

UNIVERSITY OF OTAGO LIBRARY

ANNUAL REPORT 2006

| January – 31 December 2006

www.library.otago.ac.nz

The year in retrospect
– a commentary on the Library's major activities

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Sue Pharo

MESSAGE FROM THE UNIVERSITY LIBRARIAN

In 2006 the University of Otago Library developed a strategic planning process built on the University's imperatives, with seventeen objectives identified. It was obvious to us that the Library is strongest when it functions as one team. It is a huge challenge to work for over 20,000 people, in multi-disciplines, in various locations, and in traditional and "digital native" processes.

This planning was made possible by the new Executive Management Group working collaboratively at a strategic level.

A Māori rōpu grew in strength with representatives from across all Library units. Crucial to this renaissance was the role played by the Māori Affairs Adviser Vice-Chancellor's Office, and the Library's Māori Resources Librarians.

Hocken Collections took stock of its position in 2006 by examining reference workflows, its collection policy and planning. A project to identify Māori information was made possible over the summer by the involvement of post graduate students from Te Tumu. A book on Treasures of Hocken will be published in October 2007 to celebrate the centenary of the signing of the Trust Deed.

Information Resources, formerly Collection Management, undertook a comprehensive review of monograph workflows from receipt to access. This achieved the stated aims of minimizing handling, multi-skilling staff, managing the impact of staff absences and workflow spikes, and created a more integrated approach with improved internal communication. Other units of the Library beavering away on projects to identify future directions were Copying and the Web team.

The merger of the Otago University and the Dunedin College of Education meant the Bill Robertson Library was able to open its doors on 8 January 2007 onto a new era. For many people the backroom work was invisible but much work has gone into making this possible. I appreciate the hard work of all staff involved.

The Library Services Committee was reactivated and will contribute greatly to strengthening the bridge between the Faculty and the Library.

A digital projects plan highlights the new era the Library operates in. It was drafted to make the most of the expertise of Library staff and to begin the process of planning to make a difference.

Libraries are hugely affected by the changes in the information environment. Often the way forward is not clear. Libraries will continue to be social spaces for information gathering and organisation, virtually and physically. They will continue to manage data and its curation through collaborative arrangements. The University of Otago Library is one of New Zealand's great research libraries.

VISION AND MISSION

The University of Otago Library is committed to facilitating access to and preserving the information and knowledge resources needed by the university community...

And

Enabling access to an impartial, enriched environment
for learning and research

LIBRARY OVERVIEW: CLIENTS, COLLECTIONS, STRUCTURE

The University of Otago Library delivers client-focused information resources, services and facilities that are integrated with, and central to, the University's teaching, learning, research and community service activities.

The University of Otago is a founding member of LCoNZ (Library Consortium of New Zealand) and the Library works closely with LCoNZ partners on a range of matters. In 2006 the group researched options for institutional repository systems and developed consortial lending that maximises the value of the combined collections.

CLIENTS

In 2006, the University of Otago Library provided services to 17,449 students (15.6% of whom were postgraduate and 10.7% international) and 3,250 academic and general staff. All brought differing needs and variations in service requirements to which the Library responded appropriately.

The Library assisted other New Zealand and overseas libraries, universities and organisations through reciprocal borrowing schemes, interlibrary loans and other resource-sharing initiatives.

COLLECTIONS

The Library's collection is one of the largest in New Zealand. It encompasses more than 2.8 million volume equivalents. The University's knowledge infrastructure has been enriched in recent years, particularly through managed access to the specialised digital information resources and collections purchased or licensed by the Library. The online collections include subscriptions to approximately 70,000 electronic journals and over 185 networked databases.

STRUCTURE

In March 2006 a new management structure for the Library was implemented. The new structure is designed to build on existing strengths, to ensure that the Library develops flexibility and transferability to adapt to a rapidly changing environment; that leadership responsibilities are shared; that customers continue to have positive experiences in their interactions with the Library; and that staff are provided with effective leadership, have clear reporting lines and representation at the senior management level.

An Executive Management Group was established which comprises the University Librarian and four newly created senior managers.

The Access and Development Services Manager is responsible for access to Library services, specifically Lending, Storage, Systems and digital and digitization projects and developments.

The Corporate Services Manager is responsible for business and support services, specifically financial, human resource, facility and corporate management, Bindery, copying and records management.

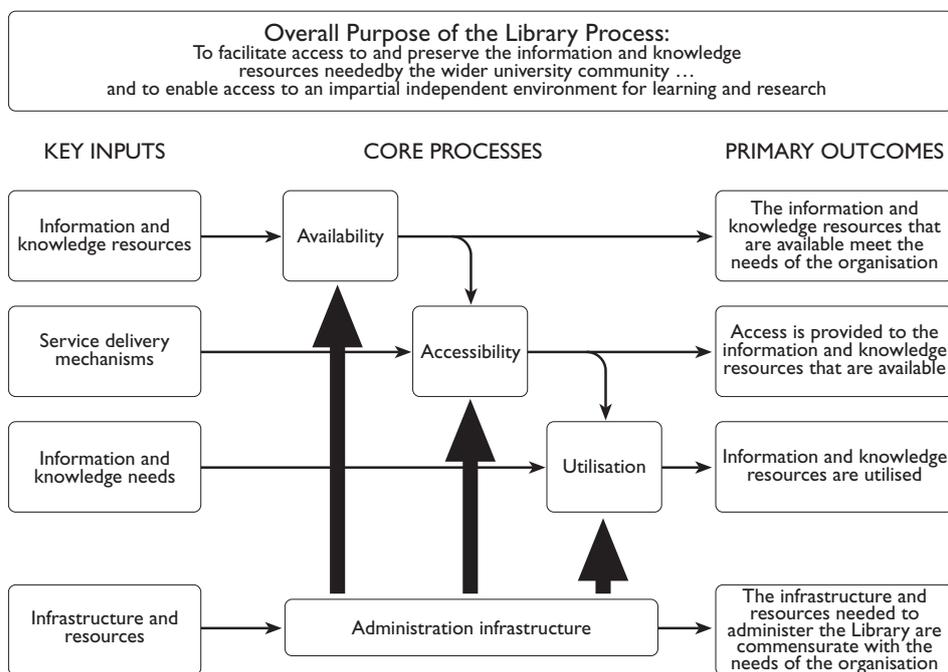
The Information and Education Services Manager is responsible for information and education services in the Health Sciences, Law, Science, Bill Robertson and Central libraries.

The Information Resources Manager is responsible for the provision of online and onsite information resources, developing and managing the collections, procurement, contractual arrangements, financial management, and provision of bibliographic access.

HOW DID WE DO?

The Library's 2006-9 Strategic Plan signalled a new focus on building a flexible staff structure to increase the responsiveness of library services at a time of great change in the wider information environment. Against the increasing complexities of print and electronic, local and global, the vision of 'One needs-driven team' inspired the Library to grow expertise in emerging areas of digital access while continuing to provide the high-quality environment so valued by students as a place to study.

The following diagram shows the core processes involved in achieving the Library's purpose



The Library's 2006-9 Strategic Plan outlined operational objectives under the six imperatives identified in the University's key document, *Strategic Direction to 2012*.

| Strategic Direction to 2012 - Strategic Imperatives | Library's Objectives 2006 - 2009 | Progress 2006 |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Achieving Research Excellence | Develop quality information resources and collections | <ul style="list-style-type: none"> • During the year we added 46,233 items to the collections • The number of electronic journals able to be accessed increased to 70,536 |
| Achieving Excellence in Research-Informed Teaching | <p>Optimise the use of information resources</p> <p>Provide facilities and services which enable the independent discovery and use of information</p> | <ul style="list-style-type: none"> • The Library's educational programmes were integrated into the full range of teaching and learning activities that students are engaged in. 11,555 undergraduate students attended library instruction during 2006 • A collaborative project led to the publication of the Remote Study Guide, which is mailed to all students enrolled in distance subjects • An Electronic Resource Management System was implemented |
| Ensuring Outstanding Campus Environments and Student Experience | Provide quality learning environments that contribute to the special Otago learning experience | <ul style="list-style-type: none"> • The Central Library and satellite branches provided a range of study space choices, providing 3403 seats • New carpet was laid on the third floor of the Science Library • Hocken reception desk was modified to be more welcoming and practical |
| Contributing to the National Good and to International Progress | Provide stewardship of unique and rare resources, held for the nation as a whole | <ul style="list-style-type: none"> • The new Digital Services Unit launched an online collection featuring some major New Zealand artworks held in the Hocken Pictorial Collections • Library staff began contributing abstracts of University of Otago theses to the Australian Digital Thesis database • 7 exhibitions at Hocken and 4 at Central Library Special Collections |
| Strengthening External Engagement | Exploit opportunities for regional, national and international collaboration | <ul style="list-style-type: none"> • Emphasis on working in partnership with the Library's stakeholders • Senior staff attended project management training. Project review systems were set up and formal project management processes were adopted |
| Building and Sustaining Capability | Develop an efficient and effective organisation which is readily adaptable to a changing academic | <ul style="list-style-type: none"> • Lifting the profile of Library staff and growing their skills through industry associations and forums LCONZ, CONZUL environment • Improved terms of trade for US/UK books through retendered CONZULAC contract • Workflow reviews in Hocken, Copying Services and Information Resources |

SERVICES SUPPORTING RESEARCH

The depth and quality of the information resources available to staff and students of the University was further enhanced by the addition of a further 46,000 items to the collection which now exceeds 2.8 million items plus access is made available to over 70,000 electronic journals.

In 2006, 41% of the Information Resources budget was committed to electronic products, leaving 38% for print journal subscriptions and the remaining 21% for books and standing orders. An electronic resource management system was implemented in 2006 which allows users to view the "terms of use" for e-journals and databases listed on the Library's e-journal page.

PRIMARY SOURCES

A significant primary source collection purchased in 2006 to support the research needs of the Humanities Division was ECCO: Eighteenth Century Collections Online which contains the full-text of every significant title printed between 1701 and 1800 in the UK, plus important works from the Americas. It nicely complements EEBO: Early English Books Online purchased in 2005, which covers the period up to 1700. Another significant purchase supporting Humanities was the digitized collection of legal treatises published from 1800 to 1926 Making of Modern Law: UK Treatises.

ENHANCED ACCESS

Important additions were made to existing packages such as the American Psychological Association package, Blackwell Publishing, Compustat/CRSP, JSTOR, Nature Publishing, Oxford Reference Online and Project Muse.

BACKFILES

As e-journals have become the preferred format it is important to make earlier articles easily available. The Library has invested in substantial backfiles to popular titles adding depth to the growing breadth of the electronic collections. New backfiles for 2006 included Institute of Physics, Royal Society of Chemistry, Zoological Record, and the following Wiley Interscience collections: General Medicine, Genetics and Evolution, Neuroscience, Pharmacology and Toxicology, Cell and Developmental biology, and Oncology and Hematology.

REFERENCE WORKS

Several online encyclopedias and dictionaries were added to the collection notably from Elsevier, Grove and Brill.

The complete list of new and enhanced titles is detailed in New Electronic Resources 2006 pg10.

MONOGRAPH PURCHASING

A total of 28,501 monographs were added to the collection in 2006, a 6.3% increase over 2005. The workflow review for processing this material on arrival in the Library has reduced the amount of time taken to make them available to users.

Following the re-tendering in 2006 of the contract for supply of US and UK monographs for New Zealand University Libraries led by Otago, a new supplier was selected. The contract with Blackwells Book Services, which begins in January 2007, will include improved terms and conditions of supply.

JOURNAL SUBSCRIPTIONS

Early access to scholarly information in digital format provided through the Library has impacted on print subscriptions as electronic formats are preferred by the majority of users. Overall print subscriptions have declined by 7 % over 2005, and 9.8 % over 2004 as numbers of print formats are cancelled in favour of electronic.

DONATIONS

The Library's holdings were augmented by a number of generous donations from individuals and organisations.

A substantial collection of books was received on anthropology and history of North American Indians from the estate of Dr Peter Bristow.

His Excellency Sergio Serra, Ambassador of the Federative Republic of Brazil, provided more books on the literature and culture of Brazil. These were a welcome addition to the Library's growing collection of books on Hispanic Studies.

Past and present members of the academic staff of the University of Otago have continued to donate books and journals. Emeritus Professor Hew McLeod was notably generous, his donations of his publications on Sikhism ensuring the best New Zealand collection in the field.

SERVICES SUPPORTING TEACHING AND LEARNING

The decline in the Library's print based services continued, with a 5.9% fall in the number of books borrowed. Copying by Library users declined by 22.67% and the use of document delivery services by 7%.

In sharp contrast was the continuing growth in the use of online services. The increase in the number of sessions on the Library's subscribed databases indicated popularity of these Library services; with a 14.6% increase over 2005 and 89% over 2004. Articles available via e-reserve proved to be highly popular with the number of times these were accessed reaching 56,494 in 2006, and the downloads of online examination papers reached a stunning 401,619 in 2006.

Face-to-face reference assistance grew by 18.8% over 2005, and subject class participation maintained a steady demand, increasing by 1.6% over the same period.

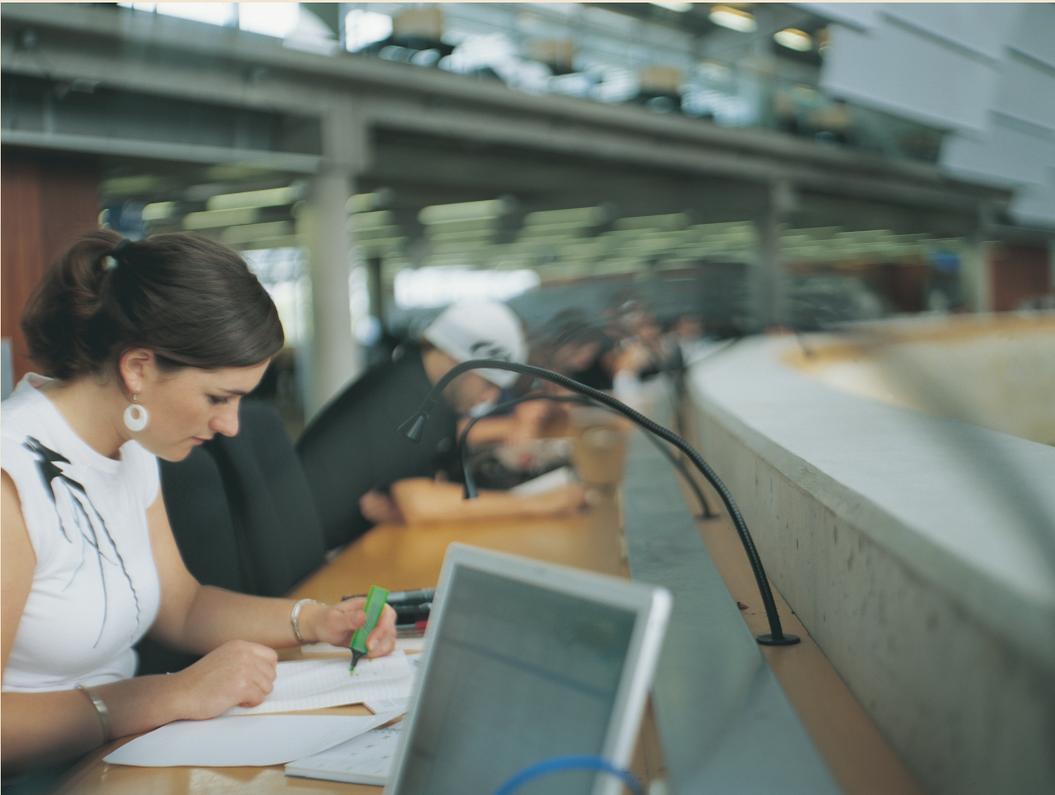
Students continued to use the libraries in new ways, most notably in 2006 through wireless network access which was established in parts of the Central Library.

During 2006, librarians continued to work with academic staff to integrate information literacy skills into undergraduate courses. In addition to sophisticated research skills, library instruction included teaching students how to critically evaluate information and to understand the issues related to copyright and plagiarism.

ENVIRONMENT

With the planned disestablishment of the Dunedin College of Education at the end of 2006 and its incorporation into the University of Otago, planning began in earnest to incorporate the Bill Robertson Library into the University Library system. As well as providing support to the new University of Otago College of Education this new branch supplies library services to the Otago Polytechnic. The Bill Robertson Library will open as a branch of the University Library in January 2007.

This new branch is located at 145 Union Street East, where it accommodates 395 readers and holds collections supporting the College and Polytechnic teaching programmes.



COMMUNITY SERVICE

One of the more visible means by which the University serves the community is through the accessibility of its special collections.

SPECIAL COLLECTIONS

Four very successful exhibitions were mounted, of which two, *West meets East: Images of China and Japan* (February-May) and *In the Flesh: The Monro Medical Rare Book Collection* (September-December), attracted particular note from the local, national and international community.

A unique feature of the Library is the Otakou Print Room with its three hand presses which are used in the academic teaching programme. The 2006 Printer in Residence was Tara McLeod of the Pear Tree Press, Auckland. He worked with Dunedin book illustrator, David Elliot, and three local print-makers to produce an original version of *The Hunting of the Snark* in 101 hand-made copies. All copies sold within a month of publication.

HOCKEN COLLECTIONS

Hocken Collections held seven public exhibitions during 2006, most of which drew on the more than 12,000 works of art relating to New Zealand and the Pacific which are held in the Pictures Collection. They were:

Rohan Wealleans: Frances Hodgkins Fellow 21 January - 17 March;

Luncheon under the Ash Tree: The Ian and Elespie Prior Collection 25 March - 13 May;

Ralph Miller: Designs from the Hocken Pictorial Collections was exhibited alongside Liz Abbott: *Fanny and Me* 20 May - 15 July;

Douglas McDiarmid and George Chance: Pictorial Photography were both exhibited from 22 July - 23 September;

The following exhibitions were both available through the summer period finishing in the New Year *Beside The Seaside: Images of Coastal Otago from the Hocken Collections 1840-1982* 30 September – 13 January 2007 and *Dorothy Theomin: Photographer, Mountain Climber and City Daughter* 11 November – 18 February 2007.

PROJECTS

The Library's project staffing budget provided the opportunity to undertake a number of projects throughout 2006. Some of them were:

- Health Science Libraries' Reorganisation – Following work in 2005, the re-allocation of shelving between books and journals, re-spacing of the Medical Library Serials Collection, re-spacing of Dental Library Serials collection and weeding of the Dental monograph collection was completed.
- NZ Historical De-Duplication – Material held in Medical NZ Historical, Medical open shelves, Medical Repository/Storage was de-duplicated, de-accessioned and transferred to Hocken Library where appropriate.
- Hocken Pictorial Collections Project – A project was undertaken to rectify non-archival housing of significant works on paper in the Pictorial Collection to prevent further deterioration of collection items and to limit future restoration costs.
- Hocken Preservation Packing – Further preservation packaging of fragile volumes from the archives, published and pictorial collections was undertaken.
- Hocken Standing Orders – A project was undertaken to verify whether individual New Zealand series titles had been received through established standing orders and acquire where they were missing.
- Science Library Refurbishment – Stage One of the planned refurbishment of the upper floors of the Science Library involved the recarpeting of Floor 3. This provided the opportunity to resequence the book and journal collections to provide improved access.
- Digitisation Project – a project was initiated in August 2006 to create collections of digitised resources from the University of Otago's Hocken Collections and Special Collections.

STAFF DEVELOPMENT

The Library's staff development fund was fully expended in 2006. Amongst the initiatives undertaken were:

- Project management training for various groups of staff throughout the Library supplied by local consulting firm, Projex Unlimited
- Support for 8 staff to undertake the Master of Library and Information Studies qualification
- Support for 1 staff member to undertake the Archives and Records Management qualification
- Study assistance for 11 Staff to undertake University of Otago papers
- Continued support for Bindery apprentice.

PROFESSIONAL ACTIVITY

Staff attended a number of conferences in New Zealand or overseas, including:

- ANZILL Conference Dunedin
- ARANZ 2006: 'The way that you do it' Christchurch
- ATLAANZ: Supporting Learning in the 21st Century Otago University
- Australian and New Zealand Law Librarians Conference Melbourne
- Aurora Leadership Institute 2006 Thredbo
- BIALL 37th Law Librarians Conference England
- Conzul Māori Services Librarians' Hui Palmerston North
- DEANZ Conference 2006: Enabling E-Learning Approaches in C21 Auckland
- Digital Preservation Management & Planning Workshops Wellington
- LIANZA 2006: Next Generation Libraries Wellington
- National Digital Forum 2006 Wellington
- NZ Industrial Relations Conference Auckland
- Pacific History Biennial Conference Dunedin
- Pacific Rim Digital Library Alliance Annual Conference 2006 Seoul
- Rare Book Summer School: European Bookbinding, 1450 - 1820 Melbourne
- *Te Rōpu Whakahau Hui-a-tau* 2006 Whangarei
- The New Zealand Historical Association Biennial Conference Auckland
- The Successful Repository Brisbane
- Vala 2006 – Connecting With Users Melbourne

TITLE

Aquaculture compendium
Blackwell Publishing Humanities and Social Science collection
BMJ Learning
Brill Online (Encyclopedia of Islam and Encyclopedia of the Qur'an)
Chicago Manual of Style 15th edition
Comprehensive Coordination Chemistry II
Compustat/CRSP Merged Database
EBL : E-Book Library (foundation collection)
ECCO: Eighteenth Century Collections Online
e-Duke Scholarly Collection
Encyclopedia Britannica Online
Encyclopedia of Atmospheric Sciences
Encyclopedia of Biodiversity
Encyclopedia of Dairy Sciences
Encyclopedia of Endocrine Diseases
Encyclopedia of Energy
Encyclopedia of Food Sciences and Nutrition
Encyclopedia of Human Nutrition
Encyclopedia of hydrological sciences
Encyclopedia of Ocean Sciences
Grove Art Online
Grove Music Online
Hospitality and Tourism Complete
Institute of Physics journals
JSTOR Business II collection
Making of Modern Law: UK Treatises
MapToaster Topo/NZ
Nature Publishing Group : extended package, plus the archive from 1950
NAXOS Music Library
NAXOS Music Library : Jazz collection
One Source
Oxford Reference : Literature Collection Online
Oxford Scholarship Online
Oxford Textbook of Psychotherapy
Project Muse Premium collection
PsyncBooks
PsyncCritiques
Royal Society of Chemistry Archive.
Source OECD
Up-to-date Online
WDI Online: World Development Indicators
Wiley Interscience backfiles: General Medicine, Genetics and Evolution, Neuroscience, Pharmacology and Toxicology, Cell and Developmental Biology, Oncology and Hematology
World's Coasts
Zoological Record Archive: 1945-1977

COLLECTION RESOURCES

Central Library includes Audiovisual Services and Education Resource Centre.

Dental Library includes health sciences audiovisual materials.

Science Library includes Portobello Marine Laboratory Library.

| | 2006 | 2005 | 2004 |
|---------------------------------------------------|------------------|------------------|---------------------|
| Volume equivalents added during year | | | |
| Books | 28,501 | 26,811 | 27,439 |
| Serials (Bound volumes) | 10,460 | 10,690 | 11,693 |
| Microforms | 3,041 | 2,692 | 3,482 |
| Other non-book materials | 4,231 | 10,993 | 48,044 ¹ |
| TOTAL | 46,233 | 51,186 | 90,658 |
| Volume equivalents held at end of year | | | |
| Books | 958,607 | 920,264 | 894,303 |
| Bound serials | 449,857 | 465,559 | 456,907 |
| Unbound serials | 44,875 | 44,675 | 44,475 |
| Microforms | 227,476 | 224,987 | 222,093 |
| Other non-book materials | 1,190,299 | 1,183,331 | 1,171,637 |
| TOTAL | 2,871,114 | 2,838,816 | 2,789,415 |
| Number of print serials currently received | | | |
| Subscriptions | 4,477 | 4,814 | 5,144 |
| Donations | 2,757 | 2,972 | 2,876 |
| TOTAL PRINT SERIALS | 7,234 | 7,786 | 8,020 |
| Number of electronic serials annually received | 70,536 | 61,093 | 61,970 |
| TOTAL PRINT AND ELECTRONIC SERIALS | 77,770 | 68,879 | 69,990 |

¹ This figure includes an unusually large number of photographs added to the Hocken

SERVICES

| | 2006 | 2005 | 2004 |
|---------------------|----------------|----------------|---------------|
| LENDING | | | |
| Books | | | |
| First Loans | 201,195 | 206,498 | 212,315 |
| Renewals | 101,524 | 98,243 | 96,942 |
| Journals | 5,804 | 6,389 | 7,694 |
| Reserve Collections | 245,822 | 274,706 | 308,905 |
| Equipment | 35,332 | 40,977 | 54,641 |
| TOTAL | 589,677 | 626,813 | 680,49 |

DOCUMENT DELIVERY

| | | | |
|-----------------------------------------------|---------------|---------------|---------------|
| Original items received from other Libraries: | 4,850 | 5,053 | 5,092 |
| Copies received | 6,016 | 6,641 | 10,431 |
| TOTAL | 10,866 | 11,694 | 15,523 |
| Original items supplied to other Libraries: | 3,162 | 3,345 | 3,572 |
| Copies supplied | 9,019 | 9,754 | 12,645 |
| TOTAL | 12,181 | 13,099 | 16,217 |

OTHER READER SERVICES

| | | | |
|----------------------|-----------|-----------|-----------|
| Reference enquiries | 29,301 | 24,649 | 30,242 |
| Library Tours | | | |
| Total tours | 305 | 353 | 364 |
| Total participants | 1,361 | 1,870 | 2,483 |
| Subject Classes | | | |
| Total classes | 770 | 772 | 764 |
| Total participants | 11,552 | 11,366 | 11,297 |
| Copying | | | |
| Total pages | 2,840,074 | 3,484,075 | 4,632,837 |
| Bindery | | | |
| Total Theses binding | 2,058 | 1,851 | 1,888 |

READER PLACES

| | | | |
|---------------------|-------|-------|-------|
| Total reader places | 3,403 | 3,379 | 3,389 |
|---------------------|-------|-------|-------|

USE OF ELECTRONIC DATABASES AND RESOURCES

LIBRARY SUBSCRIBED DATABASES

| | 2006 | 2005 | 2004 |
|----------------------|-----------|-----------|-----------|
| Total Sessions | 1,014,434 | 884,942 | 536,672 |
| Total Searches | 8,124,281 | 8,864,802 | 5,828,150 |
| Full Text Retrievals | 1,565,954 | 1,402,687 | 887,400 |

Definitions:

Session is a successful request of an online service.

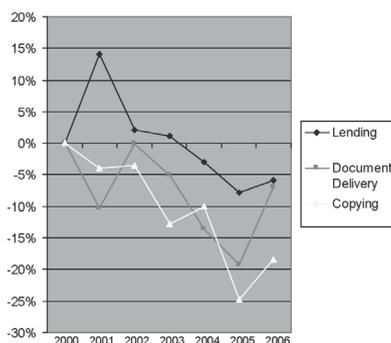
Search is each search submitted to the online service.

Number of full-text articles successfully requested by users from all of the library's licenced electronic resource.

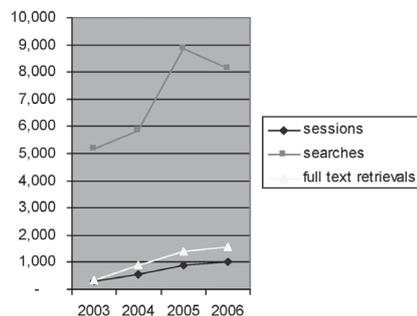
Only statistics complying with these definitions are collated.

Not all vendors supply usage statistics for electronic databases and resources.

Use of printed resources : % changes 2000 - 2006



Use of Library Databases and Resources: totals 2003-2006 in 000s



BUDGETED EXPENDITURE AND SOURCE OF FUNDS

| | 2006 (\$'000) | 2005 (\$'000) | 2004 (\$'000) |
|------------------------------------------------------------------------------------------------------------------|------------------|------------------|------------------|
| Principal Expenditure | | | |
| Staffing (including salary related costs) | 7343 | 6,839 | 6,219 |
| Consumables | 2338 | 2,537 | 2,184 |
| Capital | 713 | 496 | 611 |
| Library Resources | | | |
| Monographs | 1,562 | 1,424 | 1,516 |
| Subscriptions | 7,639 | 6,560 | 7,411 |
| TOTAL | 19,595 | 17,856 | 17,941 |
| Budgeted Source of Funds | | | |
| University | 18,544 | 16,567 | 17,072 |
| External Income (includes distribution from all trusts, Otago DHB, fines, donations and copying/printing income) | 1,051 | 1,289 | 869 |
| TOTAL | 19,595 | 17,856 | 17,941 |

