

***AUT Library***

***Annual Report***

***1999***

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## MISSION

The Library will meet the information and service needs of AIT's teaching, learning and research requirements in partnership with staff and students (*in accordance with the AIT mission*).

Editorial Team: Grace Saw, Heather Jenks, Barbara Taylor, Gillian Barthorpe, Nancy Khaw, Robyn van Ee

# 1999

## LIBRARY GOALS

The Library is committed to providing excellent customer service through:

- Ease of access to electronic information resources
- Electronic and physical collections that support teaching and research requirements
- Continuous improvement of Library services
- Accurate and helpful information about Library services and resources
- Access to remotely held items
- Responsiveness to client feedback

## LIBRARY ACHIEVEMENTS

- The introduction of the Library Materials Budget Formula for each Faculty with quarterly reports of statements to the Deans
- Active outreach activities from Liaison Librarians connecting with Departments
- Greater partnerships with teaching departments on Information Literacy skills teaching
- Pilot project to digitise examination papers with the Faculty of Science and Engineering
- Formal partnership with book vendors for direct online ordering and processing of books
- Interlibrary loan requests available online
- Extension of Library opening hours
- The Library's web site ranks tenth out of one hundred and twenty-five Institute web sites visited.

## CHIEF LIBRARIAN'S REPORT

The Library continued to pursue, through 1999, the strategies and changes adopted in the previous year. These strategies have succeeded in putting the Library in a sound and consolidated position to embrace opportunities that were offered through technological developments and streamlining processes.

### Increase in Information Resources

The Library's Materials Budget formula was introduced in 1999 and made transparent for each faculty with the Deans being supplied quarterly reports of statements of their faculty's expenditure. The formula used weighted student TEFTS in conjunction with the collecting directions of the Library to enhance the teaching materials of the collection.

With the increase of the Library's capital budget in 1999, there was a 10% growth and the volume of library books increased by 16%. Access to electronic full text serial titles grew from 1418 to 2679 titles, an 89% increase. Serial titles increased by 14% from 1998 titles.

The Library continued its collaboration with the other Polytechnic Libraries in a consortium purchase of the ProQuest Direct databases. General Science was added to the licence/subscription in 1999. The ProQuest database of full-text periodicals provides multi-disciplinary coverage at an undergraduate level.

The formal partnership with Blackwells and James Bennett book vendors for direct on-line ordering and processing of books was signed and that consolidated the re-engineering of work processes in the Information Systems area which began in 1998.

As part of an ongoing team building exercise, the Library staff was involved in a full day Customer Service Workshop organised by AIMA.

### Focus on service to clients

The Library began an active outreach programme with the Liaison Librarians in each subject area making direct contact with the staff in their departments. They were able to assist in the teaching of a library and information skills programme, accessing resources on the Internet, advice on collection building and in-depth collection assessment in Library Impact Statements for new programme approvals.

The use of enabling technology has provided the Library with the opportunity to pilot the digitising of examination papers which will enhance and increase the overall immediate and remote access to the examination materials electronically.

The introduction of a self-check machine was aimed at providing library clients with quicker means of borrowing materials from the Library.

An Interlibrary loan request form became available on-line. Traditional interlibrary loan services are being supplemented by document delivery services with self-service options available to staff and post-graduate students through the Library's subscription to InsideWeb from the British Library.

The increase of weeknight semester opening hours and Sunday opening was in direct response to student requests for longer opening hours to access the Library's facilities and resources.

The Library's web page consistently ranked tenth out of 125 web sites visited at AIT.

In 1999 the Library membership increased by 37% over 1998 figures, the Library now downloads all student information from SEARS.

After extensive consultation with, and feedback from the Library's stakeholders, the Library's Client Service Charter was completed and accepted by the Institute

Library Advisory Committee in November 1999.

### Alliances

As part of the AIT and University of Auckland Alliance, the two libraries signed a contractual agreement which will enable AIT staff and postgraduate students access to the University of Auckland's materials for 2000.

VUW's School of Communications and Information Management and AIT Library

signed an agreement for the Library to be the Auckland site for the teaching of the Master of Library and Information Studies.

In celebration of AIT's University status the Chief Librarian invited a group of members from the Council of Australian University Librarians (CAUL), who were in Auckland for a meeting, to a dinner attended by members of the AIT Directorate and the Library Management Team.

**Dr Grace Saw**  
**Chief Librarian**



Dinner for CAUL Guests

L to R: Diane Costello (CAUL Secretary), Grace Saw, Gaynor Austen (QUT), Phillip Sallis, Helen Hayes (Melbourne University), Taisoo Kim-Watson (USQ), Vicki Williamson (Curtin University of Technology), Heather Jenks, Tony Ralli (ADFA), Paul Starr (UWA) (obscured), Barbara Taylor, Edward Lim (Monash University), John Hinchcliff, Janine Schmidt (UQld), Derek McCormack, Nada Nadasabapathy (Murdoch University).

# YEAR IN REVIEW

## CLIENT SERVICES

Enhanced service to clients was a goal for 1999. Staff participated in a workshop run by AIMA with customer focus as its theme. A number of initiatives resulted from this workshop including a review of the role of Liaison Librarians and a policy for handling client complaints.

Library service goals and standards were articulated in the newly created Client Service Charter.

The Library hours were extended in the evenings and to Sunday opening.

A new format for reporting the impact of new courses on the Library ensures that resourcing issues are addressed early in the planning process and that there is a high level of communication between Programme Leaders and Liaison Librarians.

Remote access to the Library's electronic resources allows staff and students to search and access full-text electronic journal articles from their desktops.

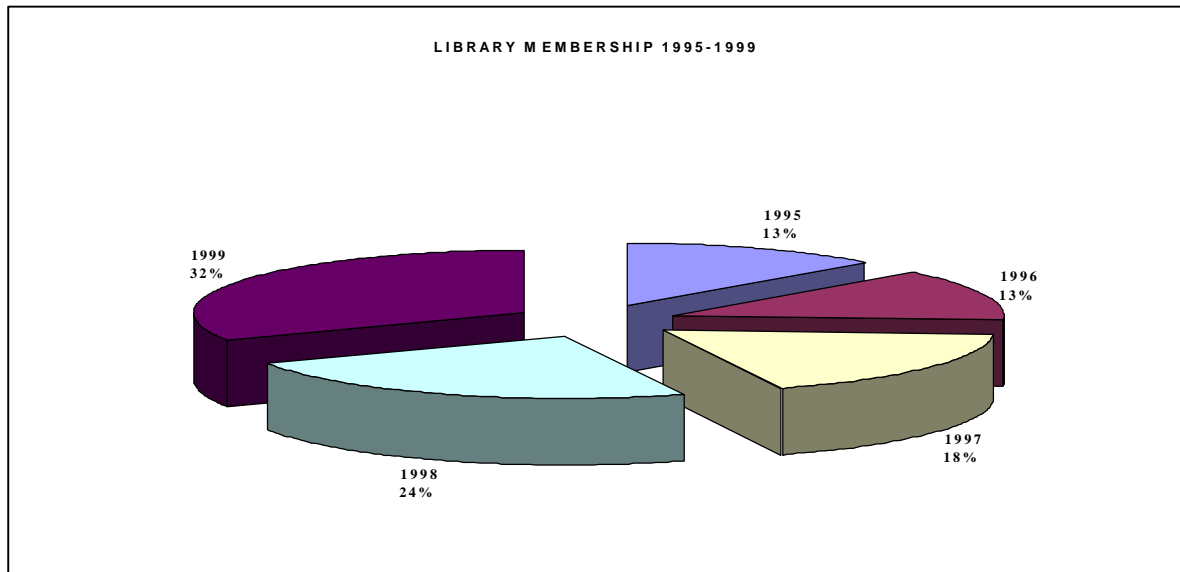
A speedier and more efficient system of notification of reservations, recalls and overdues via e-mail has been implemented for staff and students.

## LENDING SERVICES

In response to requests from staff, students and the Students' Association for greater access to Library resources and facilities the Library opening hours were extended at the beginning of the second semester. The Library is now open for an extra hour in the evenings until 9.00 pm from Monday to Thursday, an extra hour on Friday mornings from 8.00 am and for the first time on Sundays from 1.00 – 5.00 pm. This has proved to be popular with clients and the door counter figures confirm this, particularly on Sundays. Annual Library usage figures as measured by the door counters show a 13% overall increase.

EFTPOS terminals have been installed at the Lending Services desks, allowing for a more convenient method of fine payment. A new method for notification by invoice for outstanding charges of more than \$10.00 was introduced at the end of Semester 2.

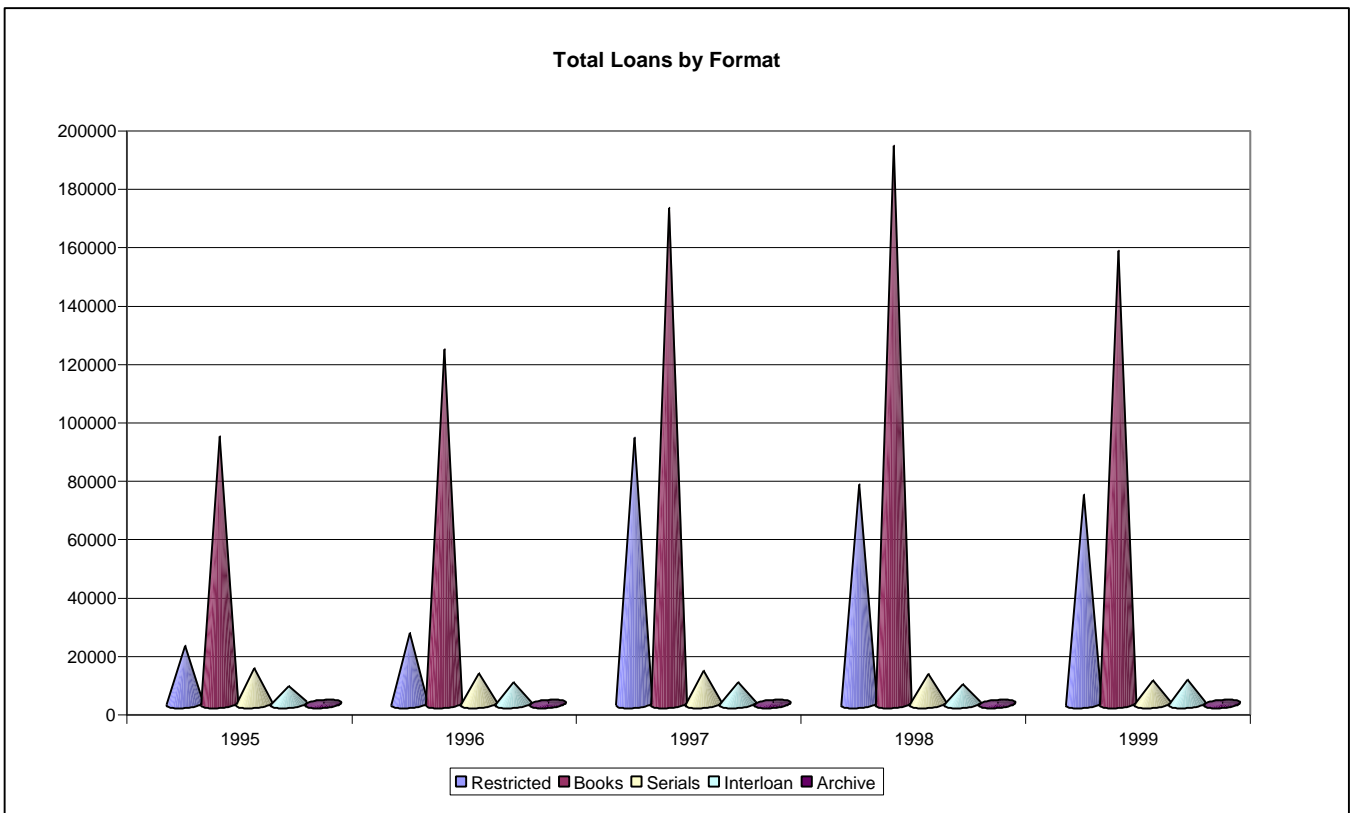
Overall recorded issue figures were down for 1999. This may be a result of a change in the way the issue statistics are now being gathered. An 89% increase in access to electronic full text serial titles supports the theory that AIT staff and students are becoming increasingly more confident with using electronic resources in preference to print materials.





Lending Services Staff

Back Row: Paula Gilliver, Francis Leaf, Simon Ryder, Carol Rea  
 Centre Row: Kylie Thomson, Paula Moros, Damien Ryder  
 Front Row: Carol Christopher, Alola Robertson, Teresa Frazerhurst



## LIAISON SERVICES

### Instructional Services

The Library provides orientations and tutorials to equip students with Information Literacy skills in order to use Library facilities and resources more effectively. These are offered at set times during the first few weeks of each semester.

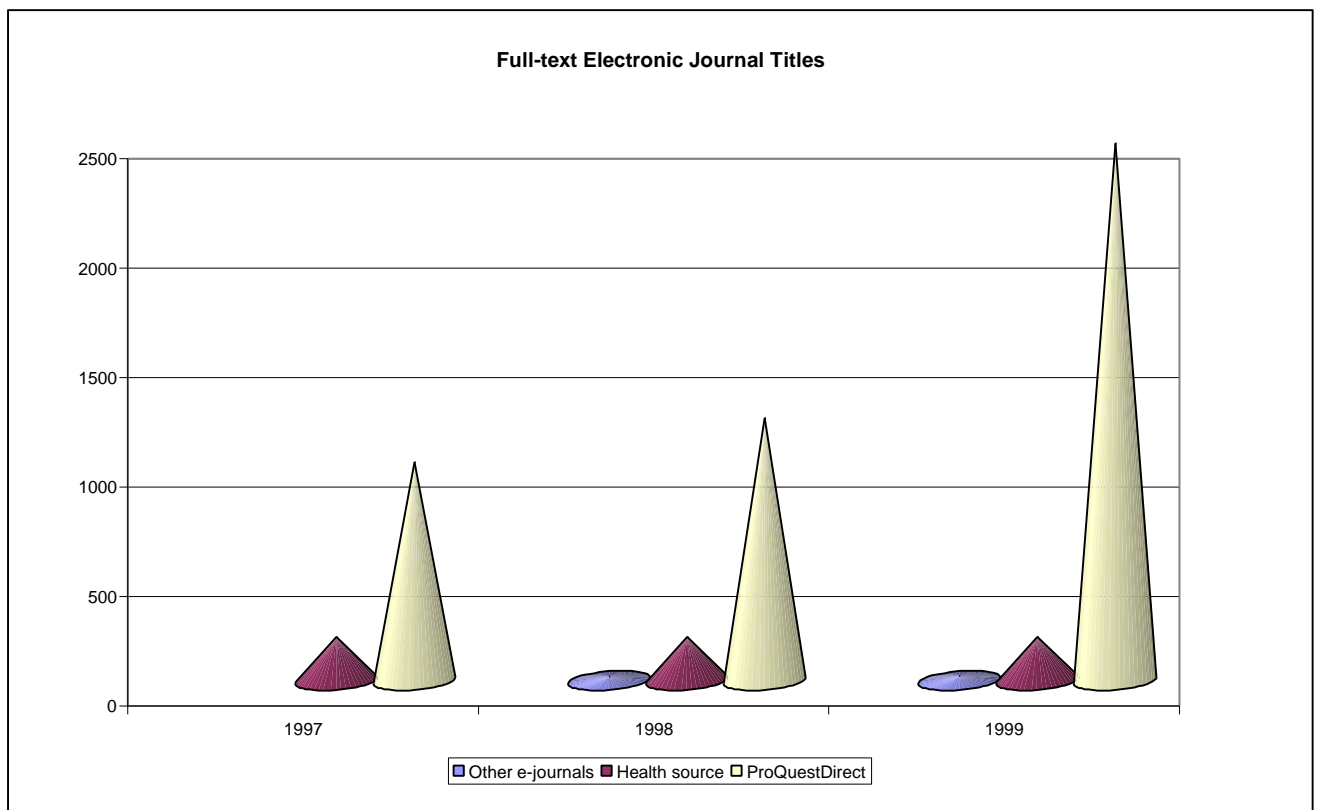
The Instructional Services Librarian worked closely with the Business Faculty to encourage students to attend Library tutorials. This resulted in an increase in the number of students receiving formal Library instruction, particularly on the Wellesley campus. There was also an increase in the number of Post-graduate and Masters students attending tutorials. Academic staff from several faculties took advantage of formal tutorials in research skills and database search techniques. The Library also worked with Te Tari Awhina to provide tutorials for students needing extra

assistance, these were attended mainly by ESL students.

### Information Services and Resources

The Library now has access to 2679 full-text electronic serials titles, covering most areas relevant to Institute programmes. Internet access is now available for CINHAHL, SportDiscus, General Science, ERIC and Brookers Acts and Regulations. These resources are available both on and off campus.

During the APEC Summit Meetings in July and September the Library collaborated with the Business Faculty to provide support and services to the APEC Student Achievers Forum.





Liaison Staff

Back Row: Josephine McElroy, Andrew South

Third Row: Helen Beckingsale, Shahzad Ghahreman, Mark Simmonds, Claudia Adams

Second Row: Andrew Stewart, Janet Powell, Filomena Davies

Front Row: Gillian Barthorpe, Barbara Taylor

Absent: Donna Jarvis

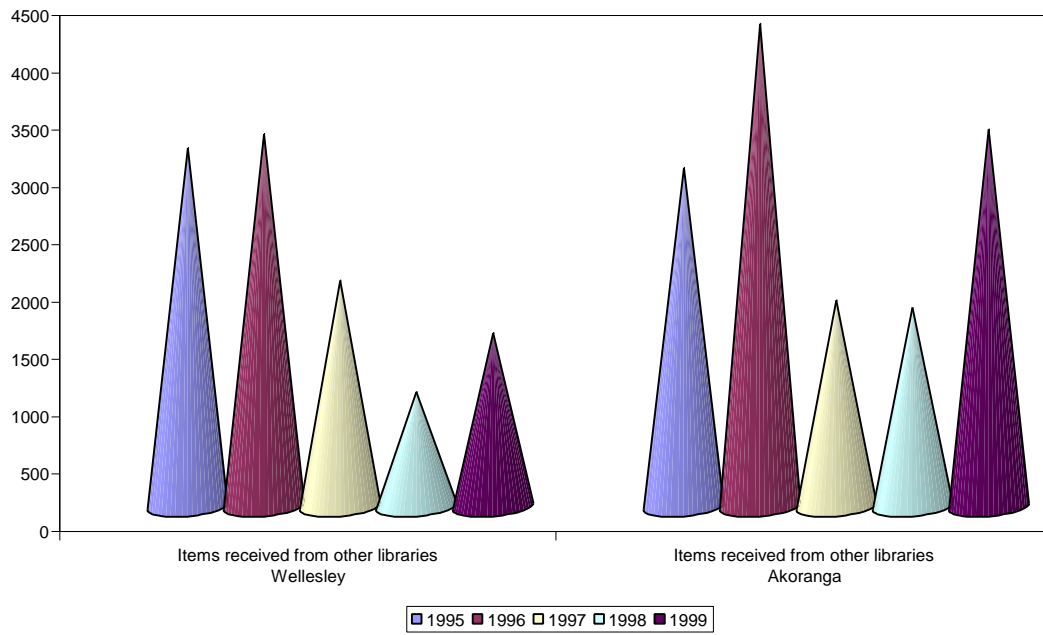
## The Archives

The Archives collection continues to grow, 605 items were added to the collection during 1999. Descriptions of the items are accessible through LOCAIT. Usage of the Archives increased with 440 items being loaned out to students and staff of the Institute during the year.

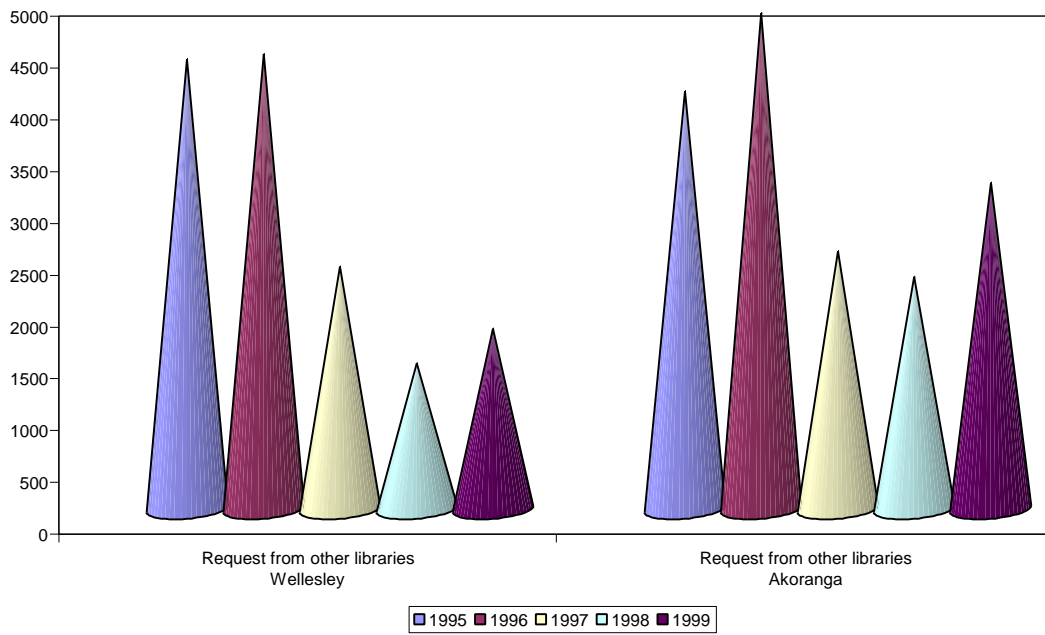


Archives memorabilia

**Inter-Library Loans Received From Other Libraries**



**Inter-Library Loan Requests From Other Libraries**



## Interlibrary Loans

Interlibrary loans and document delivery has continued to be a 'hot' topic in 1999. The Library began restructuring the interlibrary loan policy and systems. The appointment of a Team Leader, Interlibrary Loans and Document Delivery Services in December was the first step of the process.

The Interlibrary loan requests from other libraries for 1999 show an increase of 24% at Wellesley and 51% at Akoranga. The items received by AIT increased by 41% at Wellesley and 89% at Akoranga.

The introduction of self-service document delivery via Inside Web was established for post-graduate and staff requests. Inside Web is available to library users as the first-choice self-service supplier. Electronic requests of copyright-cleared journal articles are sent directly by fax, post or e-mail to the requestor.



Information Systems Staff

Back Row: Helen Whiteman, Heather Jenks  
Third Row: Barbara Rauch, Leanne Drew, Beverley Cornish  
Second Row: Vivina Lalanabaravi, Robyn van Ee  
Front Row: Christine Hill, Ann Chen, Megan Sutton

## INFORMATION SYSTEMS

**A** Partnership with Vendors Service Agreement has been signed and the Library is now in partnership with Blackwells and James Bennett as our preferred vendors. The first few shelf-ready books from these sources arrived in the Library in August.

Electronic bibliographic records are imported into URiCA from Te Puna, which replaced the New Zealand Bibliographic Network (NZBN) in June, and from some vendors.

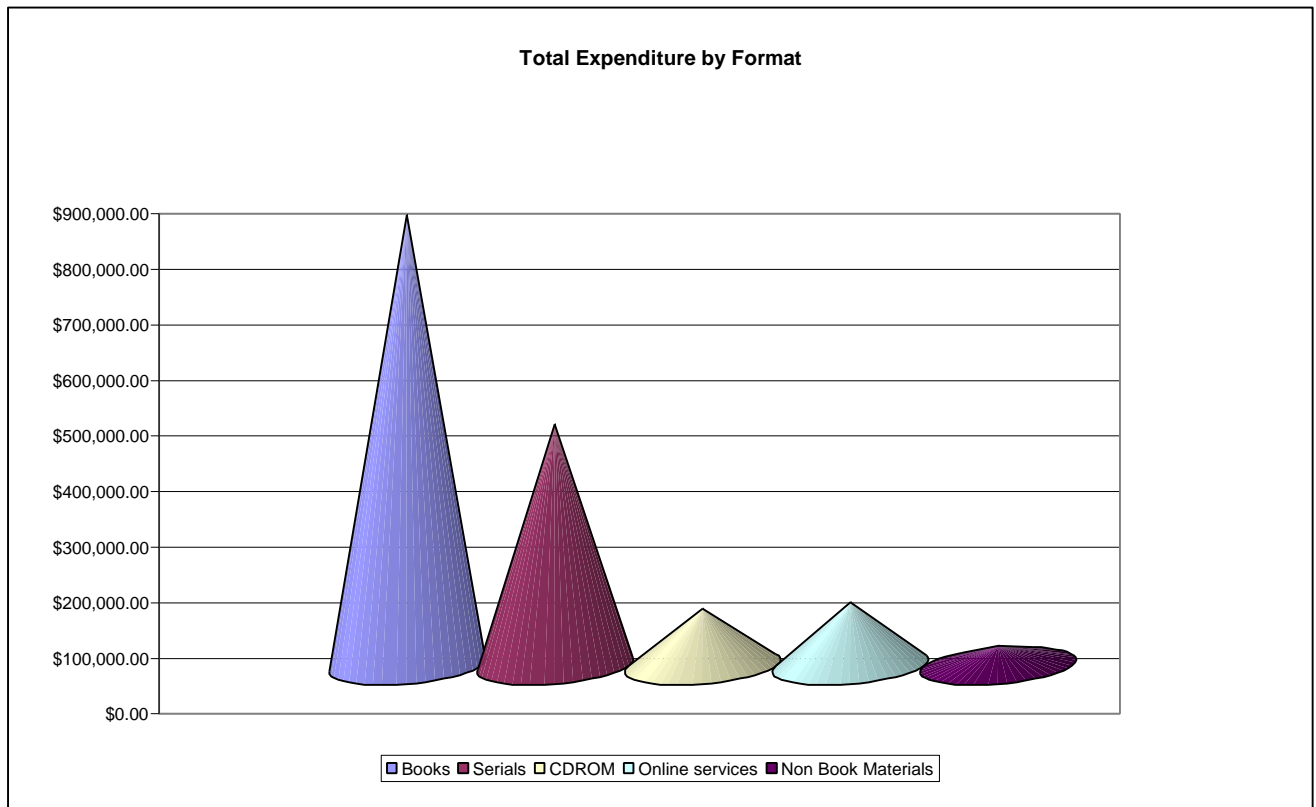
A pilot project to digitise examination papers was launched in June in collaboration with the Faculty of Science and Engineering and access is via LOCAIT.

The Library web site is constantly under review. New information and resources have been added and the existing information was updated during the year. The Library homepage has been redesigned and the new format will be available in 2000.

A large portion of time was spent ensuring that Library technology is Y2K compliant. This meant that some hardware and software was replaced or phased out. Testing of the Institute Network was completed in December 1998.

A total of \$1,692,732.80 was spent on resources: \$538,351.90 on serials, \$307,507.28 on on-line services and \$846,873.70 on monographs.

10,767 monographs and 404 non-book items were received. 276 new serial titles were ordered during 1999, of these 41 were for on-line services. In total 12,117 titles were added to stock in 1999.



## NOTABLE ACQUISITIONS

The focus of collection development for 1999 was the continued improvement of the print reference collection. A new edition of Encyclopedia Britannica, the Wiley Encyclopedia of Electrical and Electronics Engineering (24 volumes), International Encyclopedia of Economics (2 volumes) and the Encyclopedia of Cultural Anthropology (4 volumes) were amongst several sets of encyclopedias acquired.

A collection of 591 Chinese books was purchased and 495 Maori Land Court Minute books for Waikato-Maniapoto plus a digitised index arrived during the year.

## NEW LEARNING CENTRE

Construction of the \$32 million, state-of-the-art Learning Centre on the Wellesley Street Campus commenced in September 1999. Phase one is scheduled for completion in December 2000, and phase two in July 2001. The Learning Centre will be one of the largest of its kind in New Zealand. It will combine traditional Library services with information technology to become the heart of the University.

The Learning Centre, with an overall floor space of 6,800m<sup>2</sup>, will accommodate over 1,000 workstations and specialist discussion and workrooms. There will be over 200 computers as well as dedicated reference computers with Internet facilities. Other features will include a gallery exhibition space, a video-conference facility and space to increase the book stock to a projected 200,000 volumes and the print serials to 65,000 volumes by 2008.

The latest developments can be accessed at [www.aut.ac.nz/depts/property/lc](http://www.aut.ac.nz/depts/property/lc).



The model of the New Learning Centre, on display in the Wellesley Campus Library

## NEW FACILITIES

The Raeco Self-check unit was officially launched in June. Guests from Sanderson, Raeco and the Institute were invited to the launch and a morning tea afterwards. The balloon arch used as decoration was donated to a young girl at the Starship Children's Hospital who was fighting a battle with cancer.



Grace Saw, Chief Librarian, addressing guests at the Official Launch of the Raeco Self-check Unit in June.

## US LIBRARIES

Grace Saw visited some key libraries in the US in July 1999 to gather ideas for the enhancement of AIT Library services as well as looking towards collaborating with some of the institutions visited.

- Arizona State University  
(Phoenix)
- Jersey Institute of Technology
- Stevens Institute of Technology
- Massachusetts Institute of  
Technology (MIT)
- Harvard Business School (Baker Library)
- University of California (Berkeley)
- Montana State University



Some of the initiatives and projects planned:

- E-Reference
- E-Reserve
- Digitising of collections
- Online Library services for Distance Learning
- 24 hour reference (collaboration)
- Online Document Delivery.

## STAFFING AND PROFESSIONAL DEVELOPMENT

Chris Szekely took up the position of Research and Professional Development Librarian with responsibility for staff development within the Library. He also worked with the Centre for Professional Development as a member of their Institute network. Chris vacated the position in September to take up an appointment at Manukau Public Libraries.

Rod Sach vacated the position of Associate Librarian (Policy and Planning) in March. Rod had worked in the AIT Library system for twenty-seven years, the majority of them on the Akoranga campus.

Vickie Ward accepted a professional position with ADIS and Robyn Ramage joined a legal firm for change in career. Robin Lott and Shannon Blaymires both left to take up positions at the University of Auckland. Gail Lorier resigned to pursue her career in planning with the Auckland City Council. Three part-time staff members, Amiria Sinisa, Alison Greenaway and Thushan Dodampegamage left to continue studying and further their careers.

### Professional Development and Training:

- Grace Saw visited various libraries in the US to investigate Electronic Resources, she also attended the Polytechnic Librarians' Conference in Dunedin and the LIANZA Conference in Auckland
- Filomena Davies presented a paper at both the ANZAME Conference in Brisbane and the LIANZA Conference in Auckland. She also attended the National Information Literacy Conference in Adelaide
- Robyn van Ee attended the Information Online and On-Disc Conference in Sydney
- Donna Jarvis and Andrew South attended the HIANZ Conference in Hamilton
- Frances Leaf attended the International Indigenous Librarians' Forum in Auckland
- Five staff members attended the AIT Allied Staff Development Conference in Auckland
- Several staff attended sessions at the LIANZA Conference in Auckland
- Heather Jenks and Barbara Taylor attended an AIMA Management Skills Course
- All library staff participated in an AIMA Customer Service Workshop
- Four staff members attended Te Puna training
- All library staff attended a workshop on e-mail etiquette
- Several staff attended various courses offered by the AIT Centre for Professional Development
- Several staff attended lectures by Dr Jamie McKenzie
- Several staff attended the Dr Lester Levy Breakfast.



AIMA Customer Service Workshop

From L-R: Christine Hill, Helen Whiteman, Carol Rea (partially obscured), Janet Powell, Helen Beckingsale, Barbara Rauch, Chris Szekely, Nancy Khaw

## Congratulations to the following library staff on completion of professional qualifications:

- Helen Beckingsale – Master of Library and Information Studies
- Shannon Blaymires – Master of Library and Information Studies
- Shahzad Ghahreman – Certificate in Tertiary Teaching
- Andrew Stewart – Bachelor of Arts (French) and Certificate in Tertiary Teaching
- Helen Whiteman – Master of Library and Information Studies.

## Pursuing professional qualifications:

- Deidre Ashton – Bachelor of Arts (Art History)
- Ann Chen – Certificate in Information Studies
- Filomena Davies – Bachelor of Arts (Education)
- Christine Hill – Graduate Certificate in Research and Analysis
- Heather Jenks – Master of Applied Science ( Information Systems)
- Nancy Khaw – Institute of Administrative Management (Advanced Diploma)
- Vivina Lalanabaravi – Certificate in Information Studies
- Josephine McElroy – Diploma in Library and Information Studies
- Janet Powell – Master of Library and Information Studies
- Andrew South – Certificate in Tertiary Teaching
- Simon Ryder – Master of Library and Information Studies
- Grace Saw – Master of Business Administration, Certificate in an International Language (French)
- Megan Sutton – Master of Library and Information Studies
- Kylie Thompson – Diploma in Information and Library Studies.

## Thanks:

- To the 1998 Annual Report editorial committee; Grace Saw, Heather Jenks, Rod Sach, Robyn van Ee, Barbara Taylor and Nancy Khaw
- To the Library Focus editorial team; Grace Saw, Robyn van Ee, Filomena Davies and Chris Szekely and to Nancy Khaw for typesetting
- To the various editorial teams of the Library newsletter, produced by a different department each quarter
- To Barbara Taylor and Grace Saw for their contribution to the New Learning Centre Brief Development Group
- To Megan Sutton, Gillian Barthorpe and Damien Ryder for their contribution to the formulation of a Complaints Handling Policy and Procedure
- To Heather Jenks, Robyn van Ee, Carol Rea, Damien Ryder and John Robertson (Faculty of Science and Engineering) for their work on the pilot project to digitise examination papers
- To the Duplication of Resources working party; Barbara Taylor, Andrew Stewart, Josephine McElroy and Teresa Frazerhurst
- To the Electronic Resources working party; Heather Jenks, Robyn van Ee, Barbara Rauch, Christine Hill, Claudia Adams, Josephine McElroy, Andrew Stewart and Simon Ryder
- To the Library Homepage working party; Robyn van Ee, Claudia Adams and Heather Jenks
- To the Interlibrary Loans/Document Retrieval working party; Janet Powell, Mark Simmonds, Drew South, Paula Gilliver and Alola Robertson
- To Donna Jarvis, Shahzad Ghahreman, Helen Beckingsale, Josephine McElroy and Mark Simmonds for their work on the review of the role of Liaison Librarians
- To the Serials Binding working party; Barbara Rauch, Helen Beckingsale, Donna Jarvis, Megan Sutton and Vickie Ward
- To all staff who have worked on the ongoing Serials Project
- To the User Education working party; Filomena Davies, Josephine McElroy and Gillian Barthorpe

- To Teresa Frazerhurst for volunteering to be a “gopher” at the LIANZA Conference
- To Megan Sutton, Helen Whiteman and Heather Jenks for their balloon blowing skills evident in the impressive balloon arch created for the launch of the Self-check unit and to Robyn van Ee and Carol Rea for their catering expertise
- To Donna Jarvis for organising the excellent Staff Christmas Party
- To the Library staff who have participated on various Institute Committees and Working Parties
- To all staff for their dedication, enthusiasm and patience, especially during the demolition and building operations.



Library Management Team

Heather Jenks, Associate Librarian (Information Systems), Grace Saw, Chief Librarian, Barbara Taylor, Associate Librarian (Client Services).



Library Staff Christmas Party

From L-R: Grace Saw, Barbara Taylor, Bev Cornish, Mark Simmonds, Gillian Barthorpe, Andrew Stewart, Jenny Heard, Leanne Drew, Megan Sutton (both partially obscured), Josephine McElroy, Barbara Rauch, Vivina Lalanabaravi, Ann Chen.

# APPENDICES

## *Appendix 1*

# LIBRARY STAFF LIST

## **Administration**

### **Chief Librarian**

G E H Saw, BA (Hons), G Dip Lib & Info Sc, G Dip Bus Admin, Ph D, AALIA

### **Secretary**

N Khaw

### **Associate Librarian (Policy and Planning)**

R J Sach, MA (Hons), Dip NZLS<sup>3</sup>

### **Research and Professional Development Librarian**

C Szekley, BA, G Dip Lib<sup>3</sup>

## **Client Services**

### **Associate Librarian (Client Services)**

B A Taylor, BA, Dip NZLS

### **Information Resources & Services Librarian**

J F Powell, MA, CTEFL, G Dip Lib, CAT

### **Instructional Services Librarian**

F M Davies, NZLSC, CAT, CCS

### **Liaison Librarians**

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

D J Ashton, NZLSC<sup>2</sup>

G C Barthorpe, NTSD, HDE, DSE (Sch Lib Sci)

H M Beckingsale, MA (Hons), MLIS, Dip Teaching

S Ghahreman, BA, NZLSC, CTT

D L Jarvis, BA, G Dip Lib, CAT

R Lott, B Sc, MLIS, CBC<sup>3</sup>

J M McElroy, NZLSC, CTT

A K McKillop, MA, Dip Teaching<sup>1,2</sup>

R Ramage, PhD (Chem), MSc (Info Sci), Dip Bus (PMER)<sup>1,3</sup>

M Simmonds, BA, Dip Lib, CAT

A G South, MSoc Sci (Hons), Dip Lib

R A J Stewart, BCom, BA, NZLSC, CTT

### **Assistant Librarian, Lending Services**

C A Rea, NZLAC

### **Library Assistants**

S Acorn<sup>1</sup>

S Allely<sup>1</sup>

H M Beckingsale, MA (Hons), MLIS, Dip Teaching

S M Blaymires, BA, MLIS <sup>3</sup>  
M C S Christopher, BSc  
J Coufal <sup>1,3</sup>  
I D'Arcy <sup>3</sup>  
T L Dodampegamage <sup>1</sup>  
L B Drew, MA (Hons)  
T Frazerhurst, BA  
P Gilliver, BA  
A J Greenaway, BA <sup>1,3</sup>  
B Kecman <sup>1,3</sup>  
C Kilgour <sup>1,3</sup>  
F Leaf  
G Lorier, B Plan (Hons) <sup>3</sup>  
K MacKenzie, BA <sup>3</sup>  
P Moros, MA (Hons)  
S Mose <sup>1,3</sup>  
A R Robertson, BA  
D Ryder, Cert Operating Bus Comps <sup>1</sup>  
S Ryder, MSc (Hons)  
K Seccombe <sup>1,3</sup>  
R Sikwanta <sup>1,3</sup>  
A Y Sinisa <sup>1,3</sup>  
K Thomson, B A  
H Zhang <sup>1</sup>

## **Information Systems**

### **Associate Librarian (Information Systems)**

H D Jenks, BA, Grad Dip Lib, AALIA

### **Acquisitions Librarian**

B J Rauch, BA, Dip Lib

### **Cataloguing Librarian**

C M Hill, NZLAC

### **Systems Librarian**

R H van Ee, BA, NZLAC, Cert Records & Archives Management

### **Library Assistants**

A Chen, BA

B Cornish, BHSc, Dip Teaching

L B Drew, MA (Hons)

J Heard <sup>1</sup>

V Lalanabaravi

G Lorier, B Plan (Hons) <sup>3</sup>

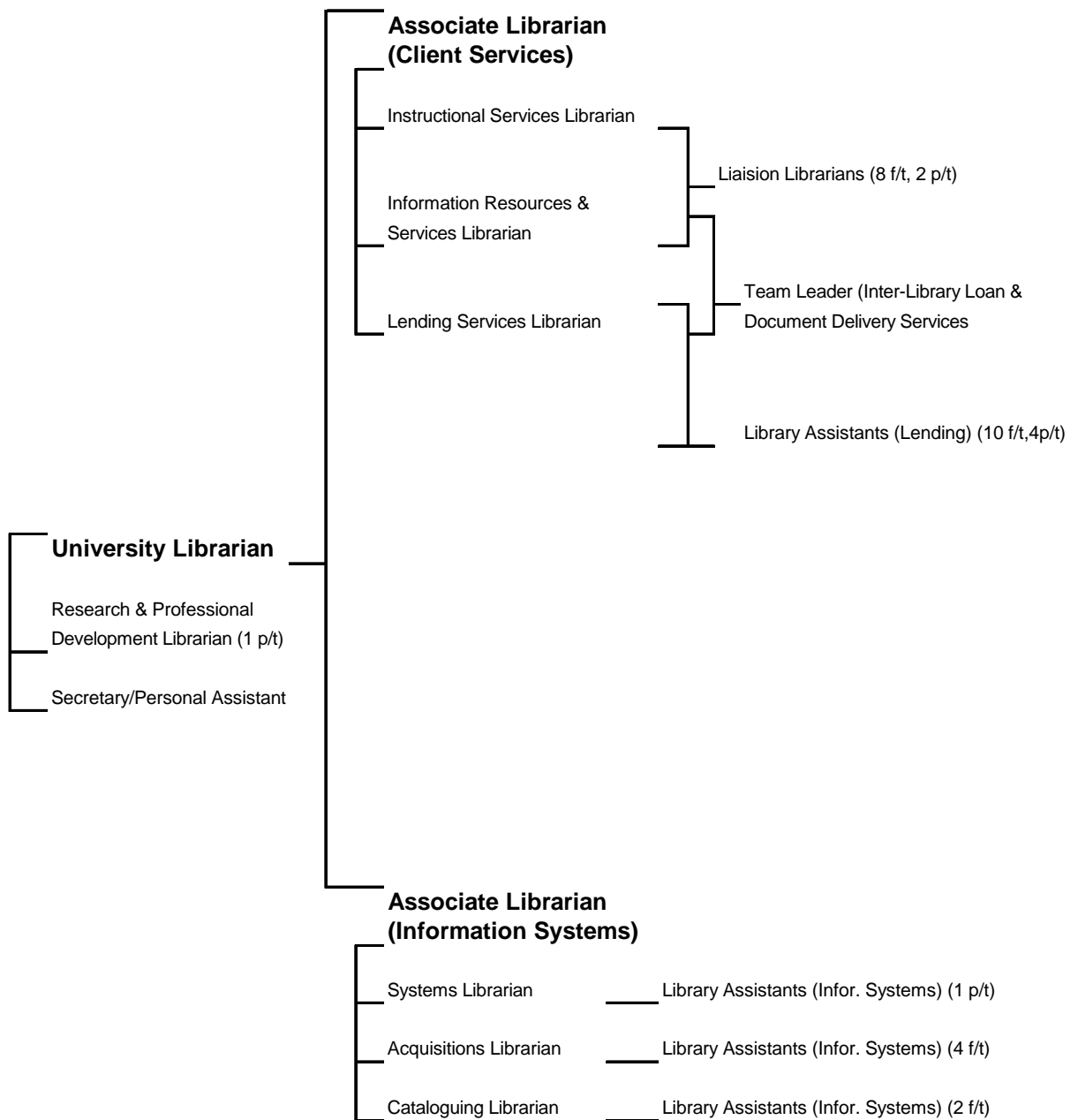
M Sutton, B Plan (Hons)

V L Ward, NZLSC <sup>3</sup>

H J Whiteman, BA, MLIS

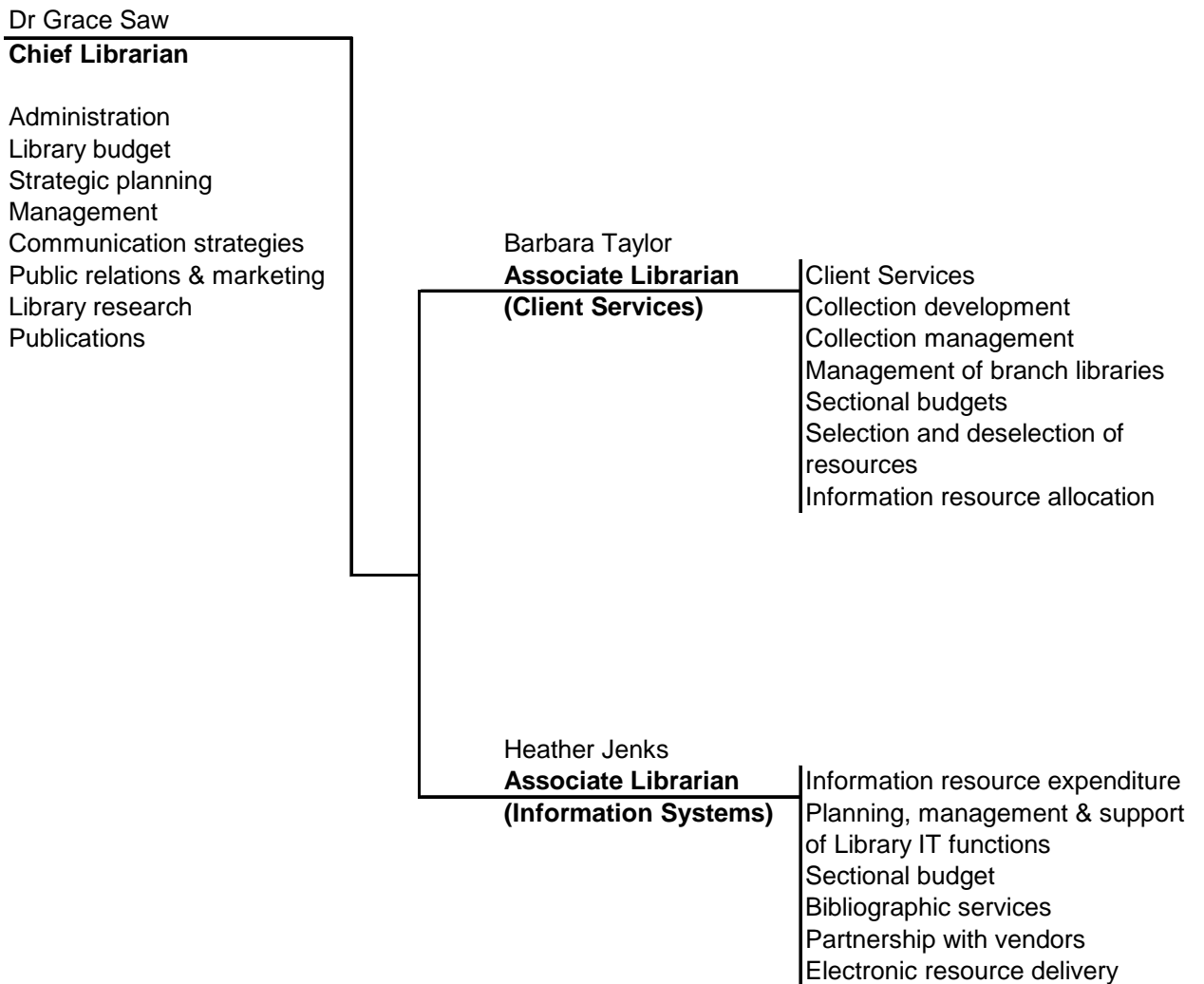
<sup>1</sup> Part time   <sup>2</sup> On leave   <sup>3</sup> Resigned

# AIT Library Structure 1999



# Library Management Structure

## Areas of responsibility



Appendix 4

**LIBRARY OPERATIONS BUDGET 1999**

<b>ACCOUNT NAME</b>	<b>BUDGET</b>	<b>(\$)</b>
Advertising - staff	1,501.00	
Publicity and Marketing	5,000.00	
Interloaned items	70,500.00	
Computers	270,996.00	
Printing and copying	18,495.00	
Stationery and office expenses	35,223.00	
Software	3,996.00	
Leasing	75,000.00	
R & M computers	3,000.00	
Internet charges	9,996.00	
R & M equipment and furnishings	3,988.00	
Salaries	1,402,002	
Superannuation	10,737.00	
ACC Levy	14,146.00	
Staff development	21,027.00	
Telephone and fax	18,300.00	
Travelling expenses	7,996.00	
Catering	2,443.00	
Postage	8,012.00	
Miscellaneous	500.00	
IT user charges	97,308.00	
<b>Total</b>	<b>\$ 2,080,166.00</b>	
Depreciation	547,000.00	
	<b>\$ 2,627,166.00</b>	

**SUMMARY OF DEPARTMENT EXPENDITURE 1999**

	<b>Serials</b>	<b>Books &amp; Non-books</b>	<b>On-line Resources</b>	<b>Total amount spent by each Faculty</b>
<b>ARTS FACULTY</b>				
Art & Design	32,823.53	60,321.15		
Communication Studies	26,026.85	36,178.65		
Education	39,364.82	58,643.41		
Hotel & Restaurant Studies	13,035.38	32,833.78		
Languages	6,418.32	24,546.54		
Maori Business	3,823.88	9329.08		
<b>Total</b>	<b>\$121,492.78</b>	<b>\$221,852.61</b>	<b>\$0.00</b>	<b>\$343,345.39</b>
<b>BUSINESS FACULTY</b>				
Accountancy and Finance	19,536.09	30,514.34		
Computing	3,728.64	16,891.12		
Integrated Business Studies	3,347.15	27,418.97		
Marketing & Advertising	47,682.23	35,414.06		
Law	36,457.72	5,052.24	10,000.00	
Management & Employment	20,857.37	29,181.75		
Economics	4,799.80	18,084.26		
Travel & Tourism	5,454.22	13,552.79		
Combined	9,279.06	0.00		
<b>Total</b>	<b>\$151,142.28</b>	<b>\$176,109.53</b>	<b>\$10,000.00</b>	<b>\$337,251.81</b>
<b>HEALTH FACULTY</b>				
Sport & Health Sciences	8,274.62	15,148.64		
Nursing & Midwifery	27,837.29	42,114.10		
Occupational Therapy	3,890.76	18,101.76		
Physiotherapy	18,858.01	20,876.51		
Community & Health Services	4,737.25	8,624.88		
Psychotherapy & Applied Psyc.	3,370.52	15,699.90		
Combined	53,705.19	36,146.45	21,605.00	
<b>Total</b>	<b>\$120,673.64</b>	<b>\$156,712.24</b>	<b>\$21,605.00</b>	<b>\$298,990.88</b>
<b>SCIENCE AND ENGINEERING FACULTY</b>				
Applied Maths	496.23	2451.54		
Electrotechnology	3,885.72	10,551.63	6,772.71	
Mech & Prod	8,413.64	19,032.42		
Research	0	0		
Applied Science	30,878.31	22,531.68	2,766.75	
Combined	584.99	0		
<b>Total</b>	<b>\$44,258.89</b>	<b>\$54,567.27</b>	<b>\$9,539.46</b>	<b>\$108,365.62</b>
<b>Library</b>				
Library	33,687.38	45,137.60	26,732.28	
Library Reference(includes CD-ROM's)	52,829.33	121,366.95	44,360.13	
Seeding money	2,256.45	72,210.00		
Library Technical Services	12011.15	257.40	1,896.55	
Expensive Items	0.00	0.00		
<b>Total</b>	<b>\$100,784.31</b>	<b>\$238,971.95</b>	<b>\$72,988.96</b>	<b>\$412,745.22</b>
				<b>\$1,500,698.92</b>

## SUMMARY OF EXPENDITURE OF INFORMATION RESOURCES BUDGET

Total Expenditure by Faculty	1998	1998	1999	1999
Faculty	Library items	Special grant	Library items	Special grant
Arts	\$241,158.65		\$343,345.39	
Business	\$292,693.71		\$337,251.81	
Health Sciences	\$202,885.35	\$669.79	\$298,990.88	\$0.00
Science & Engineering	\$143,705.65		\$108,365.62	
Te Ara Poutama	\$52,366.85		\$0.00	
Library	\$163,137.80		\$412,745.22	
<b>Total</b>	<b>\$1,095,948.01</b>		<b>\$1,500,698.92</b>	

## Total Expenditure by Type of Material

	Expenditure	Number	Average
Books	\$812,190.21	10767	\$75.43
Serials	\$435,126.72	1351	\$328.32
CDROM	\$103,225.18	28	\$5,508.62
Online Services	\$114,133.42	41	\$6,284.77
Non-book Materials	\$36,023.39	404	\$89.16
<b>Totals</b>	<b>\$1,500,698.92</b>	<b>12591</b>	<b>\$131.09</b>

## LIBRARY MEMBERSHIP

Years	1995	1996	1997	1998	1999
Wellesley					
Staff	604	583		560	869
Student	4612	5043		9778	13685
Outside Borrowers	3	1		0	17
Interlibrary loan	165	141		272	202
Sub-total	5384	5768		10610	14773
Akoranga					
Staff	277	269		235	307
Student	2217	2291		3730	4856
Outside Borrowers	22	24		43	55
Interlibrary loan					0
Sub-total	2516	2584		4008	5218
<b>Total</b>	<b>7900</b>	<b>8352</b>	<b>11123</b>	<b>14618</b>	<b>19991</b>
	7%	5%	25%	24%	37%

## DOOR COUNTER

Wellesley	158017	183495	197234	213410	253393
Akoranga	155768	152721	154019	153255	161764
<b>Total</b>	<b>313785</b>	<b>336216</b>	<b>351253</b>	<b>366665</b>	<b>415157</b>
	-3%	7%	4%	4%	13%

## LENDING SERVICE STATISTICS

Years		1995	1996	1997	1998	1999
<b>Books</b>						
Wellesley						
	Student	42490	63812	97970	107504	83374
	Staff	10191	12603	18607	24161	20309
	Sub-total	52681	76415	116577	131665	103683
Akoranga						
	Student	33122	39332	47482	53714	44530
	Staff	5702	5659	5849	5759	6967
	Sub-total	38824	44991	53331	59473	51497
Total		91505	121406	169908	191138	155180
		0.30%	25%	29%	12%	-19%
<b>Serials</b>						
Wellesley						
	Student	0	0	0	0	0
	Staff	7145	8101	8908	8326	6953
	Sub-total	7145	8101	8908	8326	6953
Akoranga						
	Student	0	0	0	0	0
	Staff	5110	2327	2513	1961	1208
	Sub-total	5110	2327	2513	1961	1208
Total		12255	10428	11421	10287	8161
<b>Restricted Loan</b>						
Wellesley						
	Desk copies	20351	24657	30590	26697	29247
	Exam papers	5913	4757	5562	4502	2992
	Video recordings	12328	12768	14398	9489	6703
	Non-book materials	5914	10091	10353	6943	4677
	Cassette players	46	114	119	160	97
	Sub-total	26264	29414	61022	47791	43716
Akoranga						
	Desk copies	30147	26149	27430	25353	26033
	Exam papers	3394	2985	1362	707	738
	Video recordings	1463	1108	973	945	963
	Non-book materials	162	237	326	281	203
	Sub-total	33541	29134	30091	27286	27937
Total		59805	58548	91113	75077	71653
		19%	-2%	36%	-21%	-5%
<b>Total Loans</b>						
Restricted		19913	24318	91113	75077	71653
Books		91505	121406	169908	191138	155180
Serials		12255	10428	11421	10287	8161
Interloan		6153	7467	7593	6673	8343
Archive		412	469	637	384	440
Total		130238	164088	280672	283559	243777
		5%	26%	42%	1%	-14%

**INFORMATION SERVICES ENQUIRIES**

	<b>Years</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>
Wellesley	Reference	7673	6385	6269	4945	3030
	Other	7109	6975	8677	5899	4219
	Sub-total	14782	13360	14946	10844	7249
Akoranga	Reference	1981	1625	2114	3596	2366
	Other	6021	9274	9113	8107	3995
	Sub-total	8002	10899	11227	11703	6361
<b>Total</b>		<b>22784</b>	<b>24259</b>	<b>26173</b>	<b>22547</b>	<b>13610</b>
		-10%	6%	7%	-16%	-40%

**INFORMATION SERVICES STATISTICS**

	<b>Years</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>
Database searches						
Wellesley	On-line searches	48	172	50	3	1
	On-line demonstrations					
	NZBN searches	254	75	64	36	11
Akoranga	On-line searches	10	26	38	28	3
	On-line demonstrations					
	NZBN searches	131	66	40	52	26
<b>Total</b>		<b>443</b>	<b>339</b>	<b>192</b>	<b>119</b>	<b>41</b>

**INSTRUCTION IN LIBRARY USE**

Wellesley	Group instruction	418	338	401	418	243
	Individual OPAC instruction	1235	864	975	1673	1200
	Individual CD-ROM instruction	1496	2294	1944	2434	757
	Other reference tools	1743	2081	1756	2590	2801
	PC assistance	564	9	0	0	0
	<b>Total</b>		<b>5456</b>	<b>5586</b>	<b>5076</b>	<b>7115</b>
Akoranga	Group instruction	249	445	736	203	221
	Individual OPAC instruction	618	428	523	1079	814
	Individual CD-ROM instruction	1678	4050	3405	4099	3678
	Other reference tools	2454	3305	2458	2111	2344
	PC assistance	0	0	0	0	0
	Total	4999	8228	7122	7492	7057
<b>Library total</b>		<b>10455</b>	<b>13814</b>	<b>12198</b>	<b>14607</b>	<b>12058</b>
		8%	24%	-13%	16%	-17%
Interloan		6153	7467	7593	6673	
Archive		412	469	637	384	174
Total		130238	164088	280672	283559	174
		5%	26%	42%	1%	

## INTER LIBRARY LOAN STATISTICS

Years	1995	1996	1997	1998	1999
Wellesley Loaned to AIT	1612	1690	1973	1073	1541
Issued to other libraries	1524	1491	1872	1137	1293
Sub-total	3136	3181	3845	2210	2834
Akoranga Loaned to AIT	1375	2523	1801	2712	3182
Issued to other libraries	1642	1763	1947	1751	2327
Sub-total	3017	4286	3748	4463	5509
<b>Total</b>	<b>6153</b>	<b>7467</b>	<b>7593</b>	<b>6673</b>	<b>8343</b>
	9%	18%	2%	-14%	25%
Wellesley Requests from other libraries	4354	4401	2345	1411	1745
Items received from other libraries	3131	3254	1973	1003	1518
Akoranga Requests from other libraries	4041	4796	2496	2242	3153
Items received from other libraries	2959	4213	1801	1741	3294
<b>Total interloan transactions</b>	<b>14485</b>	<b>16664</b>	<b>8615</b>	<b>6397</b>	<b>9710</b>

## ARCHIVES

	1995	1996	1997	1998	1999
Loans	412	469	637	384	440
Enquiries	361	158	301	311	174
Items withdrawn from collection					1012
Items added to collection					605
Linear metres	583	583	480	510	450

## INFORMATION SYSTEMS STATISTICS

NZBN/Te Puna bibliographic record transfer	3077	9022
Other vendors		30
Items Catalogued		
Books	5233	9301
Non-book	226	589
Serials	152	213
<b>Total</b>	<b>5611</b>	<b>10103</b>

<b>STOCK STATISTICS</b>						
	<b>Years</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>
<b>Book stock</b>						
Wellesley	Library	39423	39886	43687	48548	55489
Akoranga	Library	17966	15150	14435	15381	18875
<b>Total</b>		<b>57389</b>	<b>55036</b>	<b>58122</b>	<b>63929</b>	<b>74364</b>
		-22%	-4%	5%	9%	16%
<b>Non book materials titles</b>						
Wellesley	Library	5484	5845	6293	5969	6389
Akoranga	Library	555	609	378	384	425
<b>Total</b>		<b>6039</b>	<b>6454</b>	<b>6671</b>	<b>6353</b>	<b>6814</b>
<b>Current Serials titles in stock</b>						
Wellesley periodicals titles	Library	491	469	658	681	699
	CD-Rom	21	17	27	21	25
	Donation	249	148	282	235	254
	Sub-total	761	634	967	937	978
Akoranga periodicals titles	Library	244	229	335	230	241
	CD-Rom	9	11	3	13	15
	Donation	112	78	34	48	53
	Sub-total	365	318	372	291	309
<b>Total periodical titles</b>		<b>1126</b>	<b>952</b>	<b>1339</b>	<b>1228</b>	<b>1287</b>
Wellesley serial titles	Library	480	501	446	425	533
	Donation	158	122	40	45	58
	Sub-total	638	623	486	470	591
Akoranga serial titles	Library	128	101	58	34	90
	Donation	68	109	10	20	30
	Sub-total	196	210	68	54	120
<b>Total serial titles</b>		<b>834</b>	<b>833</b>	<b>554</b>	<b>524</b>	<b>711</b>
<b>Total serial titles in stock</b>		<b>1960</b>	<b>1785</b>	<b>1893</b>	<b>1752</b>	<b>1998</b>
		-9%	-10%	6%	-8%	14%
<b>SERIALS LINEAR METRES</b>						
Akoranga	RS				5.41	21.59
	DS				0	0.32
	NFS				68.57	190.16
<b>Total</b>				<b>73.98</b>	<b>212.07</b>	
Wellesley	RS				78.19	175.32
	DS				4.32	10.25
	NFS				153.72	383.4
<b>Total</b>				<b>236.23</b>	<b>568.97</b>	
<b>Library Total</b>				<b>310.21</b>	<b>781.04</b>	
<b>ACCESS TO FULL TEXT ELECTRONIC SERIAL TITLES</b>						
Health source				200	200	200
ProQuestDirect				1000	1200	2457
Other e-journals					18	22
				<b>1200</b>	<b>1418</b>	<b>2679</b>
					18%	89%

<b>WITHDRAWALS</b>						
	<b>Years</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>
Wellesley						
	Books	4191	1963	347	308	196
	CD-Rom discs	92	125	77	28	17
	Serials - volumes	515	551	1011	55	205
	Microforms	316	330	56	112	0
	Non-book materials	829	5	20	674	0
	Sub-total	5943	2974	1511	1177	418
Akoranga						
	Books	4384	3616	882	39	79
	CD-Rom discs	3	32	27	9	33
	Serials - volumes	390	380	241	6	183
	Microforms	0	70	228	32	41
	Non-book materials	0	0	18	2	0
	Sub-total	4777	4098	1396	88	336
<b>Total</b>		<b>10720</b>	<b>7072</b>	<b>2907</b>	<b>1265</b>	<b>754</b>

<b>TRANSFERS</b>						
Wellesley to Akoranga						
	Books	2	8	18	19	645
	Serials - volumes	40	74	70	30	45
	Non-book materials	0	0	0	0	0
Akoranga to Wellesley						
	Books	32	0	80	0	0
	Serials - volumes	9	5	0	0	6
	Non-book materials	1	0	0	0	0
	Wellesley monograph to serial	19	211	7	2	6
	Wellesley serial to monograph	0	0	0	0	10
	Akoranga monograph to serial	5	0	0	11	0
	Akoranga serial to monograph	0	0	0	0	0
	Library to Archive	3	18	2	12	3
<b>Total transfers</b>		<b>98</b>	<b>268</b>	<b>116</b>	<b>74</b>	<b>715</b>

## CLIENT SERVICE CHARTER

### Library Mission:

The Library will meet the information and service needs of Auckland Institute of Technology's teaching, learning and research requirements in partnership with staff and students.

### Charter:

In the course of establishing the partnership, this charter outlines what you as a client of the Library can expect from us, and in turn what you can do to help us help you.

### Core Services:

Core services are those that we consider to be indispensable basic services:

- Information in print, electronic resources, audio-visual materials
- Information inquiry services and assistance in finding information
- Information skills instruction
- Document retrieval services
- Electronic information access
- Study and research space

### The Partnership:

The Library's core services involve responsibilities, to certain standards, with expectations of cooperation from clients. These are brought together under four headings:

- Library frontline services
- Library resources
- Library facilities
- Library information skills instruction

### Frontline Services

Frontline Services	Our promise	Your assistance
<p>We will provide:</p> <ul style="list-style-type: none"> <li>• Courteous, prompt and efficient service</li> <li>• Consistent, equitable and responsive library-wide policies and procedures</li> <li>• Professional, accurate information services</li> <li>• Responsive, timely lending services including an effective reservation and recall system</li> <li>• A reliable copying service</li> </ul>	<ul style="list-style-type: none"> <li>• You are guaranteed confidentiality of personal information held on the Library database</li> <li>• You should not have to wait at a service desk for more than five minutes</li> <li>• We will report technical failure to the service</li> </ul>	<ul style="list-style-type: none"> <li>• Show respect for Library policies and treat Library staff with courtesy</li> <li>• Return Library materials on time and in good condition in accordance with Library Regulations</li> <li>• Abide by Copyright law</li> </ul>

<ul style="list-style-type: none"> <li>• An electronic suggestions board and Client Focus Group sessions are in place to gain feedback to continually improve our services</li> <li>• An online Library catalogue will be available on and off-campus</li> <li>• Hot-link access to electronic information through the homepage will be available on and off-campus</li> </ul>	<p>provider promptly</p> <ul style="list-style-type: none"> <li>• You should not have to wait for a photocopying machine for more than five minutes</li> <li>• Client focus group sessions will be held each year</li> <li>• Various customer surveys will be conducted each semester</li> <li>• We will do our best to provide accurate information about material location and status</li> <li>• You should not have to wait more than 5 minutes for an express catalogue</li> <li>• Site licences and URLs will be kept current</li> </ul>	<ul style="list-style-type: none"> <li>• Take available opportunities to provide us with feedback which will help us improve our services</li> <li>• Ensure you charge Library materials in your possession to your borrower record and inform us of any anomalies</li> </ul>
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### Library Resources

Library Resources	Our promise	Your assistance
<ul style="list-style-type: none"> <li>• All recommended course readings will be held in the Library</li> <li>• The Library collection will be balanced and non-partisan, and will reflect courses taught within the Institute</li> <li>• Information will be available in a variety of formats – print, electronic, audio-visual, multimedia.</li> <li>• Remote access to online information will be available on and off-campus, 24 hours</li> <li>• A document retrieval service will be available</li> </ul>	<ul style="list-style-type: none"> <li>• At least 80% of the items identified in reading lists will be in the collection</li> <li>• Required course reading in accordance with Copyright restrictions will be available from the Reserve collection</li> <li>• Library resources should be accessible and shelf ready within 8 weeks of arriving in the Library</li> <li>• Print materials will be reshelfed after use in the correct place within 48 hours</li> <li>• Loanable items may be booked at any campus and from off-site</li> <li>• Technical failure of public resources will be reported to ITG within 2 hours during Library opening hours</li> </ul> <p>Depending on eligibility and availability</p>	<ul style="list-style-type: none"> <li>• Academic staff will advise Library staff of resource requirements in time for purchase for the open shelf collection and for preparation for the reserve collection (three months for purchase, two weeks for the reserve collection if already held)</li> <li>• Library staff will be given at least two weeks notice to prepare a Library Impact Assessment for a new course</li> <li>• Library users will allow time</li> </ul>

<ul style="list-style-type: none"> <li>Library opening hours will be offered to maximum capacity of operating resources</li> </ul>	<ul style="list-style-type: none"> <li>Interloaned items will be provided within a maximum of 10 working days</li> <li>Urgent documents will be provided within a maximum of 24 hours</li> <li>Intracampus loans will be available within 36 hours</li> </ul>	<p>for resources not currently held by the Library to arrive and to give adequate notice of requirements</p>
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### Library Facilities

Library Facilities	Our promise	Your assistance
<p><i>We will provide:</i></p> <ul style="list-style-type: none"> <li>Space and furniture conducive to study and research</li> <li>Spaces for group and quiet study</li> <li>Access to current computer technologies</li> <li>Up to date study and research facilities</li> </ul>	<ul style="list-style-type: none"> <li>Furniture and fittings will be ergonomically designed and provide access for those with disabilities</li> <li>Occupational Health and Safety regulations will be adhered to</li> <li>There should be a study space available for anyone at anytime</li> <li>80% of equipment will be working 90% of the time</li> </ul>	<ul style="list-style-type: none"> <li>We would like you to respect Library resources and facilities, help us conserve them and let us know about damaged resources and facilities</li> <li>We would like you to study reasonably quietly and with consideration for all users of the Library</li> <li>Library resources will be used for study and research, for example PCs for research will not be used for email, wordprocessing or recreational Internet surfing</li> </ul>

### Library Information Skills Instruction

Library instruction	Our promise	Your assistance
<ul style="list-style-type: none"> <li>Professional, qualified Library staff will provide guidance on finding and using information resources</li> <li>Library skills sessions integrated into the curriculum will be available</li> </ul>	<p><b>We will provide</b></p> <ul style="list-style-type: none"> <li>Orientations for new students</li> <li>Tutorials for beginning/intermediate students</li> <li>Classes for research skills in depth for postgraduate students and staff</li> <li>To work in partnership with teaching staff to ensure the relevance of library skills sessions to courses</li> </ul>	<ul style="list-style-type: none"> <li>To take advantage of formal information skills training which is provided by the Library</li> <li>Find resources for yourself wherever possible</li> <li>To participate fully in the information skills programmes offered by the Library</li> <li>Academic staff have a responsibility for incorporating Library instruction into programmes and encouraging students in their use of the Library</li> </ul>

## **INSTITUTE LIBRARY ADVISORY COMMITTEE**

Sub-committee of the Academic Board

Dr Grace Saw (Chairperson)	-	Library
David Brook	-	Academic Directorate
Wendy Bussen	-	Information Services
Dr Ron Holt	-	Arts & Te Ara Poutama
Ineke Kranenburg	-	Faculty of Business
Heather Jenks	-	Library (Nominee of Chief Librarian)
David Penney	-	ATISA
Keith Ufton	-	Science & Engineering
Andrea Vujnovich	-	Health Studies

### **THE TERMS OF REFERENCE**

The Institute Library Advisory Committee shall advise and make recommendations to the Academic Board on all significant Library policy issues relating to the provision of services to the Institute's staff and students in support of the functions of teaching, learning and research. In doing so, it shall give due consideration to approved Institute and Faculty objectives and priorities as set out in the strategic plans.

## **THE YEAR AT A GLANCE**

- ❖ 243,777 items were loaned in 1999
- ❖ Library membership increased by 37% to 19,991
- ❖ 415,157 people visited the Library, a 13% increase
- ❖ 12,058 people received Library Instruction
- ❖ Access to 2,679 full-text electronic journals, an 89% increase
- ❖ Book stock increased by 17% to 74,364 volumes
- ❖ Serial titles increased by 14% to 1,998 titles
- ❖ Non-book material increased by 7% to 6,814 titles
- ❖ 781.04 linear metres of Serials
- ❖ 168,759 hits on the Library Homepage
- ❖ 3,921 Off-campus/remote access to electronic resources hits since April
- ❖ A 52% increase in the total number of Interlibrary loans