

Annual Report 2002

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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.”



Te Amorangi - The Learning Centre won an excellence award in the Education and Arts Property Category of the annual Property Council/Rider Hunt Building Awards. The Learning Centre also won an Education Award in the NZIA-Resene New Zealand Architecture Awards 2002. The judges were looking for “*Completeness, careful consideration, and thorough delivery.*” They sought evidence that the architects had “*looked beyond the immediate brief*” and that the most successful buildings “*added up to be more than the sum of their parts.*”

LIBRARY STAFF 2002

University Librarian

Ainslie Dewe, *BSc, DipNZLS, FNZLIA, MCLIP, GradDip (Arts Admin), AALIA*
Grace Saw, *BA (Hons), PhD, G Dip Lib & Info Sc, G Dip Bus Admin, MBA, AALIA*³

Secretary

Abigail Engelbrecht⁴
Lyn Hatrick⁴
Hayley Rowe⁴

ACCESS AND DELIVERY

Associate Librarian, Access and Delivery

Barbara Taylor, *BA, Dip Lib*

Access Team

Team Leader & Systems Librarian

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

Systems Team

Library Assistant

Damien Ryder, *Cert Op Bus Comps*

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*⁵

Library Assistants

Sassy Acorn
Jane Brodie, *BA*
Hannah Edwards, *Cert Medical Admin*
George Gong, *BA*
Melanie Love, *BA, G Dip (Media Studies), Cert Journalism*
Michael McCutcheon
Sushila Parmanandam, *BSc, Dip Tchg*
Stephanie Reid, *BA, NZCD (Arch)*
Alola Robertson, *BA*
Hohepa Spooner³
Kylie Thomson, *BA, Dip ILS (L5), PG Dip Art*
Ruth Wynyard, *BA, G Dip (Journalism)*
Cathy Yue, *BA, Cert Lang Teaching, Cert Bus Admin & Comp*¹

Student Library Assistants (all part-time)

Nick Austin	Casper McDonald
Alicia Frankovich	Annie Shepherd
George Gong ³	Elna Teoh
Michael McLroy ³	Shelley Thomson ³

Maher Kahil
Shalini Kanta³
Sanoja Lokulyanage
Lucy Loulantung
Emil McAvoy

Richard Valdez³
Ruth Wynyard³
Cathy Yue
Hong Zhang

BUSINESS DEVELOPMENT

Team Leader & Personnel & Professional Development Librarian

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

PR and Marketing Co-ordinator

Megan Wilgar, *BA*¹

INFORMATION RESOURCES

Associate Librarian, Information Resources

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

Information Literacy Co-ordinator

Leigh Sharpe, *BA, MLIS*²

Acquisitions and Cataloguing Team

Team Leader, & Cataloguing Librarian

Christine Hill, *NZLAC*

Acquisitions Librarian

Barbara Rauch, *BA, Dip Lib*

Assistant Cataloguer

Anne Culhane, *BA, PG Dip LIS*

Library Assistants

Ann Chen, *BA, Dip ILS (L5)*
Bev Cornish, *BHSc, Dip Tchg*
Teresa Frazerhurst, *BA*³
Vivina Lalanabaravi, *Dip Cert Comp, Cert Adv Office & Recp*
Francis Leaf
Anna Lockett, *Cert Rural Skills, Cert Motor Mechanics*
Clark Robbie, *Dip ILS (L5)*
Birgitta Stratmann, *MA, Cert Dance*

Liaison Team

Team Leader, Liaison

Mark Simmonds, *BA, Dip Lib, CAT*

Liaison Librarians

Claudia Adams, *BSc, PGDLIS, B Bibl (Hons)*
Deidre Ashton, *NZSLC, CTT*
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
Robyn Ramage, *PhD, MSc (Info Sci), Dip Bus*
Andrew South, *M Soc Sci (Hons), Dip Lib*
Megan Sutton, *B Plan (Hons), MLIS*

Weekend Information Advisers

Suhasini Gazula, *MSc, MPhil, MEd, MLIS*³
Mohan Lal, *BA, Dip LIS, G Dip LIS, PG Dip Mgmt & Pub Admin, Intrl Dip TT, Cert DTP, Cert ESOL*
Glennis Shelton³
Janet Wills, *BA, Dip Tchg, Dip NZLS*

¹ Part-time
² Extended sick leave
³ Resigned
⁴ Temporary
⁵ Secondment

Report from the University Librarian

Dr Grace Saw resigned from the position of University Librarian on 28 March 2002 and returned to Australia to take up the position of Executive Manager of the Science and Engineering Library at the University of Queensland in Brisbane. Her four years in the Library was a time of significant change at AUT, including a Library review, the achievement of university status, a significant increase in the Library resources budget and the completion of the Learning Centre on the Wellesley campus.

The two Associate Librarians, Heather Jenks and Barbara Taylor were appointed as joint Acting University Librarian between April and September. Heather and Barbara took on a significant task, sharing this role and carrying on with their own workloads at the same time. Their efforts of both managing the Library during this time and smoothing over the transition between out-going and in-coming University Librarians have been commendable.

I took up the position University Librarian on 23rd of September. Arriving towards the end of the academic year meant that most of the planned developments were well underway. Between us we have guided the Library through significant changes in 2002 with some notable achievements.

On April 1st 2002, the Library became more closely aligned with the research focus of AUT through its changed reporting line to Professor Philip Sallis, Deputy Vice-Chancellor (Research & Development). Philip has been a strong advocate for the contribution the Library can make to the University's research directions.

At the national level we played an active part as a member of the Council of New Zealand University Librarians (CONZUL). CONZUL goals are to provide leadership on library and information issues and improve access to information resources fundamental to the advancement of teaching, learning and research. The most significant CONZUL initiative for AUT was membership of the CONZULSys consortium for the purchase and operation of a replacement Integrated Library Management System (ILMS). As the project proceeded the focus moved from an ILMS to the broader Information and Resource Access Management System (IRAMS). AUT was very pleased to receive funding for the purchase of the IRAMS from the Tertiary Education Commission Strategic Change Fund. After much preparation and negotiation the contract to purchase the Voyager system and associated software, from Endeavor Information Systems Inc, was signed by the Vice-Chancellors of the four participating Universities in December 2002. This project represents an innovative model for collaboration within the tertiary education sector.

Our print collection continues to grow with print still being the more common medium for books (monographs). AUT Library is a member of the CONZUL Print Consortia, CONZULAcq which has negotiated favourable discounts for the supply and processing of overseas mono-

graphs, thus allowing the book budget to stretch further. Although the number of print serials also increased, more than seventy per cent of all serial titles received are now in electronic format.

By the end of 2002 our digital collection provided access to 8,396 full text journal titles to staff and students on and off campus, twenty four hours a day and seven days per week. Our access to electronic serials was improved with the implementation of EZProxy for off-campus access to databases and electronic resources. EZProxy is a recognised standard in remote access for library users worldwide since it is user-friendly, reliable and does not require users to configure their internet browsers or install additional software. Further improvements came with the implementation of the product Serials Solutions. This provides an alphabetical list of every full-text electronic journal the Library has access to and avoids the need to search through multiple databases to locate electronic journals. The list includes holdings information and links to the journals. The increasing number of digital resources assists the growing research activity at AUT but does not yet keep pace with the demand for material not held, as the increased interloans (5281) demonstrate. We expect that this number of interloans should fall as additional resources are purchased in the near future. We also purchased the e-books, computing titles subset, from Safari, a notable increase of 108 titles. Even more improvements to digital library resources came through membership of the CAUL Electronic Information Resources Committee (CEIRC) which arranges database trials and facilitates consortium purchasing of digital resources.

In order to improve services to our patrons, the Library undertook Focus groups and feedback sessions with Faculties which indicated a need for longer opening hours. In response to this we increased summer opening hours and we now open during some public holidays.

2002 also saw the opportunity for the Business, Health and Science Faculties to participate in a trial of a Library Flexible Delivery Service. This service involved the Library sending books and articles out to students who were located more than 50 kilometres away from the AUT campus. Students participating in the trial requested articles and books using the electronic form on the Library's web page. The trial was a success and the Library agreed to continue it as a core service, with costs absorbed by the Library.

This year we began Information Literacy classes. These were assisted by the introduction of a flexible teaching space in the Wellesley Library which has been used for tutorials on the Catalogue, Electronic Databases for students and Introduction to the Internet classes for staff offered through the Centre for Educational and Professional Development. We also held a number of Library seminars for post-graduate students. Research staff have included specialist database tutorials and hands-on training for the citation management package, EndNote.

The Library extended its Liaison Librarian services with the appointment of a Liaison Librarian dedicated to Te Ara Poutama.

Even though at management level the Library experienced leadership changes, at the grass roots staffing has been very stable with very low turnover except for some changes of part time and temporary positions. I would like to pass on my thanks to the Library staff of 2002 whose consistency and commitment helped ensure the successes of this year.

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.

- Appointed Ainslie Dewe, University Librarian
- Continued involvement in CONZUL
- Continued involvement in CONZULsys
- Obtained the Government grant from the Tertiary Education Commission Strategic Change Fund
- Achieved excellence in the Architectural Awards for the Learning Centre Building
- Standardised the Library webpage in line with new AUT protocols.

Conzulsys

During 2001 CONZUL established strategic areas for collaborative activities. CONZULSys is the name given to a group of four Universities – AUT, Otago, Victoria and Waikato – for the purposes of the consortial purchase and operation of their library systems. The four participants are bound by a “Memorandum of Understanding”, and the project has an independent Project Manager. In October 2002, the project was audited and found to be in keeping with recognised good practice.

Key milestones for 2002 were:

Distribution of RFPs for software and system hosting; demonstrations from shortlisted vendors; preparation of the business case for software and hosting; selection of preferred vendors for software and hosting; signing of the contract between CONZULSys and Endeavor Information Systems for system software.

Implementation of cataloguing, circulation and the public catalogue is planned for June/July 2003 to coincide with the AUT Semester break.



Appointment of the new University Librarian, Ainslie Dewe

The Library was delighted to welcome Ainslie Dewe to the position of University Librarian on 23 September 2002. Ainslie comes to AUT with a wealth of experience. Her most recent position was that of Director, RMIT University Library in Melbourne. She is also well known in New Zealand and has a high reputation as previous University Librarian at Lincoln University and holder of several senior professional positions. She has worked in the UK and Australia across a range of scientific, technological, academic library and knowledge management roles. She brings a diversity of experience and depth of understanding that will contribute greatly to the University’s development.

Ainslie has a particular interest and expertise in the area of knowledge management from her most recent work at RMIT where she held the knowledge management portfolio for the proposed Centre of Excellence in Digital Design. At AUT she will assist the Deputy Vice-Chancellor (Research & Development) in the research and development of knowledge management activities that the University is engaged in.

Key Strategic Area 2: Curriculum

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

- Contributed to the Learning Technology Advisory Committee and the Blackboard Steering Committee Project
- Acquired the Podiatry collection
- Increased the print and electronic collection to support the curriculum.

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.

- Conducted Library Tours for International Delegates
- Continued involvement in CAUL
- Hosted the CEIRC Roadshow in August
- Participated in database trials through CEIRC
- Attended a combined CAUL/CONZUL meeting in Dunedin in September.

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.

- With a change in reporting the Library now reports to the DVC (Research & Development) Prof Philip Sallis, which encourages a focus on research activities
- Contributed to the Research Committee of the Academic Board and Doctoral Studies Board
- Continued emphasis on acquisition of research-based electronic resources – IEEE, APAFT, Web of Knowledge, modules of Science Direct
- Participated in Postgraduate Lecture Series and AUT Research Symposium
- Provided EndNote tutorials to Research staff and Postgraduate students.

During 2002 AUT Library conducted tours for the following international groups:

Korean Council for College Education

Mexican Ambassador to New Zealand, H.E. Mr Jorge Alvarez

Vietnamese senior officials, including the Vice Minister and Ambassador of Vietnam.

Jiangsu Provincial People's Government senior officials and business executives

Korea Foundation of Polytechnic Colleges

The increasing number of digital resources assists the growing research activity at AUT but does not yet keep pace with the demand for material not held as demonstrated by the 32% increase in interloans. This number should fall as additional resources are purchased.



Shahzad Ghahreman

AUT Liaison Librarian and Archivist (far right) receiving thanks for his contribution towards the research of Louise Shaw's book *Learning for life: the origins of Auckland University of Technology*, in association with the Ministry for Culture and Heritage, 2002.

Left to right - John Hinchcliff, Vice Chancellor AUT, Louise Shaw, Ron Korn, Shahzad Ghahreman.

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.

- Held focus group and feedback sessions with the Science and Engineering Faculty and the Business Faculty
- Increased access through longer summer opening hours, opening during some public holidays
- Introduced Flexible Delivery access trial
- Increased Associate Memberships
- Contributed to the Alumni Committee.

CONZULAcq and CEIRC

AUT Library became a member of the CONZUL consortium for Acquisition of Library materials - CONZULAcq. The successful vendor is YBP (Yankee Book Peddler) which supplies the consortium with discounted US published monographs.

CONZUL Libraries are invited to join CAUL (Council of Australian University Librarians). CAUL has a committee which negotiates contracts for electronic resources, CEIRC. Through CEIRC, AUT Library was able to obtain access, at favourable rates, to Web of Knowledge, IEEE, APAFT, Science Direct, Ovid, PsycARTICLES, and Blackwell's Synergy as well as taking part in trials for other products.

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.

- Joined the CONZULAcq partnership
- Increased access to AUT for the general community through the Associate Membership card
- Provided work experience opportunities for students on the AUT School of Languages Employment English course.

- Donated surplus books and journals to Dili, East Timor to help set up their tertiary study centre through the Timor Lorosae Support Group
- Provided Serials Solutions access to e-journals.

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.

- Developed an Information Literacy Plan
- Provided a flexible teaching and learning space with the addition of retractable doors in the Information Literacy Lab (which is now used by a range of AUT staff and Library vendors)
- Continued 'i' desk, roving shifts and set up the Information Services desk on Level 3 of the Learning Centre
- Increased tutorials, for students, on the Catalogue and Electronic Databases
- Held "Introduction to the Internet" classes for staff through CEPD
- Consolidated Liaison Librarian activities with the Faculties by attending Departmental meetings, Boards of Studies meetings, etc. Liaison Librarians worked with Faculty staff to provide accurate and current resource information for Impact Reports for proposed new courses.
- Presented a paper at AUTs Research Symposium "Who? What? Where? Finding Research Information" and "Walking to Different Beats - Conversations about Teaching and Learning at AUT".

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.

- Continued addition of bilingual signage throughout the Library
- Displayed artworks and new texts from Te Ara Poutama within the Library
- Appointed a dedicated Liaison Librarian for Te Ara Poutama
- Provided opportunity and encouragement for staff to learn Te Reo Maori and participate in Powhiri.

AUT Library Statistics

	2002 (Note 2)	2001	2000	1999
Business Development				
Library Expenditure - \$000's				
Operating Expenditure	5,191	3,908	3,136	2,768
Capital - materials and equipment	3,410	2,886	2,000	1,523
Total Library Expenditure	8,601	6,794	5,136	4,291
% increase Total Library Expenditure	27%	32%	20%	30%
Total EFTS (MOE + International)	13,073	11,951	10,538	9,786
Total Library Expenditure per EFTS	658	568	486	438
% increase Library Expenditure/EFTS	16%	17%	11%	19%
Library Staff (Head count)				
Full-time	41	39	35	32
Part-time	17	10	11	14
Total Library Staff	58	49	46	46
Information Resources				
Volumes				
Books held (volumes)	106,937	95,541	84,106	74,364
Non-book material (AV etc) held (items)	8,629	7,833	7,524	6,814
Library serials (vols)	26,966	23,565	21,040	19,351
Total Volumes	142,532	126,939	112,670	100,529
Serial titles				
Current full-text electronic serial titles	8,396	7,334	5,238	2,679
Current print serial titles	3,130	2,547	2,166	1,998
Archives & manuscripts (linear metres)	360	330	450	450
Information Resources Expenditure - \$000's				
Books	1,139	1,298	935	812
Current print serials	1,075	995	1,005	652
Non-book materials	145	120	60	36
Electronic serials (Note 1 below)	1,194	645		
Total Materials Expenditure	3,553	3,058	2,000	1,500
Information Services				
Information literacy - groups	669	489	484	464
Information literacy - participants	4969	5839	-	6949
Reference transactions	1939 ³	1625 ³	6915	5145
Information Access & Delivery				
Loans				
Books	259,424	228,088	175,094	155,180
Serials	7,280	5,713	6,869	8,161
High Demand	68,040	63,704	65,094	59,010
Non-book materials	7,397	9,058	4,061	12,643
Total Loans	342,141	306,563	251,118	234,994
Full text articles accessed online	312193			
Interloans				
Items lent	1,760	1,474	3,069	3,620
Items borrowed	5,281	3,986	3,704	4,723

Notes

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

2: Some 2001 figures have been updated.

3: i desk "Hand over to Rover" statistics.

