



AUT UNIVERSITY **LIBRARY**

ANNUAL REPORT 2010



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Above: Valance Smith and library staff participate in the opening of Aronui Study Space at City Campus Library.

GLOSSARY

CAUL - Council of Australian University Librarians

CONZUL - Council of New Zealand University Librarians

CONZULAC - Council of NZ University Librarians' Acquisitions Consortium

IATUL - International Association of Technological and Scientific University Librarians

LATN - Libraries of the Australian Technology Network

LCoNZ - Library Consortium of New Zealand

INTRODUCTION FROM THE UNIVERSITY LIBRARIAN

It is my pleasure to present the AUT University Library Annual Report for 2010. It was a challenging year for the Library, as the steady growth in enrolments, combined with the changing profile of the University, continues to place increased demands on both the physical infrastructure and staff of the Library. This report highlights some the significant changes and key achievements for the year and is a tribute to the contribution of all Library staff throughout the year. However I would like to acknowledge the commitment and dedication of the Library Management Team in particular, who have played a major role in enabling the key achievements outlined in this year's report.

Lorraine Shepherd



Trends & Developments

1. Collection

The Library gives preference to the acquisition of e-resources wherever possible because they are available for use online 24/7. In 2010 70% of the Library's information resources budget was invested in e-resources. As a result the Library collection now includes over 57,000 e-book titles and 105,000 e-journal titles. This represents a 19% increase in e-book holdings and 31% increase in e-journal holdings compared with 2009.

However, not all scholarly information is published in e-format and the Library continues to purchase material in print and multi-media formats as required. At the end of 2010 the Library collections also included 207,500 printed book titles, 2,360 printed journal titles and 17,308 multimedia items such as DVD and videos etc.

Space to accommodate the continuing growth of the physical collections is becoming an issue, especially at the North Shore Campus Library. In 2010 the Library commenced a weeding project to discard print journal volumes where the titles are duplicated online. Further weeding of the printed collections will be required in 2011, in order to maximise the use of available space across all three campus libraries. At the same time, the Library is working collaboratively with other university libraries in New Zealand to explore options for the joint storage of low-use printed research material.

2. Use of Collection - online and loans

There was a small increase in the total number of loans in 2010. Print and multi-media loans increased by 2% to 335,537, while loans from the High Demand Collection rose by 4% to 55,877. The total number of loans per annum is expected to remain steady or even decrease over time as the number of electronic resources continues to expand and more and more digital content is made available to students through *AUTonline*. This trend is in line with similar patterns of use in all major academic and research libraries around the world.

The use of e-resources continues to grow. In 2010 the number of full-text downloads from e-journals increased by almost 37% to a total of 1,928,639 million articles. In addition, there were a total of 33,514 full-text downloads from e-books and 32,415 full-text downloads from e-Reserve items added to *AUTonline*.

3. Information Literacy Skills and Research Assistance

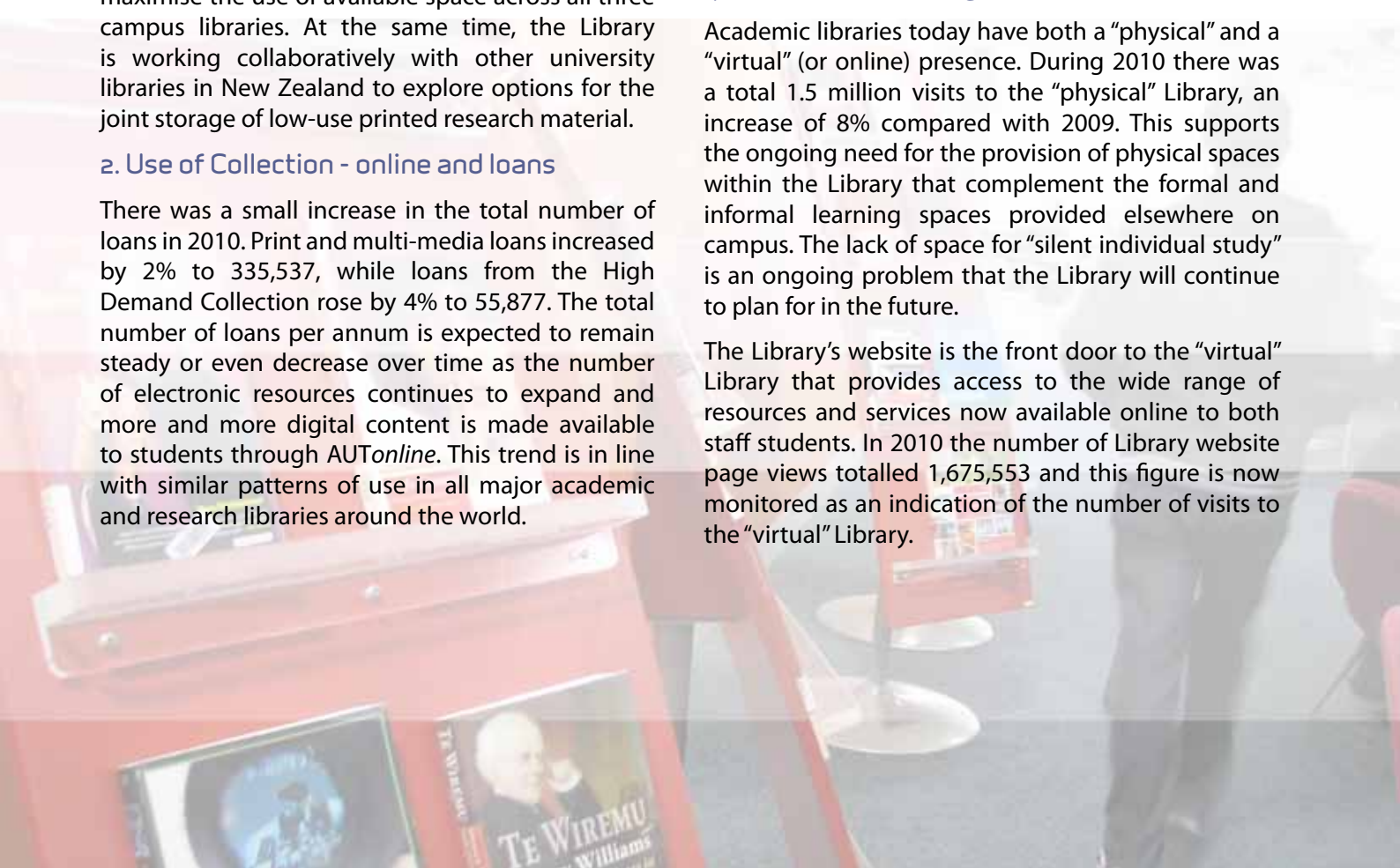
The Library continues to promote lifelong learning through its Information Literacy Programme, which provides staff and students with information skills training. In 2010, a total of 14,583 participants attended 612 information literacy classes run by the Library. This represents a slight increase in both the number of participants (up 1%) and the number of classes (up 2%).

In addition to the information literacy skills workshops the Library also provides assistance to individual staff and students who need help using the Library or finding information. In 2010, demand for these services continued to grow with a total of 14,971 Library Help Desk enquiries (up 14%) and a total of 3,729 research consultations (up 15%).

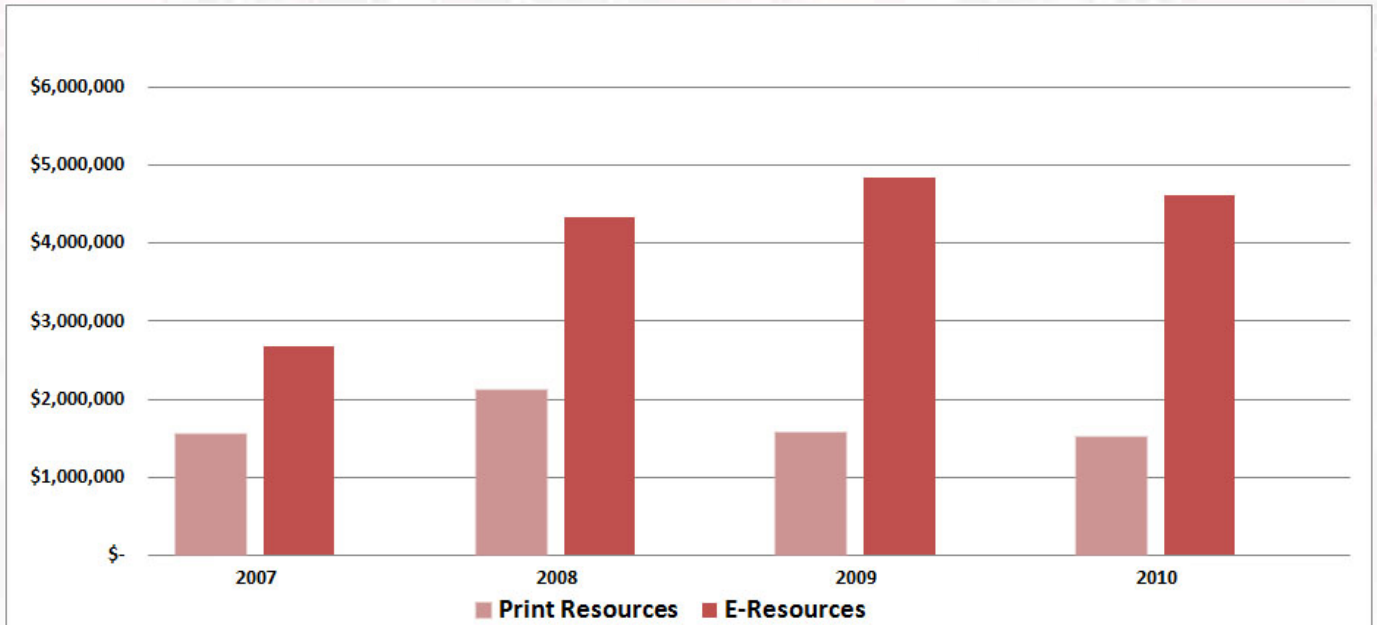
4. Visits to the Library

Academic libraries today have both a "physical" and a "virtual" (or online) presence. During 2010 there was a total 1.5 million visits to the "physical" Library, an increase of 8% compared with 2009. This supports the ongoing need for the provision of physical spaces within the Library that complement the formal and informal learning spaces provided elsewhere on campus. The lack of space for "silent individual study" is an ongoing problem that the Library will continue to plan for in the future.

The Library's website is the front door to the "virtual" Library that provides access to the wide range of resources and services now available online to both staff students. In 2010 the number of Library website page views totalled 1,675,553 and this figure is now monitored as an indication of the number of visits to the "virtual" Library.

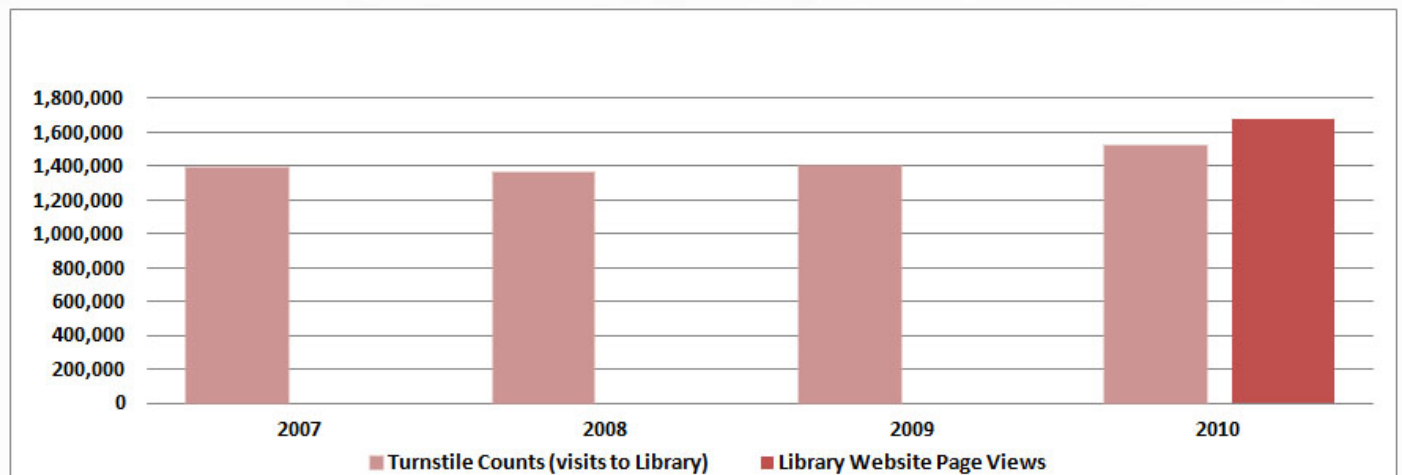


Graph 1 Total \$ Expenditure: Print and Electronic Resources



Column1	2007	2008	2009	2010
Total Print Resources	\$ 1,543,980	\$ 2,114,872	\$ 1,571,829	\$ 1,507,894
Total E-Resources	\$ 2,677,378	\$ 4,342,045	\$ 4,842,093	\$ 4,618,856
Total Expenditure	\$ 4,221,359	\$ 6,456,918	\$ 6,413,922	\$ 6,126,750

Graph 2 Visits to the Library - physical and virtual



Column1	2007	2008	2009	2010
Turnstile Counts (visits to Library)	1,390,763	1,365,944	1,399,359	1,517,197
Library Website Page Views				1,675,553

Strategic Themes

Achievements

AUT THEME 1

AUT University will provide excellent education that inspires students to reach their full potential

LIBRARY THEME 1

AUT University Library will be a trusted knowledge resource providing excellent library and information services that inspire students to reach their full potential

- 335,537 loans from the general collections and 55,877 loans from the High Demand (Course Reserve) collections
- 612 Information Literacy Workshops attended by 14,583 participants
- 14,971 Help Desk enquiries and 3,729 individual research consultations
- Added over \$1.1m-worth of new monographs to the collections and provided access to \$5.5m of e-resources
- Reviewed and enhanced the online Subject Guides which totalled over 63 at the end of 2010
- The Manukau Campus Library was opened in Feb 2010, giving the Library a presence at three AUT University campuses

- As part of the Voyager Upgrade, implemented a virtual bookshelf to assist online browsing and launched the Te Reo Māori version of the catalogue
- Embedded links to Library content in 247 papers in AUTonline and downloads increased by 40%
- Launched Aronui, a Māori Study Space on Level 4 of the City Campus Library, designed to acknowledge Mātauranga Māori and to showcase Māori creativity and scholarship

AUT THEME 2

AUT University will conduct excellent research, advancing knowledge and practice in its areas of expertise and supporting its higher education programmes

LIBRARY THEME 2

AUT University Library will facilitate scholarly communication, directly contributing to research and the development of new knowledge

- The number of individual research consultations increased by 15% to 3,729
- Enhanced support to researchers by providing workshops, online guides and individual assistance with preparations for PBRF
- Led an LCoNZ project to select and implement a new information discovery service (Summon) to assist with research
- Worked with other LCoNZ partners to implement a new automated Inter-library Loans system (VDX)
- Increased e-book and e-journal holdings by 26%
- Contributed to the AUT project to select and implement a new research management system (Symplectic)
- Content in the research repository ScholarlyCommons@AUT expanded to include over 900 theses, dissertations, exegeses, and research outputs





AUT THEME 3

AUT University will actively engage with the communities it serves, and contribute to their social and economic development

LIBRARY THEME 3

AUT University Library will actively engage with its communities to ensure the provision of excellent and relevant services

- Contributed to the following national and international consortial activities and projects:
 - CONZUL: Collaborative Storage Project
 - LCoNZ: Discovery Layer project (Summon), Institutional Research Repository Planning; LCoNZ Board and Senior Management Group
 - CAUL: Open Scholarship Initiative
 - LATN: Participated in two benchmarking surveys (1.Indigenous Support and 2.Quality Assurance) and a Webinar on the Integrated Library Management System (ILMS)
- Contributed to the following AUT university planning and review activities:
 - Future development of the Manukau Campus
 - Implementation of a new research management system
 - Review of the Learning Management System
 - Review of UniCentral
 - Implementation of Kia Orite (NZ Disability Code of Practice)
- Participated on the following University Boards and Committees:
 - Academic Board
 - AUTonline Working Party
 - Copyright Monitoring Group
 - Faculty Boards
 - HR Standing Committee
 - IT Steering Committee
 - Learning and Teaching Committee
 - Library Advisory Committee
 - Manukau Campus Steering Committee
 - Research Committee
 - University Postgraduate Board

AUT THEME 4

AUT University will attract, develop and retain excellent staff

LIBRARY THEME 4

AUT University Library will attract, support, develop and retain skilled and committed Library staff

- Established a number of new positions including:
 - Two new Digital Services roles including a Library Systems Administrator and Research Repository Administrator
 - A team at the new Manukau Campus Library including five Client Services Assistants and one Client Services Co-ordinator
- Evaluated and adopted the Investors in People (IIP) framework to develop and enhance staff engagement
- Six staff studying for Library qualifications. One staff studying for other qualifications
- Four Staff Forums were held in 2010 to provide opportunities for staff to report back on key conferences, to discuss professional issues and trends and to reflect on the key achievements of the year.
- Organised a number of specialised staff training workshops including:
 - Training for Library Web Authors Workshop
 - Establishing Professional Boundaries
 - Handling Difficult Conversations
- A full list of other staff development activities is available on page 13.

AUT THEME 5

AUT University will ensure its sustainability through good management, and strong performance and reputation

LIBRARY THEME 5

AUT University Library will ensure its sustainability through good management, and strong performance and reputation

- Developed a new three year business planning framework
- Adopted the Investors in People (IIP) framework and undertook a diagnostic assessment
- Conducted a programme of internal quality reviews, including:
 - IQA of the Lending and Document Supply Team
 - Review of Archives
 - Review of the Library's Disability Support
 - Focus Group Review of the Library Website
- Implemented an online booking system for information literacy workshops
- Introduced the EBL (Ebook Library) platform to facilitate the acquisition of individual EBL e-book titles
- Participated in the following benchmarking surveys with a view to evaluating and improving services:
 - LATN survey of services to indigenous client
 - LATN quality assurance survey
 - CAUL survey on open scholarship initiatives

Statistics

	2010	2009
Expenditure — \$000s		
Operating expenditure – excluding depreciation	5,345	5,229
Depreciation ¹	5,689	3,389
Total operating expenditure	11,034	8,618
Capital expenditure – information resources	4,799	4,538
Total Library expenditure	15,833	13,156
Percentage increase/(decrease) total Library expenditure	20%	(1%)
Library operating expenditure as a percentage of total University expenditure	4.1%	3.4%
Total EFTS (MoE and International)	17,934	17,090
Total FTE (academic and administrative staff)	1,916	1,860
Total Library expenditure (\$) per EFTS and FTE	798	694
Total Library staff (FTE)	65.1	61.5
e-resources		
e-journal titles	105,462	80,565
e-book titles	57,295	48,240
e-Reserve items (AUTonline) ²	3,047	-
Research repository items (ScholarlyCommons)	966	-
Print resources (titles)³		
Books	207,406	-
Journals (Serials)	2,360	-
Multimedia (AV items)	17,308	-
Online access		
e-journal full-text downloads	1,928,639	1,405,945
e-book full-text downloads	33,514	-
e-Reserve full-text downloads	32,415	-
Research repository full-text downloads	578,090	-
Library Guides page views	592,277	-
Library website page views ⁴	1,675,553	-
Loans		
Print and multimedia	335,537	328,244
Course reserve (high demand)	55,877	53,639
Interloan items supplied and received	10,508	11,472
Information services		
Information literacy workshops (participants)	14,583	14,439
Information literacy workshops (groups)	612	595
Research consultations	3,729	3,230
Library Help Desk enquiries	14,971	13,173
Turnstile counts (visits to Library)	1,517,197	1,399,359
Opening hours (per week) ⁵	86	86

¹ Most of the increase in depreciation from 2009 to 2010 is explained by an increase in the depreciation rate on databases in 2010 (from 10% to 20%), which resulted in additional depreciation of \$1.9 million

² The Library Report was reviewed in 2010 to better reflect trends in the virtual as well as physical Library and to better align with best practice reporting. Some information presented in the 2010 report was not previously collected and cannot be reported for 2009 (this is indicated with a dash)

³ In the 2009 Annual Report, print resources were measured as volumes rather than titles. This metric provided a sense of the amount of physical space used for print resources; as the Library is increasing its online provision of resources, it is more accurate to reflect titles rather than volumes

⁴ The new AUT Library website went live on 11 February 2010. Figures for 2010 relate to the remaining portion of the year

⁵ Weekly opening hours increase to 98 hours for the last four weeks of each semester



Staff

EXECUTIVE

University Librarian

Lorraine Shepherd, BA, MLib, Grad Dip Bus

Associate University Librarian, Collection Services

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

Associate University Librarian, Digital Information Services

Shari Hearne, BA, H.Dip Lib

CORPORATE SERVICES

Manager

Eamon Wright, BA (Hons), PhD

Administrative Assistant & PA to University Librarian

Rene' Eckardt, Cert in Bus (Level 3)

Planning and Quality Co-ordinator

Bridget Cameron, BA (Hons), MA¹

Communications and Marketing Co-ordinator

Jenny Jeffries, Grad Dip Comp Pub & Design, Cert Tchg¹

BIBLIOGRAPHIC SERVICES

Manager

Claire Gabriel, BA (Hons), NZLSC, RLIANZA

Acquisitions Co-ordinator

Barbara Rauch, BA, MLIS

Cataloguing Co-ordinator

Christine Hill, NZLSC

Assistant Cataloguer

Sean Thompson, BSc (Hons), LLB, MLIS

Elaine Human, BA, H DipLibr¹

Senior Library Assistant

Francis Leaf

Library Assistants

Summer Bledsoe

Greg Giles, BA

Elizabeth Jones, BA, RCompN¹

Clark Robbie, Dip ILS (L6), RLIANZA

Cathy Si¹

Anna-Lisa Sviatko, Dip ILS (L5), Cert Cat³

Clive Wilkinson, BA (Hons), PGCert Education (16 June 2010)

LENDING AND DOCUMENT SUPPLY SERVICES

Manager

Carol Rea, NZLAC

Document Supply Co-ordinator

Deidre Ashton, BA, NZLSC, CertTT

Lending Services Co-ordinators

Jane Brodie, BA

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

Senior Library Assistants

George Gong, BA, Dip ILS (L5)

Teresa Lee, BA

Library Assistants

Emma Chapman, BA, Dip Comp Nursing^{1,3}

Dean Clark³

Melissa Durbin, BA&D (Hons)¹

Caroline Frances, G Dip ELT, CELTA¹

Catherine Hutcheson, BA (Hons)¹

Angus Johnston, BA, CELTA

Christina Johnson, MA (9 March 2010)

Elizabeth Jones, BA, RCompN¹

Michael McCutcheon

Vanessa Page, Grad Dip Health Science¹

Bradley Rose, BA (Hons)³

Claire Ruminy, Dipl. Soz. Paed.¹

Fen Su, M Int Hsp Mgmt, BCM

Susan Walker, BVA (24 August, 2010)

Bobbie-Jo Wilson, BHSc (Phys)¹

Jessica Wilson, BSc

Miranda Wilson¹

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

Student Library Assistants (part-time Semesters 1 & 2)

Camellia Chan
Jonathan Armistead
Jessie He
Fiona Lovich
Emil McAvoy
Peta Edmonds

MANUKAU CAMPUS LIBRARY

Client Services Co-ordinator

Mary Parkinson, BA, DipLIS (15 February 2010)

Client Services Assistants

Virginia Christie
Priya Goundar, BHSc(Psych)
Jacinta Parahini³
Susan Walker, BVA³

DIGITAL SERVICES

Manager

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

Digital Services Co-ordinator

Craig Murdoch, B Com, B Theol, MLIS

Library Assistants

Jackie Chen, BIT
Freddie Mbuba, MCSE, BSC, PGDip Business & Management, MBA (15 March 2010)

INFORMATION AND EDUCATION SERVICES

Manager

Amanda Cole, BA, DipLibr, RCompN

Information Literacy Co-ordinator

Erin Foster, BEd, MA (LIS)

Learning Services Co-ordinator

Mark Simmonds, BA, DipLibr, 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, CertTT
Philip Combs, BA, NZLSC, CertTT
Lisa Dickinson, BA/BSc, MLIS
Suhasini Gazula, MSc, MPhil, MEd, MLIS, CertTT
Shahzad Ghahreman, BA, NZLSC, CertTT¹
Donna Jarvis, BA, G Dip Lib, CAT
Emma McFadgen, BA, MLIS, GradDipTertTchg
Ann McKillop, MA (Hons), Dip Tchg, NZLSC, RSA Cert in TEFL¹
Sushila Parmanandam, BSc, Dip Tchg, Dip ILS (L6)
Jasna Romic, BA (Phil), BA (Soc), PGCertLib, Dip Tchg
Melanie Shepherd, BA, DipLibr, CertHE
Andrew South, MSocSci (Hons), DipLibr
Archivist
Shahzad Ghahreman, BA, NZLSC, CertTT¹

¹Part-time, ²Fixed Term, ³Resigned



Staff Development

Staff development and business-related activity included the following:

Academic Librarian 2: Conference Towards Future Possibilities, Hong Kong

ACOC Seminar and 2010 Libraries Australia Forum

ALIA Access Conference 2010, Melbourne

ARANZ Conference 2010, Wellington

Aurora Institute

AUST LII Online Research, Melbourne

AUT University

- Management Breakfast Seminar
- Benefits Management Training
- Handling Difficult Conversations Workshop
- Library Web Author Workshops
- Strategic Thinking Workshop

CAUL Library Staff Development Conference 2010, Melbourne

CONZUL Institutional Repository Meeting, Wellington

Cross Currents 2010: ALLA and NZLLA Joint Conference, Melbourne

Dewey Daze 1, Auckland

Digital Continuity Conference, Wellington

eResearch Australasia 2010, Gold Coast, Australia

Higher Education Summit and Expo 2010, Auckland

HRINZ Building an Engaged Workshop, Auckland

IATUL 2010: The evolving world of e-science, United States

International Digital Libraries Conference 2010, Gold Coast, Australia

Introduction to RDA Webinar

Investors in People Workshop, Wellington

Just for Copy Cats

LATN

- ILMS Webinar, online
- Teaching and Learning Forum, Adelaide
- Writing Workshop, UTS, Sydney

Leadership and Management Enhancement Programme 2010, AUT

- Navigating the Maze - Legal and Policy Pointers

LIANZA

- Centennial Conference (At the Edge), Dunedin
- Collection Management Workshop
- Time Management Workshop, Auckland

MARC21 in Your Library

Massey University Library Seminar, Auckland

NZ E-Research Symposium, University of Auckland

OCLC Asia Pacific Regional Council Seminar, Auckland

OR 2010 - 5th International Conference on Open Repositories, Spain

Symposium on M-Libraries, Hamilton

TELSIG Conference 2010 - Mahi Tahi - Working Together

Tertiary Education Research in NZ Conference 2010, Dunedin

Tertiary Institute Special Interest Group: Evaluating Services, Wellington

The National Digital Forum 9th Annual Conference, Wellington

VALA2010 15th Biennial Conference and Exhibition, Melbourne