratory and installed a micrographic scanner and printer in the Library on Wellesley Campus

Key Strategic Area 8: Treaty of Waitangi

Becoming a preferred university for Maori 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

KSA 8 HIGHLIGHTS

- Reached an agreement on approval plans for New Zealand resources with a New Zealand vendor
- Continued to develop the New Zealand/ Pacific collection including a Maori language collection
- Developed an online subject guide linking to electronic Maori language resources
- Discussed the possible implementation of a Maori language interface to Voyager OPAC
- Library staff attended a Maori web developers course
- Supported three staff to attend Te Reo Maori workshops



AUT LIBRARY STATISTICS

	2004	2003	2002 (Note 2)	2001 (Note 2)	2000
Business Development					
Library Expenditure - \$000's					
Operating Expenditure	5,673	5,369	4,831	3,908	3,136
Capital expenditure	3,911	2,067	2,546	2,886	2,000
Total Library expenditure	9,584	7,436	7,377	6,794	5,136
% increase Total Library Expenditure	29%	1%	9%	32%	20%
Total EFTS (MOE + International)	15,015	14,144	13,071	11,951	10,538
Total Library Expenditure per EFTS	638	526	566	568	486
% increase Library expenditure/EFTS	21%	-7%	0%	17%	11%
Library Staff (head count)					
Full-time	46	47	42	39	35
Part-time	22	22	17	10	11
Total Library Staff (head count)	68	69	59	49	46
Total Library Staff (FTE)	54.1	54.1	48.8	41.8	39.4
Information Resources					
Volumes					
Books held (volumes)	128,259	119,415	106,937	95,541	84,106
Non-book material (AV etc) held (items)	10,442	9,397	8,629	7,833	7,524
Serials (volumes)	31,722	29,180	26,966	23,565	21,040
Total Volumes	170,423	157,992	142,532	126,939	112,670
Serial titles					
Current full-text electronic serial titles	38,476	17,322	8,396	7,334	5,238
Current print serial titles	2,709	2,757	3,130	2,547	2,166
Archives and manuscripts (linear metres)	380	360	360	330	450
e-book titles					
Current full-text e-book titles	2,573	228			
Information Resources Expenditure - \$000's					
Books	1079	1,003	1,139	1,298	935
Current print serials	428	658	1,075	995	1,005
Non-book materials	242	104	145	120	60
Electronic serials (Note 1)	3,212	1,828	1,194	645	
Total Materials Expenditure	4,961	3,593	3,553	3,058	2,000
Information Services					
Information literacy (groups)	551	560	669	489	484
Information literacy (individuals)	7,866	7,566	4,969	5,839	-
Reference transactions (Note 3)	12,168	12,385	1,939	1,625	6,915
Information Access & Delivery					
Loans					
Books	302,222	265,902	259,424	228,088	175,094
Serials	4,955	6,482	7,280	5,713	6,869
High Demand	33,422	64,016	68,040	63,704	65,094
Non-book materials	16,822	5,442	7,397	9,058	4,061
Total Loans	357,421	341,842	342,141	306,563	251,118
Full text articles accessed online	741,040	538,911	312,193	N/a	N/a
Interloans					
Items supplied	1,919	1,796	1,760	1,474	3,069
Items received by AUT	4,585	4,748	5,281	3,986	3,704

Notes

1: From 2001 materials expenditure identifies electronic serials which may be capital or operational.

2: Some 2001 and 2002 figures have been updated.

3: In 2001, 2002 quick reference enquiries were excluded