

Annual Report 2003



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Mission Statement

“The Library will meet
the information and service needs
of AUT’s teaching, learning and research requirements
in partnership with staff and students.”



View from the mezzanine floor of Akoranga Library
November 2003

LIBRARY STAFF 2002

University Librarian

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

ACCESS AND DELIVERY

Associate University Librarian, Access and Delivery

Barbara Taylor, *BA, Dip Lib*³

Access Team

Team Leader

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

Systems

Library Assistants

Nick Austin, *B Vis Arts*⁴
Danielle Carter, *BA, Cert Comp Sys*
Damien Ryder, *Cert Op Bus Comps*³

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, ARANZ*¹

Delivery Team

Team Leader & Lending Services Librarian

Carol Rea, *NZLAC*

Flexible Delivery Librarian

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

Library Assistants

Sassy Acorn³
Linda Atkings^{1,4}
Jane Brodie, *BA*
Hannah Edwards, *Cert Medical Admin*
Aidan Gilroy, *BSc*⁴
George Gong, *BA*
Catherine Hutcheson, *BA (Hons)*
Melanie Love, *BA, G Dip (Media Studies), Cert Journalism*³
Michael McCutcheon
Danielle Moreau, *MA (Hons)*
Sushila Parmanandam, *BSc, Dip Tchg*
Tasha Paul, *MA (Hons)*³
Anton Pegler, *BA*
Anita Pondicherry, *BA, NZCD (Arch)*

Stephanie Reid, *BA, NZCD (Arch)*⁵

Alola Robertson, *BA*

Kylie Thomson, *BA, Dip ILS (L5), PG Dip Art*³

Ruth Wynyard, *BA, G Dip (Journalism)*³

Cathy Yue, *BA, Cert Lang Teaching, Cert Bus Admin & Comp*¹

Student Library Assistants (all part-time)

Laura Alpe³
Luke Bai
Miriam Bell
Catherine Blakely
Chidi Ezeugo
Fiona Fulton
Lucy-Mae Goffe-Robertson
Jessie He
Caroline Jackson
Chris Jackson
Mohan Koka³
Sanoja Lokuliyana
Lucy Loulanting
Hamish Lourie
Sangeeta Mala
Anton Pegler³
Cassima Selchow-Martin
Anne-Marie Shepherd
Mary Tasker
Elna Teoh³
Megan Wilgar
Robyn Wilson³
Cathy Yue³

BUSINESS DEVELOPMENT

Team Leader

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

Administrative Assistant & Receptionist

Michelle D'Souza, *BSc, Dip Sec, Dip WP*
Lyn Hatrick⁴

PR and Marketing Co-ordinator

Megan Wilgar, *BA*¹

INFORMATION RESOURCES

Associate University Librarian, Information Resources

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

Bibliographic Services Team

Team Leader

Christine Hill, *NZLAC*

Acquisitions Librarian

Barbara Rauch, *BA, Dip Lib*

Assistant Cataloguer

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

Library Assistants

Ann Chen, *BA, Dip ILS (L5)*
Bev Cornish, *BHSc, Dip Tchg*
Kara Fawcett, *BSocSci, BA (Hons)*⁴
Vivina Lalanabaravi, *Dip Cert Comp, Cert Adv Office & Recp*
Francis Leaf
Anna Lockett, *Cert Rural Skills, Cert Motor Mechanics*⁵
Clark Robbie, *Dip ILS (L5)*
Alola Robertson, *BA*
Jane Simpson, *NZLSC, TTC*⁴
Birgitta Stratmann, *MA, Cert Dance*⁵
Jenny Wilcock, *BEng, MSc (Eng), BA (Hons)*⁴

Information and Education

Services Team

Team Leader

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

Information Literacy Co-ordinator

Leigh Sharfe, *BA, MLIS*²
Megan Sutton, *BPlan (Hons), MLIS*

Learning Services Co-ordinator

Mark Simmonds, *BA, Dip Lib, CAT*

Research & Postgraduate Co-ordinator

Claudia Adams, *BSc, PGDLIS, B Bibl (Hons)*³
Robyn Ramage, *PhD, MSc (Infor Sci), Dip Bus*

Liaison Librarians

Deidre Ashton, *NZSLC, CTT*
Janet Blake, *BSocSci, MLIS*³
Thelma Braggins, *BA*⁴
Philip Combs, *BA, NZSLC*
Suhasini Gazula, *MSc, MPhil, MEd, MLIS*
Shahzad Ghahreman, *BA, NZSLC, CTT, ARANZ*
Donna Jarvis, *BA, G Dip Lib, CAT*
Ann McKillop, *MA (Hons), Dip Teaching, RSA Cert in TEFL, NZSLC*¹
Karen Major, *BA, MLIS*
Andrew South, *MSocSci (Hons), Dip Lib*

Weekend Information Advisers

Ann Chen, *BA, Dip ILS (L5), Cert Translation Studs*
Janet Wills, *BA, Dip Tchg, Dip NZLS*¹

¹ Part-time

² Extended sick leave

³ Resigned

⁴ Temporary

⁵ Parental leave

Report from the University Librarian

2003 HIGHLIGHTS

In July the Library went live with its new library system as part of CONZULSys - a library consortium currently consisting of the Auckland University of Technology, University of Otago, University of Waikato, and Victoria University of Wellington.

The new system provides improved functionality and a common interface for the benefit of library users at the four universities.

There was a significant increase in the information resources available to staff and students at AUT in 2003. The number of digital serial titles (17,322 titles) is now six times greater than the print serial titles. Not only are these titles available 24 hours a day, seven days a week, but they are able to be integrated directly into online courses.

The number of print volumes continued to grow to almost 158,000 volumes – a 40% increase in three years. The annual increase in the number of books the Library acquired is similar to other universities of a comparable size.

Whilst the total collection size is still relatively small by university library standards, AUT Library is keeping up to date with recently published material required for learning and research.

The delivery of full text electronic articles continued to grow and is 72% higher than in 2002 (the first year that figures were available). The online delivery total (538,911 articles) has now significantly overtaken print delivery (341,842 loans), signalling that the Library is now primarily a digital provider.

The number of interloans requested from other libraries and received by AUT has decreased as expected, with more information for research now available online and despite the fact that AUT's research activity is increasing.

The number participants in information literacy classes increased to 7,566 - around 50% of the student population. This means that during the course of their study, students receive at least one formal session of information literacy to increase their life-long learning skills.

LIBRARY VISION AND MISSION

At the end of 2003 the Library staff participated in a planning day to develop a new vision and mission, which were aligned with the changes to increasingly digital library collections and services.

The new **Vision** (where are we going?) is:

AUT Library will be recognised as a leader in fostering the advancement of knowledge

The new **Mission** (why do we exist?) is:

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**

FAREWELL TO ASSOCIATE UNIVERSITY LIBRARIAN

In October Barbara Taylor, Associate University Librarian (Information Access and Delivery), left AUT after twenty one years to take up a position at the University of Otago Library. During her time at AUT Barbara successfully managed a number of projects including the Learning Centre on the Wellesley campus and she was Implementation Manager for the CONZULSys project. At her farewell Barbara was thanked for the enormous contribution she had made to AUT. She is greatly missed but maintains links through the CONZULSys consortium.



**Ainslie Dewe,
University Librarian**

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

Target

Increased promotion of Library
services and activities

Improve physical environment of the
Library

Open archives and scholarly
publishing

- Successful Database Weeks held in February and July
- New Library system promoted and launched at AUT on 21st July.
- National launch of CONZULSys held at AUT 24th July
- Event to celebrate the donation of the Chinese collection on 22nd May
- Library tutorial brochure included in new Student Information packs.
- Report prepared for Council for the proposal to build the Learning Centre at Akoranga
- A discussion was initiated on the future growth of the Wellesley Learning Centre.
- Initiated discussions at the Research Committee on AUT institutional repositories
- Investigated the use of ENCompass software for linking digital library resources with online learning objects



The first Library Database week was a great success. Most seminars were fully-booked with waiting lists



Ainslie Dewe, University Librarian, and Mr Ran Bo from the Office of the Chinese Consulate of the Peoples' Republic of China

Key Strategic Area 2 : Curriculum

Producing highly employable graduates, connecting with professional contexts and being a leading provider in our programme

Library Strategy

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

Target

Integrate Information Literacy into the curricula

Increase electronic resources

Achieve integration with print resources where not available online

- Participated in ANZIIL (Australia and New Zealand Institute for Information Literacy) workshops
- Met with Programme Leaders to discuss incorporating information literacy into their curriculum
- Allocated \$2million of Information Resources budget for digital resources
- Access to electronic full text journals increased from 8,300 in 2002 to over 17,000 in 2003
- Back issues of currently held print serials acquired where available
- Targeted New Zealand print material for purchase
- Set up guidelines to utilise vendors to help fill gaps in the monograph collections.
- Provided instructions for lecturers to create links to digital library resources with online courses
- Contributed to AUTonline and vAUT developments



Stephanie Reid at the Lending Desk issuing the first book using the new Voyager system

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

Target

Collaborate with other libraries and professional bodies and vendors

Develop effective mechanisms for dealing with the diverse range of students

Work with vendors to ensure balanced and relevant collections

- Implemented the consortial system CONZULSys@AUT in July
- Participated in CAUL (Australian University Librarians) and CEIRC (CAUL electronic purchasing consortium)
- Accepted as invited international participant in LATN (Libraries of the Australian Technology Network)
- Presented paper on knowledge management at CAUL/CAUDIT/ ACODE workshop in Adelaide
- Held workshop for Delivery staff on coping strategies for handling diversity
- Increased opening hours to cover public holidays in response to demand
- Held workshop for international postgraduate students
- Participated in CONZULAcq purchasing consortium to select UK vendors and increase purchasing power.

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



A last look at the Library on Akoranga Campus before refurbishment commences

Target

Increase electronic resources

Improve access to electronic resources

Investigate need for Inter/Intraloan access at undergraduate level

- Evaluated digital resources available for trial
- Purchased collections of peer reviewed research journals and digitised back files of research materials, e.g. (JSTOR)
- Updated EZProxy to improve remote access to resources
- Full catalogue records for digital resources added to the catalogue providing direct linking
- Endnote introductory and advanced seminars held in conjunction with CEPD (Centre for Educational and Professional Development) and the Postgraduate Seminar Series
- Working group established and surveys distributed to investigate the need for interloan services at an undergraduate level
- Training for Universal Borrowing module of Voyager scheduled, as a precursor to intraloan across CONZULSys libraries

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



Target

Maximise staff development potential and opportunities

Increase promotion of Library services and activities

- Staff were encouraged to take development leave
- New system training held across the four University Libraries
- Conducted tours of the Learning Centre for a number of outside groups and staff of other libraries
- Held 221 subject specific tutorials at Wellesley and 202 at Akoranga
- External membership policy reviewed in line with actual costs per member
- Endnote introductory and advanced classes held in conjunction with CEPD

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

Target

Successful implementation of the new system

Co-operation and communication with other areas within AUT e.g. ITG, Student Services etc

Collaboration with other libraries and professional bodies

Improved services to clients through collective analysis of customer feedback

- Training sessions for staff held and system launched by the go-live date in July
- On-going monthly meetings held with ITS (Information Technology Services)
- Cooperation with Academic Registry to share customer identity information
- Library staff participating in organising committee for LIANZA conference 2004
- University Librarian established as the chair of the Ministerial Library and Information Advisory Commission
- Presented papers at national and international library events
- Analysed CONZUL (Council of New Zealand University Librarians) and CAUL statistics for use in decision-making

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 programs, from the stage of the design of those programs through to their completion





Robyn Van Ee, Systems Librarian and Jason Thompson of Endeavor testing Voyager before it the Circulation module goes live

Target

Integrate online learning into the Learning environment

Achieve excellence in technology

Promote availability and visibility of Liaison staff

- Worked with Departments, Schools and Faculties to promote online learning enabling technologies
- Increased promotion of online library guides
- 21 online subject pages have been redesigned and six new subject pages added
- Library homepage redesigned and improved
- Additional OPACs installed at the Library entrance in Wellesley
- Increased time staffing desks and roving to answer enquiries
- Prepared information literacy article which was published through CEPD
- Learning Services Coordinator and Information Literacy Coordinator on the AUT Implementation team to meet Faculty needs

Key Strategic Area 8: Treaty of Waitangi

Becoming a preferred university for Maori and develop 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

Target

Maximise staff development potential and bicultural opportunities

Work with Te Ara Poutama to improve collections relevant to Maori

Work with all Faculties to build subject specific collections relevant to Maori language

- Staff attended Te Reo courses
- Continued to develop New Zealand/Pacific collections
- Worked with the National Library to maximise access to Maori material via the catalogue
- Worked with New Zealand vendors to update collections

AUT LIBRARY STATISTICS

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