ANNUAL REPORT 2004

UNIVERSITY OF OTAGO LIBRARY

Cover Photo: Central Library, Information Services Building, at night
Photographer: John Gollings
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SECTION ONE

MISSION STATEMENT

Our mission statement outlines the purpose and core business of the Library.
The Library is committed to the University’s goals for the advancement of knowledge, scholarship and lifelong learning in partnership with scholarly and professional communities, both local and international, by providing:
- access to excellent information resources
- information literacy skills programmes
- a stimulating learning environment

The Library is a prime contributor to the University’s distinctive “repository of knowledge” characteristic as defined in the Education Amendment Act, 1989.

(February 2002)

STRATEGIES

Key strategies for the realisation of the goals of the Library include:
- providing equitable, timely and cost-effective access to information for teaching, learning and research, in an appropriate format and independent of location
- utilising information technology to facilitate and enhance access
- ensuring good stewardship of the collection and other resources
- collaborating with academic staff to develop information literacy skills
- enhancing the quality of services and operations
- fostering a strong staff commitment to users’ needs
- developing a cadre of staff appropriate to the University’s strategies and goals
- collaborating with staff in academic departments, the Student Learning Centre, Information Technology Services, halls of residence, Foundation Studies, and the Otago Language Centre, in order to provide a coordinated approach to student learning.

(March 2003)

PLANNING

The Library’s Business Plan for 2004 was a key element supporting its 2004 Budget Submission. The Plan was set in the context of other University planning documents aligned to the University’s strategic directions. During the year, the 2005 Business Plan was written to support the 2005 Budget Submission. It was pleasing that the University supported an increase in funding for 2005 to provide fully for the anticipated increase in prices of journals and e-resources, though the figure for monographs was held at the 2004 figure.

During 2002 the awareness that expenditure on library resources and access was significantly behind some of Otago’s chief competitors in Australasia caused concern. Since that time the greatly strengthened New Zealand dollar, and the Library’s management of funds to pick up some of the new vendor packages of aggregated full-text databases, have very significantly improved access to the contents of a rapidly widening range of scholarly journals.

At the end of 2003, CONZUL and the NZVCC were advised of the success of their bid for additional e-resources for a two-year period from the Tertiary Education Commission’s Infrastructure Development Fund. This gave a further welcome boost to collection/access for 2004 and 2005. The University will need to take over the funding of these additional resources for the year beginning January 2006 for they are proving to be very well used.

Quality Audit and Self-Review

At the end of 2004 the Library compiled its comprehensive response to the Terms of Reference chosen for its self-review as a preliminary step towards the University’s Quality Audit in early 2006. This document sets out dispassionately many issues relating to the Library. It is in effect a ‘state of the nation’ report, with an emphasis on liaison within the University and, in particular, responsiveness to the student community. ‘Effectiveness’ is a key word since this will be a major concern of the Quality Audit. The Library’s self-review document has been included in this Annual Report as Section Two.
SERVICES

LENDING SERVICES

Trends
The focus for Lending Services during 2004 was on the consolidation of processes under Voyager. Across the Library system, Lending staff began to make better use of ‘call slip’ functionality that enables automated requesting of materials from closed or restricted collections. This is used at the storage facility in Leith Street in addition to Hocken Collections, and reduces manual requests and tracking, as well as enabling more accurate monitoring of the amount of material being sent from storage for pick-up from some of the Library branches.

Lending staff continued to encourage people to make use of patron self-service functions. In total, self-renewal of material has increased from 16% in 2003 to 27% in 2004. Self-recall of on-loan material remained stable at 35% in 2004 (34% in 2003).

Interest in Library membership by the University’s alumni continues to grow, as does interest by members of the public locally. Alumni registrations stood at 1,100 at the end of 2004 (946 in 2003) and registrations of members of the public with special research needs, excluding the Hocken Collections, at 276 (245 in 2003). Alumni loans amounted to 6,107 in 2004 (2,653 in 2003) and issues to members of the public were 3,108 (2,367 in 2003).

While there was an increase of 7.5% across the Library system in recorded loans from the print collection (books plus renewals, and journals), use of the Reserve collections declined by 8.6%. Within this category of restricted, or Reserve Collections, the largest decrease was in the use of audio-visual resources, with a corresponding reduction in the figure for use of equipment. This resulted in an overall decrease in lending of 3%. This should not be regarded as evidencing a trend since circulation figures for these categories of material can vary from year to year. It should be noted, however, that comparisons with 2003 figures should be made with some caution as the first half of 2003 figures came from Dynix Library System reporting and there are differences in the reporting methods between Dynix and Voyager. For example, Voyager ‘renewals’ include all material types, whereas Dynix renewals were included in standard issues (and renewals) for Reserve materials.

Occupancy of all the Library branches was high, especially at examination time. Anecdotal evidence, and Student Opinion Survey responses, indicates that students place a premium on the physical space that the Library provides. This is likely to continue, in spite of increasing amounts of electronic information accessible from off-campus, because of the unique nature of the Dunedin campus and life-style.

Earlier in the year, security at the Leith Street Lending Services facility was tightened. This, combined with the use of callslip, has resulted in fewer visits to Leith Street and reduced the risk of loss. At the same time, use of Leith Street materials has increased by 6.5%. Concern about the security of older material at 109 Leith Street led to a tightening of procedures for the building during the year. These steps may have minimised our losses but the Library needs to remain vigilant. Although not connected with subsequent events they were significant in light of Operation Pukapuka when the Police identified a Christchurch based network of book thieves targeting libraries and museums throughout the country. At the time of writing 24 rare items have been identified as stolen from this Library and the situation could get significantly worse as Operation Pukapuka continues for material is still being identified. Some potential candidates for theft are being removed from the open shelves to more secure storage. So far as can be established, however, no material was stolen from the Hocken or Special Collections.

Lending services – Central Library
Though use of the print collection increased by 7%, overall lending reduced by 5% largely as a result of a decline in the use of audio-visual materials.

There were 1,868 members of the Bill Robertson Library registered with the University Library under the reciprocal agreement (1,810 in 2003). Those members borrowed 6,810 items (8,436 in 2003). University staff and students borrowed 8,743 items (8,539 in 2003) from the Bill Robertson Library. Art and Design was the most heavily used subject, in terms of University use at the Bill Robertson Library with 25% of the issues (2,250 items) followed by the Social Sciences with 14% (1,255 items).
In mid-September Library staff began using automatic printing for ‘holdslips’ to reduce errors in holds/recalls.

Lending services – Law Library
Lending statistics for print materials increased by some 6%, perhaps reflecting, in part, the Law Library’s return to popularity as a quiet place to study, and the impact of a large and particularly studious Legal System class. Students began using the Library for intensive pre-finals study earlier than usual resulting in a less severe peak of demand for study spaces in mid-October. The Law Faculty made two seminar rooms adjacent to the Law Library available as additional study space during finals.

Lending services – Medical and Dental Libraries
Both Libraries experienced a significant increase in book issues, with 11% in the Dental Library, and 15% in the Medical Library. Journal issues in the Medical Library dropped significantly (37%), falling in line with trends elsewhere in the Library system. Increased electronic access to journals, especially via ScienceDirect, is almost certain to have accounted for this decrease. Medical Library Reserve issues continue to decline steadily as in previous years, while Dental Library Reserve issues have increased significantly (20%), to even more than 2002 figures. This is likely owing to the wider range of technical degree courses now being taught at Otago.

Lending services – Science Library
Overall issues are virtually the same as in 2003. The slight decrease in first issues of books, reserve materials and journals was offset by an increase in the numbers of renewals of items. Science Library users are heavy requesters of journals in the Library’s storage facilities.

DOCUMENT DELIVERY
The Document Delivery Policy ensures consistency of policy and procedures across all Library units. Many New Zealand libraries continue to support resource-based sharing through reciprocal agreements. A major upgrade to Te Puna Interloan provided improvements in bibliographic searching, rota sorting and request maintenance. Ariel software continues to provide an efficient method of receiving and supplying quality copies between major New Zealand and overseas libraries. A database records the lifecycle and electronic invoicing for all manual requests, created by Library units in one file, enabling improved customer service and staff workflows. The majority of staff and students now place online requests allowing for accurate entry of bibliographic details. Online renewal was a new customer service introduced in 2004. Supply of copies from online sources is made where licences permit. With the growing trend from print to online journals, licence restrictions can affect supply from some titles.

Document Delivery - Central Library
Document Delivery staff processed 11,404 request forms from Otago staff and students and 6,951 from other New Zealand libraries. A decline of 17.7% in fulfilled requests is due to the increasing electronic access to full-text material, and the fact that some requests are only sought in New Zealand. Altogether 8,970 items were requested with 8,186 fulfilled. The number of international fulfilled requests has declined by 15.5%. Items supplied to other libraries were down by 9.5% on 2003. Otago’s Remote Service students contribute 21.8% of incoming requests.

Document Delivery - Law Library
Most of the document delivery traffic in legal materials is for journal articles. The small decrease in activity is not surprising, given the substantial increase in the availability of electronic resources, especially for journal articles through Westlaw and Heinonline.

Document Delivery - Medical and Dental Libraries
The number of document delivery request forms received by Medical Library staff in 2004 was on a par with previous years, although a quarter of those requests were for articles already held by the University Library, and were therefore supplied within. Staff workloads have not
decreased, as more time is being spent in educating users to find locally held material via the variety of electronic resources now available.

The increased number of electronic journal subscriptions, especially those provided with TEC funding of the two-year ScienceDirect subscription for all Tertiary and Crown Research Institutes, has influenced the 30% decrease of interloan activity in the Medical and Dental Libraries.

Requests from Dental Library users for monographs from overseas also dropped, most likely as a direct result of purchasing more texts that satisfy the needs of the wider variety of technical courses now being taught at Otago.

**Document Delivery - Science Library**

The decline in activity is again largely attributed to the growing availability and subsequent utilization of online full-text journals and databases. It should be noted, however, that because of the increased access to obscure online references, many requests received by the document delivery staff at the Science Library, for example overseas conference proceedings, are of a complex nature requiring increased staff time and skill locating suppliers.

**INFORMATION/HELP DESKS**

**Information/Help Desks - Central Library**

Staffing of public service desks is an important part of all reference positions with Reference staff working at seven different service points.

Reference enquiries in 2004 were 12,600 (15,248 in 2003) - a 17% decrease. Enquiries for 2004 have been collected from six service points, Enquiry Desk, West Desk, Database Help Desk, Te Aka Desk and two Help Desk points. Te Aka enquiry figures have not been available previously. The figures do not include email reference enquiries or Special Collections enquiries. The decrease is in part due to the increasing ease of use of electronic resources, the effectiveness of the information literacy programmes, and in part due to statistic gathering logons being inactivated.

In order to assess the effectiveness of the service desks in the Central Library the Lending Services Librarian, the Reference Librarian and the Support Services Manager completed a review of the desks in the second half of 2004 with a view to implementing consequential changes prior to first semester 2005.

**Information/Help Desks - Hocken Collections**

Written enquiries decreased by 6% totalling 1,314 (1,398 in 2003) the majority of letters now arriving electronically. Similarly, reader visits were down by 5% - 11,355 (11,979 in 2003). However, University usage of collections showed a slight increase. While demand at the Information Desk for most published materials (books, maps and microfilm) remained steady, there was an overall decline in the number of productions (issued items) of 11% - 24,361 in 2004 (27,301 in 2003), the decrease being almost entirely due to fewer requests for newspapers and loose issues of periodicals. The significant increase of 50% in the use of the archives and manuscripts collection – 11,045 (7,344 in 2003) reflected its increased visibility on Hākena.

**Information/Help Desks - Law Library**

The decrease in reference enquiries is perhaps the result of significantly increased electronic resources, which enables researchers to find more material independently with the minimum of effort.

**Information/Help Desks - Medical and Dental Libraries**

A slight increase in 2004 reference enquiries in the Medical Library may be due to the mid-year introduction of Action Remedy System (ARS) software, as a more efficient and effective method of statistics gathering. The increase of 17% was particularly noticeable in the Dental Library, as there are more users of the Library corresponding to the increased number of courses now available at the Dental School. The ENGL 124 Communications Paper, which made a huge impact on the Medical Library in 2003, broadened its suggested research subject matter in 2004, and as a result, fewer students focused on medical topics.
Information/Help Desks - Science Library
Enquiries received at the Science Library Information Desk increased by 4.2%. This rise can be attributed to two main factors; the change in a number of Science database interfaces coupled with the availability of a growing number of electronic resources.

The Information Desk trialled a new service in March, giving access to ITS help-desk staff for four hours per day, to assist users with technical issues. Initially this service was planned for all of March however after two weeks the service ceased as it became apparent that it was no longer required by users. It is planned to continue the service in 2005 for a shortened period of two weeks.

ELECTRONIC ACCESS
Electronic Access - Central Library
The Library implemented Link Finder Plus – a product based on the OpenURL standard in mid-2004. LinkFinder allows users to link from citations within one database to full-text in a different database. LinkFinder presents a range of full-text options and offers extended services currently including a catalogue search and an internet search for the title. The implementation of this new service was low-key and users have responded favourably to it. Some issues still remain unresolved but these are being pursued and should be remedied early in 2005.

Electronic Access - Law Library
Students quickly moved to take advantage of the long-planned extension of the Law Library Computer Resource Room, which in mid-year was increased from 6 PCs and 6 Macintoshes to 18 PCs, along with the installation of two ‘e-stops’ in the nearby Student Common Room. The upgrade of the LAN and the addition of three PCs to the Law Library Seminar Room, taking place over the summer 2004/2005, should bring database access up to a satisfactory standard.

Several major legal databases or mega-databases were made available in 2004; Westlaw and selected New Zealand databases on the LexisNexis Butterworths platform as the result of the changes recommended by the Zero-Based Review of Law Serials; and HeinOnline, a new and rapidly growing collection of full-text law journals, with an emphasis on complete runs, thus complementing the resources on Lexis.com and Westlaw.

The introduction of EZProxy, to facilitate off-campus access to databases, proved to be a mixed blessing, as the software proved to be initially incompatible with one of the key suites of New Zealand legal databases. This was resolved during the year.

The Library continued to provide selected high-use databases on the local network, based on monthly updated CD-ROMs, which provide faster response times and additional functionality over their web counterparts.

ENCompass for Resource Access
After the successful move to Voyager, the Library in conjunction with its consortial partners, Auckland University of Technology, Waikato University, and Victoria University of Wellington Libraries, planned to implement ENCompass for Research Access - which enables federated searching of multiple databases via a single interface - for mid-2004. The initial pilot was designed for first and second year under-graduate students. Key resources were chosen for inclusion within each subject area and the interface was designed to ensure an Otago ‘look and feel’ to the product. Performance issues caused by the high loads on the Datacom servers delayed the planned go-live date. This will take place after the next release of software in early 2005.

Web Developments
Staff began the process of re-designing the Library website towards the end of 2004. An implementation group has been working with Library staff on revising the content. Design elements will be added early in 2005 with the help of the University Web Office. A usability study of the new site will be carried out and necessary modifications made before the site goes live. It is anticipated that the go-live date will be during the break between Semester One and Semester Two 2005. The new site will be subject to small revisions and reviews on a regular basis thus avoiding the need for such a major overhaul in the future.
Group Study Rooms – Central Library
The electronic booking of these continues to be popular. In response to student suggestions bookings are now made using student IDs instead of nom de plumes, and they are able to be booked two weeks in advance instead of a semester. This will make their occupancy more equitable.

Databases
The Library now provides access to more than 350 databases and c.61,970 e-journals. In 2004, the Library successfully trialled a new suite of products from EBSCO and after extensive liaison with academic departments the decision was made to purchase MegaFile Premier for 2005. The new databases have proven popular with users as they provide wide-ranging full-text coverage and deliver full-text using native PDFs making these products very accessible to off-campus users.

Databases Clinic
A ‘Databases Clinic’ was a new initiative. In the past various Library branches provided training sessions in selected major database systems. Now, with over 300 databases it is not effective or possible to offer a schedule of open sessions on all of them. In the second semester 2004 it was decided to introduce a “Databases Clinic” where students could drop in with database problems. The clinic was developed to meet the needs of users with queries which require more time and hands-on support than is possible at the Help Desks. The clinics aimed only to deal with Central Library subject areas. They were advertised in Critic as “how to find an article” – the area where assistance was most often sought. If more detailed specialist knowledge was required, help was sought from subject specialists on the spot or by referral.

Web Classes
In 2004 an ‘advanced searching’ module was popular with both academic staff and students in several subject disciplines. Sessions were held for: Physical Education, Community and Family Studies, Children’s Issues, Aviation Medicine and the Distance Learning and Teaching Forum.

Virtual Reference Service
A literature review and exploration of virtual reference services was begun with a view to providing additional methods of accessing information for staff and students 24 x 7 and more equitable access for remote students. This will be further developed in 2005. (See Section Two.)

Exam Papers
Electronic access to exam papers continues to grow in popularity. More than 200,000 PDF exam papers were downloaded in the six weeks leading to second semester exams. In consultation with the Exams Office and Printery, the Library implemented new procedures for loading exam papers, resulting in a more streamlined method for creating and loading the PDFs onto the database.

INFORMATION LITERACY
The Library has been at the forefront of developments in Information Literacy at Otago in 2004. In Semester One the University of Otago Information Literacy Guide was finalised and made available online. This innovative guide outlines generic Information Literacy skills and concepts for each level of tertiary study, and is directly linked to the Australian and New Zealand Institute for Information Literacy (ANZIIL) Information Literacy Framework 2004. The Information Literacy Guide is one of many ways that the Library is promoting the ‘embedding’ of Information Literacy into academic curricula.

In 2003, the Library and the Anthropology Department were awarded an $8,000 grant from the Committee for Advancement of Learning and Teaching to embed Information Literacy in the Sociology programme. Work progressed well on this project in 2004 and Sociology at Otago is now one of the most advanced university Information Literacy programmes in New Zealand. A vast amount of research data has also been generated by the ‘Sociology Embedding’ project and this will form the basis for a number of academic journal article publications in 2005.
The Library was also a major player in the successful eCDF grant awarded by the Tertiary Education Commission for the purposes of developing a series of online Information Literacy modules. The project, a collaborative effort with Dunedin College of Education and Otago Polytechnic, will place the Library at the forefront of Information Literacy developments internationally. The Library has also successfully bid to host an ANZIIL Symposium in November 2005, which is expected to attract Information Literacy representatives from throughout Australasia.

**Information Literacy - Central Library**
Library staff provide both generic and subject discipline programmes. Most assistance is delivered face to face but resources are also made available by other means to allow flexible learning e.g. via the web pages (subject guides, catalogue tutorial etc.), printed guides, audio conferences and course contributions to Blackboard.

**Classes and Tours - Central Library**
In 2004 there was an overall increase in the number of contact sessions and participants in Library programmes. The month of March was particularly active with 188 classes for 2,699 students and 106 tours for 568 students. Summer School and the beginning of the Semester Two also see smaller peaks of activity. Generic programmes focus on basic skills. They are designed for people requiring general skills who usually attend sessions on their own initiative. Library generic classes system wide are promoted jointly with ITS courses in the Computing for Students brochure and include:

- Catalogue classes
- Web classes: three modules: Library Web pages, Effective Web, Web evaluation
- Database classes

Orientation tours are held at the beginning of the Summer School and the First and Second Semesters. General tours are also scheduled twice a week during semesters. Other tours are held with a particular subject focus.

**Classes and Tours – Hocken Collections**
Tours and classes both showed substantial increases in the number of participants: 203 (135 in 2003) and 974 (590) respectively. Particularly significant was the number of art and art history classes taught, and the increase in visits to the Pictorial Collections stacks. The last increase was in part due to the *Frances Hodgkins in Dunedin* brochure, which Hocken staff helped produce.

**Classes and Tours - Law Library**
Introductory tours for the large Legal System class were conducted by tutors using material prepared by Law Library staff.

Most classes were provided as part of the Law Faculty’s Legal Research Skills Programme for senior students doing the compulsory Legal Research and Writing Programme (LAWS 498).

**Classes and Tours - Medical and Dental Libraries**
Classes, lectures, tutorials and tours increased in the oral health subject areas and decreased in the health sciences subjects. The increase in classes for oral health students is a natural outcome of extra courses being taught at the Dental School. The decrease in classes for health sciences was due to two major factors. Classes arranged last year to cope with the influx of English Communications students were not necessary this year and the third year medical programme in 2004 eliminated the Library component.

**Classes and Tours - Science Library**
Daily orientation tours and Library catalogue classes were held for the first four weeks of Semester One. The catalogue classes were timed to follow on from the tours to provide an overall introduction to the Science Library and its services.

The total number of subject specific classes provided in 2004 increased by 4.5% from 2003. It was necessary to increase the number of generic database classes as a result of the introduction of a variety of new science database interfaces.
Outreach Activities including Halls of Residence - Central Library
Hall sessions were scaled down with most sessions focusing on skills and awareness-raising sessions for the Residential Assistants to assist their students.

Subject Classes – Central Library
Information skills are best learnt in a context where they are immediately relevant to students’ research needs. For this reason Library staff work with academic staff to provide sessions related to particular subject courses. Most are held within the Library and involve hands-on work with print or electronic resources. Subjects covered in 2004 were:

<table>
<thead>
<tr>
<th>Accounting 259</th>
<th>History 408</th>
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<tr>
<td>Accounting 302</td>
<td>Information Science</td>
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<tr>
<td>Anthropology</td>
<td>Linguistics</td>
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<tr>
<td>Art History</td>
<td>Māori</td>
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<tr>
<td>Biblical Studies</td>
<td>Marketing 204</td>
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<tr>
<td>Bioethics</td>
<td>Marketing 326</td>
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<tr>
<td>Childrens’ Issues</td>
<td>MBAs</td>
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<tr>
<td>Classics</td>
<td>MRRP</td>
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<tr>
<td>Community and Family Studies</td>
<td>Music</td>
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<tr>
<td>Dental Therapy</td>
<td>Philosophy 101</td>
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<td>Dental Technicians</td>
<td>Philosophy Hons</td>
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<tr>
<td>Design 102</td>
<td>Phys Ed 111</td>
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<tr>
<td>Design 303</td>
<td>Phys Ed.</td>
</tr>
<tr>
<td>Design 400</td>
<td>Physiotherapy</td>
</tr>
<tr>
<td>Economics 400</td>
<td>Political Studies 302</td>
</tr>
<tr>
<td>Education</td>
<td>Political Studies 308</td>
</tr>
<tr>
<td>Education</td>
<td>Political Studies Hons and MA &amp; PhDs</td>
</tr>
<tr>
<td>English 126/ Linguistics 121</td>
<td>Portuguese</td>
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<tr>
<td>English 368</td>
<td>Psychology</td>
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<tr>
<td>English 400</td>
<td>Rehabilitation Medicine</td>
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<tr>
<td>English 477</td>
<td>Sociology 101</td>
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<tr>
<td>Film</td>
<td>Sociology 201</td>
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<tr>
<td>Food Science</td>
<td>Sociology 302</td>
</tr>
<tr>
<td>French</td>
<td>Sports Studies</td>
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<tr>
<td>General practice</td>
<td>Sports Medicine</td>
</tr>
<tr>
<td>Geography</td>
<td>Theatre Studies</td>
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<tr>
<td>German</td>
<td>Theology</td>
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<tr>
<td>Health Informatics</td>
<td>Tourism 302</td>
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<td>History 106</td>
<td>Tourism 400</td>
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<tr>
<td>History 351</td>
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</tbody>
</table>

Lectures
Teaching Librarians gave lectures and presentations in lecture theatres to larger groups. Sometimes a general presentation in a lecture theatre was followed up with more detailed hands-on work in smaller groups in the Library. Lectures or presentations were given for each of the following:
Film 300 students, Sociology 51 students (3 lectures), English 60 students, Geography 33 students, Physical Education 250 students, Political Studies 45 students, Rehabilitation 50 students, Māori 353 students (7 presentations), Community and Family Studies 40 students.

MĀORI RESOURCES LIBRARIANS / KAITAKAWAENGA MĀORI
The Māori Resources Librarians / Kaitakawaenga Māori have made progress in a number of areas with many networks established. One of the objectives was to make the Te Aka a Tāwhakī area in the Central Library more inviting for all Tauira and specifically for Tauira Māori. To meet this objective several initiatives were initiated:
Some Māori art from Hocken Collections is now being displayed in the Te Aka Area
Maps - Māori maps were framed and hung on the ground floor of the Central Library
A copy of Te Tiriti o Waitangi has been mounted and displayed

Students and staff made extensive use of the new Māori Resources Librarian positions. The Māori Resources Librarians contributed to developing information skills through classes, lectures, tours, marae presentations and one-to-one tutorials, as well as providing service from the Te Aka ā Tāwhaki reference desk.

In order to make Māori resources more accessible, the Māori Resources Librarians have focused on developing Māori access tools, promoting the new positions and delivering information literacy services. Some of the new resources developed were:

- A Māori audiovisual subject based bibliography
- A list of Māori theses held at the University of Otago
- Resource guides have been developed and are available both online and as a tutorial resource in English and/or Māori
- Te Aka Pānui has been sent monthly to both internal and community based organizations and is a good means of communication

Liaison is an integral part of the Māori Resources Librarians positions with the following areas particularly important in 2004:

- Te Huka Matauraka – The Māori Centre
- Te Roopu Māori – The Māori Students Association
- Te Tumu, School of Māori, Pacific and Indigenous Studies

The Māori Resources Librarians worked in collaboration on a number of projects and actively participated in Māori Hui through the Māori Centre and took an active part in Te Tumu talking to numerous Summer School and semester classes. They were also actively involved in meetings of Te Tumu staff and students as appropriate. Developing the Te Aka ā Tāwhaki collection has involved working closely with Collection Management colleagues and Te Tumu, School of Māori, Pacific and Indigenous Studies. The collection is developing at the expected level.

The Māori Resource Librarians have provided support and assistance to Hocken Collections continuing to work on translating, arranging and describing Māori archival materials. They also ran tours and research classes and provided guidance pertaining to Māori Information Services.

He tirohanga ki muri – Māori treasures from the Hocken Collections
This exhibition showcased a selection of Māori heritage materials from the Hocken Collections. It acknowledged the significance of Māori heritage materials held and highlighted the important task of making these materials more accessible. Te Rangi Hiroa display in Te Aka a Tāwhaki featured during the period in which the University and the Otago Museum honoured Sir Peter Buck.

REMOTE STUDENTS
The number of remote students using the service is down slightly from previous years, as is the total number of requests received. The reason for this is not entirely clear, but is most likely a combination of a slight dip in distance enrolments, an increase in the number and range of e-resources, and an increase in the computer literacy of some students. However, the complexity of the information and learning environment, together with the significant problems students and staff have experienced with EZproxy (it seems there will continue to be ongoing management issues with this product) has resulted in a greater number of lengthy consultations with remote students, using a combination of phone, email, web and face-to-face communication. One-to-one teaching is now a significant part of all Remote Services staff.

User Education/Information Literacy
In an effort to address some of the information seeking requirements of remote students, greater emphasis this year has been placed on information skills classes, workshops, tutorials and assignments, developed in conjunction with teaching staff. Examples of activities include:
Assignments on Blackboard (information ‘pathways’ and quizzes)
Off-site workshops (combination of lecture and workshops in Wellington)
On-campus workshops (co-teaching with Blackboard, ITS and subject specialists)

February was a particularly busy teaching month in 2004 with a total of 20 different teaching sessions, reaching over 500 distance students.

A joint CALT application from Community and Family Studies and Remote Services, entitled A Distance Education Pilot Study (Embedding Information Literacy in a University of Otago distance paper) successfully passed Stage 1 of the approval process. This project will proceed to Stage 2 for the 2006 funding round, to allow for further preliminary work to be established.

E-Learning Developments
The Remote Services Librarian was increasingly involved with teaching and learning online attending a number of e-learning workshops in 2004. In addition, she is part of a collaborative group, who have secured significant funding from the Ministry’s Tertiary Education Commission (TEC), to implement the following project in 2005/06: e-Learning Collaborative Development Fund Project from the University of Otago, Otago Polytechnic, Dunedin College of Education: Information Literacy e-Learning Modules (reusable and portable across a College of Education, a Polytechnic and a University).

This project has huge potential for all students, and distance students in particular.

Service improvements
The existing Filemaker Pro database (used to collate Remote Services user details and request statistics) is being modified, to also allow direct invoicing from this database. This will improve the invoicing process, enabling remote students to receive invoices more promptly.

The Library has purchased scanner/printers and these will be of tremendous benefit to remote students, who can now request and receive all copies electronically. This new service option has been trialled with a small group of overseas students this year and, although scanning and emailing documents is more labour intensive for Remote Services staff, this option will be offered as a new service to all remote students in 2005.

COPY/PRINT SERVICES
The primary purpose of the Library Copy/Print Service is to provide access to the collection for Library users. As the power to print or copy Library material is placed more into the hands of the students, the function of Copy/Print Services is tending towards maintenance of the environment that allows students to do this for themselves rather than physically making copies for students.

The effect of the above trend is visible in the statistics, with total printing volumes growing to 48% of the total number of pages produced, the largest increase taking place within the Library. This has come at the expense of public copying volumes and Copyshop Notes, particularly the latter as lecturers opt to make their notes available only available through Blackboard. The introduction of new copiers in 2004 enabled the electronic scanning of Library interloan material directly to other libraries via Ariel rather than the previous practice of making hard copies first. This has significantly reduced the expense of sending such material, and the number of pages copied for interloan purposes, although the same staff time is required.

The Library Copy/Print services took over the task of student funds management for almost all copying and printing for the University, through the combined Monitor/Uniprint system. The main beneficiaries have been the students who are now able to move seamlessly between different University copying or printing environments utilising the same account balance in each. Any University Department connecting to the ITS Uniprint system now automatically taps into the Library’s student funds system, for instance the Christchurch Medical School in 2004. The Library has also made connections available to departments wishing to offer student copying.
<table>
<thead>
<tr>
<th>Copy/Print Page Volumes</th>
<th>2003</th>
<th>2004</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Copying</td>
<td>3,677,917</td>
<td>3,276,264</td>
<td>-11%</td>
</tr>
<tr>
<td>Library Purposes Copying</td>
<td>416,478</td>
<td>482,710</td>
<td>16%</td>
</tr>
<tr>
<td>Interloan Copying</td>
<td>120,443</td>
<td>91,962</td>
<td>-24%</td>
</tr>
<tr>
<td>Operator Produced Copying</td>
<td>488,307</td>
<td>433,130</td>
<td>-11%</td>
</tr>
<tr>
<td>Copyshop Notes</td>
<td>444,024</td>
<td>348,771</td>
<td>-21%</td>
</tr>
<tr>
<td><strong>Copy Subtotal</strong></td>
<td>5,147,169</td>
<td>4,632,837</td>
<td>-10%</td>
</tr>
<tr>
<td>Library Public Printing</td>
<td>1,913,494</td>
<td>2,180,553</td>
<td>14%</td>
</tr>
<tr>
<td>Other Public Printing</td>
<td>1,906,158</td>
<td>2,111,288</td>
<td>11%</td>
</tr>
<tr>
<td><strong>Print Subtotal</strong></td>
<td>3,819,652</td>
<td>4,291,841</td>
<td>12%</td>
</tr>
<tr>
<td><strong>Copying and Printing Total</strong></td>
<td>8,966,821</td>
<td>8,924,678</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Copying – Hocken Collections**
Demand for photographic copies continued to be strong, with 433 orders (over 3,000 items) being received (403 orders in 2003). Except for the highest resolutions, the overwhelming demand is now for digital copies instead of ones produced from film. To assist in meeting orders, a 6.3 megapixel digital camera was purchased, and has proved very useful.

**Copying – Law Library**
During the year, new photocopiers were installed and an ‘add-value’ encoder and EFTPOS machine installed to enable students to add money to their swipe cards in the Law Library.

**CENTRAL LIBRARY SERVICE DESKS REVIEW**
An in-house review of the public desks in the Central Library was undertaken during 2004 to ensure that they offer optimal functionality for users, within the context of the Library Service Charter and with regard to:
- clarity of service
- consistency of service
- optimal use of staffing resources
- effective training of desk staff

The review provides a number of recommendations to improve service provision including improving the impact and consistency of signage, clarifying the service level delivered from each service point and some rationalising of physical service points without losing services.

A focus group, held as part of the review process, reinforced the findings of the desk review and provided specific instances of student experience that are useful in identifying areas of confusion regarding services. It is anticipated that the recommendations will be put in place during 2005, with changes in desk functions beginning before the start of Semester One.

**LIBRARY SYSTEMS DEVELOPMENTS**
**LCONZ (LIBRARY CONSORTIUM OF NEW ZEALAND)**
The CONZULSys consortium of four university libraries (Auckland University of Technology, the University of Otago, the University of Waikato, and Victoria University of Wellington) was set up at the end of 2001 to investigate the purchase and implementation of a shared library system. Contracts were signed with Endeavor Information Systems Inc. in December 2002 for the provision of their Voyager and ENCompass software and with Datacom Systems Ltd in February 2003 for the provision of hosting of the system. Phase one of the implementation was undertaken during 2003, with AUT, Otago, and Waikato going live with the core modules of the Voyager system in the first half of July and Victoria following in December.

In February 2004, the CONZULSys Steering Committee (chaired by Rosemary Hudson, Deputy University Librarian at Otago) recommended to the Councils of the four universities that a
company be set up to administer the business of the consortium. All four Councils approved the formation of a company, and LCoNZ (Library Consortium of New Zealand) was formally established on 1 May 2004. Otago’s Chief Financial Officer, John Patrick, was appointed to the Board of Directors and Rosemary Hudson was appointed chair of the Advisory Group that was formed to provide professional library advice to the Board and to the General Manager (Derek LeDayn), who took up his appointment on 13 September. Helen Brownlie and Barbara Taylor were Otago’s Implementation Managers for Voyager and ENCompass respectively.

The Board and the Advisory Group held several joint meetings during the year, including a joint strategic planning day on 10 December. Six themes were identified as pivotal for the coming year, and an action plan base on these themes was drawn up. In addition, priorities and timelines were agreed for the various Voyager and ENCompass projects that were either already underway or planned to begin during 2005.

The Advisory Group organized a forum in Auckland on 26 November, involving key members of staff from the National Library and from the six universities and two polytechnics that use Endeavor products. At this forum participants gave an update on their progress with implementing both Voyager and ENCompass, and there was some useful discussion on how the New Zealand institutions using these products could work together, so as to gain the maximum advantages from them with the least duplication of effort.

Rosemary Hudson and Ainslie Dewe (AUT) presented a joint paper entitled CONZULSys project: a model for university library collaboration in New Zealand at the VALA (Victorian Association for Library Automation Inc.) Conference in Melbourne, at the beginning of February.

VOYAGER

The beginning of the year saw a consolidation of the implementation work commenced in 2003.

In January 2004, a considerable amount of work was done on ensuring that statistics and data were provided for the various annual reports. The first fiscal period close was done on Voyager. This is the process whereby new ledgers are created for the new financial year and the funds management in the Acquisitions module rolls over any outstanding orders/commitments from the 2003 into the new ledgers.

The load balancing system devised by Datacom for the three webservers, two application servers and one database server was signed off by LCoNZ. Load balancing ensures that the traffic from the four universities is distributed evenly across each type of server and, if one server fails for any reason, the workload is picked up by the others. It also allows for a number of smaller servers to be used to maximum effect without the need to go to bigger and more expensive servers. Future expansion can be done by including additional servers if required, rather than the replacement of the whole.

In February, seven months after the go-live date, the Library moved from implementation to support. Endeavor Information Systems (EISI) have a formal hand-over process which ensures that any outstanding implementation problems are identified and passed on to the appropriate support staff, and that the Library, EISI, LCoNZ and Datacom are all aware of the processes and handover points for dealing with any support queries. Datacom also implemented a change control management system as part of their service-desk software for the LCoNZ libraries. A number of patches were installed early in the year fixing some problems that had been identified during the first phase of the implementation.

Towards the end of the year, the focus turned to the first major upgrade of the Voyager system done by the LCoNZ libraries. Known as the Unicode release, it gives more functionality with the searching, editing and display of diacritics and other language character sets, for example Japanese, Chinese, Arabic, etc. Because of the nature of the upgrade, the consortium was required to upgrade all four databases together. An outage of several days was required and, since all the universities run summer schools with different dates, the window of opportunity was very small. There was also some concern that we would be among the first libraries (and the first consortium) in the world to take the new upgrade.

The process worked well, with regular conference calls among the four sites and the LCoNZ office taking a leadership role as and when required. As a result, potential problems could be addressed early and risks could be managed well. While the upgrade was taking place users...
were able to access a read-only version of the OPAC, and the Library’s Lending desks were able to use an off-line circulation utility that allowed them to continue issuing items to borrowers.

A problem that the Unicode upgrade highlighted was the inconsistency between the equipment replacement policies of the University’s departments and/or campuses. The new version of Voyager had a minimum PC specification and minimum browser requirements, and EISI withdrew support of Windows 98, Windows ME and Windows NT. As was expected, the Hewitson Library (Knox College), the Canterbury Medical Library, and the Canterbury District Health Board libraries needed to upgrade their hardware and software in order for Library staff to be able to continue to access the Voyager clients.

**ENCOMPASS PROJECT**

Endeavor Information Systems’ digital library software currently consists of three products – ENCompass for Digital Collections (EDC), ENCompass for Resource Access (ERA), and LinkFinderPlus (LFP). Under the LCoNZ umbrella the Library began planning early in 2004 for the implementation of ERA, which provides the user interface and search capability simultaneously to third party licensed databases and other Voyager databases, and of LFP, which links citations to their online full text articles for full usage of e-journal subscriptions.

Since ENCompass is a product that is in the early stages of its lifecycle and offers a new approach to accessing electronic resources, the Library planned implementing ERA as a pilot project, presenting it as a new service, running in parallel with the way in which electronic resources are currently accessed via web pages and subject pages.

Federated searching, which is the function of ERA, is regarded as of most benefit in the early stages of the research process, where an interdisciplinary or introductory approach is required. For this reason the Otago implementation of ERA targets first and second year students.

A key consideration in the implementation of ENCompass was that it should not detrimentally affect the performance of Voyager. The ENCompass software is recognized as being ‘hardware hungry’. Rather than providing comprehensive access to its complete set of electronic resources, therefore, Otago aimed to provide access to a limited number of electronic resources during the implementation phase of ERA.

LinkFinderPlus went live at Otago on 2nd September, but implementation of ERA was placed on hold while an analysis of the performance issues experienced during consortial load testing was undertaken by Datacom and Endeavor.

The ENCompass project has presented a different kind of challenge for the Library. The modular nature of the Voyager implementation was compatible with the existing departmental structure. This was not the case with ENCompass, which involved staff from Collection Management, Reference and Systems needing to work closely together.

A group, chaired by the Lending Services Librarian, who also had the role of Implementation Manager, undertook oversight of the process. Implementation work for ERA and LFP was accomplished within existing responsibilities and time commitments, with the significant workload being undertaken by the Systems Librarian and the Web Development Librarian. Collection Management colleagues were involved in the creation of the e-journal profile outsourced to Serials Solutions and then imported into LFP. This approach presented some management challenges.

The next phase of the project will involve the same skill set as the implementation of ERA and LFP, although there will be more work involved in metadata creation. Digitisation of resources will also be required where projects involve resources that are not ‘born digital’. Because the software and functionality is new and exploratory, staff need to work together in an open, sharing and highly communicative way to produce the optimal result, with all staff involved gaining a good understanding of the totality of ENCompass, and the inter-relationships between its components. The project requires staff who are multi-skilled, flexible, and who have a strong client service focus.

ENCompass will be a continuing and major commitment for the Library and will require sustained and sustainable resourcing. The planned upgrade to ENCompass 3.5, plus the start of planning for EDC provided an opportunity to re-assess how staff resources should continue to be applied to ENCompass.
As a result of this, the Library has made the decision to set up a “Digital Services Taskforce” responsible for the establishment and ongoing work associated with the digital library under ENCompass with staff being seconded for identified hours as required. The Taskforce will be led by Barbara Taylor, Lending Services Librarian.

LIBRARY COMPUTER EQUIPMENT AND RESOURCES

The Library continues to maintain a wide range of computers and computer equipment to support both the Library staff and the distribution of electronic resources to the wider University community.

2004 was a year of major re-organisation in the number and type of servers maintained by the Library. At the end of the year, the Library’s inventory consisted of one Unix server, five Netware servers with two being moved into the test environment in 2005, five Linux servers, two Macintosh servers, and five Windows 2000 servers.

During the year, the Library replaced one of its servers with a cluster. Using Netware and ZenWorks, the cluster supports approx 400 PC desktops, 60 networked printers and 150 applications. The new set-up provides more resilience for the Library staff desktop and means that maintenance can be done on the live system rather than after the Library closes at 11:00pm. In 2005, the cluster will be extended to three nodes. This will provide even more resilience with the only potential outages being network failures or power outages.

During 2004, the Library’s two Macintosh servers were upgraded. One runs the majority of the Library’s webpages, the group room booking room system, a number of public Hocken databases, Meeting Maker, the staff electronic diary, and the authentication dialogue for the EZProxy servers. The other is a FileMaker Pro server, and to ensure continuous access to the Library-hosted databases, the new server ran in tandem with the old one while the databases were upgraded, tested and then activated on the new server.

At the beginning of the year, three EZProxy servers went live at the Dunedin, Christchurch and Wellington campuses. EZProxy provides a means for remote users to easily access library-subscribed IP authenticated electronic resources. At the University of Otago, some resources are available to all campuses, while others are restricted to a specific campus – hence the need for three servers.

The Library installed two Lightweight Directory Access Protocol (LDAP) servers to provide authentication for the Library’s Online Public Access Catalogue (OPAC), for ENCompass, for Electronic Resources and for the EZProxy servers. These servers are fed from the main University LDAP servers but have the additional campus information utilised by the above services. One server is located in the Library’s computer room while the other resides in the ITS computer room so as to provide failover, if required.

The other Linux servers are the Datacom Web Response Monitor (wrm) and the LOCKSS servers. The wrm is one of a pair – the other resides at Datacom. Together they provide performance information for the Voyager library management system and allow us to identify any problems that may be network related. For a number of years, the Library has been one of the beta sites for LOCKSS (Lots of Copies Keep Stuff Safe) Project run out of Stanford University to provide a means to create, preserve and archive local electronic collections. In 2004, the software moved into production. The Library has been approached by the Classic Department to have a locally produced journal included. This will be finalised early in 2005.

During the year, there were a number of teething problems with the new Monitor system which provides the funds management system for the University’s public photocopiers and printers. Although a considerable amount of work was done by staff from the Library, ITS, UBIX and Monitor, there are several outstanding issues.

A number of the new photocopiers were connected to the network, thereby allowing staff to print from their PCs to the photocopiers and to provide network-based scanning.

By the end of the year, the Library had essentially completed the move, started in 2003, from a predominantly Macintosh environment to PCs.

In 2004, the Library, along with a large number of University departments, was hit by the worm Blaster several hours before the latest security patches were scheduled for deployment. A number of computers were blacklisted and removed from the network including the
Christchurch campus EZProxy. Having to re-image approx 400 PCs in a very short time was a useful reminder of how vulnerable the Library is to outside influences. As a result, the procedures for the testing and scheduling of the security updates were reviewed and formalised.

The inter-relationship of services was also evident, when during the year, the Christchurch District Health Board (CDHB) changed their IP address. At very short notice the Library had to change the registered IP address with a number of database vendors to ensure continued access to electronic resources, on a number of Library services, with Datacom to ensure access to Voyager, and with Networking because the traffic to Datacom from the CDHB comes via the University network.

Where possible the Library utilises or inter-operates with the services provided by the University. As recipients of increasing amounts of spam, Library staff were very appreciative of the introduction of PureMessage on the University mailhubs. The Library made the decision to commence the move from the Eudora email clients to Outlook in anticipation of the implementation of the University’s 2003 Exchange server. The latter has been delayed until 2005. Library staff use the University’s Crystal Enterprise server for creating reports both from Voyager and from other University databases.

**SUPPORT FOR ELECTRONIC RESOURCES**

The Library continues to have a commitment to electronic resources in various formats through ongoing subscriptions, the purchase of new titles, the upgrading of licences and providing access to the increasing number of electronic versions of printed journals received.

In 2004, the Library decided to subscribe to Serials Solutions to provide the XML file required for the implementation of LinkFinderPlus. Serials Solutions is an American company that provides a number of options for electronic journal management and access. With Collection Management setting up and maintaining the Library’s electronic journal subscriptions on Serials Solutions, they created an authoritative file of the Library’s holding that has been used for a number of purposes. As well as providing the LinkFinderPlus XML file, Serials Solutions hosts an e-journal portal for the Library replacing the FileMaker Pro database that had been used for a number of years. An Excel spreadsheet with URLs of all the electronic journals is used to update the EZProxy configuration file, and MARC records will be supplied early in 2005 to load onto the Voyager library system. The latter will combine the electronic journal holdings from the Serials Solutions e-journal portals of the University of Otago Library, the Canterbury Medical Library and the Wellington Medical Library.

The Library, as part of its licence agreements with electronic resource vendors, is required to ensure that only authorised users have access to the resources. For the most part, this is done through IP authentication – the Library registers the IP address either for the whole University or for specific campuses with the vendor. This has always caused problems for those authorised users trying to access resources when they are off-campus. Over the years a number of solutions have been tried but these have proven only partially successful. Early in 2004, the Library implemented three EZProxy servers – at the Dunedin, Christchurch and Wellington campuses. EZProxy is a proxy utility designed to enable remote users to readily access the resources they are authorised to access. When a user successfully authenticates against the LDAP server using their University username and password, the EZProxy server on the appropriate campus, dynamically rewrites the URL the remote user is trying to access to provide authentication details to the electronic resource host. There have been some teething problems mainly with some browsers, and the fact that staff were required to be on Concept, the new HR/Payroll system, before they could use it. A delay in the Concept rollout to departments caused some frustration.

Over the years, although statistics have been available for the usage of electronic resources, comparison between vendors has been difficult because a lack of consistency in definitions and terms. In 2002 an international initiative was launched called Counting Online Usage of Networked Electronic Resources (COUNTER), to agree on the way that the usage of electronic resources are measured in a more consistent manner. In December 2002, a Code of Practice was released. Although some COUNTER-compliant statistics were available in 2003, it is only in the past year that there has been a marked implementation and/or conversion to the new standards by all the main vendors. A number of vendors still do not provide any statistics, and so it is difficult to get a total picture of usage.
Another statistics-related initiative was the Library’s participation in the Ovid statistics beta testing which, with COUNTER compliant statistics, will provide an easy to use interface for generating the statistics automatically. Over the last couple of years, the Library has used a number of different products to provide statistics on the usage of the Library webpages. In 2004, a program called Sawmill, which is a web traffic analysis tool that utilises the webserver logs to provide a large number of usage reports, was installed.

The Library continued to provide access to locally developed and hosted databases. The use of the Exams database continues to grow exponentially. At the end of 2004, all but three of the locally hosted databases were upgraded to FileMaker Pro 7 to coincide with the implementation of the new FileMaker Pro server. The upgrading of the Otago Nominal Index, the Otago Daily Times Index, and the Southern People databases is due to be completed early in 2005.

During the year, the Library implemented Endeavor’s LinkFinderPlus, an OpenURL-compliant link resolver. OpenURL is a NISO standard, which allows for additional structured data to be added to the base URL that can be used to locate the resource being requested. This means that from an OpenURL-compliant external database, users can go through a resolver, like LinkFinderPlus, to identify other resources and/or services that relate to the requested resource. In most cases this is to a vendor holding the full-text version of an article but it could be to a number of extended services including the searching of the library OPAC or the Internet. With the implementation of LinkFinderPlus, local holdings information has been removed from external databases – this was information the Library periodically supplied to the vendors regarding the Library’s journal holdings that was displayed on the databases – and it is anticipated that links previously set up by individual vendors for the Library will gradually be phased out.

SYSTEMS HELP DESK
The Library continues to provide Help Desk support for all library computer-related problems and queries. Along with the ITS Helpdesk the Library used the Action Request System (ARS) helpdesk software for the administration of the helpdesk queries. Early in 2005, ARS will be replaced by Remedy Help Desk (RHD).

There was an increase in the number of problems referred to the Library Helpdesk during 2004. These fell into two main categories. One was problems with EZProxy whether it be browser or non-access related. The second was related to Voyager - as staff became more familiar with the product, they began to explore the functionality of the system more closely.

HĀKENA
Hākena (the Māori translation of Hocken) is the system that provides access to and the management of The Hocken Collections’ unpublished material. Although the base system (AWAIRS) exists in other libraries, Hākena has essentially been developed for The Hocken Collections. A parent version of AWAIRS (Tapuhi) is used by the National Library of New Zealand for the unpublished collections of the Alexander Turnbull Library.

Hākena has had no significant upgrades since the original product purchase, customisation and implementation in 1997. The supplier, Civica, has announced their intention to include AWAIRS in their Spydus Library System suite and to develop it appropriately. This is due for release in 2005. It will coincide with a review of the future options for Hākena, both for accessing and managing the unpublished material in The Hocken Collections, but also for providing the base metadata for digitalisation of the collections. Since The Hocken Collections and the Alexander Turnbull Library are New Zealand’s largest repositories of unpublished collections, care will be taken to ensure that the direction taken by the University of Otago Library is consistent with that of the National Library to ensure compatibility and inter-operability between the two institutions.
COLLECTION MANAGEMENT

ELECTRONIC RESOURCES
Electronic Journals and Databases

A number of significant themes were developed through the year in relation to electronic resources. Of particular significance has been the securing of archival rights to electronic full text through purchase and subscription. Largely this has involved provision of access to the backfiles of existing key resources. These are detailed below.

Another theme has been the Library’s participation in unique partnerships in nation-wide resource sharing. Otago joined the EPIC consortium, an initiative of the National Library, which is an exciting development offering a range of resources to all New Zealand libraries. This provides access to selected general interest databases from the Gale Group and from EBSCO.

The partnership between TEC (Tertiary Education Commission) and CONZUL (Council of New Zealand University Librarians) resulted in the provision of additional research-level resources to academic and research libraries in New Zealand. For Otago this meant the extension of ScienceDirect Complete Collection to the more comprehensive Freedom Collection, additional backfiles to some of the ScienceDirect subject collections, and an extension to Web of Science backfiles, all greatly appreciated by academic staff and students.

A further development in 2004 was the out-sourcing of some of the administration of electronic resources. By subscribing to the Serials Solutions services for accessing electronic journals the Library now has a very heavily used e-journal portal available to its users. Library staff are working to implement e-journal portals for the resources accessible at the Wellington and Christchurch Medical libraries. Associated with this service is the supply of MARC records for the titles available via the portal.

There were significant additions to electronic resources from the beginning of 2004. Already noted are the ScienceDirect Freedom Collection, which provides online access to Elsevier Science titles from 1995 onwards, and the purchase of ScienceDirect backfiles in Psychology, Environmental Sciences, and Immunology and Microbiology. Additional back-years to our holdings of Web of Science were purchased to provide Science Citation Index from 1955 -, Social Sciences Citation Index from 1978 -, and Art & Humanities Citation Index from 1978.

From mid-year access has been available to EBSCO MegaFile Premier, a collection of databases for academic users including much full text. In addition to the major academic products, Academic Source Premier, Business Source Premier there are sixteen other databases. The Library also now has Communication and Mass Media Complete and Hospitality and Tourism Index available on the EBSCO platform. All these will continue for 2005 on a trial basis while we assess usage statistics and user preference.

A major acquisition during 2004 was access to PsycARTICLES, which is the full text of fifty-three American Psychological Association titles, hosted on the Ovid platform and available to all University of Otago sites.

Publisher package deals continued to be offered throughout 2004, furthering the dominant trend of 2003. The strength of the New Zealand dollar as measured against other currencies allowed the purchase of packages from Taylor & Francis (including the Carfax, Routledge, Marcel Dekker and Swets & Zeitlinger imprints), Blackwell Publishing’s STM package of titles, and Brill/Woodhead titles.

As the year ended the Library increased its commitment to the Scholarly Journal Archive JSTOR and can now access the complete product. Additional ScienceDirect subject collection backfiles were purchased in Biochemistry, Genetics and Molecular Biology, and Earth and Planetary Sciences to take advantage of both the deeply discounted offer and the strength of the New Zealand dollar against the United States dollar. Other significant archive purchases at this time were the Nature 50 year Archive and the Nature Research Journals Archive.

After testing the benefits of an alternate platform for the DAAI (Design and Applied Arts Index) this database was migrated to the CSA (Cambridge Scientific Abstracts) platform to provide improved searching possibilities.

Access to HeinOnline was established mid-year after reviewing the priorities in the Law collection. This is an online archival full text product with holdings from the first issue to the
current volume allowed under contract. There are four modules in the database: the Law Journal Library, the Federal Register Library, the Treaties and Agreements Library, and the U.S. Supreme Court Library. The Brooker's service contract and the LexisNexis Butterworth's service contract were renegotiated during the year and changes made to the resources to reflect current interests in the Law Faculty. As agreed during the Zero-Based Review of Law Serials at the end of 2003, a subscription to the Westlaw suite of legal databases began at the beginning of 2004.

Following the Science Zero-based review of serials a number of significant new titles were made available, they included: BioOne on the CSA platform, this is a full-text aggregation of high impact bioscience journals, the IEEE (Institute of Electrical and Electronic Engineers) Communications University Online Package, and the AIP (American Institute of Physics) Archival Online Package.

New products for Health Science users included the Lippincott Williams and Wilkins High Impact Collection of 50 highly cited and highly ranked journals available on the Ovid platform, plus a site license for the New England Journal of Medicine on the University network. Both of these were negotiated in 2004 for 2005 subscriptions, though access was made available immediately on conclusion of arrangements.

E-Books

During 2004 MARC records were loaded on the catalogue for two collections of e-books; Safari Tech Books Online and netLibrary. Prior to the load the selection of titles available via the Safari database of computing and technical books was comprehensively reviewed and updated.

Several major electronic reference works were subscribed to in 2004. These were largely encyclopedias published by Elsevier and available on the ScienceDirect platform. They include: Comprehensive Coordination Chemistry II, 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 Materials: Science and Technology, and Encyclopedia of Ocean Sciences. Use statistics for these products will be monitored to determine whether or not they will be renewed beyond the first 12 months.

The Oxford Dictionary of National Biography was purchased in print format and came with free online access for 12 months. Use of the online format will also be monitored to determine whether or not it will be continued.

A list of the major electronic resources available is listed in the annex.

Cataloguing of Electronic Resources

The Library provides access to electronic resources from both web pages and catalogue records with links to the electronic resources. Cataloguing records are either sourced from Te Puna or downloaded in large batches from records available from providers of the resources. A highlight this year has been the loading of records for e-books: 4,316 from netLibrary and 334 from Safari Tech Books Online.

New areas explored during 2004 included the creation of metadata records for "Learning Objects" mounted on the Library's ENCompass system and investigating issues involving the mapping of Dublin Core metadata records.

Cataloguers held training seminars to take on board newly defined international cataloguing standards for what are now called ‘integrating resources’. These have been largely developed to enhance the treatment of Web pages and Web sites.

Electronic Resources - Law Library

The Library was the first in Australasia to take advantage of a new service enabling a database of abbreviations of the titles of legal serials at Cardiff University to link users directly to the relevant title in the University of Otago Library Catalogue.

The extensive lists of Web resources for legal research were again revised and updated twice during the year. In November, a demonstration version of a New Zealand Legal Information Institute site, spearheaded by Otago and Victoria Universities, was made public. It is gradually obtaining a wider range of full-text legal resources for free access.
**Electronic Resources – Science Library**

In addition to the new titles acquired through Zero-based Review funding and the purchase of special publisher packages, a number of changes associated with current subscriptions provided some gains to the Library. The Library took advantage of an opportunity to rationalise its American Geophysical Union journal subscriptions. From 2005 all subscribed titles will be available electronically from anywhere on the Dunedin campus, albeit with a limited number of user licences, rather than e-access being only available in the Physics Department.

Rationalisation of the American Institute of Physics subscriptions was also undertaken. All current AIP print and electronic subscriptions have been cancelled for 2005 and replaced by an online only archival combination package ordered direct from the publisher. This package includes all our current titles plus three additional journals and provides a complete online backfile (to volume one) of each title. The changes resulted in some cost savings and the opportunity to purchase *Solar Progress*, a very modest request from Energy Management students, *Windpower Monthly*, and an extensive online backfile subscription to the Institute of Physics journals.

A much-needed increase in the number of user licences (from two to five) for the popular *Zoological Record* database takes effect from the beginning of 2005.

**MONOGRAPHS**

**Monographs - Acquisition**

The exchange rate for the New Zealand dollar as measured against the United States dollar maintained its strength through the first half of 2004 and then strengthened further in the later half of the year. This pattern was matched to a lesser extent with the British Pound and the Euro. This placed the Library in a good position for further development of the book collection.

2004 was the first full year of our supply relationship with Lindsay and Howes, the successful CONZULAC tenderer for the supply of UK titles. This new supplier has met the Library’s expectation to supply material in a timely manner, matching the standards of YBP (Yankee Book Pedler), who is the Library’s major US supplier and partner to Lindsay and Howes. Supply times for these major overseas vendors average nine to ten days from date of invoice for items that are in print.

Ordering from internet bookshops continues to increase, particularly where resources to support new teaching courses are developed and out-of-print titles are required.

Electronic access was purchased for a number of encyclopedias and a large chemistry reference work, beginning what is very likely to be an ongoing trend in providing full-text online access to reference material in the Sciences. Titles involved are: *Comprehensive Coordination Chemistry II*; *Encyclopedia of Atmospheric Sciences*; *Encyclopedia of Nutrition*; *Encyclopedia of Ocean Sciences*; and *Encyclopedia of Polymer Science and Technology*. All of the titles (apart from the latter encyclopedia which is published by Wiley) are available via Elsevier’s ScienceDirect providing simultaneous searching.

A small stocktake of the computer science and natural history/general biology collections in the Science Library was undertaken. This revealed higher than average losses in computer science, especially in the areas of computer languages and databases. Many of the losses in the general biology collection are undergraduate textbooks.

**LIAISON AND COLLECTION DEVELOPMENT**

Collection development in the Central Library continues with an emphasis on the humanities and commerce areas and on supporting the needs of new academic staff. The University continued to offer significant numbers of new papers through 2004 and collection development work was a priority for these to ensure the courses were well supported by the collection.

Developments in utilising collection development tools made available by major vendors, were key to a successful response to these new needs. Following liaison with academic staff regarding development of areas in the collection, lists of new publications sorted by subject headings, keywords and Library of Congress classification can be produced. Also, Peer Review Lists are available for benchmarking the collection against other libraries in the CONZUL Acquisitions Consortium (CONZULAC). These lists are useful to select multidisciplinary
resources at an undergraduate level and to develop new areas for this Library that may already be well developed in other consortium libraries. Using the Te Puna database and the Te Puna cataloguing client it is also possible to build lists of titles limited by specific holding libraries, publication dates, subject headings etc. Vendors are also making available core subject lists and core undergraduate lists. These valuable collection development tools aid library staff working in liaison with academic staff in the selection process, thereby keeping the collection up-to-date and relevant.

These developments will continue further in 2005 aided by the appointment of an Assistant Collection Management Librarian with specific responsibilities designed to enhance the collection development processes.

Ongoing development of core Māori resources for the newly established Te Aka a Tawhaki collection continued in 2004 with specific attention given to Pacific resources. Liaison with Te Tumu staff, including a visiting Pacific resources specialist, resulted in the development of a Pacific bibliography, which included material from Samoa, Fiji, Tonga, Niue and other island nations throughout the Pacific region. While this material was particularly challenging to source it has largely been supplied.

CATALOGUE PROJECTS

Clean up continued on records that migrated from the Dynix system to Voyager. A major focus here has been the elimination of duplicate serial holdings and replacement of long lists of individual items with summaries. A further 6,300 serial records were cleaned up, in addition to the 2,000 done in 2003, leaving nearly 21,000 titles to be done. The focus has been to work on records for serials currently subscribed to and this work is well advanced, but much work remains for those titles not currently subscribed to.

Enhancement of old records has been undertaken to take advantage of Voyager's ability to limit catalogue searches by medium. This was done both manually and programmatically and involved inserting codes into records.

A project to catalogue serials from the Science basement began in November; this material is to be re-housed at 137 Leith Street in the Lending Services building. By year’s end, almost 2000 volumes had been catalogued. The previously high priority project to catalogue uncatalogued Hocken books and pamphlets was largely in abeyance, with only about 180 items being catalogued, leaving approximately 4,400 items yet to be done.

Some additional work was done to reduce instances where the Library catalogue had more than one form of heading for law books by a specific author.

DONATIONS

Major donations to the University Library in 2004 included a bequest in memory of Alastair McLean, a former graduate of the University. The bequest included a substantial collection of piano music on CD, piano music scores and books. The Library’s collection in this field has been considerably enhanced by this very generous gift.

Another notable donor was the estate of the late Dr Margaret Dalziel. Selections from her collection of English literature titles were a valuable addition to the collection.

Associate Professor John Hale also provided the opportunity for the Library to select from his personal collection of books prior to his retirement.

Local binder Bryan Kershaw donated his fine binding work on Stephen Mulqueen’s thesis WhakāMāoritanga. Kevin Jones of Wellington donated some 16 poetry books including works by Edward Thomas, Rimbaud, Robert Graves, and various Phoenix magazine issues. Margaret Parker kindly donated two fine A.R.D. Fairburn items: The Sky is a Limpet and How to Ride a Bicycle in Seventeen Lovely Colours. Professor Musgrave of the Philosophy Department, passed over two typescripts of Ludwig Wittgenstein’s Lectures on Philosophical Psychology, his seminal work, once in the possession of Mrs Gwen Taylor, wife of Dan Taylor, a former Chair of Philosophy. The typescripts had been given to Professor Dan Taylor by Camo Jackson, former Professor of Philosophy in Melbourne. They match the Blue and Brown Books (typescripts) that Special Collections already holds. A by-product of the Printer in Residence programme was the framing and donating by Peter Rae Gallery, of the five frames containing all
the text and images of *Faces in the Water* by Brian Turner. These are now hung in the staff room in the Information Services Building.

Dr Larry Neal provided the third and last tranche of his considerable donation in the area of physical education, sports and outdoor recreation.

The Law Library is pleased to continue to receive the *New Zealand Courts Martial Appeal Reports* as an ongoing donation from the New Zealand Defence Force. It also continues to receive the support of donations from Law Faculty academic staff.

The Medical Library received a generous donation from Mr Iain Macfarlane of over fifty historic and out of print medical publications, mostly related to orthopaedics or surgery. They include such items as J. Pancoast’s *A Treatise on Operative Surgery*, 1844, and two editions of H.O. Thomas’ *Diseases of the Hip Knee and Ankle Joints with their deformities treated by a new and efficient method*, 1876.

The Library continues to be supported by the donation of publications from Government Departments, particularly the Ministries of Education and Health, Statistics New Zealand, and the Department of Conservation. Past and present members of the academic and general staff of the University of Otago support the University Library generously by their donations. Donors make a significant contribution to the development of our collections and we are very grateful to all of them, both institutional and personal. A full list of donors can be found in the Appendices.

The Science Library welcomed the addition of two beautiful historic items from the estate of John Miles, Professor of Microbiology 1955-1978. One is a facsimile reprint of John Gould’s *The Birds of Australia* (7 volume 1848 edition). This was particularly significant since the Library’s original copy was one of the titles recently discovered to have gone missing as a consequence of Operation Pukapuka. John Millais’ *The Mammals of Great Britain* (3 volumes 1904-06) was also bequeathed.

**COLLECTION MANAGEMENT AND THE VOYAGER SYSTEM**

Orders staff adjusted well to the Voyager system and have continued to work this year to utilise it in as efficient a manner as possible. Electronic invoicing from our major vendors for monographs has made a significant reduction on the amount of time a title will spend in the receipt and processing workflow.

Serials staff are moving rapidly towards complete functionality with serials having now mastered invoicing, in addition to check-in and claiming. Remaining to be implemented is EDI for electronic invoicing and claiming; this will be a key focus in 2005. Serials staff assisted in the LinkFinder Plus implementation and will continue to play an important role in ongoing set up and interface with Serials Solutions.

Late in the year the Library implemented a major update to the Voyager catalogue. The main focus of the upgrade was a technical conversion of how characters in all cataloguing and holdings records are stored and displayed. Cataloguers have identified a very small number of problem characters to be cleaned up as a result of the upgrade although checking is still ongoing.

**ZERO-BASED REVIEW OF SERIALS**

**Zero-based review of Serials follow-up – Law Library**

Towards the end of the year, a handful of lower-use standing order titles identified in the 2003 Zero-Based Review were cancelled and the released funds used to take up some high priority serials and databases.

**Zero based Review of Serials -Medical and Dental Libraries**

There have been no further developments in this area in 2004 since the Health Sciences Librarian is still awaiting contributions from the Wellington and Christchurch Schools of Medicine and Health Sciences. The resignation of Gael Kirkus-Lamont to move to Wellington will result in a further delay but the completion of the ZBR of the Health Sciences will be a high priority task for her successor in 2005.
**Zero-based Review of Serials - Science Library**

In terms of journals and databases, users of material in the sciences benefited considerably in the year under review from the funding obtained as a consequence of the Zero-based Review and also as a result of the purchase by the University Library of several online or print plus online publisher packages with significant science content. The latter accounted for almost half of the essential journal titles identified for purchase on behalf of the 10 department/subject groupings which fell below the 70% Library support target figure, plus a considerable number of other important and useful titles. They also enabled the Zero-based Review target figure to be increased to 75-80%.

Individual subscriptions, charged to the funds provided specifically for addressing the shortfalls identified by the Zero-based Review, were placed for around 150 new titles in the areas of Design Studies, Botany, Ecology, Natural History/Film, Wildlife Management and Geology and for the Bachelor of Applied Sciences programmes in Design for Technology, Software Management, Spatial Information, and Telecommunications. Additional subject areas to benefit as a consequence of the raising of the target figure were Physical Education, and Surveying. Two thirds of the new titles were for print only subscriptions, largely because electronic was not available - a reflection on the number of titles particularly in botany, zoology and geology, that are produced by smaller publishers and professional societies which are not at this stage in a position to publish the titles electronically.

Notable science-based electronic packages and titles charged to the Zero-based Review which were acquired in 2004, or will be available from January 2005, include: additional backfiles (1955-64) to the Science Citation portion of the Web of Science database, Data Metallogenica, a specialised geology database, BioOne (life sciences journals), the Blackwell STM (Science, Technology and Medicine collection), Taylor & Francis journals, the CSIRO journals, the IEEE Communications University Online package, the Nature research journals archive, and the ScienceDirect backfiles (in most cases to volume 1), to its Environmental Science, Psychology, and Immunology & Microbiology journals. Further ScienceDirect backfile packages in Earth and Planetary Sciences, and Biochemistry, Genetics and Molecular Biology were also purchased by the Library to begin from January 2005.

**HOCKEN COLLECTIONS**

For the published collections, it was primarily a year of consolidation following the implementation of the Voyager system the previous year; particularly in relation to the periodicals collection where most clean up work was required. This revealed the continuing trend from donated to purchased titles, with the former tending to cease publication or converting to purchases. New titles almost invariably have to be purchased. All this has placed a considerable strain on the periodicals budget. Other trends have been cessation of purchases of cassette tapes for the music collection, their place having been completely taken by compact discs. Similarly the decline in the number of video recordings acquired has been offset by increases in the numbers of DVDs and CDRoms, a trend expected to continue.

Archives and manuscripts accessions continued at a high level, so that it was a struggle to keep arrangement and description (and data entry) up-to-date to the high standards currently maintained to maximize public access. Most accessions were from community organisations, such as churches, schools, lodges, and sporting groups, with many being additions to existing holdings. A particular feature was the number of war related additions, such as the letters and diaries of soldiers, as a result of a campaign promoting the preservation of such material by the Ministry for Arts, Culture and Heritage. An especially notable acquisition was copies of 176 volumes of Sir George Grey papers in the Auckland Public Library relating to Māori language and literature. We are indebted to the Auckland Public Library for enabling this. A feature of many recent accessions is the number of audiovisual and digital items that they now contain, posing considerable preservation issues for the future.

Pictorial collections, while still benefiting from many benefactions of considerable generosity, have become somewhat restricted in the range of their acquisitions by the very high prices now commanded by significant works of art, old and new. Still, through the judicious application of trust funds, some satisfying purchases were made. Amongst these were works by H.V. Miller, Ada Roscoe of the First Hotel at Kinloch, and by Harold Percival of the vessel Mataura. The most significant recent work acquired this way was a large acrylic on gesso on canvas by Sara
Hughes, Frances Hodgkins Fellow in 2003. A major donation was two large mural paintings by Pat Hanly.

ARCHIVES AND MANUSCRIPTS ACCESS ENHANCEMENT PROJECT
The goal of this Lottery Grants Board funded project, which began in 2002, is to improve access to the archives and manuscripts collections. Their increased use over the last two years indicates that the project is succeeding. The average number of items retrieved monthly has increased from 612 in 2003 to 920 in 2004. Readers are requesting information from previously little used collections, and staff are more confident answering enquiries.

All archives and manuscripts now have a collection level description on the Hākena database, giving summary information on title, dates, content, subjects, quantity and available finding aids. There are currently 6,384 collections, of which 2,851 have been entered through the project. Detailed arrangement and description of 1,248 of these collections was completed, with repackaging into acid free enclosures where necessary. Data entry of item level descriptions (about 30,000 records) from the project arrangement and description work and from existing older finding aids was also completed. The number of item level records on Hākena at the year’s end was just under 77,000.

There is still much to complete, as about 1,000 of the 6,384 collections remain completely unlisted and many significant ones are not described in detail on Hākena. Some of this will be remedied with Phase Two of the Project, for which the University was lucky enough to secure further funding of from the Lottery Grants Board, commencing in 2005.

SPECIAL COLLECTIONS
Exhibitions

Seminars
Once again, a Milton seminar was organised by Dr John Hale. Students utilised books pertaining to Milton, e.g. John Martin’s illustrations of Paradise Lost, and with new purchases including Henry Richter’s illustrations of Milton’s Paradise Lost, and the new Arion Press portfolio of Blake illustrations of scenes from Milton.

Publicity and Promotion
Ongoing publicity and promotion for the de Beer Gallery exhibitions continued with press releases sent to all major media. In addition, the Special Collections Librarian had interviews about rare books and exhibitions on National Radio (15 January, 17 March) and Community Radio (29 June).

A successful stage one and two CALT grant in partnership with Design (Dr Noel Waite), English (Dr Shef Rogers) and Art History (Dr Erika Wolf) will highlight teaching and learning aspects of book history through Special Collections holdings.

2004 Purchases
Some significant purchases have been made throughout the year. These have ranged from various pre-1800 works such as Aphra Behn’s Works (1718), Ann Radcliffe’s Mysteries of Udolpho (1794), Horace Walpole’s Castle of Otranto (1769), a scarce John Evelyn title Charters of the City of London (1745), and some 1,700 sheets of manuscript from Dr Esmond de Beer’s Bodelian Library collection, to private press books such as Alan Loney’s Leonardo on nothingness (2004) and the Golden Cockerel edition of Swinburne’s Laus veneris (1948), various horticultural books including a facsimile copy of Hortus Floridus (1928-29), and Humphrey Repton’s Red Notebooks (1976) and books on or about William Blake including
Thirteen watercolor drawings by William Blake illustrating Paradise lost by John Milton (2002) and John Gay’s Fables (1793), with numerous Blake engravings.

Printing Presses and the Printer-in-Residence
In 2004, the second Printer-in-Residence programme took place. The project undertaken was to print Faces in the Water, a long unpublished poem by the poet Brian Turner. In an effort to move up a level from the outcomes achieved in 2003, it was decided to combine text with images. Dr John Holmes printed the text and Oamaru artist, John Mitchell, supplied interpretative woodcut images. Inge Doesburg, a local print maker, printed the images.

The five images were interspersed between 12 pages of text. For ease of production it was decided that the book would be in a portfolio format and wrapped in a folder enclosure. An Italian paper, Tiepolo 290 gsm, was used. Sixty copies were printed; 54 were for sale at $250.00 each.

There were a number of successful outcomes. The first was the panel discussions that were attended by staff and students from the Design and English Departments, and other interested parties. Those attending heard Brian Turner, John Holmes, Inge Doesburg and John Mitchell talk about the collaborative process in producing the poem. A small number of seminars were also arranged in which interested parties could watch the presses, especially the Vandercook, in action. All of the students and staff who took part in the seminars expressed keen interest in the print processes and enjoyment of the programme and its achievements. The second was a greater awareness of the PIR programme itself. This was achieved through excellent media coverage (Otago Daily Times) and promotion through the book launch at Peter Rae Gallery, Moray Place. The third outcome was achieving an ‘all sold’ status of the work within two weeks of printing. This was very encouraging for any future Printer-in-Residence projects. The last major outcome was that the profit realised from the sale enabled the purchase of an etching press. Once again, the Printer-in-Residence programme was funded equally between the University Library, the Design Department and English Department.

Medical Historical Collection - Medical Library
Two display cabinets were used this year to exhibit books, photographs and physical objects on the topic of Tuberculosis. Relevant items were borrowed from the Anatomy Museum. Dr Nikki Sullivan from MacQuarie University, visited to view and use the John Money collection of manuscripts and working proofs.

Monro Collection – Medical Library
Dennis Tsutsui, a Fine Arts teacher currently based in Wellington, was very pleased to discover the Medical Library owned a copy of a rare set of French anatomy texts, Leçons d’anatomie comparée, by De G. Cuvier. Digital photos were taken of the illustrations. Dennis showed his appreciation by sending the Medical Library a printed montage based on the illustrations.

COMMUNITY SERVICE

Community Service - Central Library
The Library is keen to promote the university in the educational and the wider community. Typically this is done by providing tours to showcase the Library.

There was in increase in this community activity in 2004 with 43 groups totaling 431 people (2003 – 21 groups and 146 people).

Groups included delegates to the Pan Commonwealth Forum on Open and Distance Learning, the South Pacific Users Group Conference and the University’s Seminars for Teachers. School groups visited from Balclutha Primary, Bluff Primary, Kirsten School, Sawyers Bay, and Otago Girls’ High School. Community groups included Lions and Elder Hostel.

Community Service – Marketing of Hocken Collections
Following up on recommendations contained in the Doherty Report (August 2003) a number of marketing initiatives were undertaken to clarify and promote the Hocken Collections. Perhaps the most significant of these was the change of name, approved by Council in July, from the
Hocken Library to the Hocken Collections to better reflect the diversity of research materials held. Generally, this has been favourably received.

As also recommended, further research was undertaken by survey to discover the existing level of awareness of the Hocken Collections amongst identified target audience segments. Clearly identified strengths were its collections and the expertise of staff, which were held in very high regard by the heritage research and arts communities generally. The Collections were not as favourably regarded by students, who tended to find its photocopying policies (designed to protect the collections) and opening hours (shorter than those elsewhere in the University Library) too restrictive. Students and university staff also found its distance from the main University campus (seven minutes’ walk) inconvenient. A clear weakness was the photographic orders service, with its long turnaround times, an issue that is being addressed.

Also identified as urgent was the need to establish a substantial digital presence for its pictorial collections on Matapihi, the newly opened integrated national database for heritage images. An interesting finding of the survey was that university students were more likely to know of the Hocken Collections from family and friends than from teaching staff, indicating a very high level of community awareness. The data gathered by the survey will be extremely valuable in planning the marketing of the collections both within the University and to the public generally.

Through the Dunedin Cultural Tourism Group the Hocken Collections participated in the production of an attractive map showing locations of heritage institutions in Dunedin and in a heritage crossword puzzle for children. With the centenary of the signing of the 1907 Hocken Deed of Trust in mind, planning was begun on a celebratory Hocken treasures publication with broad public appeal, to which the University has agreed to commit $60,000.

**Community Service - Case to Government for ongoing funding of Hocken Collections**
In February the Prime Minister (Helen Clark), the Associate Minister for the Arts, Culture and Heritage (Judith Tizard), and the Member for Dunedin South (David Benson-Pope) visited to familiarise themselves with the Hocken Collections’ holdings in the light of the case for government support originally submitted by the University in November 2002. The Prime Minister was encouraging about the possibility of such assistance. Subsequently, discussions have been resumed with the National Library of New Zealand on the production of a policy paper setting out a possible framework for the delivery of government support, with the University Librarian and Hocken Librarian being members of the reference group. It is hoped that an appropriate framework will be developed early in 2005.

**Community Service - Law Library**
Staff continued to deal with a wide range of enquiries from members of the public and some from local lawyers. Close liaison with the Otago District Law Society Library continued.

**Community Service - Māori Resource Librarians / Kaitakawaenga Māori**
The Māori Resource Librarians have continued to be actively involved in the wider community, developing sound relationships with community organisations. Liaison continued at a national level with continued consultation with other libraries and national organisations notably, Lincoln University Library, MacMillan Brown Collection, University of Canterbury Library, Christchurch City Libraries, Te Rōo pū Whakahau, and Archives New Zealand.

**Community Service - Medical and Dental Libraries**
Library staff ran several literature searching sessions for external groups during the year, using Medline via PubMed, and other publicly available resources from the internet. Two sessions were part of weekend training courses held in Dunedin for Dieticians and Radiation Therapists, while the Psychiatrists were from the ISIS Clinic at Wakari Hospital, and requested a refresher session on the resources available to them.

**Community Service - Science Library**
In 2004 Science Library staff were involved in a variety of community service projects. The Science Library was involved in the Hands-On Science week run by the University for secondary school science students. Two 3-hour sessions (snacks) were run for 28 students providing an introduction to research planning, tools and processes.
In February the Assistant Librarian (Reference and Document Delivery) teamed up with her counterpart in the Medical Library to provide a seminar for fifteen Otago and Southland Dietitians on locating and evaluating online medical resources. A similar seminar was run soon after for a group of Otago based Radiation Therapy staff employed at Dunedin Hospital.

July saw the repeat of the bi-annual International Science Festival in Dunedin. The Science Library was involved in the two day Pathways to the Future programme organized by the University of Otago. The Library provided children aged 4-12 years with the opportunity to ‘Explore an Information Mine and Sift for Treasure’. The treasure hunt was well received by both children and accompanying parents.

The Science Library hosted a very successful symposium for New Zealand Science Librarians sponsored by the University Library and CONZUL. This one-day workshop was well attended by a dozen Librarians and provided an opportunity to explore science resources, current practices and future directions.

SELECTED STAFFING MATTERS

Retirement of Margaret Tripp
Margaret Tripp retired on 28 May 2004 from her career in the Library that began almost 50 years ago in 1955, as a student. She returned to the Library in 1972 in a part-time position in the Cataloguing Department. From 1992, Margaret worked full-time as a cataloguer with special responsibilities for rare books and maps. She also provided important assistance in a variety of projects through the years.

Resignation of Gael Kirkus-Lamont, Health Sciences Librarian
It is relatively rare for Head of Department positions in the Library to fall vacant except because of retirement. However, largely for personal reasons, Gael Kirkus-Lamont moved north to a position at Victoria University of Wellington, towards the end of 2004, after very capably filling the position of Health Sciences Librarian for eight years. Gael made a significant contribution to the Library in the years she was here and will be missed.

Justices of the Peace
For many years the Library has provided Justice of the Peace Ministerial Services through Islay Little (1988 - 2003), Pat Mark (1980s - 1997) and Michael Wooliscroft (1997 -). Most of the clients for these services have been University staff and students. Many of the requirements have resulted from the University’s academic and administrative procedures, students applying for scholarships at this and other institutions. From my retirement in April 2005, the Library’s association with Justices of the Peace will cease, at least for a time. I understand that three other University colleagues, in the ISB and elsewhere on campus, are shortly to be appointed Justices of the Peace, to add to the pool of University staff already serving as JPs. By this means access to the service will be retained - certainly it has been greatly welcomed by many in the University.

THANKS

This is my last annual report after 18 years in post. I have always been supported extraordinarily well by my Library colleagues. All worthwhile achievements through that time have been the result of team effort, with many making significant contributions. I thank, as is customary, all my Library colleagues committed to working collaboratively to enhance services supporting excellence in teaching, learning and research, and for the benefit of the wider community. Otago’s Library services are generally highly regarded internally and throughout Australasia.

At this time of restructuring and our departure at the beginning of April 2005, I want to thank Martin Anderson, Director of Information Services, for the support and advocacy he has provided over the past decade. Many important developments have been realised through this time.
I also thank the members of the Library Services Committee, the Hocken Collections Committee, and the Library/Student Liaison Committee all of whom have been supportive in a variety of ways.

Michael Wooliscroft
University Librarian

January 2005
SECTION TWO

UNIVERSITY LIBRARY SELF REVIEW

A Preliminary Exercise for the University’s Quality Audit - in March 2006

7 January 2005
TERMS OF REFERENCE

The generic Terms of Reference for the Self-review of the University Library and the Division of Information Services as a whole were approved at a meeting of the Quality Advancement Committee on 7 September 2004. During the compilation of the Library response it seemed appropriate to break out some of the topics in the original terms of reference 5 and 6 to have their own headings.

The terms of reference as addressed in the document are as follows:

1. The extent to which the Library’s goals, objectives, plans and policy documents are consistent, as far as possible, with the University’s key planning documents including its Charter, Draft Profile 2005 – 2007, Strategic Direction to 2005, Teaching and Learning Plan 2002, Distance Learning Plan 2004 - 2006, Research Management Plan 2000 - 2004, updates of these plans and with other relevant plans.

2. The extent to which the Library’s planning and actions take into account wider policies in the tertiary education sector in New Zealand.

3. The means by which the Library liaises with the University’s staff and with the student body including the processes and procedures for strengthening these relationships.

4. The processes and procedures for monitoring the effectiveness of Library services, the extent to which it has been responsive to recent Student and Graduate Opinion Surveys, and where appropriate, enhancing the quality of services offered to users.

5. The responsiveness of existing Library structures and processes to changing requirements, new demands for service delivery and continuous service improvement.

6. Plans for improvements to existing services to ensure greater effectiveness.

7. Plans for new services in order to provide better for the Library’s user community taking advantage of changes in scholarly communication and technological advances.

8. The adequacy of the Library’s accommodation.

9. Particular relationships with other Libraries indicating how they might be developed.

The purpose of this document is to give an environmental scan. It has been designed as a briefing paper not only for the Quality Audit 2006 but also to inform the new Vice-Chancellor and also the Deputy Vice-Chancellor (Academic) through whom the University Librarian will report from 4 April 2005.

The document aims to set out where the Library is, some of the key issues, and also to indicate some options. It is not a paper containing recommendations. Because resourcing issues were not identified in the terms of reference they are not a feature of this paper except, now and then, in passing.

There is no attempt in this document to comprehensively cover all the services and operations of the University Library. That is left to the summary reporting in the University Library’s Annual Reports.

The tenor of the response is purposely dispassionate. A careful attempt has been made not to appear self-congratulatory or defensive on any issue.

Overall, the University Library at Otago has fared well over the past two decades. The challenges occasioned by changes in scholarly communication, increased publishers and vendor’s prices, the invariably increasing expectations from our user communities for new and enhanced services, the growth of our user population and of academic programmes have been managed to optimal effect in the context of a generally supportive community, senior University administration, and the application of best practice. This has meant that Otago has avoided, for the most part, the experience of some other Australasian libraries that have, at least for some of those years, been very much to the wall.
TERM OF REFERENCE ONE

The extent to which the Library’s goals, objectives, plans and policy documents are consistent, as far as possible, with the University’s key planning documents including its Charter, Quality Portfolio 2000, Draft Profile 2005 – 2007, Strategic Direction to 2005, Teaching and Learning Plan 2002, Distance Learning Plan 2004 - 2006, Research Management Plan 2000 - 2004, with these plans as they are updated and with any other relevant plans.

The University Library, on receipt of copies of such plans as those listed above, scans them for references to the Library and to teaching, learning, research, and community services goals and objectives to which it can contribute. This is in order for it to develop strategic goals and policies that are in alignment with the University’s strategic directions.

The Library is often asked to comment on earlier drafts of a selection of these documents. For instance, it has contributed significantly to both the existing and the forthcoming Teaching and Learning Plan (still in draft form) and the Distance Learning Plan in part through its representatives on the Committee for the Advancement of Learning and Teaching and its Distance Learning Reference Group.

Library staff could make useful contributions to more of the University’s planning documents given the critical role of the Library in enabling and adding value to the teaching, learning, research and community service outcomes for the Library’s submissions on such matters have been generally appreciated.

For a number of years the developmental objectives included in the Business Plans of the University Library referenced particular clauses, objectives and goals of other of the University’s planning documents. After a time, to reduce the size of the document, they were omitted. However, they remain good reference points for those developing the Library’s Business Plans. As the Library takes its lead from many of these it is intended to revert to the pattern of referencing other planning documents from the 2006 Business Plan.

The Library’s lack of access to the strategic and business plans of academic divisions, faculties and schools (assuming they are produced) results in potential gaps that will be referred to again under the response to the second term of reference. Any such plans could well offer useful guidelines to enable the Library’s support of teaching, learning and research to be more closely targeted to particular academic goals.

To conclude, the Library manages, with some difficulty, to ensure that its strategic objectives are aligned with those expressed in the University’s other high level planning documents.
TERM OF REFERENCE TWO

The extent to which the Library’s planning and actions take into account wider policies in the tertiary education sector in New Zealand.

THE TERTIARY ENVIRONMENT IN NEW ZEALAND – THE TERTIARY EDUCATION COMMISSION AND THE NEW ZEALAND VICE-CHANCELLORS’ COMMITTEE

The University Library has been a participant in TEC’s Collaborating for Efficiency: Sharing Library Services forums in Christchurch and Auckland. The recommendations in the Report of the Library Services Sub-Group, April 2003\(^1\) offered no surprises being generally aligned with practice at Otago. Libraries in New Zealand have had a very long tradition of collaboration and cooperation, sharing resources and expertise for the benefit of their user communities.

Otago has very frequently led in collaborative practice, both in fostering new initiatives (such as CONZULAC and LCoNZ) and in being a determined provider of collaborative free public-good services (such as reciprocal agreements with other interlibrary loan members) when some others have taken a more local view.

The eight academic libraries collectively hold the major research library resources of New Zealand apart from the National Library of New Zealand’s strengths in some areas of the humanities and the collection of the Alexander Turnbull Library. The DSIR was formerly the institution holding the nation’s principal research collection in science but since the fragmentation into Crown Research Institutes (CRIs) and the poverty of resourcing of many of those libraries, the Universities’ collections in science have become increasingly important. The University Libraries of Auckland and Otago have always held the greatest strengths in the health sciences and Otago holds the national dental collection.

The University Library is in active partnerships with other university libraries in Australasia through a variety of consortia.

LCoNZ (Library Consortium of New Zealand) is a leading initiative that involves four New Zealand academic libraries in the management of an information and resource access management system. This includes the Voyager library management system, with associated ENCompass software for resource access and the management of digital collections.

Seven of the eight university libraries have also formed a consortium (CONZULAC) to purchase monographs from North America and the United Kingdom with very good results financially and in timeliness and quality of delivery.

Through CEIRC (CAUL’s Electronic Information Resources Consortium) the Library also purchases e-resources – mostly databases with considerable savings over prices we would be charged as individual purchasers. Virtually all New Zealand libraries also share resources by way of inter-library lending.

From the beginning of 2005 reciprocal borrowing between seven of New Zealand’s eight universities will begin. Benchmarking of key performance measures also takes place amongst all eight New Zealand university libraries. All these collaborative ventures are in line with TEC policy and have the support of the New Zealand Vice Chancellors’ Committee.

The 2003 OCLC Environment Scan: Pattern Recognition

Prior to the process of coming to the decision to retire and before the Library was aware of the self-review as a first step towards the University’s formal Quality Audit in March 2006, the University Librarian proposed to the Staff Committee (the University Library senior management group) that members work through The 2003 OCLC Environmental Scan:

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*Pattern Recognition*¹ reviewing a chapter each month giving consideration to the wider environmental issues for academic libraries and in particular considering their implications for Otago.

Copies of the OCLC publication are on hand ready for this process. With a new University Librarian hopefully in post within the next few months it could be a very good tool for s/he to work through the document with senior Library staff. The process would take several months and could be completed before the formal Quality Audit. The advice of the Deputy Vice-Chancellor (Academic) through whom the University Librarian will report from April 2005 will be sought on this matter.

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TERM OF REFERENCE THREE

The means by which the Library liaises with the University’s staff and with the student body including the processes and procedures for strengthening these relationships.

GENERAL

The Library operates a hybrid model of quality customer service. It invites comments by a variety of interactions and conduits to suit the various needs of its users rather than being dependent on any one means.

The Library has developed a Service Charter through a joint working group representative of students and academic staff on the Library Services Committee. This is a core document of the Library and is attached as Annex Two.

SENATE

The University Librarian is an ex officio member of Senate. During the last seven years there have been three Senate forums on matters particularly relating to the Library – the move from print to digital, serials cancellations, and the formulae employed for determining breakdown of expenditure for library resources/access. Senate forums have provided important opportunities to communicate (and get feedback on) matters of major strategic importance.

The Minutes of the Library Services Committee are forwarded to Senate’s Standing Committee. That body determines which matters need to be considered by Senate, such as the revised Library Regulations. [See below] Over the past eight years more Library issues have been discussed at Senate than during the previous decade when Senate did not receive Minutes of the Library Services Committee.

SENATE’S LIBRARY COMMITTEES

Library Services Committee

The Library Services Committee is a committee of Senate. Its membership comprises academic staff including representatives from the four academic divisions, students chosen by the OUSA Executive, and (ex officio) the University and Deputy University Librarians. The Chair for the last ten years has been the Director of Information Services and the convener is the University Librarian. Frequently other senior Library colleagues are called on to lead discussion relating to agenda papers that they have written or contributed to.

The Collection Management Librarian is customarily present for discussions relating to the library resources/access budget and major collection/access policy matters. The Lending Services Librarian, who chaired the joint OUSA/Library working group of OUSA revising the Library Regulations, presented an agenda paper on that topic. In addition, the Law and Science Librarians have been present for discussions relating to the Zero-based Review of serials in Law and the Sciences. The Deputy University Librarian reports regularly on the commissioning and implementation of the new information and resources access management system and on significant staffing developments. The LSC meets two or three times a year.

A few years ago there was a representative of students studying distance papers on the Library Services Committee. As this was a student living locally he felt unable to contribute well on issues faced by remote students and so this category of membership lapsed. The University should fund the attendance of a remote student so that their advice can be sought on a variety of distance library issues. The cost would be modest.

The Library’s major policy and planning documents are brought before this committee including Business Plans, Budget Submissions, Annual Reports, matters relating to the financial apportioning of library resources/access funds, serials cancellation exercises, and most recently the revision of the Library Regulations. Planned initiatives such as Otago’s membership of the Australasian Digital Theses Program are also discussed. Sometimes members, particularly those representing academic divisions or students, act as the Library’s advocates for these developments in other university forums. It is good to benefit from such support.
The Library Services Committee has functioned well over recent years. The calibre of the representatives, both students and staff, has been generally high and the Library has received quality advice. The advice of members of the Library Services Committee is often sought outside of formal meetings.

**Hocken Collections Committee**

This is a sub-committee of the Library Services Committee. It includes representatives of academic staff from all divisions, graduate students, and interested members of the public representative of historians, genealogists, publishers, local runanga and the financial community. University Library staff on the Hocken Collections Committee include the University, Deputy University, and Hocken Librarians. The Director of Information Services chairs the Committee. The Hocken Librarian is the convener. The Hocken Collections Committee meets three or four times a year usually prior to meetings of the Library Services Committee.

The minutes of the Hocken Collections Committee proceed to the Library Services Committee and the University Library’s Staff Committee. Typical items discussed relate to policy matters, applications for funding from external bodies, reports on projects, and exhibitions and lecture programmes.

**Library/Student Liaison Committee**

This is another sub-committee of the Library Services Committee. Its Library members are the University and Deputy University Librarians, public service Heads of Departments in the Central Library and branch librarians. This membership is balanced by representation from OUSA, various other student organisations such as OULS (Law students) and Te Roopu Māori, and students with disabilities. The University Librarian chairs the Committee and the Lending Services Librarian is the convener.

Student members’ advice is sought on a variety of matters relating to student support and on any proposed changes or developments relating to services to students. Generally this group works effectively and provides the Library with a very useful sounding board. In recent years greater numbers of students have been attending, which has increased the Committee’s effectiveness. This committee normally meets 2 or 3 times a year prior to meetings of the Library Services Committee.

It is fair to state, however, that on all Library committees on which there is student representation, the reliability of their attendance fluctuates in spite of the Library often including agenda items designed to attract them. Uneven student attendance has sometimes been regarded as a sign of no great concerns about the Library but it cannot be assumed that this is always the case. Those who do attend regularly contribute strongly.

Joint working groups from the Library/Student Liaison Committee are formed, as required, to consider specific issues such as Library Regulations, Fines, and Hours of Opening. Recommendations from this Committee, and any of its joint working groups, are considered by the Library’s senior management and the Library Services Committee. The views of this committee are always sought during the planning of building projects. Other opportunities for gathering student opinion come through the formation of focus groups, ensuring that there is appropriate representation from students most likely to be affected.

**OTHER SENATE COMMITTEES ON WHICH THERE IS LIBRARY REPRESENTATION**

**Committee for the Advancement of Learning and Teaching (CALT)**

Almost since its inception, the Library has had a representative on Senate’s Committee for the Advancement of Learning and Teaching (CALT). The Library’s current representative is the Information Literacy Librarian.

This is a vital forum for the Library in terms of contributing to major teaching and learning initiatives and of ensuring that the Library’s Learning and Teaching Plan, developing Information Literacy initiatives, and services to remote students are aligned with developing e-learning practice in the University. Partly through this representation the Library has made a strong contribution to the University’s developing Teaching and Learning Plan.
CALT’s Distance Learning Reference Group
The Remote Services Librarian is a member of the Distance Learning Reference Group and has provided considerable input into the University’s Distance Learning guides and strategies.

The Library has been successful in being awarded CALT research grants, the latest being a Stage 1 Innovation in Teaching Grant Application for 2005 for a project entitled *A Distance Education Pilot Study (Embedding Information Literacy in a University of Otago distance paper)*. This is evidence of the value placed on Library staff working in partnership with academic staff on research projects. At the time of writing a decision has been made to request holding the grant over to the next round to allow a number of issues to be further examined and developed.

Student Support Services Committee
The Lending Services Librarian has recently been appointed as the Division of Information Services’ representative on Senate’s Student Support Services Committee. This is a welcome move ensuring that the Library is included in the Student Services Division’s promotional efforts regarding student support services at Otago.

**JOINT WORKING GROUPS**
The Library establishes joint working groups from time to time to develop partnerships with others who will be affected by changes in policy. A representative sampling of such joint working groups follows:

**Library Regulations And Fines**
This joint working group comprising three OUSA representatives and three Library representatives was formed in 2004 for a major review of the Library Regulations and fines. It reported through to the Library Services Committee and thence to Senate and Council. The new Regulations were approved at the October 2004 Council meeting. Student input into the revised Regulations was significant.

**Formulae for Serials and Monograph Expenditure**
This joint working group was formed of academic staff representing each of the four academic divisions, the Faculty of Law, and key Library staff. The working group developed formulae successfully employed since 1997/1998 and still supported by current members of the Library Services Committee representing the Academic Divisions. The formulae developed are unique to Otago.

**Library Service Charter**
The Library’s Service Charter was developed by a joint working group of Library staff and Library Service Committee members (academic staff and students) in early 2003. The Charter is attached as an Annex to this document.

**Support of Te Tumu Students**
This joint working group comprised selected members of the Library’s senior staff and Te Tumu staff and senior students. The University’s Māori Affairs Adviser *Kaitohutohu Kaupapa Māori* also provided valued input. The joint working group successfully established the case for the positions of Māori Resources Librarians (Kaitakawaenga Māori). These were funded initially through a Ministry of Education Special Supplementary Grant Māori and Pacific Peoples. Following the success of the pilot, the University now funds these positions.

The working group was also responsible for identifying an area in the Central Library to be developed especially for those students studying Te Tumu’s programmes and for giving guidance on the range of facilities to be developed in that space. *Te Aka*, as the space is called, has been a success. The partnership continues currently with some pictures by Māori artists identified to embellish this space and also to advance the formal naming of this space (*Te Aka a Tāwhaki*) through the University Council’s Treaty of Waitangi Committee.

**Māori Issues Relating to the Hocken Collections**
This informal joint working group with varied membership, but always involving the *Kaitohutohu Kaupapa Māori*, the University, Hocken and Māori Resources Librarians, has
met from time to time to discuss issues relating to exhibitions and the eventual creation of study space for the consultation of Māori taonga/archives within the Hocken Collections building. Currently there is no agreed design solution for the latter but when a solution is found any enhancements would be by way of a Buildings Adaptations Request.

**Pasifika and International Students**
While the University Library now has a respectable record of liaison with Māori students and staff, the same cannot generally be said of Pasifika students and international students from elsewhere on the globe, although there are exceptions to this. Closer attention needs to be paid to liaison opportunities with Pasifika students.

Those international students coming to the University through the Foundation Studies programme are generally well served by a series of induction tours but there is ample opportunity to extend this. The Library recommends embedding library and information literacy skills within selected Foundation Studies courses by 2006. This would be of major benefit to these students - especially those who continue studying at Otago. The Library and Foundation Studies staff will discuss this issue within the next couple of months.

**LIBRARY REPRESENTATION ON OTHER UNIVERSITY BODIES**

**Board of Asian Studies**
When planning began for the introduction of Asian languages teaching the University Librarian was appointed to the initial Board of Studies recognising that the consequences for the Library would be significant, not only in terms of library resources/access, but also in terms of appropriately skilled and qualified staff. Regrettably the same involvement did not happen with the introduction of Spanish. The value of Library representation on any new Board of Studies (at least through the initial phases) should not be underestimated.

**Corporate Systems Steering Group**
The Deputy University Librarian is a member of the Corporate Systems Steering Group, as sponsor at Otago of the Shared Library System project. Sponsors of corporate systems projects provide written reports to each meeting of the Group, setting out progress to date and future plans. Sharing information about these developments helps to ensure interoperability and provides opportunities for comment from other sponsors.

**Faculty of Law Library Committee**
The Faculty of Law Library Committee includes representatives of the teaching staff of the Faculty, SOULS (the Law students’ association), the Otago District Law Society, and the Law Library. It meets as necessary to develop and co-ordinate submissions to the University Library on collection management matters, such as new subscriptions, cancellations and large works. This committee has been invaluable to successful outcomes of such major projects as the Zero-based Review of Serials to support Law.

**Faculty of Law 'Class Representatives' Meetings**
Since 2003 the Law Librarian, or his nominee, has attended these meetings involving a rotating selection of teaching staff and approximately 20 students representing various groups of Law students. The meetings, held four times a year, allow a wide range of issues to be discussed. Many improvements and changes have been made as a result, including additional student PCs for the upgraded Law Library resource room and after-hours opening of the main doors to the Richardson Building.

**Summer School Working Party**
The University Librarian was appointed to the Summer School Working Party to ensure that the Library’s facilities, hours of opening and service desk provision would be appropriate to the needs of these students. Liaison continues between the Director of the Summer School Programmes, the Lending Services Librarian and the Library’s Support Services Manager.

**Hands on Science**
For the past three years the Science Library has contributed to the University's Hands-On Science week for senior high school students with a particular interest in the sciences and also
has participated in the University's contribution to the International Science Festival. This involves collaboration with the Division of Sciences/Health Sciences organisers.

**FOCUS GROUPS**
From time to time the Library sets up focus groups of users to consider specific developmental, policy or planning issues.

**Information Services Building (ISB)**
During the planning for the Information Services Building, a number of focus groups of students were brought together at various stages of the planning. They assisted the ISB Working Party by providing vital information which was influential in determining such matters as the site of the development (immediately proximate to the University Union), the general integration of resources relevant to Māori Studies, signage, the variety of study places, the need for a close interconnection of the secure part of the Library with the Link space, the variety of facilities provided in the Link, and the range of facilities required by students with disabilities.

**Hocken Collections Building Project**
Focus groups of students and academic staff (as well as members of the wider research community) informed the development of the Hocken Collections building project, giving advice to the Hocken Collections Building Working Party. One outcome arose from a graduate student suggestion of the need for a readers’ lunchroom which has proved very popular with all categories of the Hocken’s users.

**Science Library Building Project**
The Science Library Building Project Working Party, of which the University and Science Librarians were members, is a further example of the Library working and negotiating with other staff and academic departments to get the best possible outcome for all parties concerned and for the benefit of the University as a whole. The project made optimum use of the Science III Ground Floor for the Science Library, the departments of Physics, Mathematics & Statistics and for the staff and students who use this area.

**Gathering the Views of Student Assistants**
For some years Branch Librarians have held end of year meetings with their Student Assistants, obtaining their opinions on such things as strengths and weaknesses of the Branch Library they have worked in as well as the procedural aspects of the work they do. Similar sessions are held with permanent staff. In some Branches the meetings are held every year, in others from time to time.

**Information and Resource Access Management System (IRAMS)**
The Library formed focus groups of students and academic staff to discuss the features they wished to see in a new library management system. These groups helped the Library in particular areas such as the presentation of the public catalogue.

**LIBRARY LIAISON ISSUES**
The Library currently provides separate conduits for collection management, information literacy and reference matters for academic departments, schools, and faculties. It has been suggested, from within the Library, that there could be advantages in moving to a model whereby Library ‘subject librarians’ act as single conduits for each of these areas. This model is quite widely adopted by some academic libraries and is already in effect at Otago with the Assistant Collection Management Librarian who is also effectively the Asian Studies Librarian, and the Branch Librarians in Law, Medical and Dental, and the Science Libraries, though some individual liaison matters are delegated.

It is time for the Library to investigate this further in partnership with representatives of academic departments to see whether one model might have distinct advantages for users over another. If it was determined to proceed with this, it should be carried out under the general umbrella of creating a culture of continuous assessment (see Term of Reference Four) by
developing a series of conversations with academic staff to ensure a user focused approach to customer service.

**Liaison with Students – General**
There is a multiplicity of general, continuous forms of interaction between students and the Library staff, both at public service points within libraries and remotely, often on a one to one basis (in any forum) or one to many style sessions during classes or information literacy sessions. As a result of some of these encounters, users will be encouraged to write a note for the suggestion box, or be encouraged to see a subject specialist, or a more senior staff member if the desired outcome is not one that is in accord with existing practice. In the Science Library comments are logged in a record desk-book that is checked daily for responses and action. Some suggestions are emailed to a variety of the Library’s staff, while other users prefer to use the telephone or write letters.

The Library interacts with groups of students in Library tours, tutorials relating to the use of particular resources or subject classes. The majority of Library issues raised can be addressed on the spot.

**Liaison with Remote Students**
The Remote Services Librarian and her immediate colleagues maintain close connection with all University of Otago students who are studying from outside Dunedin. User Education / Information Literacy for remote students continues to be a priority for Remote Services staff. Alongside the ongoing audio-conferences, tutorials and both face-to-face and online teaching sessions, the Remote Services Librarian has established good working relationships with a number of distance teaching staff, all of whom are keen to improve the Information Literacy skills of their students.

The Remote Services Librarian’s ongoing membership of the University’s Distance Learning Reference Group, HEDC’s Online Learning Review Group, and the Distance Teaching and Learning Forum (Administrators’ Group) significantly benefits the development of remote teaching strategies.

**Liaison with Academic Divisions – General**
For many years the Library was represented on Divisional, Faculty and School Assemblies. With the move to a more managerial rather than collegial style generally in the University, Library representation was dropped from many of these. Some forums, such as the Division of Sciences Assembly, ceased to exist. These forums provided useful opportunities for the Library to keep abreast of strategic thinking within the academic divisions. They also enabled the Library to inform some of that thinking and to be more quickly responsive to strategic developments.

An exception to the above general pattern is the Commerce Divisional Board where in recent years the Library has had a representative in attendance. This is a welcome opportunity to participate in an academic divisional forum. The Collection Management Librarian currently attends as most of the library issues raised relate to library resources/access.

It is important to ensure that the Library has close links, by effective conduits, with the academic community and with the various student bodies so that expectations of the various user communities are responded to, and are informed by professional practice within a culture of innovation. Partnership, collaboration and cooperation, key values expressed in the Division of Information Services Plan, will remain vital concepts for the Library to fulfill its mission successfully.

**Liaison with Other Student Service Providers**
The Library’s close relationship with ITS Advisory Services is, in particular, evidenced by the joint operation of the Help Desk in the Central Library. The Library and ITS Teaching and Facilities Unit jointly provide services from the Electronic Resources Area in the Central Library. Both relationships evidence a high standard of collaboration. The firm professional and personal conduits between ITS, Library Systems, and Reference colleagues, in particular, are well embedded in practice and will not be disturbed by separate reporting lines in the new University management structure.
The Central Library’s co-joint housing in the Information Services Building with Careers Advisory Service, and the Student Learning Centre has enabled fruitful relationships in an environment designed to enhance synergies.

The Library has developed and maintained close relationships with staff of Disability Information and Support and has been responsive in a number of ways to both the general and individual needs of students with disabilities. Two special study rooms in the Central Library are provided to assist students, approved by the Disability Information and Support Office, to utilise the special facilities and equipment offered.
TERM OF REFERENCE FOUR

The processes and procedures for monitoring the effectiveness of Library services, the extent to which it has been responsive to recent Student and Graduate Opinion Surveys and where appropriate enhancing the quality of services offered to users.

BUILDING A CULTURE OF ASSESSMENT

A key strategy for the Library in late 2004 and early to mid-2005 is this self-review of the effectiveness of its services to students as part of the lead up to the University’s Quality Audit in March 2006. A particular emphasis will be on building a more rigorous internal culture of assessment.

A Culture of Assessment is described as

“An organisational environment in which decisions are based on facts, research and analysis, and where services are planned and delivered in ways that maximise positive outcomes and impacts for customers and stakeholders. A Culture of Assessment exists in organisations where staff care to know what results they produce and how those results relate to customers’ expectations. Organisational mission, values, structures and systems support behaviour that is performance and learning focused.”

The self-review will consider the appropriateness and effectiveness of the Library’s services with a particular emphasis on how well they meet the needs of the students of the University. Effectiveness will be key. It is fair to state that the Library’s assessment of its effectiveness (to both students and staff) could be much more robust in terms of measuring to what extent it meets customer expectations.

The annual Student and Graduate Opinion Survey is such a wide-ranging document that the number of factors able to be included for the Library is small, and the Library would benefit from a survey specifically focused on a wider range of factors affecting its services.

Over the next few months the Library will work on developing a culture of assessment. This will begin with some in-house training sessions for staff. Members of the Library Services Committee will need to be involved, as will other members of the student body and other academic staff. It is likely that a number of focus groups will be formed to assist the Library in assessing its effectiveness in meeting expectations.

While the Library will be working on a pilot project with regard to this new culture over the next few months, the very nature of a commitment to creating a culture of assessment is its embedding in all the Library’s planning and soundings of its user community over the long term.

PARTICIPATION IN A STUDY OF FACTORS AFFECTING SERVICE QUALITY IN NEW ZEALAND LIBRARIES

Otago participated in some research by Rowena Cullen and Philip Calvert of the School of Information Management at Victoria University of Wellington and scored very well. This research was closely related to that required for building a culture of assessment (above).

The paper Organisational Factors Affecting the Delivery of Service Quality in Academic Libraries reports on the results of that research which investigated the gap between customer expectations of service, and library manager’s perceptions of customer expectations. The theoretical framework used was Lakos’ ‘culture of assessment’ model and Cullen’s Focus/Values/Purpose matrix. Library staff and users were surveyed. The results suggest that when Library staff have accurate perceptions of customer expectations, service delivery is closer to customer expectations than would otherwise be the case. Generally, Otago Library

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1 Originally developed by Amos Lakos (University of Waterloo) and Betsy Wilson (University of Washington) – 1988. Revised and updated by Amos Lakos and Shelley Phipps (University of Arizona) – LFTIII – 2000)
staff understanding of customer expectations was highly aligned with those of the customers. For those reading the paper, the University Library at Otago is Library D.¹

In late January 2005, key Library staff are meeting with Associate Professor Cullen regarding advancing the culture of assessment research project at Otago.

**BENCHMARKING EXERCISES**

The Library has completed two major benchmarking exercises with leading academic libraries in Australia. Both were carried out over 1998-1999.² Otago’s Document Delivery performance was benchmarked against that of the University of Wollongong Library, a leading Australian document delivery practitioner. Over the same period, Otago’s User Education performance was benchmarked against that of the University of Queensland Library, a recognised leader in this area of service. Both exercises were intensely consuming of time and effort, resources for travel etc. but showed Otago’s practice in a good light. They also enabled these services to be enhanced by exposure to overseas practice.

Major recommendations of the User Education benchmarking exercise endorsed Otago’s Information Literacy initiatives, proposed that they be more securely resourced and integrated with the Library’s strategic planning, that a professional staff member be appointed to the position of Information Literacy Librarian, and that existing commitments to user education be redefined in the light of Information Literacy developments. All these recommendations were progressed. Otago now has a respectable Information Literacy provision.

Benchmarking of document delivery turnaround times, measured against CAUL’s Performance Indicator B, led to Otago’s enhancing its own performance. The Library is now well ahead of where it was 10 to 15 years ago when it was common for concerns to be expressed about document delivery delays.

Future benchmarking exercises of this nature would be carried out according to *Guidelines for the Application of Best Practice in Australian University Libraries.*³

**CONZUL – UNIVERSITY LIBRARY STATISTICS – 2003 FIGURES**

Each year the New Zealand Vice Chancellors’ Committee’s Council of New Zealand University Librarians produces *New Zealand University Library Statistics.*⁴ The University Librarian customarily prepares an analysis of Otago’s position. These figures must be used with caution since there is a risk of comparing apples with oranges because of factors influencing data supplied from each site. The comments below compare Otago against other University Libraries because of the nature of the data involved. Of themselves, they do not enable performance measurement against user expectations at Otago.

**Hours of opening** - Otago has traditionally led in terms of hours of opening of its Central Library during semester times but recent increases in Auckland’s hours of opening to 113 hours per week push our 99.5 hours per week to second place, ahead of Massey in third place with 89.5 hours per week. Each year the Library experiences student pressure to increase the hours of opening either by earlier opening or by keeping the Library open until midnight. Budget Committees have not responded favourably to the Library’s requests to resource this.

A matter of concern masked by the simple hours of opening is the fact that Otago’s libraries (save for Hocken) are staffed for c. 30% of their total opening hours by non-permanent staff thus severely limiting the service available at those times. An equally serious matter is that of significantly compromised security through these hours when permanent staff members are not on duty. The Library made a case in its 2001 budget submission for funding to provide

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for permanent staffing for the whole of its hours of opening, but was unsuccessful. A review of staffing requirements during weekday evenings and weekends is planned for 2005.

**Reader places per EFTS** – At the time of planning for the ISB, the University endorsed the previous (UGC) target of 1 reader place for every 4 EFTS. With the steady increase in EFTS figures over recent years Otago is now 568 reader places short - in second place after Lincoln.

**Collection spend per FTE** – Otago’s figure of $485/FTE is very close to Auckland’s figure of $490/FTE - the highest in the country. Auckland, being significantly larger, benefits from economies of scale.

**Total expenditure on library materials** – Otago ($9,001,304) comes in second behind Auckland ($15,180,542) and ahead of Massey in third place ($6,957,666). The disparity between expenditure at Auckland and Otago is a source of frustration to some Otago academics. In fairness, Auckland University’s operating income is substantially ahead of Otago’s. Library expenditure as a percentage of total university operating income is 6.45% at Otago and 6.07% at Auckland. Only Canterbury spends a higher proportion at 6.60%.

**Participation in group Information Literacy presentations per FTE** – Otago ranked fourth here with 0.70/FTE. It is possible that some other universities are counting user education tours in addition to information literacy groups. If so, this would bring Otago’s figure to 0.82/FTE placing it second.

**Loans vis a vis downloading of full-text articles** – The figures on down-loading of full-text articles need to be treated with considerable caution given the difficulty of getting standard usage metrics from the different vendors. Nevertheless, the downloading of e-full-text articles @ 17.5/FTE at Otago compared with total loans/FTE of 34.1 shows heavy use of full-text databases which is likely to continue increasing vis a vis print loans. However, recorded loans are not an accurate measure of use, as print volumes are often consulted within the Library without resulting in a loan transaction.

**Expenditure on monographs to serials** - There is an average expenditure ratio across the eight university libraries of 29:71 for book to serials expenditure. At Otago, responding to academic feedback putting a high priority on serials expenditure, the overall ratio is 18.3:81.7.

Note that this proportion varies from branch to branch to suit the needs of the particular disciplines being served. In the Central Library the ratio is 42:58; the Law Library 34:66; the Medical and Dental Libraries and the Science Library 9:91; the Hocken Collections 68:32.

Any further increase of serials expenditure at the expense of monographs expenditure could have serious consequences for the management of the Library resources/access budget. This is a real danger for the year 2005 where the University has approved an increased budget for both print and electronic serials but is holding the dollar figure for monographs at the same level as for 2004. It also has worrying consequences long-term for the development of the monographic print collections which will remain vitally important into the future.

**Performance Measures** - Since 2001 the New Zealand Vice-Chancellors’ Committee’s *New Zealand University Library Statistics* has included a table of Key Performance Indicators that allows some basic comparisons of performance, a number of which have been drawn on in the comments above. The Association of Research Libraries, the Council of Australian University Librarians and the Council of New Zealand University Librarians are collaborating to produce further key performance indicators.

**STUDENT AND GRADUATE OPINION SURVEYS**

Student and Graduate Opinion Surveys are run by the University’s Quality Advancement Unit. The Surveys have been conducted annually since 1995. All aspects of the survey process were reviewed by a Working Party in 1998. The same courses and majors are surveyed for both Graduate and Student Opinion Surveys with each degree/major combination being surveyed once every four years.
These Surveys provide vital information and it is pleasing that the Library scores well on most factors. There is no room for complacency, however. The scores relating to staff helpfulness are high as are those for a number of services. Areas of weakness relate to hours of opening and the availability of library resources when needed. The Library, when seeking funding to address these areas of concern, has not convinced the Budget Committee.

However, a number of improvements have addressed student concerns raised in these surveys. They relate to, for example: copying services, varying the weekend hours during which permanent staff are on duty, earlier times of opening immediately prior to and including examination periods, improved lavatory facilities, and noise control.

At the time that the 2002 survey was discussed, the Library noted the usefulness of the free text comments and raised the issue of an automated subject analysis of the comments. The Library’s manual analysis of the 2003 comments showed that, across the libraries, difficulty in using the catalogue, study spaces available at examination time, and noise levels were the primary issues raised. Difficulty in using the catalogue was the only area in which there was a significant degree of change between the 2003 survey and preceding surveys. It was noted that the survey coincided with performance issues, since resolved, affecting use of the catalogue in the early stages of the Voyager implementation.

The Library will continue with this form of analysis with the aim of providing a more systematic and long-term picture of issues and resolution of concerns. A more formalized process for acknowledging resolution was suggested by Quality Advancement Unit staff at the 2004 meeting with Library staff to discuss the results of the Survey.

**FEEDBACK MECHANISMS IN EACH BRANCH LIBRARY**

Each Library branch has a system to handle students’ comments, suggestions and complaints. Feedback is given promptly, responses posted publicly and appropriate action taken. In the Central, Law, Medical, Dental, and Science Libraries there are suggestion boxes with responses to comments, suggestions, criticisms or praise being placed on public noticeboards. The Hocken Collections is currently reviewing its feedback mechanisms.

In addition to these print mechanisms users are able to make suggestions, lay complaints, and offer praise through the Library’s web page. The suggestion link on the Library web pages is called ‘Feedback’. There are several other mechanisms within the web pages for users to provide feedback or to seek assistance. For example, users can send emails directly from the databases page, from the exams page, or from the e-journal portal. Until the time of writing there has been no public ‘posting’ of these responses – many of them relate to difficulties experienced by individuals in accessing the resources they want, difficulties with authenticating, etc. while others are standard reference enquiries. It is the Library’s intention in future to display responses to questions or comments of general interest.
TERM OF REFERENCE FIVE

The responsiveness of existing Library structures and processes to changing requirements, new demands for service delivery and continuous service improvement.

INTERNAL LIBRARY GOVERNANCE – HOW THE LIBRARY RESPONDS TO NEW NEEDS AND DEVELOPS NEW INITIATIVES

The University of Otago Library operates a system of in-house committees and working groups in a determined effort to develop and maintain well-considered, consistent policies and practice for users across the six branches. A recent review of this structure tested that the in-house committee structure was meeting current needs resulting in a number of changes. The revised structure and committees are summarised below.

The senior management forum advising the University Librarian is the Staff Committee. Chaired by the University Librarian it is convened by the Deputy University Librarian and has as its other members all Library Heads of Departments and a Library representative of the Association of University Staff. It is through Staff Committee that the variously expressed general needs, existing and new, of users are fully considered, and that new initiatives are appropriately implemented with regard to the Library’s philosophy of service, the operating environment and available resources. *Communications in Large Library Systems: The University of Otago Library*^1^ sets out the rationale for the in-house committees.

There are clusters of groups each reporting to the Staff Committee on specialised aspects of the Library’s operations and services as follows:

**Policy and Planning Groups** - whose role is planning and development, budget matters, and development of policy.


**Advisory Groups** – These are specialised groups with ongoing functions: e.g. to advise or provide information to policy and planning groups or operational groups or staff generally; to organise training e.g. copyright law and changes, workshops on preservation, etc.; to have a watching brief on related issues in the environment.


**Operational Groups** – Their role is to provide liaison between units in order to share information/ideas in specific areas, make decisions re day-to-day operations and some planning and development of services. They may also arrange/co-ordinate training in specific areas.


**Working Groups** – These are set up with short-term goals and disbanded when these have been achieved. They may prove to be fledgling Operational or Advisory Groups.

Joint Relations with Other Libraries (such as the Bill Robertson and the Hewitson Libraries), Negotiating the Contract with the Otago District Health Board, Specific building projects (as they occur), Specific surveys and benchmarking exercises.

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UNIVERSITY LIBRARY –
SENIOR MANAGEMENT STRUCTURE / RESPONSIBILITIES
With the retirement of the University Librarian in April 2005, and the signalled retirement of the Deputy University Librarian later in 2005, the opportunity should be taken to review the responsibilities of senior managerial staff in the Library, particularly those who carry responsibilities extending across the University Library system. This would likely include at least the job descriptions of the Deputy University Librarian, Collection Management Librarian, Lending Services Librarian, the Reference Librarian, and the Support Services Manager.

The position of University Librarian should first be filled following an international search. Only when that incumbent is in place should consideration be given as to how to best fill the position of Deputy University Librarian. It is possible that the latter position should become one of two (or even more) positions operating at the level of Associate University Librarian as is common in large academic libraries given the current heavy load of the Library’s most senior management positions.

The University must ensure that an optimal management structure is in place for the next decade. The incoming University Librarian should recommend the structure that will provide optimal support for the Library’s leadership and ensure greatest effectiveness.

QUALITY CUSTOMER SERVICE
In 2000 virtually every member of the Library’s staff participated in a series of workshops run by an outside facilitator, with the purpose of enhancing customer relations as part of the Library’s steady focus on continuously improving interactions with users. At this time the expression ‘user-orientated service’ was replaced by ‘customer-driven service’.

Outcomes of these workshops included:
- Library telephone policy which includes a 'Library' greeting
- Enhanced consciousness of customer service
- Colleagues were identified as customers
- Staff developed a more proactive and constructive approach to negative situations – e.g. an emphasis on the challenging situation rather than the ‘difficult person’.
- Modules on verbal and non-verbal communication and the Transactional Analysis model, are still used in the Reference Department’s training modules and for induction purposes.
- Staff were made aware of active listening techniques
- Changes in communication styles were made
- Some departments adopted a 'customer services' slot in their meetings.

Recent discussions on the success of this ‘immersion’ approach to improving the Library’s Quality Customer Services brought the realisation that in 2005 / 2006 it would be appropriate for the Library to repeat this programme. This would provide a refresher for the earlier participants. Equally important is the opportunity it would provide for recently joined staff to be enriched in ways complementary to the Library’s in-house inductions.

COLLECTION DEVELOPMENT / ACCESS ISSUES
The steady move from print to digital, particularly marked in serial literature, full-text aggregated databases, and vendors’ packages, has been accomplished with the support of academic staff and students. Users appreciate having access to many more resources, the desktop access afforded, and the ready ability to download articles. Initial reluctance by some academic staff is now largely overcome as the advantages of such packages are realised.

Impact Reports
The Library is always asked to respond on the library resource consequences of new papers and programmes. Currently, the Library is reviewing its in-house handling of these and is proposing new procedures so that all affected Library staff are alerted to these requests (and their views included in the responses).
Departmental Reviews
The Library regularly makes submissions to departmental reviews and welcomes the opportunity to comment on collection development / access issues, information literacy opportunities and reference services.

Collection Development Funds
These funds comprise 2% of the Library resources budget and are spent on monographs to support new papers and to fill gaps drawn to the Library’s attention by academic staff.

Duplicates/Replacements
These funds are spent on monographs in areas of high demand. Duplication of resources is kept to the minimum in order to spread the Library dollar optimally but a certain level of duplication is warranted for high demand materials and to service the needs of large classes.

Zero-based Review of Serials
This innovative methodology was developed at Otago. It has been successfully employed to review the serials needs of Business, Law and the Sciences. Currently, the Library is reviewing the serials support of the Health Sciences from the three health sciences libraries. These exercises, involving close liaison with academic staff, have led to the transfer of expenditure from lower priority titles to more relevant titles not currently subscribed to and have produced very good outcomes in increasing the number of titles able to be subscribed to. A zero-based review of serials to support Humanities will be undertaken in 2005-2006.

JOINT HELP DESK OPERATIONS IN THE CENTRAL LIBRARY
The Library and ITS have, since the opening of Phase Two of the ISB, jointly operated a Help Desk on the ground floor of the Central Library adjacent to the Electronic Resources Area as part of the Information Commons. The work of establishing shared and unique competencies between the two professional groupings, admired by other university libraries throughout Australasia, has been fundamental to developing excellent, almost seamless, student services.

CENTRAL LIBRARY SERVICE DESKS REVIEW
A group of Central Library managers recently reviewed the public desks in the Central Library to ensure that they offer optimal functionality for users with regard to:

- clarity of service
- consistency of service
- optimal use of staffing resources
- effective training of desk staff.

The draft Review report notes the Service Philosophy in the Library Service Charter commits the Library to providing:

- Access to excellent information resources
- Information literacy skills programmes
- A stimulating learning environment

and further notes that “Effective communication with users regarding services, skilled assistance to help locate resources and continuous improvement of services are fundamental to the service charter.”

The draft review findings have been tested with a focus group of users so that endorsed desk function changes can be made before the start of Semester One 2005.

HOCKEN COLLECTIONS MARKETING EXERCISE
This exercise, taking place currently, links to the University’s approach to central Government for a significant annual contribution towards the ongoing operational costs of the Hocken Collections in recognition of their public nature through the Deed of Trust. While recognising the marketing exercise is important for improving the Hocken’s ‘reach’ to members of the public locally and nationally, it is vital, too, to acknowledge that the Hocken Collections require marketing to the University, particularly its graduate and postgraduate students and academic staff.
The Hocken is the University’s pre-eminent research collection and is funded almost wholly by the University (through the University Library), apart from income from some trust funds and donations, deposits and grants from other organisations. That the potential of the Hocken’s resources for graduate and postgraduate research is a very long way from being fully realised, is a matter of concern.
TERM OF REFERENCE SIX

Plans for improvements to existing services to ensure greater effectiveness.

INFORMATION LITERACY

The Library is a cornerstone of e-learning at Otago and librarians have been proactive in the development of electronic teaching and learning for many years. The Library provides access to a myriad of online resources including 350+ electronic databases and 30,000+ e-journals. The Central Library is the location of the largest electronic resources area on campus with over 150 computer terminals for users. The Library provides extensive education in the use of these resources as part of a broadly based Information Literacy programme.

Information Literacy is the ability to recognise the need for, locate, evaluate and effectively use information. Information Literacy is therefore fundamental to Lifelong Learning, a process identified as one of ‘Six Dimensions of Quality Learning’ in the University’s Teaching and Learning Plan (2002)\(^1\). Both Lifelong Learning and Information Literacy are also stated as official ‘graduate attributes’ of the University. It is now evident that the lack of Information Literacy skills, rather than any limitation on access to computer hardware, is the major factor inhibiting the development of e-learning at Otago.

The Library actively promotes Information Literacy across the University and it is fundamental to the Library’s Teaching and Learning Plan (2003)\(^2\). The Library has produced an online Information Literacy Guide, aligned to the ANZIIL\(^3\) Information Literacy Framework (2004)\(^4\), which outlines desirable Information Literacy skills at each level of university study. The Library also organises tours, tutorials and lectures aimed at developing particular aspects of Information Literacy. The Information Literacy programme includes both generic and course-specific components. Representatives from the Library were also recently involved in a successful application to the Tertiary Education Commission’s e-Learning Collaborative Fund to develop a series of online Information Literacy modules.

Extensive research indicates that Information Literacy is most effectively developed when embedded directly into academic curricula. Sociology was selected as the first subject in which to embed Information Literacy and a CALT grant was awarded in 2003 to commence an embedding programme with a significant research component. In 2004 Information Literacy was embedded across three Sociology papers, a major undertaking involving over 350 students. Preliminary results from this programme have indicated a degree of success and will be published in a scholarly journal in 2005. Other embedding projects are also due to commence in forthcoming years.

Overall progress has been constrained by a number of factors including the level of staffing resource able to be applied to this activity. Also, the Library’s liaison patterns with academic departments are multiple ones. It will be appropriate to reassess this model, in conjunction with academic departments, as already referred to in the response to Term of Reference Three under ‘Library Liaison…matters’. Such an examination may be assisted by the position of the Library in the University’s new management structure.

Blackboard

Blackboard is the major learning management software in use at the University of Otago. The Library’s presence on Blackboard, however, is limited by the University’s decision not to purchase the ‘Communities’ module of ‘Blackboard’. As a result all information on Otago’s ‘Blackboard’ site is organised by course only. Consequently with the exception of individual links to particular resources accessed via the Library, and a small number of subject specific components such as quizzes organised by librarians, the Library is not represented on ‘Blackboard’.

\(^1\) http://www.otago.ac.nz/about/pdfs/teachinglearningplan.pdf
\(^3\) Australian and New Zealand Institute for Information Literacy.
So far, academic staff have generally not been interested in involving the Library in the organisation of their courses on Blackboard. This problem is compounded by the growing use of embedded ‘permanent urls’ providing direct access to resources purchased and made available by the Library, without any recognition. The Library therefore becomes ‘invisible’.

The growing use of such links also poses questions in terms of Information Literacy as students are directed straight to electronic resources and thus important searching and evaluation skills are not developed. This is an important issue in terms of the University’s responsibility to its students for it compromises the development of life-long learning skills and the stated Graduate Attributes.

The Library’s Reserve collection, some would argue, raises the same issues. The Library is also planning e-Reserve which will involve direct links to full-text PDFs via the catalogue. There are clearly tensions in terms of easing access to resources as far as is possible and educating people to learn the skills to become self-sufficient when they leave University. The Library’s representative on CALT will be raising this issue as an agenda item at an early meeting of CALT in 2005.

**VOYAGER LIBRARY SYSTEM – LCONZ**

At the end of 2001, the University Library formed a consortium with three other university libraries (Auckland University of Technology, the University of Waikato, and Victoria University of Wellington) for the purpose of selecting and implementing a shared library system. During 2002, the four university libraries agreed on common software (Endeavor Information Systems Inc's Voyager and ENCompass products) and on outsourced hosting (Datacom Systems Ltd). The core modules of the Voyager system went live in three of the universities (including Otago) in July 2003, with Victoria following in December 2003.

With six out of the eight University Libraries now using Voyager, and four of these participating in LCoNZ (Library Consortium of New Zealand), there is considerable potential to realize some of the benefits that were anticipated in the early stages of formation of the library consortium. In November 2004 was held the first meeting of all the New Zealand libraries that have an interest in Voyager with a view to collaborating on activities of mutual interest and benefit to library users. These will include working towards greater resource sharing among these libraries, as well as maximising the influence that the New Zealand libraries can have on Endeavor’s software developments.

Additionally, LCoNZ contributes to Endeavor’s annual process for enhancement of existing products, and has membership of its Australasian Regional Library Advisory Board. The Deputy University Librarian is one of the three New Zealand representatives on this Board.

Additional Voyager modules are planned for implementation in late 2005. These include Media Scheduling, which will allow patron initiated booking and tracking of mixed media items along with the equipment necessary to access them, and an Interlibrary Loan module to enable automated management and tracking of requests for resources borrowed by the Library from other libraries on behalf of students and staff. As mediated interlibrary loan is a very staff intensive activity the new module combined with moves to implement patron initiated inter-library borrowing should see improvements in service efficiency and timeliness.

**ENCompass Project**

The Library began the next stage of its implementation of new library management software under the LCoNZ umbrella early in 2004. Implementation of ENCompass for Resource Access which enables federated searching of multiple databases via a single interface, was begun early in 2004 and was ready to be launched mid year. However, performance issues caused by high loads on the servers at Datacom delayed the planned go-live date, which is now likely to take place after the upgrade to the next release of the software in early 2005. Otago’s pilot ERA involved simplifying access to approximately thirty databases of particular relevance to first and second year students.

Use of Endeavor Information Systems open url resolver - “LinkFinderPlus” - to improve linking to full-text journal articles began in September 2004. Implementation of ENCompass for Digital Collections began in November 2004 with identification of a pilot project for Otago that will see images used in the Department of History’s Caversham Project made available under ENCompass.
Universal Borrowing
CONZUL has recently agreed on a reciprocal face-to-face borrowing policy, which is planned to come into effect in seven of the eight university libraries (including Otago) from the end of February 2005. This will allow staff and students from the member universities to borrow in person from any other member university. CONZUL will also be developing policy on intra-lending among the university libraries during 2005. The handling of both of these services will be facilitated in the four LCoNZ libraries once the Voyager Universal Borrowing module has been implemented towards the end of 2005.

TESTING OF NEW PRODUCTS / ENHANCEMENTS
The Library takes the opportunity to have an input into the both the development and enhancement of software and interfaces used by the University. Since 2001, the Library has been a participant in the LOCKSS (Lots of Copies Keep Stuff Safe) Project run out of Stanford University with funding from the National Science Foundation, Sun Microsystems and the Andrew W. Mellon Foundation. The aim of the Project is to build tools and to provide support to research libraries so that they can easily and affordably create, preserve and archive local electronic collections. LOCKSS went into production in 2004.

As a sophisticated user of the Ovid databases and interfaces, the Library and its users are often asked to participate in the beta testing of any new developments. Recently these have included natural language searching and the new COUNTER compliant statistics interface. Other vendors and publishers also actively seek the feedback of Otago Library staff.

The Library is actively involved in proposing enhancements for the Voyager Library System. Since LCoNZ has a separate test server environment it is anticipated that the LCoNZ libraries, including Otago, will become involved in either beta testing or as an early release partner for future releases.

WEB DEVELOPMENTS
The Library web pages were initially developed to provide information to users regarding library services and access to products. The growing number of electronic resources and the complexity of these products has meant that the Library web pages have become a crucial tool for student access to information. In light of this, the existing Library web pages are undergoing a formal evaluation process involving a complete revision and re-organization of architecture and content.

Some of the key issues identified, via usability studies, include access to dynamic resources such as electronic journals, online exam papers, databases, subject guides and navigation. It is also recognised that students identify and use these resources in unique and individualized ways. The current organization reflects the physical Library and branch-library structure which, while having many advantages, can act as an impediment to student use across the whole of the Library’s resources, thus the new pages will be re-organised to provide the students with seamless and rapid access to all online resources and information.

AUTHENTICATION OF USERS
As more and more electronic resources have become available online, access to them has become a major issue. To keep within the licence agreements with the publishers, the Library has had to ensure that only authorised users have access. The normal authentication method has been by IP. This has worked fine with staff and students on campus, but the problem has been with staff and students working off-campus.

The Library has worked with various groups within the University to provide a solution – the Xtra Campus Plan, the use of Remote Network Access Service, the use of the University staff and student proxy servers – but none were satisfactory. At the end of 2003, the Library set up EZProxy servers on three of the University campuses to provide authenticated access for remote users. The implementation of the new network structure at the University provides some other options, which the Library will be evaluating.

NETWORK INFRASTRUCTURE
The building of the Information Services Building (ISB) was a pilot for the proposed changes to the University network infrastructure. The latter is currently being implemented on all
One of the benefits of being part of the pilot was the development of the “student network” within the Central Library allowing students to connect their personal laptops to the University network. With the completion of the network upgrade this facility will be available from all Library units either through the provision of network outlets or wireless.

PORTAL PROJECT
The Library has been participating in the University’s pilot portal, a collaborative project aimed at providing a user-centric approach for access to information and the provision of services, involving staff from the Divisions of Information Services, Student Services, Academic Services, Marketing and Communications, and HEDC. During September the pilot portal – “MyOtago” was made available to University College students. Analysis of feedback from the users will inform the next stage of the project.

COLLECTION DEVELOPMENT / ACCESS ISSUES
Profiling Departments
The Library works closely with academic departments to become aware of new and forthcoming print and electronic resources and to alert them to trials of new products that the Library is considering for purchase or lease. Shortly, academic departments will be profiled so that a tailored plan can be developed to provide customized automated new title lists to allow them to precisely manage the selection of new titles. This will ensure that academic and Library staff will have an opportunity to select newly published material from a carefully targeted list tailored to the teaching and research needs of academic departments. The profile plan, which will be regularly updated, will be matched against the databases of the major book vendors for the USA and UK initially.

CONZULAC (Council of New Zealand University Librarians Acquisitions Consortium)
An Otago-initiated acquisitions consortium of seven of the eight CONZUL Libraries sought tenders for the supply of monographs to improve their buying power. The RFP for US monograph supply was sent out in 2001 and a contract signed in 2002. In 2003 this was extended and an RFP was sent out for the supply of UK material. A contract with the successful vendor was signed at the beginning of 2004. At the beginning of 2005 the US contract will be formally evaluated to ensure agreed service levels are being met. Consideration will be given to linking the contracts for US and UK supply together to maximise benefits.

CAUL/CEIRC Consortia
Otago is an active member of the CAUL Electronic Information Resource Consortia. Most of Otago’s new e-resources are purchased via the consortia. In 2005, two major aggregated databases, EBSCO Mega File Premier and ProQuest5000, both available via a CEIRC deal, will be evaluated and compared over the period of a year. It is proposed that only one of these continue for 2006. Academic feedback will guide the choice.

E-journal Portal
In 2004 the Library subscribed to Serials Solutions e-journal management and access products. The e-journal portal management solution includes an A-to-Z Title List, a Title Search form and a Subject Browsing menu. The portal is updated daily with Library-specific data and content provider data is updated at least monthly. The A-to-Z Title List includes journal titles, coverage dates, provider and database level-URLs that link directly to the journal (whenever available). It is intended to extend this solution to the Libraries of the Canterbury and Wellington Schools of Medicine and the Health Sciences in 2005.

Catalogue Enhancements
Following the implementation of the Voyager database catalogue record enhancements are continuing. Most notable is the project to eliminate duplicate mfhd's (MARC format holdings record) generated when serials data migrated from the previous library system.
Trials for New E-resources
Virtually every month the Library makes available trials of potential new resources or repackaging of services (aggregated full-text databases and vendors packages) available to users and seeks the feedback required to inform its decisions.

Māori Resources in the Hocken Collections
The Hocken Collections contain a considerable range of donated, purchased and deposited material relevant to Māori. There is some unique material of considerable research potential quite apart from its intrinsic value to iwi and hapu. Access to some of this material is not provided in the way now expected by Māori researchers. In part, the Lottery Environment and Heritage grant to improve arrangements and description of archives and manuscripts has provided some remedy, but further resources are required. Material in Māori from the nineteenth century requires special language skills, which are not easily available. These difficulties need to be addressed if the Hocken Collections are to maintain their position as an appropriate repository for such material.

The need to provide an appropriate space within the Hocken Collections building for consultation of Māori taonga is also unresolved. As well, the Māori Resources Librarians, based within the Central Library, need to dedicate some time to particular access projects identified in conjunction with Te Tumu, Ngai Tahu, and Kaitohutohu Kaupapa Māori.

CULTURE OF THE BOOK
The University Library is uniquely blessed in this country in the range and richness of its special collections, notably the Hocken Collections of New Zealand and Pacific materials and the Special Collections of seventeenth to twentieth century original literature. They are a major advanced teaching and research resource for the humanities, particularly for those undertaking theses. Advantage was taken of the Hocken Collections re-housing in 1998 and the Information Services Building in 2001 to promote knowledge of and availability of these two major sets of Collections with improved exhibition spaces and access facilities. In 2003 the first full-time Special Collections Librarian was appointed to provide continuous expert assistance to users of the Collections. The appointment has also enabled exhibitions that have attracted nation-wide attention.

In 2004, the mission statement of the Hocken Collections was expanded to include promotion of ‘appreciation of the significance of print and pictorial collections in original form for the preservation and transmission of knowledge’. In addition, a major effort has enhanced access to the Hocken print, archives and manuscripts collections by reducing backlogs of cataloguing and arrangement and description, entering the information into automated catalogues with remote web access.

In 2002, the Library was granted $250,000 by Lottery Environment and Heritage, which allowed 100% capture of archives and manuscripts at collection level. At the time of writing, advice has been received that a further grant of $290,000 has been provided by Lottery Environment and Heritage to complete the arrangement and description of most collections to item level over a further two-year period.

Currently, the Department of English and the Library are developing a proposal for Otago to become a centre of print culture.

Printer in Residence Programme
This collaborative initiative supported financially by the Design Studies Department, the English Department and the University Library has been in operation for two years and is very successful in providing benefits to students, the Library and a wider community of people throughout the University and beyond, interested in the culture of the book.

There were a number of successful outcomes from the 2004 programme. The first was the panel discussions attended by staff, students and other interested parties. The second was a greater awareness of the PIR programme. The third outcome was achieving a ‘sell-out’ status of a limited edition work within two weeks of printing. The last outcome was that the profit realised from sales purchased an etching press.
The Library’s collections in the years immediately post-1800 are also very rich. Through 2005, an assessment will be made as to how these are best handled and stored.

**COPYING / PRINTING SERVICES**
The primary function of the Library’s Copying and Printing Services is to allow further access to the Library’s collection and assist the students with presentation of their assignments and their course work. The Library provides 16 public printers and 36 photocopiers that are either public self-help or operated by Copying Services staff for the purposes of copying Library material for patrons. Use of the public access printers and copiers is paid for by students loading funds against their University ID card via a funds management system leased from an external vendor and administered by the Library.

2004 saw a move to unify funds management for student printing and copying across the University by integrating the ITS printing and the Library’s copying funds management system and allowing other University departments to connect their copiers or printers to the combined system. This project was carried out successfully with the effect that students are now able to move seamlessly between different University copying or printing environments utilising the same account balance.

**THESIS BINDING**
As well as providing binding, preservation and conservation services to meet the Library’s needs, the Library Bindery also offers a thesis binding facility to University students. Students who present their work to the Bindery are offered a choice of binding styles. The Bindery guarantees to have theses bound in one week, but in addition offer an urgent service (4 days) for which there is an increased charge. The Bindery has over 550 customers each year and binds upwards of 1,600 individual theses.

**HOURS OF OPENING**
After many years at the top of the league, Otago has now fallen to second place for Library hours of opening. The Hocken Collections hours of opening are considerably shorter than other branches in the University Library system because of the higher costs associated with keeping this branch open. While the nature of the use of the Hocken Collections means that late night opening is probably not warranted, there is a strong case for this Library to be open in the early evening each day of the week and for the weekend hours of opening to be extended beyond Saturday morning.

It has been noted elsewhere in this document, the need for permanent staff to be on duty for a longer proportion of the hours of opening than is possible currently. Apart from the consistently held view that the Hocken Collections should open for longer, student opinion on the Library’s hours of opening has varied. Some students think it good for the Library to close when it does to oblige students to return to their accommodation for the night. Others are of the view that the Library should be open at least until midnight. A small minority believes that the Libraries should be open 24 x 7.

Several years ago, discussions with OUSA representatives through the Library/Student Liaison Committee resulted in a change of time that permanent staff members were rostered on duty through the weekends.

An extension of opening hours or extended time of permanent staff on duty cannot be managed unless the Budget Committee is prepared to concede the strength of the case and apply more financial resources to staffing for these purposes. They remain goals for which there is considerable student support.
TERM OF REFERENCE SEVEN

Plans for new services in order to provide better for the Library’s user community taking advantage of changes in scholarly communication and technological advances.

VIRTUAL REFERENCE SERVICE
The progress on a Virtual Reference service for the Library follows an extensive literature review and the exploration of virtual reference services elsewhere. The Reference Librarian and her colleagues are progressing the initiative.

In the first half of 2005 a minimum of two short-listed options for delivering the service will be chosen and trials will begin. Potential partners in different time zones for 24 x 7 service provision will be identified and a two-month trial will follow. Dependent on the size of the resources required, the virtual reference service will either be installed for the beginning of the second semester 2005 or they will begin for the start of the First semester in 2006, if this initiative achieves University support at the time of presentation of the 2006 Business Plan and Budget Submission.

DIGITAL SERVICES
In addition to ENCompass for Resources Access and Linkfinder Plus, implementation of ENCompass for Digital Collections is the next step towards establishing the electronic library.

Stage one of the ENCompass project – Resources Access and Linkfinder Plus - involved staff from Reference, Collection Management, and Systems departments. A working group, chaired by the Lending Services Librarian, who also had the role of Implementation Manager, oversaw the implementation. This work was accomplished within existing responsibilities, with significant workloads undertaken by the Systems Librarian and the Web Development Librarian. Collection Management staff were involved in the creation of the e-journal profile outsourced to Serials Solutions and then imported into LFP.

Stage two of the project will involve the same skill set, though there will be more work involved in metadata creation. Ongoing digitisation will also be required for projects involving resources that are not ‘born digital’. Because the software and functionality are new and exploratory, a culture that encourages staff to work together in a highly communicative way will be necessary to produce the optimal result, with all involved understanding the totality of ENCompass, and the interrelationships between its components. ENCompass will be a continuing, major commitment for the Library, requiring ongoing sustainable resourcing.

The planned upgrade to ENCompass 3.5, plus the start of planning for EDC provides an opportunity to re-assess how the Library will apply staff resources to ENCompass.

For these reasons, it is proposed to create a Digital Services Task Force responsible for the establishment and ongoing work associated with the electronic library under ENCompass including ERA, EDC and LinkfinderPlus. Existing staff with the required skills, attributes and a strong interest in working on ENCompass will be formally seconded into the Task Force, in the first instance, on a part-time basis.

Digitisation and Otago’s Contribution to Matapihi
Matapihi is a national heritage web-based service administered by the National Library that allows simultaneous single searches across locally held digital collections. Currently it provides a single point of access for c. 50,000 selected images, sounds and objects from the Alexander Turnbull Library, the Auckland Art Gallery, Auckland City Libraries, Christchurch City Libraries, and the Otago Museum.

It is clear that the University Library should become an active participant in Matapihi, contributing especially digitised images from the Hocken’s pictorial and archives collections, and the Special Collections in the Central Library. A scoping project is being prepared.
An Institutional E-repository for Otago

The Library signalled in its Business Plan 2004 an investigation into the implications of a proposal for an electronic self-archiving system to preserve University of Otago research outputs for free access and to reduce dependence on commercial serials. The elements of the environment in which institutional e-repositories in general, and Australasian Digital Theses in particular, have been developed are: the move to open access; self-publishing and self-archiving; the maturation of appropriate standards; and an increasing preference for online delivery.

What might be of best value is the establishment of an electronic database of the University’s research outputs, beginning with the manageable task of adding current research Masters and PhD theses, and later adding digitised copies of earlier theses most in demand.

The Library acknowledges the various e-repositories that already exist around the University. It is important that the Library plays an active part in these. For example, the Commerce pre-publication collection database set up using e-prints benefited from Library involvement. These pre-publication databases are very important for some clusters of academic staff and the Library’s expertise in metadata creation and the organisation of knowledge can enhance these collections. Meantime, the Library’s prime focus, and that of CONZUL and NZVCC, has been on research outputs rather than papers in progress.

The Australasian Digital Theses Program

The Australian Digital Theses program is an initiative of members of the Council of Australian University Libraries (CAUL) supported by the Australian Vice-Chancellors’ Committee. It comprises a central metadata repository hosted by the University of New South Wales linked to the individual institutional e-repositories of participating members. The central metadata repository’s content will expand to include metadata about all Australian higher degree theses, whether in digital form or not.

The ADT project has three principal objectives. They are to: establish standards for the creation, storage and access of research theses; build an archive of frequently requested theses; and establish procedures for submission as part of the award of the higher degree.

The ADT Project is linked to the international Networked Digital Library of Theses and Dissertations (NDLTD) whose aims are:

- to improve graduate education by allowing students to produce electronic documents, use digital libraries, and understand issues in e-publishing
- to increase the availability of student research for scholars and to preserve it electronically
- to lower the cost of submitting and handling theses and dissertations
- to empower students to convey a richer message through the use of multimedia and hypermedia technologies
- to empower universities to unlock their information resources
- to advance digital library technology

All Australian University Libraries are currently members of the ADT Project with 28 of them active or soon to be active. Canterbury and Massey are the first two New Zealand Universities to join.

Pro bono / open access is the philosophy behind this project. In terms of the access restrictions applying to a minority of theses, software and/or local security/authentication systems permit restrictions where approved by the University. The Library firmly believes that this initiative is worthy of support and is seeking formal University approval for involvement in the program.
TERM OF REFERENCE EIGHT

The Adequacy of the University Library’s Accommodation

ACCOMMODATION - GENERAL
The University Library is generally very well housed in almost all units although the internal fabric of some is decidedly shabby. With the significantly growing roll, however, study places are in short supply at peak study periods and this matter needs to be addressed.

In terms of storage requirements there is enough space in the Leith Street buildings, and within the Hocken Collections building, for just a few more years. The Library is vitally interested in a proposal for a national store of lesser-used material for most of the New Zealand universities and the National Library. There are several models to be considered.

This Library has promoted the decentralized model with a series of regional repositories, each taking responsibility for certain categories of material such as Otago has done for health sciences material (being the national last-copy repository for decades). Investigation of the National Store proposal has the support of the NZVCC. If this project is not advanced soon the University will be obliged to find further storage space proximate to campus, ideally by linking the two present Leith Street buildings with a purpose-built store.

Central Library
The Information Services Building housing the Central Library and a variety of associated student services is proving an admirable environment from which to operate. The spaces, designed for flexibility, are proving that the thoughtful student and staff input into the design has been effective. Of concern however, is that this landmark building, which is continuing to attract a great deal of interest internationally, must be maintained better.

Inadequate maintenance and cleaning have led to an environment where some students are showing a lack of respect for the new surroundings. The zero tolerance of graffiti, a clear management goal aspired to with the commissioning of the building, has yielded to signs of racist, gender and other prejudice which is distressing to a number of students and staff. This reflects badly on Otago as an institution seeking to safeguard student welfare.

The Information Services Building was designed to set a new high standard for student facilities on campus. It is highly desirable to replicate these standards elsewhere on campus.

Hocken Collections
There is a need to provide for the growing Hocken Collections in a few years time. The Hocken Librarian is preparing a report on the need to develop Stage Two of the building project on space between the Hocken building and Unipol, fronting onto Parry Street. This was planned when Stage One was developed. In addition, there is the need to identify and develop a space within the Library for Māori users wishing to consult their taonga - manuscripts and archives.

Law Library
The interior of the Law Library has an increasingly shabby appearance. New carpet laid in the entrance/Main Desk area in 2003 gave a visual ‘lift’. More is required.

Medical and Dental Libraries
The interior space in the Medical Library is inadequate for current demand, and the arrangement of desks and equipment is sub-optimal. With little possibility of expanding within the current three floors and basement of the Sayers Building, a major reconfiguration of staff areas, public services desks, furniture and electronic equipment is desirable. Preferably the Library would extend into a section of the ground floor to allow the main entrance and service desks to be provided at that level. Discussions have been held with the AVC (Health Sciences) regarding this possibility in recent years.
Science Library
Accommodation for the Science Library, above the ground floor where significant adaptations took place in 1997, is substandard and badly neglected. The Library is regularly subjected to floods both from blocked gutters and overflowing lavatories. Floods on the third floor have damaged journals and others on the ground floor penetrated computers in two separate locations, resulting in the need to replace them. The Science III building must be maintained in better repair.

Study Places
As mentioned earlier, the ratio of 1 reader place to every 4 EFTS remains the standard for academic libraries. In 2003 the Library fell short by 568 reader places. 200 additional study tables and chairs were provided during peak occupancy of the Central Library in 2004. More would be utilised if they were available. All branches report that in the period between lectures ending and the first two or three days of examinations, they are at maximum occupancy.

It would be unreasonable to expect the University to provide all year round for peak demand: no university in Australasia does. However, some temporary solutions are needed between the end of lectures and the first few days of semester examinations. At times lecture theatres have been opened up, and the University Union has provided some temporary space, however there is still need to continue to find additional temporary study places at these critical times.
TERM OF REFERENCE NINE

Particular relationships with other Libraries indicating how they might be developed.

THE LIBRARIES OF THE TWO SCHOOLS OF MEDICINE AND THE HEALTH SCIENCES
From the time of their establishment, the Libraries of the two ‘clinical’ schools have been part of the School structure (not branches of the University Library). The Librarians are responsible to the Deans of their respective Schools, though in more recent times report through another officer. From time to time there have been Library Committees to provide advice to the School Librarians and to the Deans on Library matters. Wellington’s Committee is still active. The Librarians of the Christchurch and Wellington Schools of Medicine and the Health Sciences are corresponding members of the University Library’s Staff Committee and receive all agenda papers. Their views are welcome on any matter.

A Medical Libraries Co-ordinating Committee has been in existence for many years, consisting of the Librarians of the Canterbury and Wellington Medical Libraries, the Health Sciences Librarian, and meeting under the chairmanship of the Deputy University Librarian. This committee deals with matters of particular interest to Library support of staff and students of the Division of Health Sciences and their respective hospitals. It has been influential in maintaining good relationships between the staff of the three sites.

From 1996, the MLCC has provided assistance in refining and advancing suggestions made in the report Optimising the Library Dollar and Improving the Effectiveness of Services in the Three University of Otago Medical Libraries: A Discussion Paper1. It would be advantageous to update this paper in 2005 or 2006, once the Zero-based Review of Serials to support the Health Sciences has been completed. It is intended that the MLCC meet three times a year, once at each of the 3 campuses. When it meets in Dunedin, the timing is proximate to that of a meeting the University Library’s Staff Committee.

Early in 2004, the Director of Information Services and the University Librarian made approaches to the Deans and Librarians of the Canterbury and Wellington School of Medicine and the Health Sciences (with the AVC-Health Sciences’ blessing) to seek their support for their libraries’ integration into the University Library system. Potential savings through rationalisation of resources and staffing were considered likely. An unenthusiastic reception from Wellington staff and a more moderate one from Christchurch meant that there was little point in pursuing the proposal at this time. Meantime the University Library manages the budgets for e-resources (aggregated databases and vendors’ packages) for all three sites.

A merger concept should be re-examined in a year or so. The idea has merit, at the very least in ensuring that health sciences students used to the Library system in Dunedin would find consistent best practice at all three sites when in Christchurch or Wellington for their clinical years.

The future of the new medical curriculum at the time of writing would appear to be uncertain. It is hoped that some of the good work spent developing it will be able to be resurrected, even in a modified form. There are certainly Library implications if this new model is adopted.

RELATIONSHIPS WITH OTHER DUNEDIN LIBRARIES
The University Library has good relationships with other Dunedin Libraries. There are reciprocal agreements with the Bill Robertson Library and the Hewitson Library. These local initiatives are aligned with Otago’s participation in national and Australasian library cooperation and collaboration opportunities expressed through consortia and other agreements to participate in sharing resources.

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Bill Robertson Library
The University Library and the Bill Robertson Library negotiated a reciprocal agreement in March 2001. This allowed the staff and students of the College of Education and the Otago Polytechnic (the Bill Robertson is a joint library of the two institutions) to have access to the University Library (save for restricted databases, and some audiovisual resources) and likewise University staff and students to have access to a range of services (with the same exclusions) from the Bill Robertson Library. At the time of writing, the agreement is being reviewed to see if any amendments are necessary, before recommending its renewal for a further period of three years.

The relationship has benefited all three institutions and the load has not fallen unfairly on either Library. Negotiations regarding a possible closer relationship between the Dunedin College of Education and the University have been resurrected. The library issues will be complex in part because the Bill Robertson Library is a joint library of two institutions.

A significant refurbishment of the Bill Robertson Library is being planned with construction expected to start mid-2005. Should there be some kind of merger, it would be sensible for the University Library to have some advisory role regarding this development. The possibility of the Bill Robertson Library becoming a branch of the University Library as has happened to the former college of education libraries elsewhere in New Zealand should be considered.

Hewitson Library
The relationship between the University Library and the Hewitson Library of Knox College has been characterised by goodwill but also by some difficult issues, notably the poverty of the resourcing of the Hewitson Library. For a time there was an Agreement between the University, Holy Cross College and Knox Theological College with a financial package attached. This was provided by the University in recognition of the role played by theological college staff in teaching university papers. Those funds helped to build the resources at each of the three libraries with ownership of the resources remaining with the University of Otago.

When Holy Cross College moved to the North Island and the Agreement ceased, the financial arrangement ended. Since then the Hewitson Library has been looking increasingly to the University Library to provide a greater proportion of titles it would have purchased in earlier times when its budget was healthier.

Staff of both Knox Theological Hall and the University’s Department of Theology and Religious Studies would like the level of funding on theological resources to be similar to that which institutions such as St John’s College, Auckland, are able to spend on library resources/access. That Library has very substantial trust funding available to it and the College as a whole. At Otago, however, the proportion of Library resources now spent on theological materials at Otago seems right in comparison with the funding available to other humanities departments.

Some significant gaps in the University Library’s theology collection were filled through a one-off grant from the previous Vice-Chancellor’s strategic fund. He suggested that in a year or two it might be appropriate to make another request to fill other gaps. This matter will now need to be taken up with the new Vice-Chancellor later in 2005 by a new University Librarian, the Head of Department of Theology and Religious Studies, and the PVC (Humanities).

Hewitson Library holdings appear in the catalogue of the University Library. The University Library provides some training of Hewitson staff and there is rationalisation of collection items, especially larger works, between the two Libraries. Reciprocal borrowing is provided for University students and staff, Knox students and others of the Hewitson’s core group of borrowers.
CONCLUSION

Overall, the Library has fared well over recent years. In the past decade, a major building programme benefiting three Library branches in particular – Central, Hocken, and Science – added substantially to earlier gains provided by the purchase of the two Leith Street buildings to house lesser used parts of the Library collection and also to provide for the Library Bindery.

It is also fair to state that in terms of resources for collection/access Otago has weathered the last decade better than some other academic libraries through the support of the University’s senior management and by the Library’s unstinted attention to cost-effective supply and access options and the employment of the zero-based review of serials.

The inadequacy of staffing levels was a matter for serious concern 15 years ago, but the recommendations of two reviews of the Library that there be significant increases in staff numbers were implemented to a considerable extent during the 1990s. Staffing continues to be tight but with the calibre of staff employed a great deal has been achieved through attention to priorities and continuous improvement ensuring effective and efficient process and service delivery.

The Library is now at a very exciting point in its development. The major strategic developments of the next few years will undoubtedly relate to the Library’s role in E-Learning where we are poised to make a significant advance as a major enabler and in terms of digital and digitisation developments.

Michael Wooliscroft
University Librarian
January 2005
LIBRARY CHARTER

The Charter statement was approved by the Library Services Committee and Senate in early 2003.

The Library is committed to the University’s goals for the advancement of knowledge, scholarship and lifelong learning in partnership with scholarly and professional communities, both local and international, by providing:

- access to excellent information resources
- information literacy skills programmes
- a stimulating learning environment

The Library is a prime contributor to the University’s distinctive “repository of knowledge” characteristic as defined in the Education Amendment Act, 1989.

<table>
<thead>
<tr>
<th>We Will:</th>
<th>We Ask You To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>♦ Endeavour to provide equitable access to information for teaching,</td>
<td>♦ Respect Library resources and environments.</td>
</tr>
<tr>
<td>learning and research, independent of resource format and user</td>
<td>♦ Return all resources in good condition by the end of the loan period or</td>
</tr>
<tr>
<td>location.</td>
<td>earlier, if recalled.</td>
</tr>
<tr>
<td>♦ Collect and manage resources efficiently to support teaching, learning</td>
<td>♦ Be considerate of the needs of others.</td>
</tr>
<tr>
<td>and research programmes.</td>
<td>♦ Observe restrictions on noise, food, drink and cell-phones.</td>
</tr>
<tr>
<td>♦ Maintain an environment that is conducive to study and research.</td>
<td>♦ Take into account likely time and availability constraints when requesting</td>
</tr>
<tr>
<td>♦ Help users to develop information literacy skills as the basis for</td>
<td>services.</td>
</tr>
<tr>
<td>independent, life-long learning</td>
<td>♦ Treat staff courteously.</td>
</tr>
<tr>
<td>♦ Provide skilled assistance to help locate resources.</td>
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<tr>
<td>♦ Continually strive to improve collections and services.</td>
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<tr>
<td>♦ Publicise services and communicate effectively with users.</td>
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<tr>
<td>♦ Seek and be responsive to feedback from users.</td>
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</tr>
<tr>
<td>♦ Respond promptly and courteously to all requests and communications.</td>
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</tbody>
</table>

You Are Encouraged To:

♦ Take advantage of opportunities offered by the Library for acquiring information literacy skills.
♦ Develop independence in finding resources.
♦ Assist the Library in the evaluation of resources and services.
SECTION THREE

ANNEX I - LIBRARY SERVICES COMMITTEE

Terms of Reference

➢ To advise the Senate on policy regarding the Library
➢ To advise the Director of Information Services as to the financial and other resource needs of the Library
➢ To assist in the planning process
➢ To meet at stated times and to make regular reports to the Senate

Members for 2004

The Director of Information Services or nominee (Chair)  Mr M R Anderson
Representative of the School of Business       Dr R Boebel
Representative of the Division of Health Sciences Mr D W Holborow
Representative of the Division of Humanities    Dr B Moloughney
Representative of the Faculty of Law           Mr M Robertson
Representative of the Division of Sciences      Dr L R Hanton
Representative of the Academic Staff           Dr C S Rogers
Representative of the Hocken Collections Committee Assoc. Prof C Hoogsteden
Two undergraduate and one graduate students Ms Garbo Huang
nominated by the Executive of the OUSA       Ms Renee Heal
The University Librarian (ex officio) (Convener) Mr M Wooliscroft
The Deputy University Librarian (ex officio)    Ms R Hudson
The Assistant Director (IT Policy) (ex officio)  Mr N James
### COLLECTION RESOURCES

<table>
<thead>
<tr>
<th>CENTRAL</th>
<th>DENTAL</th>
<th>HOCKEN</th>
<th>LAW</th>
<th>MEDICAL</th>
<th>SCIENCE</th>
<th>Auckland Centre and Wellington Stadium Centre</th>
<th>TOTAL</th>
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<td>Volume equivalents added during year</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Books</td>
<td>16,239</td>
<td>14,744</td>
<td>183</td>
<td>217</td>
<td>4,729</td>
<td>6,104</td>
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<td>Serials (Bound volumes)</td>
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<td>3,060</td>
<td>188</td>
<td>230</td>
<td>2,059</td>
<td>1,765</td>
<td>1,372</td>
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<td>Microforms</td>
<td>2,993</td>
<td>1,118</td>
<td>0</td>
<td>0</td>
<td>455</td>
<td>89</td>
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<td>Other non-book materials</td>
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<td>1,301</td>
<td>31</td>
<td>26</td>
<td>45,690</td>
<td>5,218</td>
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<td>Total</td>
<td>24,663</td>
<td>20,223</td>
<td>402</td>
<td>473</td>
<td>52,933</td>
<td>13,176</td>
<td>2,260</td>
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| Volume equivalents held at end of year |        |        |     |         |         |                                               |       |
| Books | 469,969 | 453,141 | 4,274 | 4,258 | 187,574 | 183,002                                         | 28,658 |
| Bound serials | 130,300 | 127,758 | 6,625 | 6,515 | 33,370  | 31,111                                         | 46,779 |
| Unbound serials | 6,640  | 6,640  | 560  | 560    | 12,578  | 12,378                                         | 1,520 |
| Microforms | 155,418 | 152,419 | 0   | 0      | 24,244  | 23,789                                         | 520   |
| Other non-book materials | 27,902 | 26,900 | 661  | 641    | 1,135,013 | 1,089,323                                     | 28    |
| Total | 790,229 | 766,858 | 12,120 | 11,974 | 1,392,779 | 1,339,803                                    | 77,505 |

| Number of print serials currently received |        |        |     |         |         |                                               |       |
| Subscriptions | 1,809  | 1,846  | 82  | 84      | 785     | 374                                           | 623   |
| Donations | 709    | 861    | 47  | 60      | 1,552   | 2,631                                         | 131   |
| Total print serials | 2,518  | 2,707  | 129 | 144     | 2,337   | 3,005                                         | 754   |

| Number of electronic serials annually received |        |        |     |         |         |                                               |       |
| Total print and electronic serials | 38,595 | 14,024 | 192 | 185    | 2,339   | 3,007                                         | 14,664 |

1. As in 2003, count of volumes were done on the University Library’s Voyager catalogue.
2. Hocken Collections figures exclude some linear metres of newspapers, archives and manuscripts. Full details in annual report of the Hocken Collections.
4. The Library obtains access to most of its electronic serials in package subscriptions (through "aggregators" and some serial publishers). This year, it subscribed to a large number of new packages in part benefiting from very good consortial offers and also from the TEC funded package for two years (2004/2005) of Science Direct’s ‘Freedom Collection; A number of individual print serial subscriptions were cancelled to fund some of these packages which included in e-form many of the print titles cancelled, or their equivalent.
## SERVICES

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<tr>
<td>LENDING</td>
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<td>First Loans</td>
<td>153,305</td>
<td>159,681</td>
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<td>62,619</td>
<td>42,174</td>
<td>3,877</td>
<td>2,271</td>
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<td>3,783</td>
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<td>Journals</td>
<td>4,135</td>
<td>4,284</td>
<td>158</td>
<td>219</td>
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<td>0</td>
<td>1,799</td>
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<td>Reserve Collections</td>
<td>164,976</td>
<td>188,177</td>
<td>9,561</td>
<td>7,981</td>
<td>35,406</td>
<td>34,645</td>
<td>12,526</td>
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<td>Equipment</td>
<td>52,927</td>
<td>67,230</td>
<td>439</td>
<td>219</td>
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<td>19,843</td>
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<tr>
<td>From New Zealand libraries</td>
<td>3,500</td>
<td>3,605</td>
<td>4</td>
<td>0</td>
<td>69</td>
<td>29</td>
<td>103</td>
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<tr>
<td>From overseas libraries</td>
<td>350</td>
<td>409</td>
<td>1</td>
<td>13</td>
<td>1</td>
<td>3</td>
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<td>Items received by photocopy or email, etc.</td>
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<tr>
<td>From New Zealand libraries</td>
<td>3,751</td>
<td>5,230</td>
<td>18</td>
<td>37</td>
<td>23</td>
<td>5</td>
<td>143</td>
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<td>From overseas suppliers</td>
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<td>697</td>
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<td>25</td>
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<td>28</td>
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<tr>
<td>Total</td>
<td>8,186</td>
<td>9,941</td>
<td>51</td>
<td>75</td>
<td>93</td>
<td>37</td>
<td>282</td>
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<td>Original items supplied:</td>
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<tr>
<td>To New Zealand libraries</td>
<td>1,971</td>
<td>2,062</td>
<td>22</td>
<td>45</td>
<td>103</td>
<td>97</td>
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<td>To overseas suppliers</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Items supplied by photocopy or email, etc.</td>
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<td>398</td>
<td>423</td>
<td>264</td>
<td>274</td>
<td>509</td>
</tr>
</tbody>
</table>

(1) Central loans include ERC figures – 4802 for 2004 (cf 7978 in 2003)
(2) Reserve includes material with loan restrictions - AV, theses, and special collections
(3) Renewals include renewals on all material types, though this will be primarily for books
(4) Hocken reserve collections includes 11,045 Hākena Archives and 10,209 manual issues not recorded on the Library system in addition to the Voyager figures
### OTHER READER SERVICES

<table>
<thead>
<tr>
<th></th>
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<tr>
<td>Numbers taking part</td>
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<td>2,440</td>
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<td></td>
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<td></td>
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<tr>
<td>Library purposes, Interloan and other operator-produced material</td>
<td>1,078,579</td>
<td>1,165,667</td>
<td>7,664</td>
<td>8,651</td>
<td>119,741</td>
<td>106,721</td>
<td>15,613</td>
<td>23,475</td>
<td>73,720</td>
<td>94,160</td>
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<td>Card operated machines</td>
<td>1,862,875</td>
<td>1,995,927</td>
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<td>175,883</td>
<td>171,136</td>
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<td>Total</td>
<td>2,941,454</td>
<td>3,161,594</td>
<td>214,160</td>
<td>187,695</td>
<td>119,741</td>
<td>106,721</td>
<td>191,496</td>
<td>194,611</td>
<td>547,537</td>
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</table>

### READER PLACES

[Central includes Leith I (4) and Leith II (26)]

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</tr>
</tbody>
</table>

Hocken figures include 25 seats in the seminar room and couches in the Reference area, but not those in the foyer.

---

1 This number represents telephone plus written enquiries only
2 Includes computer workstations, seating at OPACs and seats in special study areas
USE OF ELECTRONIC DATABASES AND RESOURCES

<table>
<thead>
<tr>
<th></th>
<th>Total sessions</th>
<th>Total searches</th>
<th>Full text retrieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counter compliant databases</td>
<td>362,812 -</td>
<td>4,857,342 -</td>
<td>699,721 -</td>
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<tr>
<td>Other databases</td>
<td>173,860 300,222</td>
<td>970,808 5,173,847</td>
<td>187,679 324,050</td>
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<tr>
<td>Total</td>
<td>536,672 300,222</td>
<td>5,828,150 5,173,847</td>
<td>887,400 324,050</td>
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</tbody>
</table>

Counter definitions:

Session is a successful request of an online service. It is one cycle of user activity that typically starts when a user connects to a service or database and ends by terminating activity that is either implicit (by leaving the service through exit of logout) or implicit (timeout due to user inactivity).

Search is a specific intellectual activity, typically equated to submitting the search form of the online service to the server.

Number of full-text articles successfully requested by users from all of the library's licenced electronic resource. Successful user requests include viewing, downloading, emailing and printing of articles, where this activity can be recorded and controlled by the server rather than the browser. A full-text article is the complete text, including all references, figures and tables, of an article plus links to any supplementary material published with it.
Borrowing of Library Print Materials (including Document Delivery Loans)
January 2004 – December 2004

<table>
<thead>
<tr>
<th>BORROWING BY ACADEMIC DIVISIONS AND EXTERNAL USERS</th>
<th>Total 2004 % total</th>
<th>Central 2004 % total</th>
<th>Dental 2004 % total</th>
<th>Hocken 2004 % total</th>
<th>Law 2004 % total</th>
<th>Medical 2004 % total</th>
<th>Science 2004 % total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commerce</strong></td>
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<td></td>
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<td></td>
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<tr>
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<td>104</td>
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<td>1,121</td>
<td>1,647</td>
<td>383</td>
<td>6,075</td>
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<tr>
<td>Total Commerce Division</td>
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<td>103,502</td>
<td>76</td>
<td>1,143</td>
<td>1,680</td>
<td>487</td>
<td>6,467</td>
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<td><strong>Health Sciences</strong></td>
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<tr>
<td>Staff</td>
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<td>1,759</td>
<td>835</td>
<td>231</td>
<td>17</td>
<td>1,680</td>
<td>738</td>
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<td>Students</td>
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<td>26,923</td>
<td>19,540</td>
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<td>418</td>
<td>57,731</td>
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<td>Total Health Sciences Division</td>
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<td>441</td>
<td>435</td>
<td>59,411</td>
<td>23,594</td>
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<td>683</td>
<td>3,163</td>
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<td>667</td>
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<td>4,861</td>
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<td>5,544</td>
<td>18,991</td>
<td>3,202</td>
<td>14,185</td>
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<tr>
<td>Staff</td>
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<td>291</td>
<td>15</td>
<td>226</td>
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<td>Total Science Division</td>
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<td>2,016</td>
<td>589</td>
<td>2,504</td>
<td>41,492</td>
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<tr>
<td><strong>Other</strong></td>
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<td>1,566</td>
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<td>268</td>
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<td>166</td>
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<td>18</td>
<td>293</td>
<td>6</td>
<td>96</td>
<td>407</td>
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<td>Total Other Divisions</td>
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<tr>
<td><strong>Total Borrowing by University Community</strong></td>
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<table>
<thead>
<tr>
<th>Borrowing by University Community</th>
<th>Total 2004 % total</th>
<th>Central 2004 % total</th>
<th>Dental 2004 % total</th>
<th>Hocken 2004 % total</th>
<th>Law 2004 % total</th>
<th>Medical 2004 % total</th>
<th>Science 2004 % total</th>
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</thead>
<tbody>
<tr>
<td>Staff</td>
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<th>Total Library Borrowing</th>
<th>Total 2004 % total</th>
<th>Central 2004 % total</th>
<th>Dental 2004 % total</th>
<th>Hocken 2004 % total</th>
<th>Law 2004 % total</th>
<th>Medical 2004 % total</th>
<th>Science 2004 % total</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Community</td>
<td>605,678</td>
<td>401,376</td>
<td>20,955</td>
<td>10,046</td>
<td>21,986</td>
<td>65,347</td>
<td>85,968</td>
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<tr>
<td>External borrowing (Excluding Interloans)</td>
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<td>4,206</td>
<td>1,753</td>
<td>4,105</td>
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<td>14,252</td>
<td>23,739</td>
<td>69,452</td>
<td>92,301</td>
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70
BINDERY SERVICES

The drop in bindery production is a reflection of the loss of 1.5 FTE Bindery staff early in 2004. After a very successful year in 2003 with a full complement of qualified staff, it was disappointing to find ourselves once again recruiting for staff. Our attempts at attracting suitably qualified binders were unsuccessful and so we decided to establish the position of Bindery Apprentice. A new staff member was appointed to this position in the latter half of the year. Although the overall bindery output has dropped due to the loss of staff, the productivity per binder is still increasing, and we look forward to the restoration of the usually high output as the apprentice advances through her training.

### Binding Production Statistics 2004

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<th>Category</th>
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<th>2003</th>
<th>2002</th>
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<td>Periodicals</td>
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<tr>
<td>Full Binding</td>
<td>3,422</td>
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<tr>
<td>Punch &amp; Tie</td>
<td>2,153</td>
<td>1,670</td>
<td>1,184</td>
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<tr>
<td>Sew and Stiffening</td>
<td>2,896</td>
<td>2,801</td>
<td>2,433</td>
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<td>Books and Pamphlets</td>
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<tr>
<td>Full bindings</td>
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<td>Stiffenings</td>
<td>4,834</td>
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<td>Repairs</td>
<td>233</td>
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<td>127</td>
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<tr>
<td>Leather Bindings &amp; Newspapers</td>
<td>80</td>
<td>61</td>
<td>189</td>
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<td>Conservation and Preservation</td>
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<tr>
<td>Book cradles</td>
<td>138</td>
<td>178</td>
<td>168</td>
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<tr>
<td>Clamshells</td>
<td>21</td>
<td>188</td>
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<td>Bookshoes</td>
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<td>Four flap Enc.</td>
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<tr>
<td>Miscellaneous</td>
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<tr>
<td>including Folders, Captions and</td>
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<td>3,000</td>
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<td>Manilla Folders</td>
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<td>TOTAL PRODUCTION UNITS</td>
<td>128,703</td>
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</table>

Production Units are allocated as follows:
Periodicals, Clamshells and Four flap Enclosures 16, Books, Bookshoes and Sew & Stiffen 8, Stiffening and Punch & Tie 4, Repairs 3, Leather and Newspapers 32, Book Cradles 40, Folders and Miscellaneous 2 units.
### ANNEX III - ALLOCATION AND SOURCE OF FUNDS

#### Budgeted Expenditure and Income 2004

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<th>2004 ($’000)</th>
<th>2003 ($’000)</th>
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<td><strong>Principal Expenditure</strong></td>
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<td>Collections/access</td>
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<tr>
<td>Staffing (including salary related costs)</td>
<td>6,017</td>
<td>5,952</td>
</tr>
<tr>
<td>Consumables</td>
<td>1,847</td>
<td>1,354</td>
</tr>
<tr>
<td>Copying Staffing</td>
<td>202</td>
<td>247</td>
</tr>
<tr>
<td>Copying Consumables</td>
<td>337</td>
<td>295</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>17,330</td>
<td>16,071</td>
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<table>
<thead>
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<th></th>
<th>2004 ($’000)</th>
<th>2004 ($’000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Budgeted Source of Funds</strong></td>
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<tr>
<td>University</td>
<td>16,407</td>
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</tr>
<tr>
<td>Crown Health Enterprise</td>
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<td>175</td>
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<tr>
<td>Receipts from Fines</td>
<td>57</td>
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</tr>
<tr>
<td>Receipts from Copying</td>
<td>691</td>
<td>624</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>17,330</td>
<td>16,071</td>
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</table>

Note: Does not include allocated funds for Occupancy costs.

#### Library Materials Budget 2004

<table>
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<tr>
<th></th>
<th>2004 Budget</th>
<th>2003 Budget</th>
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<tr>
<td><strong>MONOGRAPH FUNDS</strong></td>
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<tr>
<td>Departmental recommendations</td>
<td>885,882</td>
<td>833,900</td>
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<tr>
<td>General Fund No 1</td>
<td>398,800</td>
<td>375,300</td>
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<td>General Fund No 2</td>
<td>53,400</td>
<td>50,200</td>
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<td>Collection Development Fund</td>
<td>178,500</td>
<td>164,210</td>
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<td><strong>Monographs total</strong></td>
<td>1,516,582</td>
<td>1,423,610</td>
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|                          |              |              |
| **SUBSCRIPTIONS**        |              |              |
| Standing Orders          | 306,303      | 377,431      |
| Journals (largely print) | 4,851,258    | 4,852,300    |
| Electronic resources     | 2,253,050    | 1,595,226    |
| **Subscriptions total**  | 7,410,611    | 6,824,957    |

**TOTAL MONOGRAPHS & SUBSCRIPTIONS** $8,927,193 $8,223,567

Gen Fund 1: includes Reference, Duplicates, Replacements, Hocken and Ongoing Core Multidisciplinary material.
Gen Fund 2: includes Large Works and Back Numbers.


Gale encyclopedia of medicine / Jacqueline L. Longe, ed. – 2nd ed. – Gale Group, 2002. – 5 volumes.


DONATIONS
The Library gratefully acknowledges donations in kind and money from many individuals and organisations, including:

Organisations

Alcohol Advisory Council of New Zealand (Wellington)
Amputee Society of Otago & Southland
Archives New Zealand (Wellington)
Association Internationale de Bibliophilie (Paris)
Association of Commonwealth Universities (London, England)
Auckland City Libraries
Bahai Community (Dunedin)
Bioethics Council (Wellington)
Bodleian Library (Oxford, England)
Boeck & Larcier (Belgium)
College of Law New Zealand Ltd. (Auckland)
Crown Law Office (Wellington)
Dance Aotearoa New Zealand (Wellington)
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Ministry of Culture and Heritage (Wellington)
Ministry of Education (Wellington)
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Ministry of Health (Wellington)
Ministry of Internal Affairs (Wellington)
Ministry of Justice (Wellington)
Ministry of Social Development (Wellington)
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New Zealand Business Roundtable (Wellington)
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Office of the Controller & Auditor General (Wellington)
Parliamentary Commissioner for the Environment (Wellington)
Paul Sacher Foundation Library (Basel, Switzerland)
Rekishi Kardo Promotional Council (Japan)
Robert McDougall Art Gallery (Christchurch)
Royal Thai Embassy (Wellington)
School of Population Health (University of Auckland)
School of Social Science (University of Otago)
Securities Commission (Wellington)
Statistics New Zealand (Wellington)
Te Rau Matatini, Massey University (Palmerston North)
Thomas Merton Center, Bellarmine University (Louisville, U.S.A.)
Tourism New Zealand (Wellington)
Treaty Tribes Coalition (Christchurch)
United States Embassy (Wellington)
University College, Viking Society for Northern Research (London, England)
University of Adelaide, Barr Smith Library (Australia)
University of Canterbury Dept. of English (Christchurch)
University of Canterbury Law Library (Christchurch)
University of San Domingo (Dominican Republic)
Winston Churchill Memorial Trust (Wellington)
Individuals

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Dr Larry L. Neal (Oregon, U.S.A.)
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Mr David Schmierer (Dept. of Pharmacy, University of Otago)
Susan Seconi (Wanganui)
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Dr Hugh Stringer (Dunedin)
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F.G. Thompson (Hamilton)
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Dr Paola Voci (Chinese programme, University of Otago)
Prof. Donald Warrington (Dept. of Physics, University of Otago)
Ms Hannah Wells (Auckland)
Estate of the late Dr Kaj Westerskov (formerly Dept. of Zoology)
Dr Pat Wheatley (Dept. of Classics, University of Otago)
Dr Erika Wolf (Art History and Theory programme, University of Otago)
Dr G.A. Wood, (Dunedin)
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<tr>
<th>Title</th>
<th>Available</th>
<th>Notes on Content and Coverage</th>
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<tr>
<td>ABI/INFORM Global (ProQuest 5000)</td>
<td>Web</td>
<td>1000+ titles, 1971- , full text available for many; information on 60,000+ companies</td>
</tr>
<tr>
<td>Academic Research Library (ProQuest 5000)</td>
<td>Web</td>
<td>General and social sciences; 3000+ titles, 1971- , full text available for many</td>
</tr>
<tr>
<td>Academic Search Premier (EBSCO MegaFile Premier)</td>
<td>Web</td>
<td>Academic, multi-disciplinary database with full text of 4,600 scholarly publications</td>
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<tr>
<td>Accounting &amp; Tax (ProQuest 5000)</td>
<td>Web</td>
<td>1900+ titles, 1971- , full text 200+ from 1991-</td>
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<tr>
<td>ACM Digital Library</td>
<td>Web</td>
<td>Citations and full text from ACM journals and conference proceedings, from 1947-</td>
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<tr>
<td>AerialMapPro New Zealand</td>
<td>Networked</td>
<td>Aerial maps of New Zealand; integrates with TopoMapPro</td>
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<td>African-American Poetry (LION)</td>
<td>Web</td>
<td>1750-1900; online access via Literature Online</td>
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<tr>
<td>AMED (Allied and Complementary Medicine) (Ovid)</td>
<td>Web</td>
<td>Coverage: 1985- ; multi-user</td>
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<tr>
<td>American Book Prices Current (ABPC)</td>
<td>Cen:CDROM</td>
<td>Annual record of books, manuscripts etc. sold at auction. Held in Special Collections</td>
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<td>American Drama (LION)</td>
<td>Web</td>
<td>1714-1915; online access via Literature Online</td>
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<td>American Poetry (LION)</td>
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<tr>
<td>Applied Science &amp; Technology Plus (ProQuest 5000)</td>
<td>Web</td>
<td>Indexing + full text; HW Wilson's Applied Science &amp; Technology Index</td>
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<td>Aquatic Sciences &amp; Fisheries Abstracts: ASFA</td>
<td>Web</td>
<td>Coverage: 1971-</td>
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<td>Art Abstracts</td>
<td>Web</td>
<td>Abstractive coverage: 1/94- ; Indexing coverage: 9/84-</td>
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<td>Art Theorists of the Italian Renaissance</td>
<td>Cen:CDROM</td>
<td>1470-1775</td>
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<td>ATLA Religion Database + ATLAS</td>
<td>Web</td>
<td>Coverage: 1949- ; indexes 50+ scholarly journals with some full text</td>
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<tr>
<td>Australia/New Zealand Reference Centre (EPIC)</td>
<td>Web</td>
<td>Australia/New Zealand specific magazines, newspapers, newswires and reference books</td>
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<tr>
<td>Banking Information Source (ProQuest 5000)</td>
<td>Web</td>
<td>Full text 170+; indexing 250+ from 1971-</td>
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<td>Bible in English (LION)</td>
<td>Web</td>
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<td>Bibliography of Asian studies (BAS)</td>
<td>Web</td>
<td>Coverage: 1971-</td>
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<td>Biography Resource Center + The Complete Marquis Who's Who (EPIC)</td>
<td>Web</td>
<td>Biographical sources</td>
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<td>Biological Sciences</td>
<td>Web</td>
<td>Coverage: 1982-</td>
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<td>BioOne</td>
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<td>70+ bioscience research journals</td>
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<tr>
<td>BIOSIS Previews</td>
<td>Web</td>
<td>Coverage: 1998- ; comprehensive reference database for life science research; indexing/abstracts of 5,500 journals plus meetings, review articles and books</td>
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<tr>
<td>Blackwell Publishing Science and Medicine Collection</td>
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<td>Full text to 350+ journals</td>
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<td>Briefcase (in Brooker's Law Partner Library)</td>
<td>Networked/CDROM</td>
<td>Coverage: 1986- ; NZ case law, includes Viewcase</td>
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<td>British Pharmacopoeia</td>
<td>Web</td>
<td>Contains: Adams on Criminal Law &amp; Criminal Reports of NZ.</td>
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<td>Brooker's Criminal Library</td>
<td>Networked/CDROM</td>
<td>Contains: Employment Library and Unreported Employment Cases</td>
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<td>Full text for 7,600 scholarly business journals</td>
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<td>Online access to full text of 190+ titles published by Cambridge University Press</td>
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<td>Web</td>
<td>Full text 380+; indexing 420+ from 1991-</td>
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<td>Canadian Poetry (LION)</td>
<td>Web</td>
<td>17th-20th centuries; online access via Literature Online</td>
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<td>Career &amp; Technical Education (ProQuest 5000)</td>
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<td>Catalogue of Early American Imprints, 1640-1800</td>
<td>Cen:CDROM</td>
<td>NZ legislation, case law and commentary</td>
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<td>Law:CDROM</td>
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<td>Clinical Evidence (Ovid)</td>
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<td>Best evidence on effective health care</td>
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<td>Prescription drugs, hard-to-find herbal and nutritional supplements, over-the-counter products and new and investigational drugs</td>
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<tr>
<td>Communication &amp; Mass Media Complete</td>
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<td>Full text for 200+ titles</td>
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<td>Comprehensive Coordination Chemistry II</td>
<td>Web</td>
<td>ScienceDirect major reference work</td>
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<td>Compustat</td>
<td>Cen:CDROM</td>
<td>Global &amp; N. American data; 20,000 company reports; rolling 20 years data; 1979- annual reports; 1989- quarterly reports</td>
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<td>Computer Source (EBSCO MegaFile Premier)</td>
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<td>Latest information and current trends in high technology</td>
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<td>Criminal Library (LexisNexis Butterworths Online)</td>
<td>Web</td>
<td>Contains: Hall's Sentencing (NZ)</td>
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<td>CRSP (Centre for Research in Security Prices)</td>
<td>Commerce: CDROM</td>
<td>Coverage: 1962-</td>
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<td>CSIRO Publishing Journals</td>
<td>Web</td>
<td>Full text of 19 journals published by the Australian CSIRO</td>
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<td>Current Contents Connect</td>
<td>Web</td>
<td>Current 5 years; online access to all editions</td>
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<tr>
<td>Data Metallogenica Online</td>
<td>Web</td>
<td>Mineral deposit information system</td>
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<td>Datex Information Database (Datex New Zealand Business Information)</td>
<td>Web</td>
<td>NZ company annual reports and business information for listed companies</td>
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<td>Web</td>
<td>Coverage: 1973-</td>
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<td>Discovering Collection (EPIC)</td>
<td>Web</td>
<td>Biographies, essays, timeline events, plot summaries in core curriculum subjects</td>
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<td>Dissertation Abstracts (Digital Dissertations)</td>
<td>Web</td>
<td>Coverage: 1861-</td>
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<td>Dow Jones Interactive</td>
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<td>6000+ sources</td>
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<td>DSL Environmental Databases</td>
<td>Networked/ Web</td>
<td>Annotated NZ environmental and local govt legislation; 3500 cases in full text, 1991+</td>
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<td>Early American Fiction (LION)</td>
<td>Web</td>
<td>1789-1875; in progress; will contain 750+ works by 130+ authors; online access via Literature Online</td>
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<tr>
<td>Early English Prose Fiction (LION)</td>
<td>Web</td>
<td>1500-1700; online access via Literature Online</td>
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<td>EBM Reviews - ACP Journal Club (Ovid)</td>
<td>Web</td>
<td>Coverage: 1991-</td>
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<td>EBM Reviews - Cochrane Controlled Trials Register (Ovid)</td>
<td>Web</td>
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<td>EBM Reviews - Cochrane Database of Systematic Reviews(Ovid)</td>
<td>Web</td>
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<td>EBM Reviews - DARE (Database of Abstracts of Reviews of Effectiveness) (Ovid)</td>
<td>Web</td>
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<td>Econlit (EBSCO MegaFile Premier)</td>
<td>Web</td>
<td>American Economic Association's electronic database; coverage 1969-</td>
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<td>Editions and Adaptations of Shakespeare</td>
<td>Cen:CDROM</td>
<td>English prose fiction 1700-1780; online access via Literature Online</td>
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<tr>
<td>Eighteenth Century Fiction (LION)</td>
<td>Web</td>
<td>4 separate titles on 4 disks</td>
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<tr>
<td>Elsevier's Interactive Anatomy</td>
<td>Med:CDROM</td>
<td>Full text of 120 MCB University Press journals</td>
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<td>EMBASE (Ovid)</td>
<td>Web</td>
<td>Coverage: 1988-</td>
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<td>Emerald</td>
<td>Web</td>
<td>60,000 images of original documents with scholarly essays for period 1492-1969; published in 5 sections between 2003-2007</td>
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<td>Empire On-line</td>
<td>Web</td>
<td>Wiley InterScience major reference work</td>
</tr>
<tr>
<td>Encyclopedia of Atmospheric Sciences</td>
<td>Web</td>
<td>ScienceDirect major reference work</td>
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<td>Encyclopedia of Biodiversity</td>
<td>Web</td>
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<td>Encyclopedia of Dairy Sciences</td>
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<td>Encyclopedia of Endocrine Diseases</td>
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<td>Encyclopedia of Energy</td>
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<td>Encyclopedia of Food Sciences and Nutrition</td>
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<td>Encyclopedia of Human Nutrition</td>
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<td>Encyclopedia of Ocean Sciences</td>
<td>Web</td>
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<tr>
<td>Encyclopedia of Polymer Science and Technology</td>
<td>Web</td>
<td>Wiley InterScience major reference work</td>
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<td>English Drama (LION)</td>
<td>Web</td>
<td>1285-1915; combination of English Prose Drama and English Verse Drama; online access via Literature Online</td>
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<tr>
<td>English Poetry (2nd ed.) (LION)</td>
<td>Web</td>
<td>English verse from 600 to early 20th c.; online access via Literature Online</td>
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<td>ERIC</td>
<td>Web</td>
<td>Coverage: 1982-</td>
</tr>
<tr>
<td>Expanded Academic ASAP (InfoTrac)</td>
<td>Web</td>
<td>Indexing plus full text of 1000+ journal titles. Coverage varies, many from 1996-</td>
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<tr>
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<td>Faber Poetry Library (LION)</td>
<td>Web</td>
<td>Online access via Literature Online</td>
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<tr>
<td>Factiva</td>
<td>Web</td>
<td>Global news information, full text 4500+ titles from 1980-</td>
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<td>Film Index International</td>
<td>Web</td>
<td>Coverage: 1900-</td>
</tr>
<tr>
<td>FSTA (Food Science and Technology Abstracts)</td>
<td>Web</td>
<td>Coverage: 1969-</td>
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<tr>
<td>General Science Plus (ProQuest 5000)</td>
<td>Web</td>
<td>Full text 60+; indexing 169; HW Wilson's General Science Abstracts Index</td>
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<tr>
<td>GeoRef</td>
<td>Web</td>
<td>Coverage: 1785-</td>
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<tr>
<td>Global Books in Print</td>
<td>Web</td>
<td>Database of worldwide English-language titles in print</td>
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<tr>
<td>Harrison's Online</td>
<td>Web</td>
<td>Online equivalent to print Principles and Practice of Internal Medicine; 2000-</td>
</tr>
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<td>Health &amp; Medical Complete (ProQuest 5000)</td>
<td>Web</td>
<td>Full text 450 titles; indexing 500+; coverage 1971-</td>
</tr>
<tr>
<td>Health and Wellness Resource Center and Alternative Health Module (EPIC)</td>
<td>Web</td>
<td>Health-related articles from 2,200 general interest publications</td>
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<tr>
<td>Health Business Full-text Elite (EBSCO MegaFile Premier)</td>
<td>Web</td>
<td>Full text for 450+ administrative journals</td>
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<tr>
<td>Health Source - Consumer Edition (EBSCO MegaFile Premier)</td>
<td>Web</td>
<td>Consumer health information from 300 full text journals</td>
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<tr>
<td>Health Source: Nursing/Academic Edition (EBSCO MegaFile Premier)</td>
<td>Web</td>
<td>600 scholarly full text journals focusing on nursing and allied health</td>
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<tr>
<td>HeinOnline</td>
<td>Web</td>
<td>Image-based, fully searchable archive of law journals</td>
</tr>
<tr>
<td>Historical Abstracts</td>
<td>Web</td>
<td>Coverage: 1450- (excluding US &amp; Canada)</td>
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<td>World history from antiquity to the present</td>
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<td>Web</td>
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<td>Web</td>
<td>Full text of 8 journals published by the Communications Society</td>
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<td>Web</td>
<td>Full text of journals and transactions published by the IEEE Computer Society</td>
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<td>Web</td>
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<td>InfoTrac OneFile (EPIC)</td>
<td>Web</td>
<td>Periodical and news information; encompasses Expanded Academic and LegalTrac</td>
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<td>International Encyclopedia of the Social and Behavioural Sciences</td>
<td>Web</td>
<td>One-year access with print purchase</td>
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</tr>
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<td>Journal Citation Reports (JCR web)</td>
<td>Web</td>
<td>Coverage: 1999- ; include Sci JCR and Social Sci JCR</td>
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<td>JSTOR</td>
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<td>Full text access to the archives of 650+ core journals in the arts, humanities and social sciences</td>
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<td>Web</td>
<td>Full text 680+ titles</td>
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<td>LegalTrac (InfoTrac)</td>
<td>Web</td>
<td>Indexing 1980- ; includes some full text</td>
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<tr>
<td>LegislationNZ (Knowledge Basket)</td>
<td>Web</td>
<td>NZ Acts, Regulations, Bills and Hansard</td>
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<tr>
<td>Leisuretourism.com (CABI)</td>
<td>Web</td>
<td>Abstracts of research and strategic development in leisure, recreation, sport, tourism and hospitality activities.</td>
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<tr>
<td>LEXIS.com</td>
<td>Web</td>
<td>Full text online; incl many databases, earliest 1790- ; cumulates; updated daily</td>
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<td>LINX (in Brooker's Law Partner Library)</td>
<td>Networked/Web</td>
<td>NZ case law &amp; articles; data1983- ; some full text judgments</td>
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<td>LINXplus (NZ) (LexisNexis Butterworths Online)</td>
<td>Web</td>
<td>NZ case law (from 1983- ) &amp; articles (from 1986- ); some full text judgments</td>
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<td>Literature Online (LION)</td>
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<td>Over 300,000 works of English and American poetry, drama, and prose spanning 1,400 years</td>
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<td>Literature Resource Center (EPIC)</td>
<td>Web</td>
<td>Biographies, bibliographies and critical analyses of 120,000+ authors</td>
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<tr>
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<td>Full text to 50+ journals published by Lippincott, Williams and Wilkins</td>
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<tr>
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<td>Hocken/Law:</td>
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<td>Martindale via Micromedex</td>
<td>Web</td>
<td>Information on drugs, alternative medicine, toxic substances ...</td>
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<td>Web</td>
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<td>Web</td>
<td>Coverage: 1963-</td>
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<td>Law:CDROM</td>
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<td>Indexing 1989-January 2003 articles of interest to MPs</td>
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<td>Full text of 25 international newspapers and selected full text of 200 U.S. regional newspapers</td>
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<td>Newzindex via Superindex (Knowledge Basket)</td>
<td>Web</td>
<td>Coverage: 1985-; business and major NZ issues indexed from newspapers and business journals</td>
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<td>Newztext (Knowledge Basket)</td>
<td>Web</td>
<td>Full text of many NZ news and business publications, 1993-</td>
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<tr>
<td>Nineteenth Century Fiction (LION)</td>
<td>Web</td>
<td>1782-1903; online access via Literature Online</td>
</tr>
<tr>
<td>Nutrition and Food Sciences (CABI)</td>
<td>Web</td>
<td>Coverage: 1973-; updated weekly; nutrition, food science and food technology</td>
</tr>
<tr>
<td>NZ Science Database via Superindex (Knowledge Basket)</td>
<td>Web</td>
<td>Indexes scientific publications from 1894-</td>
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<tr>
<td>Observatory on Borderless Higher Education</td>
<td>Med:CDROM</td>
<td>Reports on key issues in borderless higher education</td>
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<tr>
<td>OECD Social Expenditure (2nd ed)</td>
<td>Web</td>
<td>Information on social issues</td>
</tr>
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<td>Web</td>
<td>1946 - 1980, continually being added to</td>
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<td>Hoc:PC</td>
<td>1848 - 1876</td>
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<tr>
<td>Oxford Dictionary of National Biography</td>
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<td>Online access to full text of 160+ titles published by Oxford University Press</td>
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<td>Oxford Journals</td>
<td>Web</td>
<td>Coverage: 1770-1995; further additions annually</td>
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<td>Web</td>
<td>Information about pharmaceutical industry; full text 4 titles; indexing 19</td>
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<td>Pharmaceutical News Index (ProQuest 5000)</td>
<td>Web</td>
<td>Coverage: US data 1940-, non US 1967-</td>
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<tr>
<td>Philosopher's Index</td>
<td>Web</td>
<td>University site license</td>
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<tr>
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<td>Web</td>
<td>550 education journals for professional educators</td>
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<td>Professional Development Collection (EBSCO MegaFile Premier)</td>
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<tr>
<td>Project Muse</td>
<td>Web</td>
<td>Over 300,000 works of English and American poetry, drama, and prose spanning 1,400 years</td>
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<td>MathSciNet</td>
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<td>New Zealand Gazette Archive 1841-2002</td>
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<td>Otago Daily Times Headline Index</td>
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<td>1946 - 1980, continually being added to</td>
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<td>1848 - 1876</td>
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<td>Web</td>
<td>Coverage: US data 1940-; non US 1967-</td>
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<td>Philosopher's Index</td>
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<td>Proceedings of the National Academy of Sciences</td>
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<td>550 education journals for professional educators</td>
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<td>Professional Development Collection (EBSCO MegaFile Premier)</td>
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<td>Full text 250 journals from 40 scholarly publishers in the fields of humanities &amp; social sciences, 1993-</td>
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<td>Full text 230+; indexing 250+</td>
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<td>Biochemistry, Genetics &amp; Molecular Biology; Earth &amp; Planetary Sciences; Environmental Science; Immunology &amp; Microbiology; Psychology</td>
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<td>Electronic version of Chemical Abstracts; coverage: CA Plus (bibliographic file) 1967-; Registry (substance file) 1957-</td>
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<td>ScienceDirect Freedom Collection</td>
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<td>Online access via Literature Online</td>
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<td>Westlaw International</td>
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<td>Web</td>
<td>Recommended titles, plot summaries and awards information</td>
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<td>Web</td>
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<tr>
<td>Zoological Record</td>
<td>Web</td>
<td>Coverage: 1978-</td>
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### ANNEX V – STAFF OF THE LIBRARY

Staff Establishment as at 31 December 2004

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</tr>
<tr>
<td>Associate Librarians (including Senior)</td>
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<td>Librarians (including Senior)</td>
<td>8.00</td>
<td>8.00</td>
<td>8.00</td>
</tr>
<tr>
<td>Assistant Librarians (including Senior)</td>
<td>31.00</td>
<td>28.00</td>
<td>27.00</td>
</tr>
<tr>
<td>Total professional</td>
<td><strong>41.00</strong></td>
<td><strong>38.00</strong></td>
<td><strong>37.00</strong></td>
</tr>
<tr>
<td>Library Assistants (including Senior)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Assistants (including Senior)</td>
<td>59.28</td>
<td>60.28</td>
<td>57.59</td>
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<tr>
<td>Computing</td>
<td>4.00</td>
<td>4.00</td>
<td>3.00</td>
</tr>
<tr>
<td>Administrative</td>
<td>18.29</td>
<td>17.79</td>
<td>16.78</td>
</tr>
<tr>
<td>Bindery</td>
<td>7.00</td>
<td>7.00</td>
<td>7.00</td>
</tr>
<tr>
<td>Custodians</td>
<td>4.00</td>
<td>3.00</td>
<td>3.00</td>
</tr>
<tr>
<td>Total non-professional</td>
<td><strong>92.57</strong></td>
<td><strong>92.07</strong></td>
<td><strong>87.37</strong></td>
</tr>
<tr>
<td>TOTAL ESTABLISHED POSITIONS</td>
<td><strong>133.57</strong></td>
<td><strong>130.07</strong></td>
<td><strong>124.37</strong></td>
</tr>
<tr>
<td>Allocation for temporary staff</td>
<td>27.56</td>
<td>29.18</td>
<td>29.43</td>
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</table>
## Library Staff by Department
as at 31 December 2004

<table>
<thead>
<tr>
<th>University Librarian</th>
<th>Michael J. Wooliscroft JP BA DipNZLS FNZLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deputy University Librarian</td>
<td>I. Rosemary V. Hudson BA DipNZLS FNZLA</td>
</tr>
</tbody>
</table>

### CENTRAL LIBRARY

#### Collection Management Department
- **Collection Management Librarian**: Marilyn A. Fordyce BA Dip Tchg DipLibr ALIANZA
- **Senior Librarians**: James B. Cordes AB MLS ANZLA (Monograph Cataloguing), Veronica J. Cordes BA(Hons) DipNZLS (Orders/Receipts), Kathleen W. Johnson BA MLS (Serials), Timothy Y.L. Woo BSocSci(Hons) DipLibr MCLIP
- **Assistant Librarians**: Paul H. Barton BA(Hons) DipLibr (Monograph Cataloguing), Nicola L. McDowell BSc(Hons), PGCE MLIS (Monograph Cataloguing), Beryl J. Maultby BA DipNZLS (Monograph Cataloguing), Jonette T. Service MA DipNZLS (Serials), Pamela Treanor BA DipLibr DipGrad (Monograph Cataloguing)
- **Senior Library Assistants**: Joan M. Robertson MA PGDipArts
- **Library Assistants**: Tui R. Boult, Louisa J. Fisher BA(Hons), Louise A. Gilmore, Nicola N. Grant, Paula L. Hasler BA DipArts, Bridget H Lloyd BA BCom, Sonya Maclaurin BA(Hons), Stacey R. Mende BA PGDipArts PGDipMusStud, Julie A. Russell BA DipTchg (0.75), Linda M. White BS (0.5), Janet M. Youngson NZLA Cert (0.5)
- **Typist/Clerical Assistant**: Alva J. Manson

#### Lending Services
- **Lending Services Librarian**: Barbara A. Taylor BA DipNZLS
- **Assistant Librarians**: Helen C. Brett BA(Hons) DipLibr (Reserve), Simon C. Hart BA DipLibr (AV Services)
- **Library Assistants**: Derek B. Allen BA, Christina M. Broderick, Charlotte M. Brown BA(Hons), Melanie Dick BA PGDip, Melanie Lewis BA, Teresa M. La Rooy BA, Amber E.D. Marshall BA DipGrad, Paul Neason BA, Christy C. Paterson BA, L. Joanne Phillips, Laupule Poutasi BA, Rhys D. Thorn MusB

#### Reference Department
- **Reference Librarian**: Rosalind J. Andrew BA DipLIS
- **Senior Librarian**: Elizabeth H. Tinker MA DipNZLS ANZLA (User Education)
- **Assistant Librarians**: Gillian Elliot MA DipLib (Remote Services), Thelma M. Fisher BA DipTchg MLIS (Document Delivery), Sandra D. Graham LLB, MLIS (Web Development)
Donald J. Kerr MA PhD DipLibr (Special Collections)
Lisa K.D. Rangjaho BEd, PGDip, Dip Tchg (Māori Resources)
Richard Wartho MA DipEd MLIS (Information Literacy)

Library Assistants
Amanda L. Curnow BA DipGrad
Dinah M. Dunavan BA DipTchg
Susan M. Elliott BA
Judy A. Fisher BA
Christopher P. Meech BA BSc (0.5)
Catherine M. Robertson BA DipGrad CertTEFL
Lynn S. Vare BA MLIS

Secretary/Typist
Evelyn G. Facer

HOCKEN COLLECTIONS
Hocken Librarian
Stuart R. Strachan BA DipArchSt

Senior Librarians
Anna R. Blackman BA(Hons) GradDip Information Management-Archives Administration (Curator of Archives and Manuscripts)
G. Mark Hughes BA DipLibr (Technical Services)
E. Anne Jackman BA(Hons) DipNZLS (Reference)
Linda R. Tyler MA (Curator of Pictorial Collections)

Assistant Librarian
Susan L. Irvine MA (Archivist Arrangement and Description)

Senior Library Assistants
Karen L. Craw BSc NZLA Cert (Maps) (0.5)
Pennie A. Hunt MA (Pictures)
Katherine J. Milburn MA MLIS (Reference) (0.57)
Anna K. C. Petersen MA PhD (Photographs) (0.5)

Library Assistants
Iain Chambers BSc DipLib (Retriever) (0.53)
Delyn Day MA PGDip (Reference) (0.5)
Rebecca J. Hansen BA (Technical Services)
Judith A. Holloway BA(Hons) (Periodicals)
Mary K. Lewis BA (Pictorial Reference) (0.5)
Paulette R. Milnes BA(Hons) (Cataloguing & Music)
Mark A Quarrie BA (Shelving Assistant) (0.66)
Elspeth-Louise Sinclair BA LLB (Archives)
Megan L. Vaughan BA (Periodicals) (0.5)

Secretary/Typist
Valerie G. Parata

LAW LIBRARY
Law Librarian
Alan J. Edwards BSc DipNZLS ANZLA

Senior Librarian
Carolyn A. Watson BA DipLibr

Library Assistants
Judith A. Eathorne-Gould BA LLB (0.75)
Sarah A. Fairhurst MA
Julie Matthews LLB (Hons)
David C. Palmer BMinTech DipGrad MCom (0.5)

MEDICAL AND DENTAL LIBRARIES
Health Sciences Librarian
Vacancy

Assistant Librarians
Vacancy
Katherine R. Thompson BA PGCertTertT MLIS (Reference Services)

Library Assistants
Louise J. Freeman BSc (0.5)
Debbie A. Gale BA(Hons)
Lynne-Marie Knapp BA DipGradLIS DipTchg
R. Patricia Leishman BA DipGrad MLIS
Dierdre J O’Neill BA
Connie Wong BCapSc
Janet G. Wyllie AssDipLib NZCS
Secretary/Typist Patricia A. Holden (0.75)

**SCIENCE LIBRARY**

Science Librarian Mignon E.M. Pickwell BA DipNZLS
Senior Librarian Helen Edwards BA DipNZLS ANZLA (Circulation and Acquisitions)
Assistant Librarian Catherine M. Wartho BA MLIS (Reference and Document Delivery)
Senior Library Assistant Inger J. Gledhill NZLA Cert
Library Assistants Maria A. Barsema MA (0.5)
Glynis J. Cambray NZLS Cert
Penelope L. Esplin BA BMus
Justin I. Farquhar BA Dip Grad
Wah Cheong Kam BA Dip Grad
Fiona M. Polson BA NZLS Cert

Secretary/Typist Margaret J. Waters

**SYSTEMS SECTION**

Systems Librarian Helen J. Brownlie BA PGDip DipLibr NZIM Dip
Assistant Librarian Simon P. Read BA DipGrad MLIS
Systems Support Specialists Robert K. Broadley BSc(Hons) BA
Michael R. Light BA CNA
Technical Assistant Nicholas P. Innes BA BSc
Hadyn Youens BCom BSc

Administrative Assistant Megan J. Phillips

**CENTRAL SERVICES**

Support Services Manager Maureen L. Miller BCom NZIMCertSupvMgmt
Finance/Administration Officer Quentin J.F. Johnson BA BC Cert
Library Office Manager Valma J. Fisher
Human Resources Administrator Seamus P. Kennedy BA
Secretary/Typists Carole A. Cropper NZIMCertMgmt, Cert TEFL
Karin J Hansen

**Bindery**

Foreman Binder Don W Tobin
Binders Stephen J. Butler
Bindery Apprentice Romilly Smith BA(Hons)
Bindery Assistants Trilby A.L. Ashworth
Patricia D. Fowler (0.5)
Jennifer Hawkins
Raylene J. van Egmond

**Copying Services**

Copying Operators Christine F.M. Aitchison (in charge)
Cindy Ballantyne
Dammika K. Iddamalgoda (0.5)
Jan-Marie Martin (0.5)
Nicola Peters (parental leave until May 2005)
Elly Reichman
Rosalie M. Shields (0.5)
Mail and Custodial Services
Library Buildings Officer
Colin Nicholson
Linnane S. Jenkins
Paul W. Macshane BA
Robert C. Smeaton

Typist/Clerical Assistant
Karen G. Miller
Awards
Marilyn Fordyce, Associateship of the Library and Information Association New Zealand Aotearoa (ALIANZA)
Nicola McDowell, Christina Beal Memorial Prize in Library and Information Studies (2004)

Qualifications Gained
Anne Jackman, GradDip in Knowledge Management with Distinction, University of South Australia, Adelaide, Australia
Nicola McDowell, MLIS with Distinction

Conferences Attended
The following conferences were attended by one or more members of Library staff:

3rd Pan-Commonwealth Forum on Open Learning, July 2004, Dunedin
ANZIL Symposium Series Three: The Internationalisation of Education: Implications for Information Literacy, November 2004, Melbourne
Australian Vice-Chancellor's Committee Library Conference 2004, August 2004, Canberra
Australian Society of Archivists Conference, September 2004, Canberra
Challenges in The Field Conference (Australian Society of Archivists), September 2004, Canberra
Common Systems: Realising the Big Picture, November 2004, Auckland
Creating a Culture of Assessment - New Zealand, April 2004, Auckland
IAML (Australia) 2004 Biennial Conference, September 2004, Canberra
Leading the Academic or Administrative unit, March 2004, Bowral, New South Wales
LIANZA Conference 2004 - Made in Aotearoa, September 2004, Auckland
Library Connect Seminar- Partnering With the Library Community, July 2004, Christchurch
Lifelong Learning Conference 2004, June 2004, Yeppoon, Queensland
National Digital Forum, November 2004, Wellington
New Zealand Business History Conference, September 2004, Auckland
New Zealand Map Society/Australian Map Circle Joint Conference, February 2004, University of Waikato, Hamilton,
Scots in New Zealand Seminar, April 2004, Wellington
South Pacific User Services Conference (SPUSC) November-December 2004, Dunedin
Successful Friends: The New Library Partnership, April 2004, Dunedin
Te Ropu Whakahau 2004 - Māori in Libraries and Information Management, March 2004, Bluff
Tertiary and Research Library Managers Forum, September 2004, Auckland
Unfolding Chinese New Zealand: Emerging Voices, July 2004, Wellington
VALA 2004: 12th Biennial Conference and Exhibition, February 2004, Melbourne

Scholarly Publications/Papers Presented
Alan J Edwards, two modules for INFO 548 (Law Librarianship), MLIS course, Victoria University of Wellington

Donald Kerr 'Dr Esmond de Beer: Collector', NZLIA Conference, Auckland, September 2004; 'Oh to be Project Driven: Dr Esmond de Beer and his collecting activities', BSANZ Conference, October 2004, Melbourne; ‘Satire is Bad Trade’: Dr John Wolcot and his Publishers and Printers in 18th Century England’, Cardiff Corvey, 12 (Summer 2004), pp.29-61; Speaker, To Grangerize: Henry Shaw and his Extra-Illustration’, Hocken Lecture Series, May 2004; Speaker, ‘Historical Snooping: Sir George Grey and Thomas Babington Macauley’ History Seminar Series, May 2004
Joan Robertson, ‘The labours of a music cataloguer, or, How I catalogued 530 volumes of Vivaldi, Crescendo, No. 69, pp. 20, December 2004
Richard Wartho ‘The Three Tiers of Information Literacy: A model for developing lifelong learning at a Tertiary institution’. International Lifelong Learning Conference, June 2004, Australia

Other Professional (LIANZA, ARANZ, etc.)
Rosalind Andrew, Mem, Committee for Advancement of Learning and Teaching, to July 2004
Anna Blackman, Mem, ARANZ Otago/Southland Branch Committee
Helen Brownlie, Mem, LCoNZ Implementation Team
Karen Craw, Secretary, New Zealand Map Society Committee
Delyn Day, Mem, ARANZ; Mem, NZSG; Mem, NZHA
Alan Edwards, Contact Person, Ethical Behaviour Committee; Mem, Faculty of Law, Library Committee; Mem, Library Committee, Mem, Otago District Law Society; Convener, Archives Committee, Anglican Diocese of Dunedin; Mem, Credentials Committee, LIANZA; Joint contributing editor (NZ), WORLDLII
Gillian Elliot, Mem. Distance Learning Reference Group, Otago; Mem, HEDC Online Learning Review Group, Mem, Distance Teaching and Learning Forum (Administrators’ Group); Mem, University Conference Sub-committee; Mem, Marketing Working Group for Distance Learning
Sue Elliott, Mem, General Staff Job Evaluation Committee representing AUS
Marilyn Fordyce, Mem, Commerce Divisional Board, Mem, Publications Committee, University of Otago Press; Mem, General Staff Annual Salary Review Committee (Information Services Division); Judge, LIANZA 3M Award for Innovation 2004
Thelma Fisher, Mem, JSCI’s Interloans Best Practice Working Party
Sandy Graham, Vice-President, AUS (Otago), Mem, Status of Woman Committee; Mem, University of Otago Mentoring Steering Group; Mem, General Staff Annual Salary Review Committee (Health Sciences Division); Mem, General Staff Annual Salary Review Appeals Committee
Rosemary Hudson, Chair, Medical Libraries’ Co-ordinating Committee; Mem, Council of New Zealand University Librarians (CONZUL); Chair, Advisory Group, LCoNZ (Library Consortium of New Zealand); Mem, Library Services Committee; Mem, Hocken Collections Committee; Mem, Library/Student Liaison Committee; Mem, Canterbury Medical Library Advisory Board; Mem, General Staff Annual Salary Review Committee (Information Services Division)
Mark Hughes, Chair, LIANZA Otago/Southland Regional Committee, Mem, Anglican Diocese of Dunedin Archives Committee
Susan Irvine, Mem, ARANZ Otago/Southland Branch Committee,
Anne Jackman, Mem, LIANZA Otago/Southland Regional Committee; Mem, 2004 Otago Regional Social Sciences Fair Planning Committee
Maureen Miller, Mem, HR/Payroll Extended Project Team, Accountant for CONZUL Shared Systems Project, Mem, HR/Administrators’ Forum
Lynne Morrison, Mem, LIANZA Otago Southland Branch Committee
Joan Robertson, Mem, IAML (NZ) Committee
Stuart Strachan, Mem, Friends of the Hocken Collections Committee, Mem, Hocken Collections Committee, Mem ARANZ Otago/Southland Branch Committee, Mem, Reviews Editor Archifact,
Grant Applications


Gillian Elliot, *CALT Innovation in Teaching Grant* – combined application with Community and Family Studies. Application successful, but deferred until 2006.

Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tr>
<td>ANZIIL</td>
<td>Australian and New Zealand Institute for Information Literacy</td>
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<td>ARANZ</td>
<td>Archives and Records Association of New Zealand</td>
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<tr>
<td>AUS</td>
<td>Association of University Staff</td>
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<td>HIANZ</td>
<td>Health Information Association of New Zealand</td>
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<td>IAML</td>
<td>International Association of Music Librarians</td>
</tr>
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<td>LIANZA</td>
<td>Library and Information Association of New Zealand/Aotearoa</td>
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<tr>
<td>TeLSIG</td>
<td>Tertiary Libraries Special Interest Group of LIANZA</td>
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<td>VALA</td>
<td>Victorian Association for Library Automation Inc</td>
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<td>VUW</td>
<td>Victoria University of Wellington</td>
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