UNIVERSITY OF OTAGO LIBRARY

ANNUAL REPORT 2001

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SAPERE AUDE

Te Whare Wānanga o Otāgo

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CoverPhoto: Information Services Building completed 2001
Photographer: John Gollings

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SECTION ONE

VISION STATEMENT

Our vision statement describes our aspirations for the next five years.

The Library's vision is to assist the University to achieve excellence through efficient access to information in partnership with others.

(July 2000)

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 also a prime contributor to the University's distinctive "repository of knowledge" characteristic as defined in the Education Amendment Act, 1989.

(July 2001)

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, Foundation Studies, and the Otago Language Centre, in order to provide a coordinated approach to student learning.

(July 2001)

PLANNING

The Library's Business Plan for 2001 was a key element supporting its 2001 Budget Submission. The Business Plan was set in the context of other University planning documents aligned to its strategic directions. During the year the Business Plan 2002 was written to support the 2002 Budget Submission.

The Library is appreciative of the University's commitment to the very considerable capital works expenditure over recent years to improve and expand on the Library's accommodation. Few libraries have been able to benefit from such a sustained programme of development for an entire system over comparatively few years. The implications of this development for the ongoing operations of the Library are considerable. The last few years have proved particularly challenging, stimulating and ultimately rewarding as these major building developments came on top of the sort of challenges facing all academic libraries.

However, buildings are only one element of fine libraries and while the provision for study accommodation is now second to none in New Zealand I must express concern at the declining purchasing power for library resources and access to information which is impacting negatively on the Library's ability to support excellence in teaching and research.

The serials cancellations of c. $530k last year, the largest cut in the Library's history, caused grave concerns in academic departments throughout the University. That the University ended the year with an unexpectedly large operating surplus caused many to question the need for such deep cuts, or indeed any cuts at all.

The Library prepared its 2002 budget submission to fit within the 2% increase allowed in the budget guidelines, but was disappointed to find that at the year's end, in spite of the size of the University's operating surplus, the University Council had approved a budget for library resources in 2002 exactly the same as for 2001. A one-time supplementary grant advised immediately prior to printing this report, narrowly avoids the need for a cancellation exercise in 2002.

Professor Stuart McIntyre, speaking at the Australian Academy of Social Sciences and Humanities Summit in July 2001 said:

> Meanwhile the facilities that support the humanities and social sciences come under increasing strain. … The collections that were assembled to support scholarship are suffering, partly from the extortionate charges of leading publishers, partly from the weakened Australian dollar – but above those circumstantial difficulties *they suffer from a failure of will*. An inspection of the shelves reveals volumes of serials that come to an end sometime in the 1990s; a search of the catalogue fails to find more and more of the monograph literature. The failure to renew scholarly infrastructure is a costly economy

Professor McIntyre could well have been speaking of university libraries in New Zealand, and the state of the New Zealand dollar. He could also have been speaking of the support that is able to be provided to all disciplines, not only the humanities and social sciences.

Until the academic staff at Otago speak more strongly to the University's senior management in support of the Library's funding case it appears that the situation is unlikely to improve.

A New Model for Academic Libraries

The Library's Objectives presented in the Business Plan are imbued with a new vision of the kind of services that an academic library should offer. Essential to a university's goal of excellence is the acquisition and transmission of information and knowledge. Academic libraries contribute substantially to these processes.

Until recently, libraries could hope to satisfy a reasonable proportion of research demands from owned collections. Several developments now place comprehensive research collections beyond the reach of virtually any library. There have been huge increases in publishing, a widening range of inter- and multi-disciplinary research, and the variety of formats has increased. Access has become as important as ownership in the strategic provision of information.

For undergraduate teaching and learning, however, most academic libraries aim to be largely self-sufficient from on-campus printed and digital sources.

While new information appears increasingly in electronic form, print publication is still growing and is unlikely to be displaced entirely by electronic media. Challenges include selecting the most cost effective of the various access options (particularly local versus remote); the availability of an appropriate infrastructure to provide networked access; leasing/licensing options; and the development of information literacy skills to assist users to become more self-sufficient. Adequate staff resources are essential to ensure satisfactory access to these digital and networked resources.

The ubiquity of the Web makes it the most likely future conduit for digitised information. However, print on paper remains by far the most common format for books. Reliance on external suppliers for access to books through document delivery is not always efficient or cost-effective if they have to come from overseas.

Core print serial titles will still need to be held locally, though increasingly we can expect more of these to be available electronically (often in conjunction with a print subscription). The on-site collection (owned and leased, print and digital) will increasingly be supplemented by document delivery service provision of just-in-time access to individual serial articles for particular users. These will be obtained from library consortia, commercial vendors, and traditional inter-library loan partners, whichever is the most cost-effective within an appropriate time frame.

It is more economical to own or lease journals that are frequently used than to obtain articles from them by other means.

The realisation of the "virtual library" concept is greatly impeded by existing copyright law. Generous access to full-text information through networking would require a new means of recognising authors' and publishers' rights to intellectual property. The availability of materials held on Reserve could be much improved if copyright allowed digital scanning of published texts for access through data networks. The resolution of this issue across the range of material needed seems not an immediate prospect though there are some important pilots elsewhere.

For the present, the hybrid library is the appropriate model containing a balance of print materials in combination with complementary electronic resources with owned resources increasingly supplemented by those accessed as needed.

SERVICES

CIRCULATION TRENDS

Central Library

Despite the inconvenience, cold and occasional noise involved in ongoing construction work, student use of the Central Library increased markedly during 2001.

Improved lighting and space in the book stacks encouraged browsing and made books easier to find, with the result that standard book issues were up 7%. This increase in activity extended to the use of print journals in the building which, though not readily quantifiable, appears to have increased around 12%. These trends did not drop off after the introduction of 132 electronic stations with access to international databases and full-text articles mid-way through the year, indicating that print and electronic resources complement each other in the teaching process.

The highly visible open-plan audiovisual area drew students from all areas of campus to that facility. The result was an unexpected increase of 86% in turnover of audiovisual titles.

Lending Services staff are now dispersed over the three floors of the Central Library, augmenting basic reference services throughout the building.

The two lending service buildings at 109 and 137 Leith Street are staffed by Lending Services, as is the ERC although in the case of the latter the staffing costs are paid by the School of Education. Collection Management staff housed temporarily in 137 Leith Street until late December assisted by attending to visitors wishing to consult in person the retired journals and special collections at 137 Leith Street.

Hocken Library

The number of retrievals, excluding pictorial items, increased by 20% to 44,473 (35,689: 2000). The biggest increases were for books (20%), periodicals (24%), microfilm (18%), and archives and manuscripts (37%).

Law Library

Total lending statistics were close to the results for the last couple of years, although the totals for serials increased and for non-reserve books decreased, for no apparent reason. Observations suggest that in-library use of journals continued to increase, which agrees with academic staff comment that law students doing research are increasingly using journals as a starting point, rather than the primary sources, such as law reports. The inaugural Summer School resulted in a small increase in Close Reserve issues during January/February; the number of students using the Library really did not justify the additional opening hours which were provided in response to requests.

Medical and Dental Libraries

A surprising increase in the number of journals issued overnight in both libraries went against the consistently downward trend of recent years. This could be indicative of a greater amount of research activity, or access to specialised facilities such as colour photocopying and scanning facilities outside the libraries. Senior health sciences students are being required increasingly to produce high quality images from journals for class presentations, and several groups regularly require journals for use in journal club meetings. Use of the Reserve collections continued to decline with the digitisation of several heavily used collections of photographic images previously available only on Reserve. Although hard copies were still available in the Library, use predictably dropped off as students had ready access to the images through the web.

Science Library

2001 saw the downturn in reserve and journal issues continue; though the rate of decline has lessened markedly. The changes are judged to be directly attributable to the increase in electronic access to library resources and student teaching. Over 2,700 journals are now available electronically and many users of scientific journals now prefer to access them from their desktops rather than come to the Library. A drop in public photocopying is further evidence of this trend.

On the other hand, the year showed a pleasing increase (5.5%) in the numbers of books and theses issued. The display of new books near the Library entrance receives a lot of attention and may have contributed to raising of awareness of the Library's general lending collections. Ongoing work by serials and lending staff to make more periodical monograph material searchable on the online catalogue also contributes to an increased awareness of the material available for borrowing.

DOCUMENT DELIVERY

The Library's Document Delivery Service Policy was introduced in March 2001 with the aim of ensuring consistency in policy and procedures across all library units. Benchmarking standards for measuring customer and library staff turnaround time for processing requests, established during 1999-2000, have continued to reinforce the quality of service provided. A large group of New Zealand libraries continue to support resource-based sharing through reciprocal agreements. A major upgrade to the Te Puna Interloan Module in March further improved its speed and functionality. Staff and student requesters have found the enhanced web request form useful when used in conjunction with searching databases.

Central Library

The Document Delivery team processed 12,928 request forms from our staff and students and 8,219 from other libraries. With the increasing electronic access to full-text material, and some requests only being sought in New Zealand, 9,788 were actually requested with 8,527 requests fulfilled. Overall requesting was down 23.7% and supplying was down 9.9% on 2000. Central Library continues to be a net requester

Law Library

The number of requests filled for other libraries remained at the level of 2000, probably reflecting the good quality service provided. Requests made on behalf of Otago users declined yet again, probably, since most requests are for journal articles, reflecting the increasing number of titles available electronically to the desktop through services such as LEXIS and Legaltrac.

Medical and Dental Libraries

A steady increase in requests for items from other libraries and a corresponding drop in the number of items supplied to other libraries has resulted in the most balanced supply request ratio in the Medical and Dental Libraries in recent years, approximately 1.2:1, compared to a ratio of almost 3:1 in 1997/1998. A number of factors may explain the decrease in number of items supplied to other libraries including declining numbers of research journals available at the University of Otago after cancellations, the increasing availability of journal articles through commercial suppliers, and access to more titles online. The increased number of requests for items from other libraries is also likely to be directly related to the decline in journal titles available locally. A significant increase in the number of overseas requests is also indicative of the impact of declining national journal holdings due to cancellations at all major tertiary institutions in recent years. As requesting material requires greater staff input this has resulted in a heavier workload for document delivery staff, and will have cost implications with the greater number of overseas requests.

Science Library

The Science Library saw a 16.7% reduction in photocopied and loan materials supplied to other libraries while the number of items requested on behalf of Otago users increased slightly. Despite these changes, the Science Library still continues to be a net supplier of document delivery material. In 2001 5,620 items were supplied and 5,141 items were requested.

ELECTRONIC ACCESS

Central Library

Databases

Remote access was enabled for all ERL databases, from all campus locations, giving comprehensive access to remote students. Fulltext access from both ProQuest 5000 and the InfoTrac databases has been popular, doubtless contributing to the drop in document delivery requests. Use of *BPO* dropped dramatically as ProQuest fulltext became more widely used. *Web of Science* continues to be heavily used. *Global Books in Print* is now networked, as are many of the Brooker's Law

databases. The majority of databases can be accessed campus-wide and also remotely. Subject specialist librarians identified a number of free databases available for staff and student use. Information about new databases and e-resources is published in the *Staff Bulletin* and via staff and postgraduate email lists to encourage wider awareness of new services.

Remote access instructions are on the Library home page and are routinely pointed out to all students to make them aware of ease of connection from home, nationally or internationally.

Web pages
The Library web site was completely rebuilt late in 2001 to tie in with the corporate image of the overall University website.

E-journals
2800+ e-journals are available to staff and students. A project to provide bibliographic records for those e-journals we have access to has begun.

Exam Papers
An exam papers project during 2001 has made many exam papers available from 1999 electronically. Over 1100 papers are added per year.

Hocken Library
For the first time systematic figures have begun to be available. Counts of visits to parts of the Hocken Library website show the importance of this means of distributing information. The main Hocken web pages are receiving approximately 3,500 visits monthly, the Hakena archives and manuscripts catalogue well over 500 visits similarly, and the Otago Nominal Index an average of 410 such visits each month.

Law Library
The number of public access computers was increased by two to a total of nine. They were heavily used, with additional pressure in Semester One when most machines were in use for hands-on tutorials for several hours each day. Library staff worked with the Faculty of Law to add a collection of legal forms to the Library webpage for use by students taking LAWS 311 (Family Law).

INFORMATION DESK SERVICES

Central Library
The year 2001 brought major changes to the Reference Department. The completion of the Information Services Building (ISB) and the additional space and services offered within that space required considerable planning, training and assistance from management, other departments and from Information Technology Services. New skills were learnt; new working relationships were formed.

A major event was the opening of the Information Commons/Electronic Resources area, containing 60 Student Desktop computers, 66 Library Desk top and 6 public access computers, 132 in all. Support for these was provided by Information Technology Services (ITS) staff, Student Computing staff (SCS) and Library staff. Training was intensive for all staff involved and it was good to be able to introduce ITS staff to library knowledge and skills and to learn from ITS staff. Reference staff now work closely with ITS Helpdesk staff and this has resulted in enhancement and transfer of skills. The Reference Librarian and the Help Desk Manager developed a document setting out shared and specialised competencies standards for service provision and skill levels.

The area has proved popular with students; no publicity was needed for students to fill every seat while the area was progressively commissioned and use has remained consistently high.

Popularity is no doubt due in part to the staff support available in this area and the proximity of the area to the print collections. The high quality of the space and the equipment available are also factors.

2001 was a challenging year for the Reference Department. The training requirements for the new Electronic Resources Area were considerable and consolidation time hard to come by. Expectations of staff performance were high and staff had to acquire new skills and knowledge in order to meet them. Staff proved to be flexible, adaptable and enthusiastic in their approach to continuous change.

Collection Management staff continued to provide assistance with the staffing of the Database helpdesk and participated in the additional training necessary in the new environment.

Hocken Library
Usage of the Hocken Library ground floor reference service showed a proportionate increase in public use-55% (45%: 2000). This is partly explained by a substantial increase in the percentage of undetermined users, 12.7% (9.8%: 200), most of whom are likely to be University staff and students. The number of High School students utilising primary sources in years 11 and 12 of their courses has been a striking development. Humanities students, representing 24% of all visitors, are the largest single group of University users.

Law Library
For the most part, services are provided from an integrated Circulation/Reserve/Information Desk. Law students seem to prefer this holistic approach to a separately staffed information desk. A lot of enquiries related to databases and electronic resources.

Medical and Dental Libraries
There were fewer information desk, telephone and email enquiries in 2001, with a most notable decrease in brief and medium length enquiries. With a huge increase in numbers attending health sciences library classes and tours during 2001, the downward trend may be a result of students being more confident in using the libraries. Reference staff also provided support for a diabetes research group carrying out a systematic review that involved the development and running of complex search strategies.

Science Library
The number of Information Desk enquiries in 2001 dropped from 7,666 in 2000 to 5,638 - a decrease of 26.4%. Cumulative factors having an impact on this include the popularity of the new Information Services Building together with the ability to search networked databases and electronic journals from any part of the Library system, desktop access in general and the greater availability of full text journals in the sciences, the fact that databases are generally easier to use than in the past, better signage in the Science Library making it easier for users to locate items and the positive effect of the user education programme on larger numbers of students.

SERVICES FOR REMOTE STUDENTS

Turnaround times for requests again improved and the percentage of fulfilled requests remains high, at almost 83%.

A new statistic this year, the 'North/South divide' highlights the numbers of requests sent by remote students located in the North and South Islands. Almost twice as many requests come from the North Island and significantly, while over 60% of North Island students reside in a main centre, only half this number are in a similar position in the South Island.

A request template was made available on the web for the first time and this was the second most preferred way of sending requests in 2001 (after email). Almost 70% of requests are now sent electronically. Only 3% of requests were posted in 2001, a dramatic change from the 17% of requests sent electronically and the 34% of requests which were posted in 1997.

The number of distance and other off-campus students has not increased significantly over the last 12 months. This fact, combined with the increase in remote access to electronic resources suggests that the volume of requests, which was similar in 2001 to that received in 2000, may begin to decrease in future, with more staff providing information and support, rather than processing large numbers of requests. This change in the type of requesting is reflected in the database search enquiries, where the number of requests for literature searches has halved, while the number of requests for assistance with searches has doubled.

The Remote Services Librarian continued to actively promote User Education for remote students. In addition to her involvement with audioconferences, classes and tutorials, she travelled to the Auckland and Christchurch campuses for the first time in 2001.

INFORMATION LITERACY

Information Literacy Initiative

As part of its commitment to support the University's teaching and learning goals the Library commenced a major information literacy initiative in 2000. Following on from the User Education benchmarking project, this was an intensive phase of investigation and reflection as staff sought to develop a deep understanding of information literacy and its implications in today's academic environment and examined collegial solutions to integrating information literacy into the academic curriculum in New Zealand and Australia. An Information Literacy Core Group was established during 2000 to provide leadership in this area.

In 2001 the emphasis shifted from consideration of information literacy at a global level to planning and implementation at a local level. To this end an Information Literacy Retreat was held in January. The retreat consisted of three primary foci.

- The identification of and deliberation on, the key issues and priorities for advancing information literacy at Otago.
  The resultant list included the development of an information literacy framework along the lines of the Central University of Queensland Library model; the development of an educational training package for Library staff with teaching responsibilities, and the development of specific generic teaching packages.
- An examination of the major information literacy competency standards models for adoption or adaptation.
  The group elected to use the State University of New York *Information Literacy Competencies (SUNY)* model to develop a set of objectives for Otago.
- The role of an Information Literacy Coordinator position.
  The Library has since established the position Information Literacy Co-ordinator to provide leadership and co-ordination of information literacy programmes. In the first instance, an internal appointment was made for a half-time secondment for one year (commencing late June 2001).

The focus in 2001 has been to begin to articulate a common conceptual framework for information literacy at Otago. The first steps in achieving this were to develop a set of information literacy objectives for Otago; a teaching and learning plan and a set of information literacy teaching guidelines for the Library; and an in-house educational package for Library staff actively involved in teaching.

Information Literacy Framework
Information Literacy standards (objectives) provide a conceptual framework for embedding information literacy in the design and teaching of educational programmes, and for assessing the information literate individual. The standards outline the process by which academics, librarians, and others pinpoint specific indicators that identify a student as information literate.

During 2001, work was undertaken by a group of Library and HEDC staff on the development of a set of information literacy objectives and indicators for Otago [Annex IV] based on the State University of New York Information Literacy Competencies and the Council of Australian University Librarians Information Literacy Standards http://www.caul.edu.au/caul-doc/InfoLitStandards2001.doc. The University Library management team has endorsed this objectives model. Further work is still to be undertaken, such as the linking teaching and learning resources to the objectives, to complete Information Literacy Framework.

Teaching and Learning Plan
In the year under review, preliminary investigation was undertaken into the purpose, structure and content of a teaching and learning plan for the Library. This is intended to be a holistic plan that identifies how Library services and activities are directed toward the enhancement of teaching, learning and research for the University of Otago.

Information Literacy Teaching Guidelines
Preliminary investigation was undertaken into the purpose, structure and content of a set of teaching guidelines. In particular the Association of College and Research Libraries (USA) *Guidelines for Instruction Programs in Academic Libraries* http://www.ala.org/acrl/guides/guiis.html provides comprehensive model.

Staff Development for Teaching and Learning
The Library recognized the need to provide specific staff development for reference librarians working in partnership with academic colleagues. Planning commenced in 2001 for the implementation in 2002 of an adaptation of the UK EduLib programme http:www.tay.ac.uk/edulib. This is an UK accredited programme for librarians, which focuses on the development of an understanding of teaching and learning issues. The assistance of Student Learning Centre colleagues is gratefully acknowledged.

Professional Collaboration
The University of Otago Library has a long record of involvement in teaching and learning largely based on the provision of both generic and course specific information literacy programmes and resources. In 2001 a total of 993 tours and classes were provided for 13,100 students, staff and members of the community. Reference librarians worked in close collaboration with academic staff to develop and deliver these programmes and resources. For example, in 2001 two compulsory health information modules were developed by Library and Dunedin School of Medicine staff to integrate specific health informatics skills for second and third year medical students; and Library staff contributed to the Student Learning Centre's *Online Study Skills* guide.

The Library identified a critical need to maintain close contact and collaboration with professional colleagues working in information literacy. In particular, colleagues at the Queensland University of Technology, Central Queensland University and the University of South Australia deserve specific acknowledgement.

The University of Otago Library is also directly involved in the development of the Australian and New Zealand Institute for Information Literacy http://www.library.unisa.edu.au/about/anziil.htm. ANZIIL is an initiative of the Council of Australian University Librarians (CAUL) and endorsed by the Council of New Zealand University Librarians (CONZUL). It has been established to support organizations, institutions and individuals to promote information literacy and in

particular to integrate information literacy within the total educational process. Vicki Darling, from the University of Otago Library, is the CONZUL representative on the ANZIIL Reference Group.

Law Library
Participants in classes increased by 10% and the number of classes decreased by 28%, reflecting the availability of further additional computers, permitting slightly larger groups. Most of the classes were again devoted to the legal database and Web elements of the LAWS 498 course, Legal Research and Writing. Classes were provided for specific groups including Surveying, LAWS 447 (Law and Medicine), CHIX 406 (Children and the Law) students and Law students taking of positions as 'summer clerks'.

Medical and Dental Libraries
In 2001 there was higher demand for information literacy programmes, and librarians worked with academic staff to deliver generic and subject specific classes all health sciences areas. Numbers attending classes were 66% greater than in the previous year, but there were fewer teaching sessions; 1,281 people attended 111 sessions in 2001, compared to 771 in 139 sessions in 2000. The increase was the direct result of the introduction of compulsory health information skills programmes for second and third year medical students, which Library staff had been working towards for several years. This was made possible by collaboration between academic staff and librarians from Dunedin, Wellington and Christchurch, through the multi-campus Faculty of Health Sciences Information Technology Committee. Medical Library staff were responsible for the development, teaching and assessment of the courses, including lectures, workshops, and the creation of online resources and assignments. There was also ongoing demand for classes on health information resources from members of the local health community.

Science Library
The move towards increased teaching within departments by reference staff and the introduction of students to information literacy concepts continued. New initiatives included a subject class for Energy Management and presentations for Statistics 115 and Biology 111 and 112. The latter are partly responsible for the dramatic increase in participant numbers for library classes and presentations. Sixty-seven sessions were held involving 4,326 students compared with 46 sessions and 1,559 students in 2000.

LIBRARY TOURS AND CATALOGUE CLASSES

Central Library

Orientation
The Short 25-minute "Catalogue skills" classes first introduced in 2000 were continued in the First Semester 2001 orientation programme. Orientation tours and classes were designed to complement each other. Their timing was dovetailed and publicity promoted them together.

As in 1999 and 2000 additional staff were employed for three weeks to conduct orientation tours.

Web classes
Web classes offered twice weekly (*Effective web searching* & *Using the library web pages*) were not well attended in spite of being free. It is hoped to revamp the offerings in 2002 and with the new seminar rooms and the plasma screens for advertising uptake of these classes should improve.

Tours at commencement of Second Semester, July - August
In both 2000 and 2001 July and August have been abnormal in terms of tours. In 2000 there was an exceptionally high demand following the opening of Phase I of the ISB. In 2001 as Phase Two

of the ISB was completed tours were not given because building activity prevented the movement of groups around the building. When physical conditions allowed requests from specific groups or departments for tours were fulfilled.

In 2001 the demand for subject tours was less - a trend continued from the previous year. Again it would appear that the reason is that with resources increasingly available online most introductory subject sessions now include a short class with hands-on experience and a physical tour. Such sessions are included in the classes statistics. This shift in focus reflects user demand and changes in information resources and access.

The high profile building continues to attract public interest. Many tours have been conducted for schools and a whole range of community groups.

Classes and Lectures
Subject specific classes and lectures were given after consultation with academic departments. Assistant Librarians have responsibility for particular subjects, with Library Assistants providing assistance to them. In 2001 there was a growth in numbers attending subject classes and lectures due in part to proactive work by the Department and to an increased awareness of the Library and its resources brought about by the new building. Classes statistics also include multidisciplinary groups such as Foundation Studies and Otago Language Centre.

Hocken Library
With the new building opened for two years there has been a drop in the number of general interest visits by community groups. Most visiting groups are now educational in character, comprising students from schools and from the three major Dunedin tertiary institutions, or are interested in a particular aspect of the collections, such as family historians, organists, or natural historians. Altogether there were 28 tours (286 participants) and 59 classes (1297 participants).

Law Library
Introductory tours for the large Legal System class were again conducted by tutors but other tours showed a significant increase as the result of targeting the needs of specific groups of students.

Medical and Dental Libraries
After a marked downward trend in recent years, it was pleasing to note that the number of library tours and the number of participants increased in 2001 in both libraries. This may have contributed to a reduction in numbers of brief directional and basic enquiries.

Science Library
Orientation tours were held daily during the first weeks of Semester One and for the remainder of the year offered on a once a week basis or as demand dictated. As in previous years the overall number of students attending the tours was relatively small. Thirty-two tours were conducted attracting 114 students.

For the first time a number of separate Library catalogue classes were held in the Science Library at the start of the academic year. These were timed to follow the library tours and attracted a small but appreciative group of students. (15 classes, 60 participants). As in 2000 one Science Library staff member taught some of the catalogue classes in the Central Library (5 classes, 9 participants).

HALLS OF RESIDENCE

In 2001 340 students (2000 – 255, 1999 – 124) Halls of Residence students were given basic library instruction in the first 2 weeks. These sessions were held in the Halls and focussed on remote library access from the Halls to the catalogue, databases and e-journals. With the opening of the ISB late in 2001 wardens of the Halls were invited to tour the expanded facility and to

become aware of the associated student services also housed within the ISB. At this time opportunity was taken to give an overview of the information imparted to the students. Follow-up visits to the Halls were done in December and it was interesting to see the increased provision of computing and presentation facilities.

COLLECTION MANAGEMENT

BOOK ACQUISITION CONSORTIA FOR US PURCHASES:

The University of Otago Library initiated a proposal to form a consortium of CONZUL (Council of New Zealand University Librarians) members to gain the maximum value from their expenditure on information resources, achieve operating efficiencies, and improve the levels of service offered by suppliers. The resulting group, CONZULAC (CONZUL Acquisitions Consortium) is made up of seven New Zealand university libraries: Auckland University of Technology Library, Lincoln University Library, Massey University Library, University of Canterbury Library, University of Otago Library, University of Waikato Library and Victoria University of Wellington Library.

The objective was to identify those suppliers offering the best value for money to the consortium member libraries, and to conclude an agreement with a supplier for the supply of current English-language printed monographs published in North America. Value for money was to be judged on a combination of price, quality of service, and the scope for efficiency gains through integration of operating processes between vendor and the member libraries. The duration of the agreement is to be at least 36 months from the date of commencement. Depending on the vendor's performance and charges, it may be extended further by agreement between the consortium and the vendor.

Member libraries undertook to commit at least 50% of their expenditure in US$ on monographs to the purchase of books from the successful vendor over the life of the contract.

Submissions from the short-listed vendors were evaluated on the basis of the information received in the written response, referees reports and on the interview with the representatives.

Proposals were evaluated and a vendor selected according to the following selection criteria, which are in priority order:
- Book supply and service quality
- Price
- Vendor experience and financial stability.
- Demonstrated ability to supply the quality and range of ancillary services
- Level of potential integration between member library systems and supplier system.

It is planned to sign an agreement with the selected vendor and implement the arrangements early in 2002.

ELECTRONIC RESOURCES

Consortia:
A feature of 2001 was the increasing role of consortia arrangements to purchase library resources and to provide access to resources.

The Library subscribes to the following electronic resources via our membership of CAUL's Electronic Information Resources Consortia (CEIRC), which includes Australian and New Zealand University libraries: *ABC – CLIO Historical Abstracts, ACS e-journals, CAS SciFinder Scholar, Emerald Fulltext, Gale InfoTrac (Expanded Academic ASAP International and LegalTrac), Global Books in Print, Journal citation reports, Lexis, MathSciNet, ProQuest5000 (multiple databases), UlrichsWeb, Web of Science, Wiley InterScience and Annual Reviews.*

The Library purchases the following titles as part of the University of Otago Medical Libraries consortia*: Allied and Complementary Medicine, CINAHL Nursing and Allied Health, Embase, Evidence based medicine reviews, Medline, International Pharmaceuticals Abstracts and PsycINFO*.

Current Contents, *NewZindex* and *Te Puna* are purchased as part of a CONZUL (Committee of New Zealand University Librarians) consortia.

New electronic resources for 2001:
Negotiations for *Wiley InterScience* and *ProQuest5000* took place in 2000 and access was made available in 2001. *Wiley InterScience* provides web access to the full text of all the journals Wiley publish electronically (over 300 titles). *ProQuest5000* is a collection of databases containing related articles, many of which are in full-text. The following databases are included: *ABI/INFORM Global, Academic Research Newspapers, Academic Research Periodicals, Accounting & Tax Newspapers, Accounting & Tax Periodicals, Applied Science & Tech Plus, Banking Information Source, Career and Technical Education, General Science Plus, Health & Medical Complete, Pharmaceutical News Index, ProQuest Asian Business, ProQuest Computing, ProQuest Education Complete, ProQuest European Business, ProQuest Telecommunications, Religious Periodicals* and *Social Science Plus.*

Online-only access to all *ACS* (American Computer Society) *e-journals* began in 2001.
Web access to *Global Books in Print* was made available to University users; previously this had been received on CD-ROM.

An agreement to gain improved access to Brooker's electronic products was completed in 2001. These products were previously limited to use within the Law Library and now may be networked to any of the Library branches on campus, with access to the web versions for all staff and students.

Access to those titles networked on our ERL server was extended to multiple sites at the end of 2001. Users at the Christchurch School of Medicine, Wellington School of Medicine, Wellington Stadium, and Auckland Centre as well as distant students and users at the Dunedin campus can now access these titles: *ASFA* (Aquatic Science and Fisheries Abstracts), *Art Abstracts, ERIC, FSTA* (Food Science Technology Abstracts)*, INNZ* (Index New Zealand), *Life Sciences Collection, MLA International Bibliography* (Modern Languages Association), *Nutrition CD, Philosopher's Index, SIAL* (Serials in Australian Libraries), *Sports Discus, Wilson's General Science Index, World Textiles* and *Zoological Records*. *GeoRef* is also networked to multiple sites.

Other major electronic resources the Library subscribes to are listed in Annex V.

COLLECTION DEVELOPMENT REVIEWS

Zero based Review of Business serials:
A pilot zero-based review of serials was undertaken with the School of Business, beginning in December 2000. The pilot was designed as the first stage of a wider exercise for long-term serials management. School of Business academic staff were asked to provide a prioritised list of titles required for current teaching and research. No preliminary data was provided to survey participants beyond a statement outlining the purpose of the review.

The Library asked each department to supply their list of journals in each of the following five categories:

Core - these journals are fundamental to the area
Essential for teaching a specific course - please identify the course
Essential for research - please identify specific area
Interdisciplinary - please identify the additional discipline

Other - journals neither core nor essential but useful

The information gathered showed that of the 676 unique titles identified as either core to the subject; essential for teaching and research; of interdisciplinary interest or useful to the School of Business, the Library holds or makes accessible 477 or 71%. If we restrict this to the first three categories of core, teaching and research the percentage rises to 74% (392 held of 527 listed). Departments had no restriction on the number of titles they could list, so in effect nearly three quarters of their wish list titles are immediately accessible.

Of the titles held, 275 (57.6%) are held in the Library only in print, 89 (18.7%) are available only electronically and 113 (23.7%) are available in print and electronic formats. Several of the titles in this later group will be electronic versions supplied free with the print subscriptions.

The pilot review was a useful exercise in gaining an understanding of the needs of School of Business staff and has been particularly valuable in analysing the strength of the existing collection and accessible resources.

Information in the review will go out of date. Prices were changing even as the data was entered into the database, due to exchange rates moving and updated prices arriving from suppliers. It is difficult to assign a price for an individual title because of the variety of formats and purchase options, particularly when electronic titles are bundled together as they are in Emerald, BPO, Proquest 5000 and Expanded Academic. Titles which staff identify as essential to the discipline also change quickly and we have received requests for new titles, since the completion of the report, that were not included in the responses received in the review.

We now need to explore the following: which types of material are best provided electronically to the desktop; which require full-text access; which are adequately provided by having an index or abstract of the article with fast document delivery; and how many years of back files are needed. Further exploration of these issues should be part of an ongoing dialogue between the Library and the departments.

The pilot has provided a snapshot of information on current teaching and research needs, and has gone a long way towards identifying a core collection. The Library has gained good information for long term planning. However, the title lists generated cannot be used in isolation to make collection decisions in a mechanical way. Many factors must contribute to the assessment of any new titles considered for purchase and the titles currently subscribed to should be frequently reviewed for relevance to present needs.

The Zero Based Review of serials is being extended to the Faculty of Law and the Division of Sciences in 2002.

Serials Cancellation Review

During 2001 the Library undertook a serials cancellation review to reduce the University's commitment to subscriptions so as to meet the Vice-Chancellor's requirement that the 2002 budget increase no more than 2% of the 2001 budget. With publishers' increases predicted to be in the range of 7 – 9% for 2002, the Library was obliged to reduce its ongoing commitment to subscriptions from 1 January 2002 by $574,000. The previous major cancellation exercise took place in 1997 (c.$350k) though in 1998 the Library cancelled $80k worth of print subscriptions which had been duplicated in electronic products subscribed to by the Library. A cancellation exercise was narrowly avoided in 1999 when, at a late stage, the University made funding available to allow the proposed cut of $350k to be abandoned. In 2000 the Library only avoided cutting serials subscriptions (for 2001) by squeezing the monographs budget.

Initially it was planned to reapportion some of the savings from the cancellations exercise to better support some subject areas which have been identified as under-supported with serials resources. But by the end of the year we had learnt that the 2002 budget would not increase by the 2% we had been asked to plan for, so this severely constrained any reapportioning of funds.

To meet the funding targets some long established titles that we have held in print since they were first published were cancelled in favour of electronic access.

Of the titles cancelled, particularly those in support of the Humanities programmes, many were selected for cancellation because they are available on the aggregated full-text databases we subscribe to, *Expanded Academic* and *ProQuest5000*, thereby retaining at least some access even though the print subscription is cancelled. By relying on these databases for access we are committed to retain them or similar aggregated databases and we will be in considerable strife if these electronic versions increase dramatically in price or the titles become unavailable to us for other reasons. Our experience has been that the content of some databases can be unstable with titles being removed or added depending on negotiations between database creator and publishers. The electronic database industry is a volatile one with frequent changes.

The reliance on electronic databases presents complications for future cancellation exercises. It will be less easy to identify departmental based cancellations as it is not possible to pick and choose titles to be included in the databases. Some databases are only supplied on condition that a commitment is made to purchase access beyond one year, further restricting the Library's ability to cancel at short notice.

COLLECTION DEVELOPMENT ACQUISITIONS

Video/DVD acquisitions

The Library purchased more than 500 titles for the audiovisual collection across a wide and developing number of subject areas. The comparative nature of many of the subjects means that many of the purchased titles have inter-disciplinary uses and were requested for multiple courses. Considerable time was spent in identifying titles for new courses and areas where the University is developing its teaching and research interests. With that in mind, many titles were bought to continue development of the audio-visual resources in visual culture, design, communication and film studies. The collection development purchases augmented and supported purchases made for the collection from general audiovisual funds. Purchases were also made to support teaching in traditional areas including English, History, Marketing, Tourism, Physical Education and Political Studies.

New Zealand Material

2001 saw the purchase of New Zealand material for the general collection continuing to be given a degree of priority. This resulted in more than 800 New Zealand titles being added to the collection. Titles were added across a wide variety of subject areas and in a range of formats including monographs, kits and video-recordings. Liaison with a local vendor ensured that most titles were available for users in a very timely manner. The New Zealand material continues to be well used and is proving very popular with users of the collection.

Fiction

Selected works of fiction continue to be added to the collection during 2001. Purchases from this fund have reached a sustainable level of around 300 titles per year. These titles are additional to those works of fiction purchased from departmental funds. The 300 titles ensure that significant award winning titles from around the world are purchased as are critically acclaimed works, and some experimental fiction.

School of Language Literature and performing arts

Communication Studies, Film and Media Studies, Music, Performing Arts and Visual Culture all received collection development assistance resulting in the addition of many interdisciplinary titles to the Library's holdings. The comparative nature of the topics studied within the School meant that many of the titles purchased for one department or programme were of use for others within

the School and within the wider Division. These titles, coupled with material purchased for Gender and Women's Studies, Sociology and Design, saw a wide range of related material added to the collection. The Library's holdings of recent publications in all these areas are now solid but some purchasing is still required to add a degree of depth to the collection and to keep abreast of significant new publishing in this area.

LIAISON

Liaison work between Collection Management staff and academic staff continued to develop during 2001. More departments had profiles of areas of interest created, so that carefully targeted electronic alerts and reviews of new publications were sent to liaison staff in the departments and the process for recommending material was further streamlined. Towards the end of the year new ways of alerting academic staff of items on display were trialled with selected departments. This system is likely to be offered more widely in 2002, as it has proven very popular with these departments and does away with the need to retain paper files matching the recommendation with the recommender.

INTERNAL WORKFLOWS

Internal changes to Collection Management workflows saw a further streamlining of the ordering/cataloguing process resulting in the time taken to have a book ready for display and borrowing being further reduced. By way of example, recommended material ordered from vendors in the United States can be on display within 4 weeks of the recommendation for purchase being received. Part of the changes involved dispensing with a batched system of workflow and replacing it with continuous processing from receipt of recommendation for purchase through to placing the material on new display.

Further efficiencies were gained when a new release of the Dynix software enabled us to implement laser printing of spine labels directly from catalogue holdings records, thus eliminating re-keying, virtually eliminating typographic errors and further speeding the processing tasks.

During the last few days of the working year the department moved from the temporary location at 137 Leith Street back into the Central Library. Efficiency gains have been made by returning to work in closer proximity to library users, other library staff and the collection.

BIBLIOGRAPHIC DEVELOPMENTS

Bibliographic access to electronic resources:
Three major programmes were implemented in 2001 to provide enhanced bibliographic access to electronic resources. The first, WebCheck, is a program that searches bibliographic records in the Library catalogue and looks for, and reports on, URLs that are inactive. This program has been implemented and staff now work through the resulting reports to update the inactive URLs.

Secondly, the initial stage of a project to provide bibliographic records for those electronic journals we have access to has been completed and the ongoing work to maintain and up-date those records is in-hand.

The third is a Local Holdings project to record on selected electronic abstracts and indexes those cited titles that are available in full-text (either print or electronically) to University of Otago library users. *ProQuest 5000* and *Expanded Academic ASAPInternational* have been completed and the Ovid databases are in progress with *Medline, Embase* and much of *PsycINFO* completed.

Authority control
2001 was the first full year of ongoing authority control in new records in the library catalogue. Cataloguers receive daily reports on new headings and work to eliminate variant forms of headings, download authority records with "see" and "see also" references, and change headings to their most up-to-date form.

Cataloguing Projects
The Hocken Cataloguing Backlog project continued until May 2001, when it ceased due to lack of funding for downloading records. By the time it stopped, about half of the original 20,000 backlog of monographs had been catalogued.

Late in 2001, a trial project began to centrally catalogue and process monographs newly purchased for the Hocken Library. The trial has involved close liaison with Hocken Library staff and has progressed well, with the few new procedures required meshing well with existing procedures. By the end of the year 244 titles had been catalogued and procedures were in place to continue the successful trial in 2002.

Also at the end of 2001, a project was completed to ensure that all catalogue records for holdings in the Medical and Dental Libraries published after 1985 have Library of Congress Subject Headings.

Three cataloguing projects involving rare books were undertaken in 2001. Two that are virtually completed involved the cataloguing of previously un-catalogued Medical Historical Collection items and the cataloguing of a number of rare books recently donated by Professor Keith Maslen. A third project, which is ongoing, involves creating catalogue records for English language imprints where records were unexpectedly not included among those supplied by the Eighteenth-Century Short Title Catalogue for North America. In addition, pictures of title pages of some rare books and manuscripts in little used languages in non-Roman alphabets, were mounted on the Library's web pages, and help is now being received from rare book librarians throughout the world, to identify and catalogue them.

HOCKEN LIBRARY

The major development of the year was that of the Hocken Library's cataloguing backlog by almost 8,000 volumes approximately 30% of the total. A case was prepared for funding from the New Zealand Lottery Grants Board to assist with a four-year archives and manuscripts arrangement and description project.

LAW LIBRARY

Funding for routine book purchases was close to the level of the previous year; approximately 440 titles were ordered, including items obtained on standing order. This amounts to nearly 18 titles per Law lecturer, close to the 20 titles per staff member recommended internationally.

Unreported judgments came in well under budget, due to the supply by the Court of Appeal of free electronic copies of its decisions and the advent of the FindLaw NZ website, which makes some decisions of other courts freely available for a period.

A serials and standing orders cancellation and an earlier report on prices took much time and energy; 41 titles were cancelled.

After technical problems were resolved, Dynix Inventory software was used to stocktake the monograph collections.

Long-running negotiations with Brookers over the supply of print and electronic products were concluded, with significant gains in electronic access on and off-campus.

Otago holdings information was added to the Legaltrac database enhancing its usefulness considerably.

MEDICAL AND DENTAL LIBRARIES

The monograph collection was enhanced by a more generous book fund allocation in 2001, which enabled the purchase of a large number of high cost items, particularly recent editions of important health sciences titles. A project was carried out between August and December 2001 to eliminate a backlog of un-catalogued items in the Historical Room, material donated from other New Zealand libraries and University departments. Unique items were added to the collections and duplicate material was offered to other branches, local libraries or made available to Library users. The New Zealand Medical Collection was weeded of non-health sciences material and duplicate titles, leaving a more focused New Zealand public health collection. A number of short inactive runs of duplicate journal titles with longer active holdings in other branches were identified and withdrawn from the collection.

Electronic resources

The number of health sciences journal titles available online increased markedly from approximately 300 at the end of 2000 to almost 700 in 2001. Titles appear to have stabilised, although a greater number involve some additional cost to ensure ongoing online access. There was some frustration at the pricing structures and lack of advantageous consortia deals for some important online titles, particularly Nature weekly, the BMJ monthly titles and Elsevier's ScienceDirect.

SCIENCE LIBRARY

The year saw yet another serials cancellation exercise in response to the Vice-Chancellor's requirement that the 2002 budget was not to increase any more than 2% of the 2001 budget.

For the Science Library this involved a 12.86% cut in spending and the loss of 99 print subscriptions including a number of very expensive titles. Eight of the titles fell within the $10-20,000 per annum bracket.

The Journal of Chemical Physics was transferred to electronic only from January 2002, a continuation of the trend begun in 2000 with a number of the American Chemical Society subscriptions.

DONATIONS

A list of donors is included in the appendices to this report. Donors make a significant contribution to the development of the Library collections and we are grateful to them all, both institutional and personal.

Especially noteworthy donations included the following:

The British Council donated 195 volumes of the UK Everyman Millennium Library. The full collection comprises outstanding examples of world literature in English, from classical works to European works in translation, Commonwealth writers, and mainstream English literature of all periods. Designed for durability, each volume is cloth bound, stitched and printed on cream-weave paper.

The Church of Jesus Christ of Latter-Day Saints presented the Library with a selection of books, videos and CD-ROMs, to support the study of the Church in Religious Studies courses. The Library was particularly pleased to receive the "Encyclopedia of Mormonism" published by MacMillan. The Library's holdings in Theology and Religious Studies was further strengthened

by the donation of works on 19th and 20th century Theology, mostly in German, by the late Dr Chris Ehrhardt.

Assoc. Prof Ted Nye continued to donate volumes of the collected works of August Strindberg as they are published. The Library now holds 53 volumes in this series generously gifted by him.

Emeritus Prof Hew McLeod donated further titles to our collection of books on Sikh religion and history, including those he has authored himself. This area of the Library's collection has been developed largely due to his generosity and interest.

Ms Mian Lee, of Selangor in Malaysia has generously contributed funds to purchase library resources in support of Humanities studies. Titles in the areas of human rights, international law, European history and politics have been purchased.

SPECIAL COLLECTIONS

CENTRAL LIBRARY

General

The Special Collections, an important research resource, result in a number of enquiries being received each year from scholars and writers from Otago, elsewhere in New Zealand and abroad. Access to the collections by the general public enables visitors to consult the items at first hand.

2001 was a very active year in which conservation projects were completed; the collections promoted at a number of informal events and preparations made for the de Beer Gallery opening and move back to the Information Services Building

- An open day held on 21 February to view acquisitions of 2001 was well received by 28 members of staff from the Library and Departments of English, Philosophy, Art History and Anthropology who appreciated the opportunity to examine the books at first hand. The hope was expressed that this would become an annual event.
- In April the Warden and Board of Selwyn College hosted an evening celebrating the completion of the encapsulation of fragile items in the Shoults Collection. Guests included representatives of the Community Trust of Otago which contributed to the funding of the project. The prize exhibit of the forty-six volumes on display was the rare Bible gloss of Nicholas de Lyra with reinforcing strips printed by William Caxton. The occasion received publicity in the *Otago Daily Times* and on Channel Nine.
- In November a Milton seminar organised by Associate Professor John Hale highlighted the acquisition of the 1827 large quarto first edition of John Milton's *Paradise lost* illustrated by John Martin. These volumes together with 18 other related items from the de Beer and Brasch Collections were displayed for the participants with accompanying notes.
- The Charles Brasch Court was first used in November for the book launch of Dr Keith Maslen's book, *Samuel Richardson of London printer*.

Purchases

Significant purchases from the de Beer Fund included Humphrey Repton's *Observations on the theory and practice of landscape gardenin*. …, 1803, first edition; Robert Wood's *The Ruins of Palmyra, otherwise Tedmor, in the Desart; together with The Ruins of Balbec, otherwise; Heliopolis in Coelosyria*, 1753 and 1757; and John Milton's *Paradise lost; with illustrations by John Martin*, 1827, first edition. In addition, 26 volumes of early English imprints were purchased for a nominal amount from Dr Keith Maslen.

Transfers
Forty titles (43 volumes) were transferred from the open shelves to the Special Collections. Among them were first edition Iolo Williams titles, 16 Baedeckers from Storage and 10 New Zealand titles now becoming valuable which Hocken already holds.

Conservation
Encapsulation of each item in the de Beer Collection was completed and items at risk in the Brasch and Stack Collections were placed in protective boxes. A valuable set of moko printing blocks was treated with plate oil to prevent further erosion. Items acquired during the year were also encapsulated with assistance from the Library Bindery.

Shoults Collection
In August the remaining volumes (approximately 800) of the Shoults library were transferred from Selwyn College Library to the Special Collections.

Encapsulation in clam shells of all fragile items (1138 clamshells and 215 four-flaps) was completed in February. Leather bindings compromised by red rot were treated.

Bibliography Room
Two of the four historic working presses owned by the Library, the Columbian or "Eagle" press and the Albion press, were moved to the ISB. The other two presses remain at 137 Leith Street.

COPYING SERVICES

Overall, demand for public copying services throughout the Library system decreased slightly in 2001. This is in part due to the increase in availability of electronic access to journals, making downloading to departmental copiers, and to specialised services such as scanning and colour copying provided in departments, an easy option for users, particularly academic staff. The Library's initiative of providing access to exam papers online also has decreased the demand for self help copying. Against the trend, self-help copying in the Dental Library increased. This may relate to an increase in the number of students in the Dental School with the addition of Dental Therapy and Dental Hygiene courses.

The drop in demand for self-help copying has been met by the increase in the sale of Copyshop notes to students (the Library held Copyshop notes for a total of 211 titles for 131 courses for 2001) and by the increase in operator assisted copying.

INFORMATION TECHNOLOGY/SYSTEMS DEVELOPMENTS

Dynix
The Dynix library management system is integral to the University Library's processes and procedures. Though the student may only see a system as an online catalogue, or the issuing of books or the emailed overdue notices, the library management system is used by all Library staff either directly or indirectly. The technical services modules manage the selection, purchase and cataloguing of all resources. The circulation and reserves modules manage the circulation and control of resources by ensuring that resources are available to be issued to authorised users. Users have access to the library resources through the online catalogues. So the Dynix library management system has operated over the last 12 years. But though development work continued during 2001 to increase it effectiveness, it became more apparent that its days were numbered as its functionality struggled to keep up with the demands required of a modern academic library system.

The big disappointment has been WebPAC, the web interface for the Library's catalogue. Though it provides a nice graphical interface to the catalogue it lacks the functionality of the Telnet version. A large number of defects and bugs were identified during the year affecting the desired standard of functionality. It therefore came as no surprise to learn that Epixtech had moved away from further development of WebPAC and had just released yet another web interface for the online catalogue. Despite all the problems with WebPAC it is unlikely the Library will purchase the new interface.

The University of Otago Library had been looking to WebPAC to provide a single interface for searching the catalogues of the University of Otago Library, the Canterbury Medical Library and the Wellington Medical Library. The Wellington Medical Library is accessible but continuing technical difficulties with the connection file between the WebPAC server and the Dynix server of the Canterbury Medical Library have yet to be resolved. The creation of a new keyword index by the Library provided a common search and allowed for the successful activation of broadcast searching. This allows a user to simultaneously search across the catalogues of the University of Otago Library and the Wellington Medical Library.

Early in 2001, it had been planned to make WebPAC the preferred interface in the Library, rather than the text-based telnet version. Information Technology Services were unable to complete the project in time, and the work was continually delayed during the year. Early in 2002, the work was outsourced, and it is expected that the rollout will be completed by the middle of first semester.

In conjunction with the WebPAC developments the Z39.50 server was set up. Z39.50 is a client server protocol for information retrieval. From a Z39.50 client the user can search, retrieve and sort data from Z39.50 compliant databases utilising just one interface. Initially it had been set up to provide access for EndNote, as the Z39.50 client, to access the library catalogue. Future plans are to provide links to Z39.50 compliant databases via WebPAC.

With the advent of a web interface for the online catalogue, came the ability to link from the catalogue to web based electronic resources through embedded URLs, but also the difficulty of ensuring that the links remained valid and active. In Easter, the Library upgraded to Release 181, specifically so that the Dynix add-on product WebCheck could be purchased and installed to do this job.

There is now an expectation that the library catalogue will be available 24 hours a day, seven days a week so any upgrades are carefully scheduled to fit into the "quieter" periods. A further upgrade was postponed when Epixtech delayed the release of version 190 for six months. The effect on the Library has been a delay of one year, at a time when Library staff were looking for bug and defect fixes to problems currently affecting their work.

With the staffing difficulties at ITS, Unix upgrades on the Library's Dynix server were postponed and then outsourced to ensure that the work was completed prior to the start of Summer School.

Other Dynix upgrades during the year included the upgrade to the Dynix Cataloguing for Window client, and to the PC Reliance software. The latter allows the Library to continue circulating items on a local PC if the server or network is down. The records are uploaded to the server once the connection has been restored. This software is more for peace of mind as the reliability of Librius, the Dynix server, and the stability of the network has meant that it is very rarely used.

A number of long-standing staff requests were finally fulfilled. A utility was purchased to allow the printing of spine labels from Dynix to Microsoft Word; an application was purchased to allow staff to set function keys on the PCs to work within Dynix; and work is being done for the same on the X-terminals.

New Library Management System

The Dynix library management system has been installed at the University of Otago Library since 1989. Though the system had been upgraded regularly, it was getting to the stage where changes in technology and the expectation of users could not be further accommodated. Of late, these developments had been taking place outside the standard system, being offered as add-on products. It therefore came as no surprise when epixtech announced their intentions to develop a new integrated library system to supersede their existing Dynix and Horizon products. The surprise was that no direct migration path was planned for the Dynix system to the new Sunrise product.

So in 2001 the search for a new library management system commenced. The decision was made that if an effective solution could be found then existing services such as the Wellington and Canterbury Medical Libraries and the Hocken Library archives would be combined into one library system.

The object was to find a modern library management system that would support both current and future innovations. The key requirements identified by library staff and users alike were flexibility and the integration or interoperability of the myriad electronic resources available within the academic environment. It should be also be capable of integrating digital collections, pictures and full text with the traditional system.

Early in the year brainstorming sessions were held on the Dunedin, Wellington and Christchurch campuses to give library staff and users the opportunity to specify the features and functionality considered important. From these sessions a Request for Information (RFI) was drawn up and distributed to interested vendors. Using the responses, four vendors were short-listed.

At the same time some interesting developments were taking place nationally. A number of other university libraries were also considering replacing their library management systems. After some discussion, it was decided that the university libraries from Auckland University of Technology, University of Waikato, Victoria University of Wellington, Lincoln University and The University of Otago would investigate a consortium approach to the purchase of a new system, with a joint Request for Proposal to be distributed early in 2002.

Library computer equipment and resources

The Library continued 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.

A lot of development work and upgrades took place during the year to ensure a smooth rollout of equipment and software, first to the Information Commons area in stage II of the ISB building and then to the rest of the branches.

Part of the infrastructure for the planned developments revolved around the Library's Netware servers. Biblion was replaced with Codex. The other NetWare server, Kryten was upgraded. Both were upgraded to ZenWorks 3, the first servers on campus to do so. All the Library PCs and Macintoshes had a NetWare client upgrade, and there was a general rationalisation and re-distribution of files between Codex and Kryten. These two servers provide a range of functions including acting as a fileserver for the Macintoshes, centrally managing the PCs and their desktop through Zen and the networking of some of the Library's CD-ROM databases.

With all this in place, the Library commenced upgrading from NT4 to Windows 2000 and distributing the redeveloped library desktop. This desktop provides access to a wider range of applications, and either access to files on the student home directories or to library staff user areas. The first area to be upgraded was the Information Commons area in stage II of the ISB building. All PCs, except for the Ariel machines, were upgrade before the end of the year. Ariel is a piece of software that allows delivery of scanned documents computer to computer. An upgraded version of the software is scheduled for distribution early in 2002.

The ISB became the first building on campus to move to the new 100MB network. Equipment was replaced in the network cabinets and the switchover was staged area by area. Part of the re-development of the network included the setting up of a student network. This allow students who have registered their network cards, to plug their laptops into the University's network. Currently this facility is available only in the Central Library.

With the ISB building complete, and the Library's computer room finally connected to the uninterruptible power supply (UPS), the Library moved all of its servers, except the Unix ones, from ITS 444 Great King Street to the ISB. Since ITS does the maintenance work on the Unix servers it was agreed that it was more convenient for these to remain at ITS.

The Library currently runs a number of different types of servers to ensure that resources are networked as widely as possible. The three Unix servers Librius, Cirdan and Jannisson run the Dynix Library system, the Hocken Library archives database Hakena, the Library's webpages, and the networking of ERL compliant CD-ROMs. A number of upgrades took place on these servers during the year. Librius and Cirdan both had Unix operating system upgrades. The ERL server software was upgraded on Jannisson and the new version of WebSPIRS was made available to users.

Three Linux X-terminal servers are used in the Library - LibWeb, TPWeb and HocWeb. The fourth, DWeb, is still under construction by ITS. TPWeb provides staff access to Te Puna, HocWeb provides the public access to Hakena, and Libweb unauthenticated public access to the Internet from within the Library. DWeb will provide access to WebPAC from the Library's OPAC X-terminals.

The Library uses a number of Macintosh servers. Marvin runs a number of administration functions such as the Library electronic diary system, *Meeting Maker*, and a number of specialised webpages. Hendel is the Library's FileMaker Pro server. A number of older Macintoshes work with Hendel as a RAIC array to allow for quicker searching and sorting of the FileMaker Pro databases. During the year, a problem with the connection file between the webserver and the databases saw a third server being temporarily set up to ensure access to the databases via the web interfaces. The connection file problem is fixed in the next release of the FileMaker Pro Unlimited software. This will be installed early in 2002. At the same time, both Macintosh servers will be upgraded to MacOSX.

Nestor remains the Library's only NT server. It runs WebPAC, the web version of the Dynix online catalogues of the University of Otago Libraries. It is planned to upgrade Nestor to Windows 2000, and are currently waiting for Epixtech to confirm that WebPAC will run on Windows 2000.

Colour printers were installed in the Central, Medical and Science Libraries. A colour photocopier was networked to allow the Hocken staff to copy material across the network.

Equipment was purchased, configured and shipped to the Wellington Stadium Centre.

Electronic Resources

The Library has 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 the printed journals received, when available.

The Library is working to ensure that the electronic resources purchased by the Library are available to as many of the staff and students of the University as possible. Obstacles continue to be a lack of standard search software and the high cost of network licences. Licences are increasingly being upgraded to provide access to all of the University of Otago campuses. The most significant development in 2001 was the upgrading of all the titles on the ERL server so that they could be used by all University of Otago staff and students.

The Library continues to subscribe to *Ovid Online* providing access to a number of health related databases for all the University of Otago campuses, and the hospitals allied with the Medical Libraries - HealthCare Otago, the Canterbury District Health Board, and the Capital and Coast District Health Board, The databases available include: *AMED*, *CancerLit*, *CINAHL*, *Evidence Based Medicine Reviews*, *EMBASE*, *HealthStar*, *IPA*, *Medline*, and *PsycInfo.* The University of Otago campuses also have access to *Current Contents*.

The Library now operates only one server running a standardised interface that allows a number of CD-ROMs to be searched simultaneously. The databases available from the ERL server now number fourteen and include: *ASFA*, *Art Abstracts*, *ERIC*, *FSTA*, *GeoRef*, *INNZ*, *Life Sciences*, *MLA Bibliography*, *Nutrition CD*, *Philosopher's Index*, *SIAL*, *Sports Discus*, *World Textiles* and *Zoological Records*. From November 2001, these were made available to all the campuses.

Besides Ovid Online, major Internet databases the library subscribes to are: *Bibliography of Asian Studies*, *Dow Jones Interactive*, *Historical Abstracts*, *InfoTrac* (which includes *Expanded Academic* and *LegalTrac*), *Periodicals Contents Index* (PCI), *ProQuest 5000* (which includes *ABI*), *Reuters* and *Web of Science.* As part of a CONZUL agreement the Library subscribes to *CAS SciFinder Scholar*. The software required to access this database has been distributed to the Chemistry, Biochemistry, Pharmacy and Food Sciences Departments, with an increasing number of senior students requesting access from home. Early in 2002, *Factiva will replace Reuters and Dow Jones Interactive*.

The Library is gradually producing local holdings files for a number of the Internet databases. The existence of these files will allow a user of a database to see at a glance what journals and issues the Library holds. In 2001,work was done on the Ovid databases.

Since a number of databases have very limited simultaneous user licences the Library, throughout the year, arranges training licences so that training sessions held by both the Library and, in the case of *CAS SciFinder Scholar*, the Chemistry Department have sufficient licences for their sessions without impacting on other users.

Publishers are increasingly offering free access via the Internet to the electronic version of journals when an institution subscribes to the print version. The Library continues to take advantage of several aggregate services whereby the Library's subscription agents manage access to the electronic version as well. The initial access points to these journals is either through the Library's webpages or increasingly so through the Library's online catalogue. URLs can be book marked for future use.

As well as providing access to the electronic resources developed by external vendors the Library has moved into developing a number of locally produced databases and providing a web interface. The most significant are the *Exams Online* database (http://www.exams.otago.ac.nz) which provides access to scanned versions of the University of Otago examination papers from 1999, and *the Electronic Journal Database* (http://www.ejournals.otago.ac.nz), and the Database of Databases (http://www.databases.otago.ac.nz). Other databases include *Unreported Judgements Index* (Law Library) (http://marvin.otago.ac.nz/uji), *Otago Nominal Index* (Friends of the Hocken Library) (http://otago-nominal-index.otago.ac.nz) and the Otago *Daily Times Headlines Index* (Friends of the Hocken Library). The latter is accessible only in the Hocken Library.

LOCKSS beta testing

In 2001, the Library agreed to become a beta test site for the LOCKSS Project from Stanford University. LOCKSS (Lots of Copies Keep Stuff Safe) is an Internet "appliance", or "easy to use" software, designed to preserve access to authoritative versions of web-published materials. The current version of LOCKSS software is restricted to electronic journals. About 40 libraries worldwide are participating in the beta testing. Further details of this project can be found at http://lockss.stanford.edu .

Help Desk

One of the functions of the Systems Section is to provide a Help Desk for all Library computer related problems and queries. Along with the ITS HelpDesk and other University Departments, the Library uses the Action Request System (ARS) helpdesk software for the administration of helpdesk queries. The use of a common software package allows for the easy transfer of logs between ITS and the Library.

To ensure information is kept in one place, the ARS logs are cross-reference with log numbers assigned by the other helpdesk facilities used by the Systems Section – in particular the Te Puna helpdesk and Vanative, the web-based helpdesk used by Epixtech.

Though the Systems Section Help Desk exists predominantly for Library staff, an increasing number of calls have been received from other University Departments concerning access problems with the Library's electronic resources.

The Help Desk also acts as the contact point for a number of the electronic resources. Information about server downtime, problems etc is disseminated from the Help Desk to the Library and, if appropriate, to the campuses and hospitals. This is a two why street and any problems being experienced by users at this end are relayed back to the appropriate technical people. This often involves dealing with people in the United States and Australia and working across time zones.

Hakena

Hakena (the Maori transliteration of Hocken) is the system that provides access to and management of the Hocken Library's unpublished collections. Work is continuing on the compiling and entering of the descriptive records.

A number of Hakena related projects are planned for 2002, including the migration of a number of Panorama databases and flat data files.

ACCOMMODATION

INFORMATION SERVICES BUILDING/CENTRAL LIBRARY

A major achievement during the year was the Library's move into its Second Phase areas of the ISB. Earlier planning programmed the building for completion in October when, it was hoped, the Queen would open the building on 16th October. However the 11 September terrorism event postponed the date of the Commonwealth Heads of Government meeting in Brisbane and as a consequence the Queen's visit was delayed. But in any case for a number of justifiable reasons the contractors and many of the subcontractors were still on the job completing a number of areas and details and the building is unlikely to be completed now before the end of February/beginning of March 2002.

However, at the time of writing, all areas are able to be occupied. Collection Management moved back into the building in the week before Christmas and the Central Library Special Collections were moved into the air conditioned closed stack area by mid-January though the de Beer Gallery is unable to be used until the correct glass arrives for the windows, now expected to be end of January.

The Director of Information Services and his Personal Assistant moved into their suite of accommodation on the first floor the week before Christmas.

There is considerable enthusiasm for the almost-completed building from all quarters and the students greatly appreciated the extra study places, which came available when the Library was able to expand from the first week in October. Following the end of the final exams it was obvious that waves of secondary school students moved in to take advantage of the high class study places as they prepared for their final examinations. This is a good thing, particularly in the case of the secondary school students. Otago can help to build up a good relationship with these students by

welcoming them into these spaces and thus hopefully encouraging them to think of Otago when they make their choice of university for academic study.

While a number of external commentators are treating the completion of the building as a happy conclusion to a period of intensive planning and realisation those working within the Library, at least, realise that it represents just the beginning of taking advantage of these wonderful, functionally efficient, comfortable and attractive new spaces and to further develop the synergies possible with staff of other units providing student services within the building.

Already Library staff have been engaging with staff of the Student Learning Centre to develop the information Literacy programmes, the training required for Library staff and the developing of networks with others in the academic community. And, of course, the relationship between ITS Teaching Facilities and the Library has been strengthened with the co-operative dealings regarding the management of the Help Desk and the electronic resources area of the Library.

The worth of having the Proctor housed in the building has been proved time and time again with the Library's long opening hours and the high population density.

LAW LIBRARY EXPANSION

As the result of negotiations by the Law Dean, the University permitted the Law Library to use half of Floor 10 in the South Tower of the Hocken Building for book storage. The space is effectively an attic, being accessible through the Law Library by stair alone. At the end of the year, approximately 10,000 volumes of back runs of journals and law reports were transferred to this space, mostly from the storage facility at 109 Leith St. At the same time, the opportunity was taken to re-organise some of the open shelf collections within the Library, to better meet changed patterns of use. As a result, there is now space on Floors 7 to 10 for approximately five years of additions to stock, at the current rate of acquisition.

Protective film was added to windows on the west wall, floor 8, to reduce the effects of sunlight and heat on the bookstack and library users. Lighting was improved in several areas of the bookstacks.

REVIEW OF CENTRAL LIBRARY REFERENCE SERVICES

A panel consisting of the Deputy University Librarian, Rosemary Hudson, the Hocken Reference Librarian, Anne Jackman and the Reference Librarian, Rosalind Harwood-Stevenson met to consider the terms of reference of Part 2 of the Review.

2.1 To consider whether there are opportunities for improving the delivery of continuing service and/or whether there are additional services that the Department should be providing.

2. *To determine whether any additional services could be provided within current staffing resources, if not, what additional resources would be required to introduce them.*

During the latter part of 2001, a recommendation of the Review panel regarding the need for additional staffing was implemented. This was in response to the need for a well-planned and coordinated approach for user education and information literacy activities. Findings of the Review had shown that library assistants were generally unable to carry out the user education component of their work because of the pressures of document delivery work. It was therefore proposed that two fixed term full time positions be appointed to do routine document delivery and to staff the Quick Questions Desk and the West Desk, a new service brought in on the completion of the building. Library assistants were then allocated dedicated time to assist in furthering information literacy and user education.

SUMMER SCHOOL

The first Summer School was held in 2001. Most user education during the summer school period occurred independently of the School. Library services were publicised and orientation tours were well attended however there was no demand for subject classes.

Statistics for the Summer School period 3 January- 14 February 2001

Summer School User Education	Number of groups	Number of participants
Orientation Tours	5	23
Presentation to new students	1	30
Total	**6**	**53**

Other User Education	Number of groups	Number of participants
Classes	12	130
Tours	9	59
Audio conferences	8	199
Tutorials	4	4
Tour/Class O. L. C.	3	22
Total	**36**	**414**

COMMUNITY SERVICE

Central Library

Senior Library staff have been active in leading tours to outside groups interested in seeing the architectural features of the Information Services Building. External borrowers with special interests are able to use research resources and to borrow where appropriate. Members of the public are welcome to use the Library facilities even if they are not official members of the Library.

Quite a number of recent immigrants read the foreign language newspapers and magazines, thus easing themselves into the new environment while keeping in touch with news of their home country.

Two Justices of the Peace in the Central Library provide a free service to students needing verification of documents, statutory declarations etc.

Hocken Library

Twelve exhibitions were mounted in the Hocken Library gallery, and three exhibitions continued to be toured nationally-Grahame Sydney, Rita Angus, and Colin McCahon-and a fourth regionally. 63 paintings were lent to other institutions. The Library also mounted another winter seminar series with seven presentations, and the annual Hocken lecture given by the distinguished children's author, Margaret Mahy. The number of written enquiries from the public was a little down on previous years, 931 (977: 2000). New public registrations on the Dynix and Hakena systems rose to 861 (760: 2000) and 886 (728: 2000) respectively.

Law Library
Law Library staff provided Dunedin lawyers with two practical classes in the use of the internet for legal research. They also assisted one weekend with the removal of the Otago District Law Society Library to temporary premises in the Exchange.

Medical and Dental Libraries
The Medical and Dental Libraries support the local health community's information needs through provision of access to library resources and expertise for continuing professional education. In 2001 sessions given included; 'health information on the web' to a Combined Meeting of the New Zealand Dermatological Society and the Australasian College of Dermatologists in Queenstown, and seminars on evidence-based medicine and other specialities for Healthcare Otago staff and local general practitioners groups, and Otago Polytechnic art students visited to view anatomical material from the historical collections. The Library continued to support professional papers run in Dunedin for the Royal Australasian Colleges of Surgeons and Ophthalmologists. Library staff were also involved in a consultative role in a move of The Ashburn Clinic library. A small amount of shelving that was surplus to requirements from the Central University Library was donated for use in the new location.

The Medical Library and Remote Library Services piloted a national service to students participating in Royal New Zealand College of General Practitioners professional courses. Dental material was frequently requested from practitioners from outside the region, as it is not generally available in other New Zealand libraries.

THANKS

I record warm appreciation to Library colleagues who have worked unstintedly for the ideals espoused and strategic directions established. A strong commitment to service, professional ethics and the values of academia are characteristics of Library staff generally. This makes it a distinct pleasure to work collaboratively to create library services that support excellence in teaching and research, and provide wider community benefit.

I thank Martin Anderson; Director of Information Services, members of the Library Services, the Hocken Library, and the Library/Student Liaison committees, and the Information Services Building Working Party, all of whom have been supportive of the Library's goals.

I also thank many colleagues throughout the University who have expressed real interest and support and whose advice has been frequently valued.

Michael Wooliscroft
University Librarian March 2002

SECTION TWO

UNIVERSITY OF OTAGO LIBRARY - BUSINESS PLAN 2001

The strategies and goals have been extracted from the full version of the Business Plan.

Key strategies for the Library for 2001

In order to ensure that the 'library dollar' is spent to optimal effect the Library will undertake the following strategies through 2001.

1. Continue the zero-based review exercise relating to serials subscriptions

This involves the Library working closely with academic departments to determine the serial resources necessary to support current teaching and research. A key element is the availability of relevant electronic resources. With the increasing availability of electronic access and enhanced document delivery services, it is becoming rather easier to cancel lesser-used expensive print titles where the same title is included in an aggregated full-text database to which the Library subscribes although the instability of some of the inclusions and the lack of truly full-text on many of these databases and the delays in mounting recent issues are problems for some users. The University also needs to be aware that with the frequent culls of serial holdings over recent years the proportion of lesser-used expensive print titles is now very small indeed.

Otago has improved provision for students to access electronic and Internet resources throughout the Library and by providing networked access to many of these resources externally has eased access for many. However, the full costs of providing access must be considered when assessing the cost-efficiency/effectiveness of any options.

During 2001 a successful zero-based review of serials supporting the School of Business was carried out. The details are reported in Section One of this Annual Report. Subsequent work is continuing in order to draw on the analysis of the data received and the Library is liaising with the academic departments concerned. At the end of 2001 a similar exercise began with regard to the serials and standing orders required, supporting programmes in the Faculty of Law. And at the time of writing this report a similar exercise is beginning in the Division of Sciences.

2. Continue to review the serials holdings at the three medical library sites

There is slowly increasing user support for reducing the range of duplicate serial titles at Otago's three medical libraries. A number of strategies have been employed to advance the concept of the single distributed collection, improving access to resources at other sites among them:

- the rapid intra-University document delivery service
- improved gateway access to the catalogues of the three sites
- staff at the three sites collaborating on serials cancellations
- the loan of recent issues of journals from the site at which they are held to one of the other two sites

The serials cancellation exercise in 2001 cut c.$530k from serials subscriptions held in Dunedin and c.$55k from serials held in Christchurch and $68k from serials held in Wellington. The exercise was held on a university-wide basis with care being taken to endeavour to retain unique titles at the site where they were most needed but inevitably, given the size of the cuts, a number of unique titles were cancelled.

During 2002/3 it is planned to review the 1996 document prepared by the University Librarian "Optimising the Library Dollar and Improving the Effectiveness of Services in the

Three University of Otago Medical Libraries" in order to review how effectively the recommendations in that report have been implemented and to see if there are further opportunities for savings. As well of course, we want to look for opportunities to improve the level of service and access to resources which have been under considerable pressure because of very significant resourcing constraints.

3. Explore with the Bill Robertson Library the implications of a collaborative collection management policy following the successful pilot of reciprocal access for students and staff of each of the major tertiary institutions in Dunedin.

During 2000 University students and staff had free access to the Bill Robertson Library of the Dunedin College of Education and the Otago Polytechnic. College and Polytechnic students and staff had reciprocal access to the University Library. There were virtually no problems: all three institutions recommended that the arrangement should continue.

While each institution has prime responsibility for ensuring that the core information needs of its community are met, there are areas of overlapping subject interest held in each of the libraries. In some areas the Bill Robertson Library's holdings complement the University Library's holdings very well and vice versa. It was thought that we might be able to establish specific areas of strength, which each institution would develop for the benefit of the whole tertiary community.

In fact, while there is scope for the joint consideration of expensive titles, the Bill Robertson Library's greatest need of any joint relationship is access to the University's electronic products. In most cases this would require licence extensions and additional fees which would need to be recovered from Dunedin College of Education and the Otago Polytechnic.

Recent news regarding the planned merger of the University of Otago and the Dunedin College of Education may see fresh opportunities presenting themselves for an even closer relationship between the two libraries although the position of the Otago Polytechnic regarding the Bill Robertson Library will present some issues for resolution.

4. Explore with another academic library the possibility of collaborative collection management policy trialling collections in the area of Law.

There is already a very small measure of collaborative collection management in place between some Law libraries. Otago was keen to see if this could be built upon and whether the respective Faculties would co-operate. If this proved successful in the area of Law, this Library would have been enthusiastic about extending such co-operation to other subject areas.

This was seen as an attempt to optimise expenditure in this area by reducing duplication where this was possible, increasing the use of non-core resources, and diversifying the collections.

An attempt at developing such a relationship with a South Island university failed in 2000 and in 2001 the second university library approached, also decided not to pursue this. It seems that there is no life in this just now, but as the university libraries are collaborating in a number of other areas: a consortium approach for an information resources access management system; a consortium approach for the purchase of North American monographs; investigation of a possible national store; and a possible national or multiple research site licence, the goodwill evident amongst the University Librarians and their institutions is at a high level, showing a willingness to investigate opportunities for providing cost-effective services and improving access to information and knowledge resources. The major element missing is some incentive funding from central government, as has been the pattern in the UK, CANADA, and Australia.

5a. Assistance for University staff in using electronic resources

The Library has provided greater assistance to academics who are not yet familiar with the means of accessing electronic resources which the Library is providing access to. Each serials cancellation exercise provides specific opportunities but as well staff throughout the Library are engaging with their academic colleagues to give further instruction in use of the Library and in enhancing access to digital resources as well as print.

5b. Bibliographic access to electronic resources

This required a project to get records for full-text electronic journals on the Library's catalogue. The catalogue should list not only ownership but also accessibility. A considerable amount of work has gone into this project in the year under review, and this is continuing.

5c. Pre-selection service for Academic staff, using web based selection tools

Library staff are providing pre-selection services to academic staff using the wide variety of selection tools currently available. By working closely with Library Liaison officers and establishing profiles of academics' teaching and research interests, Library staff are able to compile lists of reviewed and new titles in specific subject areas that are then sent electronically to appropriate academic staff. These lists form the basis of much of the material that is then selected for purchase for the Library's collections.

NEW OBJECTIVES

1. To identify the additional ongoing operational budget of the Central Library at Stage II (mid- 2001).

This was completed as part of the 2002 Budget submission process.

2. To plan for Decanting III and IV to take place in 2001.

This staged decanting took place with considerable efficiency and lack of intrusion on customer service continuing the successful planning and achievement evidenced in the previous exercises. At the time of writing all units of the Central Library have returned to the new central site within the ISB. Because of delays in shipping the correct glass the Special Collections area could not be fully commissioned by the target date but the stock is now in proper climate controlled conditions which meet international standards for the first time.

3. To provide all disciplines with desktop access to electronic indexing and abstracting tools as far as budget resources allow

When the University grant for library resources fails to allow for increases in publishers' prices the purchasing power of the budget declines with sorry consequences. At such times it is especially important to develop and enhance access to those resources which provide bibliographic access to the literature and information that the Library may not be able to own or access in full-text in order to keep awareness of a reasonable proportion of scholarly publications. Where possible these resources are made available via the web or networked.

4. To continue the project to eliminate the cataloguing backlog of the Hocken Library's published collection over a period of 4 to 5 years.

See Cataloguing Projects page 20 Section One

5. To begin to eliminate the Hocken Library archives arrangement and description backlog and attract external funding for it.

Towards the end of 2001 a case was made to Lottery Environment and Heritage for ongoing funding to enable this backlog to be completed. [The Library was advised in March 2002 that we were successful and a grant of $250k over a 2-year period has been made available. This is splendid news.]

6. To strengthen the complement of Systems Section staff and to increase the IT capability of selected staff throughout the Library in order to progress issues relating to electronic resources.

A fixed-term fulltime staff member was appointed for a further year.
Troubleshooting courses were held – both refresher courses and courses for new troubleshooters.
An advanced troubleshooting manual was drawn up for designated troubleshooters
A manual of relatively straightforward fixes was disseminated to all Branches and Departments.
Most staff were comfortable with basic troubleshooting or using the designated troubleshooters.
Systems staff have used the troubleshooters on few occasions to carry out mass changes.

7. To provide an appropriate level of service in the Information Commons of the new Central Library for a substantial part of the Library's opening hours.

See commentary under Information Desk Services Central Library on page 9.

8. To strengthen the Library's custodial services given increased needs with the extended decentralised system, the initial increase in space resulting from the completion of Sage I Central Library Building, and a further increase in space at the completion of the ISB project.

In the absence of the availability of additional funding for permanent positions, the Library continued the temporary employment of 1 EFT Mail and Custodial Services Assistant in 2001. As with the position in Systems, this runs counter to University policy but it is only through this work-around that we have been able to cope.

9. To plan for the replacement of the Dynix Library system.

Planning has begun and a New Library System Working Group formed.
Brainstorming sessions involving all Library staff on the Dunedin, Christchurch and Wellington campuses were held and a wider stakeholders session (predominantly users) was also held.
A Request for Information (RFI) was sent out and responses received. On the basis of responses a shortlist of four vendors was established and a Request for Indicative Pricing was sent to those shortlisted.

A decision was made to combine the databases of the University of Otago Library, the Wellington Medical Library and the Canterbury Medical Library into a single database.

CONZUL consortium project (CONZULSys) - agreement to issue a joint RFP early in 2002

Implementation will probably be in mid 2003 if funding is approved.

The ongoing objectives set out in the Business Plan 2002 are not repeated here.

SECTION THREE

ANNEX I

THE STANDING COMMITTEE ON LIBRARY SERVICES
(as at 31 December 2001)

Chair	Mr Martin Anderson
Division of Humanities	Professor Jocelyn Harris
Division of Health Sciences	Mr Doug Holborow
Division of Commerce	Dr Richard Boebel
Division of Sciences	Dr Lyall Hanton
Academic Staff	Dr Shef Rogers
General Staff Association	Ms Yvonne Sharpe
Faculty of Law	Mr Michael Robertson
Hocken Library Committee	Assoc. Prof. Chris Hoogsteden
Otago University Students Association	Ms Natashia Cobcroft Mr Alistair Dunn
Information Services Division	Mr Neil James
University Librarian (ex officio)	Mr Michael Wooliscroft
Deputy University Librarian (ex officio)	Miss Rosemary Hudson

ANNEX II

TABULAR INFORMATION

Central Library includes Audiovisual Services and Education Resource Centre.
Dental Library includes health sciences audiovisual material.
Science Library includes Portobello Marine Laboratory Library.

	LIBRARY UNITS															
COLLECTION RESOURCES	**CENTRAL**		**DENTAL**		**HOCKEN**		**LAW**		**MEDICAL**		**SCIENCE**		**Auckland Centre & Wellington Stadium Centre**		**TOTAL**	
	2001	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000
Volume equivalents added during year																
Books	**14,490**	14,139	**107**	137	**10,349**	7,021	**691**	609	**2,161**	1,957	**2,975**	2,629	**12**	0	**30,785**	26,492
Serials (Bound volumes)	**2,671**	2,970	**100**	141	**579**	581	**1,310**	908	**2,378**	1,396	**2,947**	3,040	**34**	0	**10,019**	9,036
Microforms	**1,612**	2,090	**0**	0	**905**	1,082	**0**	0	**13**	16	**3**	16	**0**	0	**2,533**	3,204
Other non-book materials	**1,336**	1,454	**14**	11	**16,154**	13,933	**2**	1	**45**	42	**211**	350	**0**	0	**17,762**	15,791
Total	**20,109**	20,653	**221**	289	**27,987**	22,617	**2,003**	1,518	**4,597**	3,411	**6,136**	6,035	**46**	0	**61,099**	54,523
Volume equivalents held at end of year [1]																
Books	**423,383**	408,563	**5,272**	7,458	**170,506**	160,157	**24,046**	23,357	**90,725**	88,170	**98,517**	97,383	**34**	0	**812,483**	785,088
Bound serials	**121,730**	119,482	**5,886**	5,652	**27,723**	27,144	**45,557**	44,263	**73,424**	71,239	**149,736**	148,017	**48**	0	**424,104**	415,797
Unbound serials	**6,440**	6,440	**560**	560	**11,978**	11,778	**1,520**	1,520	**9,900**	9,900	**13,277**	13,277	**0**	0	**43,675**	43,475
Microforms	**147,814**	146,148	**7**	7	**22,919**	22,014	**520**	520	**1,925**	1,889	**41,650**	41,647	**0**	0	**214,835**	212,225
Other non-book materials	**24,668**	22,925	**1,588**	1,574	**1,078,200**	1,062,021	**21**	19	**250**	209	**6,690**	6,478	**0**	0	**1,111,417**	1,093,226
Total	**724,035**	703,558	**13,313**	15,251	**1,311,326** [2]	1,283,114	**71,664**	69,679	**176,224**	171,407	**309,870**	306,802	**82**	0	**2,606,514**	2,549,811
Number of print serials currently received																
Subscriptions	**1,898**	1,911	**91**	92	**586**	929	**558**	612	**760**	763	**1,361**	1,371	**44**	0	**5,298**	5,678
Donations	**877**	877	**65**	65	**2,721**	2,637	**197**	197	**683**	673	**205**	209	**0**	0	**4,748**	4,658
Total print serials	**2,775**	2,788	**156**	157	**3,307**	3,566	**755**	809	**1,443**	1,436	**1,566**	1,580	**44**	0	**10,046**	10,336
Number of electronic serials annually received	**14,750** [3]	11,871 [3]	**12**	10	**0**	1	**8,608** [3]	8,759 [3]	**323**	232	**509**	381	**0**	0	**24,202**	21,254
Total print and electronic serials	**17,525**	14,659	**168**	167	**3,307**	3,567	**9,363**	9,568	**1,766**	1,668	**2,075**	1,961	**44**	0	**34,248**	31,590

[1] Adjusted to take account of withdrawals, recounts, etc. Recounts for many collections were done on the University Library's Dynix catalogue.

[2] Hocken Library collection figures exclude some linear metres of newspapers, archives and manuscripts. Full details in annual report of the Hocken Library.

[3] Includes multiple titles in aggregated databases: Reuters (4,404), Expanded Academic ASAP International (1,602), ProQuest 5000 (3,541), Lexis (8,500), Legal Trac (72), Emerald (118), and Dow Jones Interactive (3,669).

SERVICES	CENTRAL		DENTAL		HOCKEN		LAW		MEDICAL		SCIENCE		TOTAL	
LOANS	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000
Books														
First Loans	**210,150**	116,306	**5,433**	4,879	**0**	0	**5,618**	6,064	**20,599**	20,599	**32,690**	29,922	**274,490**	177,770
Renewals	**24,605**	23,084	**989**	959	**0**	0	**1,581**	1,327	**2,548**	2,554	**3,797**	3,069	**33,520**	30,993
Journals	**4,231**	4,341	**187**	66	**0**	0	**3,007**	2,646	**1,637**	1,027	**1,445**	1,750	**10,507**	9,830
Reserve Collections[1]	**142,746**	158,856	**7,556**	8,804	**31,771**	37,230	**20,103**	22,480	**57,184**	62,930	**49,752**	54,315	**309,112**	344,615
Equipment	**49,555**	31,274	**419**	376	**0**	0	**2001**	411	**11**	190	**0**	0	**51,986**	32,251
Total	**431,287**	333,861	**14,584**	15,084	**31,771**	37,230	**32,310**	32,928	**81,979**	87,300	**87,684**	89,056	**679,615**	595,459
DOCUMENT DELIVERY														
Original items received:														
From New Zealand libraries	**2,317**	3,165	**0**	1	**22**	90	**124**	168	**312**	265	**604**	687	**3,379**	4,376
From overseas libraries	**379**	424	**0**	0	**0**	1	**3**	4	**29**	8	**39**	36	**450**	473
Items received by photocopy or email, etc.:														
From New Zealand libraries	**5,269**	6,860	**26**	28	**17**	4	**158**	237	**4,303**	4,210	**4,076**	3,792	**13,849**	15,131
From overseas suppliers	**562**	730	**37**	15	**0**	0	**15**	41	**1,807**	870	**422**	444	**2,123**	2,100
Total	**8,527**	11,179	**63**	44	**39**	95	**300**	450	**5,731**	5,353	**5,141**	4,959	**19,801**	22,080
Original items supplied:														
To New Zealand libraries	**1,874**	2,025	**14**	0	**87**	76	**122**	128	**448**	411	**633**	659	**3,178**	3,299
To overseas libraries	**6**	5	**0**	0	**0**	0	**0**	0	**0**	2	**1**	3	**7**	10
Items supplied by photocopy or email, etc.:														
To New Zealand libraries	**3,111**	3,512	**420**	490	**213**	251	**465**	488	**7,968**	8,459	**4,984**	6,079	**17,161**	19,279
To overseas libraries	**16**	16	**0**	0	**0**	0	**15**	2	**1**	0	**2**	6	**34**	24
Total	**5,007**	5,558	**434**	490	**300**	327	**602**	618	**8,417**	8,872	**5,620**	6,747	**20,380**	22,612

[1] Includes loans restricted by length of loan period and/or to in-house use, e.g. AV materials, theses, special collections.

OTHER READER SERVICES	CENTRAL		DENTAL		HOCKEN		LAW		MEDICAL		SCIENCE		TOTAL	
	2001	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000	**2001**	2000
Reference enquiries	**13,720**	-	**423**	-	**2892**	-	**2726**	-	**3752**	-	**5187**	-	**28700**	-
Library tours														
Number of tours	**264**[1]	282	**1**	1	**28**	21	**26**	11	**20**	14	**30**	46	**350**	375
Numbers taking part	**2,252**[1]	1,980	**1**	18	**286**	366	**62**	19	**68**	43	**112**	178	**2,188**	2,604
Subject classes														
Number of classes	**274**	188	**8**	11	**59**	32	**112**	156	**103**	128	**87**	77	**643**	592
Numbers taking part	**3,173**	2,329	**92**	35	**1,297**	740	**682**	633	**1,273**	760	**4,395**[2]	1,737[3]	**10,912**	6,234
COPYING														
Library purposes, Interloan & other operator-produced material	**1,545,162**	1,611,042	**10,952**	8,289	**98,236**	125,254	**26,980**	29,640	**107,509**	106,275	**83,222**	114,729	**1,872,061**	1,995,229
Card operated machines	**2,256,941**	2,249,081	**161,960**	148,940	**0**	0	**216,526**	260,008	**762,601**	811,532	**851,404**	905,314	**4,249,432**	4,374,875
Total	**3,802,103**	3,860,123	**172,912**	157,229	**98,236**	125,254	**243,506**	289,648	**870,110**	917,807	**934,626**	1,020,043	**6,121,493**	6,370,104
READER PLACES[4]														
[Central includes Leith I (4) and Leith II (26)]	**1,946**	1,430	**82**	81	**181**	135	**335**	335	**315**	317	**500**	501	**3,359**	2,799

[1] Includes 19 architectural tours with 593 participants.
[2] Includes three presentations to 1200 BIO 111 students; two presentations to 900 health science students; three presentations to 800 STAT 115 students
[3] Includes two preliminary lecture presentations for 800 health science students
[4] Includes computer workstations, seating at OPACs and seats in special study areas

Central figures include seating in both the Leith Street storage buildings and 140 informal seats destined for Stage 2 of the building

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

Borrowing of Library Print Material (including Document Delivery Loans from other libraries and equipment)
January 2001 – December 2001

Borrowing by Division	**Total 2001**	**% total**	**Central 2001**	**% total**	**Dental 2001**	**% total**	**Hocken 2001**	**% total**	**Law 2001**	**% total**	**Medical 2001**	**% total**	**Science 2001**	**% total**
Commerce														
Staff	**5,216**		4,294		1		32		44		21		824	
Students	**99,075**		89,021		43		1,805		1,739		318		6,149	
Total Commerce Division	**104,291**	16%	93,315	23%	44	0%	1,837	13%	1,783	6%	339	0%	6,973	8%
Health Sciences														
Staff	**5,276**		1,533		766		18		11		2,204		744	
Students	**127,916**		25,858		13,046		419		438		69,228		18,927	
Total Health Sciences Division	**133,192**	21%	27,391	7%	13,812	97%	437	3%	449	1%	71,432	91%	19,671	23%
Humanities														
Staff	**22,184**		14,396		2		537		6,850		70		329	
Students	**222,091**		182,005		57		6,711		20,906		1,764		10,648	
Total Humanities Division	**244,275**	38%	196,401	48%	59	0%	7,248	50%	27,756	88%	1,834	2%	10,977	13%
Science														
Staff	**8,442**		4,135		7		127		26		252		3,895	
Students	**124,445**		75,667		130		2,946		1,078		2,992		41,632	
Total Sciences Division	**132,887**	21%	79,802	19%	137	1%	3,073	21%	1,104	3%	3,244	4%	45,527	53%
Other														
Staff	**16,005**		10,886		98		1,757		345		1,001		1,917	
Students	**478**		368		0		3		41		9		57	
No Division Recorded	**4,985**		3,846		136		209		122		461		211	
Total Other Divisions	**21,468**	3%	15,100	4%	234	2%	1,969	14%	508	2%	1,471	0	2,185	3%
Total Borrowing by University Community	**636,113**	100%	412,009	100%	14,286	100%	14,564	100%	31,600	100%	78,320	100%	85,333	100%

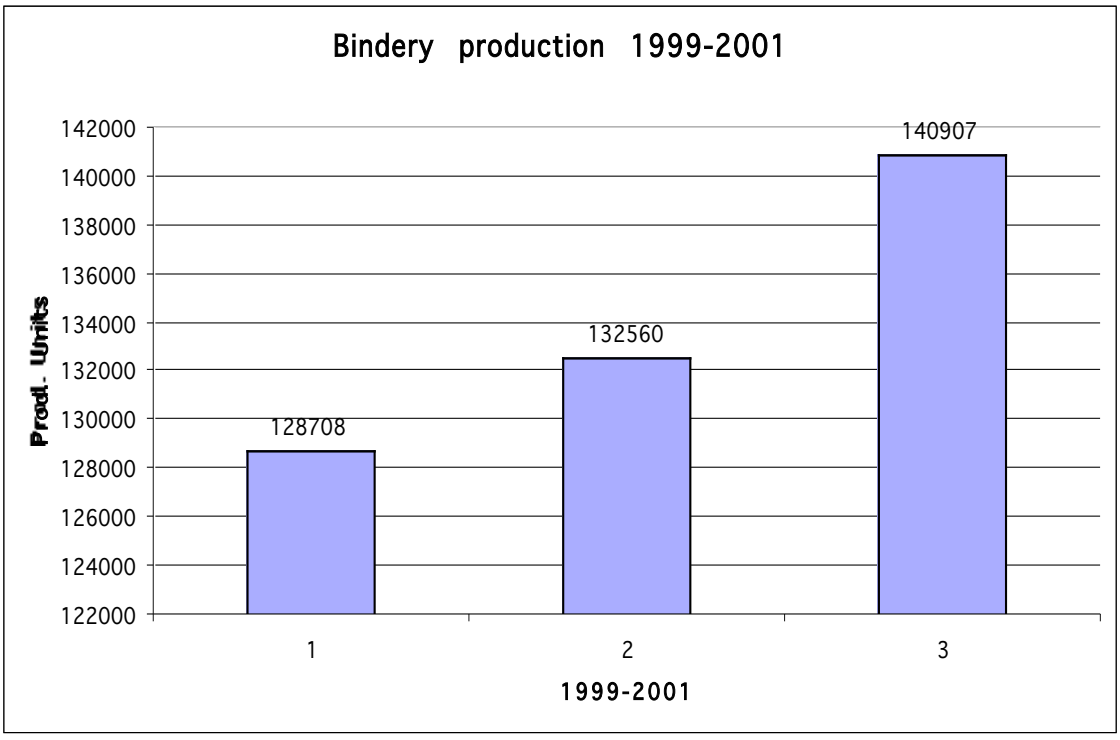
Borrowing by University Community	**Total 2001**	**% total**	**Central 2001**	**% total**	**Dental 2001**	**% total**	**Hocken 2001**	**% total**	**Law 2001**	**% total**	**Medical 2001**	**% total**	**Science 2001**	**% total**
Staff	**61,011**	10%	38,241	9%	944	7%	2,605	18%	7,333	23%	3,998	5%	7,889	9%
Students	**575,102**	90%	373,768	91%	13,342	93%	11,959	82%	24,267	77%	74,322	95%	77,444	91%
Total borrowing	**636,113**	100%	412,009	100%	14,286	100%	14,564	100%	31,600	100%	78,320	100%	85,333	100%

Total Library Borrowing	**Total 2001**	**% total**	**Central 2001**	**% total**	**Dental 2001**	**% total**	**Hocken 2001**	**% total**	**Law 2001**	**% total**	**Medical 2001**	**% total**	**Science 2001**	**% total**
University Community	**636,113**	95%	412,009	95%	14,286	99%	14,564	80%	31,600	99%	78,320	96%	85,333	97%
External borrowing (Excluding Interloans)	**30,744**	5%	19,848	5%	137	1%	3,737	20%	378	1%	3,689	4%	2,955	3%
Total borrowing	**666,857**	100%	431,857	100%	14,423	100%	18,301	100%	31,978	100%	82,009	100%	88,288	100%

BINDING PRODUCTION STATISTICS 2001

	2001	2000	1999
Periodicals			
Full Binding	**4,859**	4,574	4,471
Punch & Tie	**1,555**	1,627	1,639
Sew & Stiffen	**3,277**	2,998	3,528
Books and Pamphlets			
Full binding	**882**	878	868
Stiffenings	**2,857**	2,869	1,415
Repairs	**91**	198	376
Leather Bindings			
Boxes, & Newspapers	**109**	118	88
Miscellaneous, including Folders and Manilla covers	**3000**	3,200	3,010
Total Production Units	**140,907**	132,560	128,708

<u>Production units</u> are allocated as follows :
Periodicals, Clamshells 16, Books 8, Sew & Stiffen 8, Stiffening 4, Punch & Tie 4, Repairs 3, Leather , Newspapers, Book Cradles 30, Folders & Miscellaneous 2 units.



ANNEX III

BUDGETED EXPENDITURE AND INCOME 2001

Broad Categories only

Principal Expenditure	**2001 ($'000)**
Collections	7,435
Staffing (including salary related costs)	5,359
Consumables	1,208
Copying Staffing	172
Copying Consumables	307
Total	**14,481**

Budgeted Source of Funds	**2001 ($'000)**
University	13,642
Crown Health Enterprise	175
Receipts from Fines	65
Receipts from Copying	599
Total	**14,481**

Note: Does not include allocated funds for Occupancy costs.

Library Materials Budget 2001

	2001 Actual	2001 Budget	2000 Actual	2000 Budget
MONOGRAPH FUNDS				
Departmental recommendations	941,791	900,507	1,010,069	920,740
General fund no 1	396,850	375,460	399,263	365,460
General fund no 2	55,270	50,000	49,134	52,000
Collection Development Fund	222,079	148,350	163,182	135,800
Monographs total	1,615,990	1,474,317	1,621,648	1,474,000
SUBSCRIPTIONS				
Standing Orders	323,178	325,828	296,939	329,360
Journals (largely print)	4,851,740	4,754,342	3,936,491	4,387,580
Electronic resources	947,145	880,080	794,609	600,070
Subscriptions total	6,122,063	5,960,250	5,028,039	5,317,010
TOTAL MONOGRAPHS & SUBSCRIPTIONS	7,738,053	7,434,567	6,649,687	6,791,010

Gen Fund 1: includes Reference, Duplicates, Replacements, Hocken and Ongoing Core Multidisciplinary material.

Gen Fund 2: includes Large Works and Back Numbers

ANNEX IV

COLLECTION DEVELOPMENT

NOTABLE ACQUISITIONS, 2001

This list includes items bought from the Library's Large Works fund, selected items costing more than NZ$500 bought from other funds and any notable donations (with asterisk). The list does not include textbooks, duplicates or replacements, or books bought through University Research Grants.

Agrochemicals : composition, production, toxicology, applications / Franz Muller, ed. - Wiley-VCH, 2000.

The Biology of ascidians / H. Sawada, ed.. - Springer, 2001.

Biology of the hard clam / ed. by John N. Kraeuter. - Elsevier Science, 2001.

Biopolymers / ed. by A. Steinbuchel. - Wiley-VCH, 2001. - vols 1-2.

Brookers' employment law. - Brookers, 2000. - 2 vols.

The Cambridge urban history of Britain / ed. by Peter Clark. - Cambridge University Press, 2000. - 3 vols.

Child maltreatment / ed. by James A. Monteleone. - 2nd ed. - GW Medical, 1998. - 2 vols.

Crofton and Douglas' respiratory diseases / ed. by Anthony Seaton. - 5th ed. - Blackwell Science, 2000. - 2 vols.

Current protocols in cell biology / ed. by Juan S. Bonifacino. - John Wiley, 1998-. - 2 vols.

Diagnostic surgical pathology of the head and neck / ed. by Douglas R. Guepp. - W.B. Saunders, 2001.

Early responses to Hume's metaphysical and epistemological writings / ed. by James Pieser. - Thoemmes Press, 2000. - 2 vols.

An Economic history of twentieth-century Latin America / ed. by Enrique Cardenas. - Palgrave, 2000. - 3 vols.

The Economics of property rights / ed. by Svetozar Pejovich. - Edward Elgar, 2001. - 2 vols.

The Economics of sport / ed. by Andrew Zimbalist. - Edward Elgar, 2001. - 2 vols.

Encyclopedia of aquaculture / ed. by Robert R. Stickney. - Wiley, 2000.

Encyclopedia of astronomy and astrophysics / ed. by Paul Murdin. - IoP Publishing, 2001. - 4 vols.

Encyclopedia of business and finance / Burton S. Kaliski, ed. - Macmillan Reference, 2001. - 2 vols.

Encyclopedia of criminology and deviant behavior / Clifton D. Bryant, ed. - Brunner/Routledge, 2000. - 4 vols.

Encyclopedia of emerging industries / Jane M. Malonis, ed. - 4th ed. - Gale Group, 2001.

Encyclopedia of literary translation into English / ed. by Olive Classe. - Fitzroy Dearborn, 2000. - 2 vols.

Encyclopedia of microbiology / ed. by Joshua Lederberg. - 2nd ed. - Academic Press, 2000. - 4 vols.

Encyclopedia of monasticism / ed. by William M. Johnston. - Fitzroy Dearborn, 2000. - 2 vols.

Encyclopedia of nationalism / ed. by Alexander Motyl. - Academic Press, 2001. - 2 vols.

Encyclopedia of ocean sciences / ed. by John K. Steele. - Academic Press, 2001. - 6 vols.

Encyclopedia of operations research and management science / ed. by Saul I. Gass. - 2nd ed. - Kluwer Academic, 2001.

Encyclopedia of plant pathology / ed. by Otis Maloy. - Wiley, 2001. - 2 vols.

Encyclopedia of psychology / ed. by Alan E. Kasdin. - American Psychological Association, 2000. - 8 vols.

Encyclopedia of sociology / Edgar F. Borgatta, ed. - 2nd ed. - Macmillan Reference, 2000.

Encyclopedia of the biosphere / dir. by Ramon Folch. - Gale Group, 2000. - 11 vols.

Encyclopedia of the Korean War: a political, social and military history / Spencer C. Tucker, ed. - ABC-CLIO, 2000. - 3 vols.

Encyclopedia of the Middle Ages / ed. by Andre Vauchez. - James Clarke, 2000. - 2 vols.

Encyclopedia of the world's zoos / ed. by Catharine E. Bell. - Fitzroy Dearborn, 2001. - 3 vols.

Encyclopedic reference of parasitology / Heinz Melhorn, ed. - 2nd ed. - Springer, 2001. - 2 vols.

Endocrinology / ed. by Leslie J. De Groot. - 4th ed. - W.B. Saunders, 2001. - 3 vols.
English private law / ed. by Peter Birks. - Oxford University Press, 2000. - 2 vols.
Environmental economics and development / ed. by Hans B. Opschoor. - Edward Elgar, 1999.
Environmental instruments and institutions / ed. by Thomas Tietenberg. - Edward Elgar, 1999.
European community law of competition / ed. by Peter Roth. - Sweet & Maxwell, 2001. - 2 vols.
The Foundations of continuous time finance / ed. by Stephen M. Schaefer. - Edward Elgar, 2001.
The Foundations of pension finance / ed. by Zvi Bodie. - Edward Elgar, 2000. - 2 vols.
Le grand Robert de la langue francaise/ Paul Robert ...[et al]. - Dictionnaires le Robert, 2001. - 6 vols.
Handbook of optics / sponsored by the Optical Society of America. - 2nd ed. - McGraw-Hill, 1995-2001. - 4 vols.
Handbook of oxidants and anti-oxidants in exercise / ed. by Chandan K. Sen. - Elsevier, 2000.
Hibbard, Brian M. The obstetrician's armamentarium: historical obstetric instruments and their inventors. - Norman Publications, 1999.
*Histoire de la litterature en suisse Romande / ed. Roger Francillon. - Editions Payot, 1996-1999. - 4 vols.
The Human rights encyclopedia / ed. by James R. Lewis. - Sharpe Reference, 2001. - 3 vols.
Interests in goods / ed. by Norman Palmer. - 2nd ed. - LLP, 1998.
International encyclopedia of ergonomics and human factors / ed. by Waldemar Karwowski. - Taylor & Francis, 2001. - 3 vols.
International encyclopedia of the social and behavioral sciences / ed. by Neil J. Smelser. - Elsevier, 2001. - 26 vols.
Kerly, Duncan M. Kerly's law of trade marks and trade names. - 13th ed. - Sweet & Maxwell, 2001.
Kaye, Andrew H. Brain tumors: an encyclopedic approach. - 2nd ed. - Churchill Livingstone, 2001.
Leblance, Andre. Encephalo-peripheral nervous system: vascularisation, anatomy, imaging. - Springer, 2001.
Lex mercatoria : essays in international commercial law in honour of Francis Reynolds / ed. by Francis D. Rose. - LLP, 2000.
The Lighthouse handbook on vision impairment and vision rehabilitation / ed. by Barbara Silverstone. - Oxford University Press, 2000. - 2 vols.
Lunn, George. Capillary electrophoresis methods for pharmaceutical analysis. - Wiley, 2000.
Mesoscale atmospheric dispersion / ed. by Z. Boybeyi. - WIT, 2000.
The Modern law of copyright and designs / Sir Hugh Laddie ...[et al]. - 3rd ed. - Butterworths, 2000. - 3 vols.
Oba, Minako. Oba Minako zenshu. - Kodansha, 1990-1991. - 10 vols.
Official methods of analysis of AOAC International. - 17th ed. - AOAC International, 1995-. - 2 vols.
Operative maxillofacial surgery / ed. by John R. Langdon. - Chapman & Hall Medical, 1998.
The Pamela controversy: criticisms and adaptations of Samuel Richardson's Pamela, 1740-1750 / ed. by Thomas Keymer. - Pickering & Chatto, 2001. - 6 vols.
Patty's industrial hygiene / Robert L. Harris, ed. - 5th ed. - Wiley, 2000. - 4 vols.
Patty's toxicology / Eula Bingham, ed. - 5th ed. - John Wiley & Sons, 2001. - 9 vols.
Pharmaceuticals: classes, therapeutic agents, areas of application / J.L. McGuire, ed. - Wiley-VCH, 2000. - 4 vols.
Principles and practice of ophthalmology / ed. by Daniel M. Albert. - 2nd ed. - W.B. Saunders, 2000. - 6 vols.
Psychology of education: major themes / ed. by Peter K. Smith. - Routledge/Falmer, 2000. - 4 vols.
Rhie, Marilyn M. Early Buddhist art of China and Central Asia. - Brill, 1999.
Robboy, Stanley J. Pathology of the female reproductive tract.- Churchill Livingstone, 2001.
Ross Sea ecology: Italiantartide Expeditions (1987-1995) / F.M. Faranda, ed. - Springer-Verlag, 2000.
Rouse, Richard H. Manuscripts and their makers: commercial book producers in medieval Paris, 1200-1500. - Harvey Miller Publishers, 2000. - 2 vols.
St John, J.H.H. Pakeha rambles through Maori lands. - Robert Burrett, 1873.
Sanbrook, Joseph. Molecular cloning: a laboratory manual - 3rd ed. - Cold Spring Harbor Laboratory Press, 2001. - 3 vols.

Sunscreens : development, evaluation and regulatory aspects / ed. by Nicholas J. Lowe. - 2nd rev., exp. ed. - Marcel Dekker, 1997.

Textbook of pediatric dermatology / ed. by John Harper. - Blackwell Science, 2000. - 2 vols.

TopoMapPro [computer file]. - Map World, 2001.

Tropical infectious diseases ; principles, pathogens and practice / ed. by Richard L. Guerrant. - Churchill Livingstone, 1999. - 2 vols.

Trytophan, serotonin and melatonin : basic aspects and applications / ed. by Gerald Huether ...[et al]. - Kluwer Academic, 1999.

Verschueren, Karl. Handbook of environmental data on organic chemicals. - 4th ed. - Wiley, 2001. - 2 vols.

White, John. The ancient history of the Maori, his mythology and traditions. - University of Waikato Library, 2001. - 13 vols.

Who's who in the management sciences / ed. by Cary L. Cooper. - Edward Elgar, 2000.

World tourism directory. - 4th ed. - K.G. Saur, 1999. - 3 vols.

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Mr Seabourne Rust (Dunedin)
Dr Suzanne Scott (Linguistics, University of Otago)
Prof. John Smillie (Law Faculty, University of Otago)
Dr Ian Smith (Dept of Anthropology, University of Otago)
The Estate of the Very Rev. Dr J.S. Somerville (Dunedin)
The Speirs Family (Dunedin)
Dr Hugh Stringer (Dunedin)
Dr Joko Susilo (Glasgow, Scotland)
Mr Richard Thompson (Christchurch)
Mr Ivor Treby (London, England)
Dr K.E. Westerskov (Dunedin)
Dr William Wong (Dept of Information Science, University of Otago)
Mr Timothy Woo (The Library, University of Otago)
Dr G Antony Wood (Dunedin)
Mr Michael Wooliscroft (The Library, University of Otago)

MAJOR ELECTRONIC RESOURCES

Title	Availability	Notes on Content and Coverage
ABI/INFORM Global (ProQuest 5000)	Web	Coverage varies, full text available for many 1990/91- titles, indexing 1725+ titles from 1971-
Academic Research Library (ProQuest 5000)	Web	General & social sciences; full text 1400+ titles; indexing 2300+ titles
Accounting & Tax (ProQuest 5000)	Web	Full text 200+ titles; indexing 1900+ titles
AMED (Allied and Complementary Medicine) (Ovid)	Web	Coverage: 1985-
Applied Science & Technology PlusText (ProQuest 5000)	Web	Indexing + full text; HW Wilson's Applied Science & Technology Index
Aquatic Sciences & Fisheries Abstracts: ASFA	Networked	Coverage: 1988-
Art Abstracts	Networked	Abstracting coverage: 1/1994- ; Indexing coverage: 9/1984-
Art Theorists of the Italian Renaissance	Cen:CDROM	
Banking Information Source (ProQuest 5000)	Web	Full text 160+ titles; indexing 240+ titles
Bible in English	Cen:CDROM	
Bibliography of Asian studies (BAS)	Web	Coverage: 1971-
Briefcase (in Brooker's Law Partner Library)	Law:CDROM + Web	NZ case law; Coverage: 1986- ; updates overwrite. CD sub includes Web access
Brooker's Criminal Library	Law:CDROM + Web	Contains: Adams on Criminal Law & Criminal Reports of NZ. CD sub includes Web
CANCERLIT (Ovid)	Web	Coverage: 1975-
Career & Technical Education (ProQuest 5000)	Web	Full text 300+ titles; indexing 400+ titles
Catalogue of Early American Imprints, 1640-1800	Cen:CDROM	Compiled by American Antiquarian Society & READEX
CCH Electronic Tax Library (in CCH Electronic Library)	Law:CDROM	New Zealand legislation, case law & commentary.
Chemical Abstracts - 12th collective index	Sci:CDROM	1987-1991
Chemical Abstracts - 13th collective index	Sci:CDROM	1992-1996
CINAHL (Ovid)	Web	Coverage: 1982-
Compustat	Cen:CDROM	Global & US data; 20,000 company repts; rolling 20 yrs data; 1979- ann. repts; 1989- 1/4ly reports
CRSP	Commerce:CDROM	Coverage: 1962-
Current Contents	Web	Coverage: July 1993- ; online access to all 7 databases
Datex Information Database (Datex New Zealand Business Info.)	Cen:CDROM	NZ company annual reports & business information for listed companies
Dissertation Abstracts (Digital Dissertations)	Web	Coverage: 1861-
Dow Jones Interactive	Web	6000+ sources including Wall Street Journal
DSL Environmental Law database	Law:CDROM	Annotated NZ environmental & local govt legislation. 3500 cases full-text.
Early English Prose Fiction	Cen:CDROM	1500-1700; online access on Literature Online
EBM Reviews – ACP Journal Club (Ovid)	Web	Coverage:1991- ;multi user
EBM Reviews - Cochrane Database of Systematic Reviews(Ovid)	Web	Multi-user
EBM Reviews - Best Evidence (Ovid)	Web	Coverage: 1991-
EBM Reviews-DARE (Ovid)	Web	Database of Abstracts of Reviews of Effectiveness
Editions and Adaptations of Shakespeare	Cen:CDROM	
Eighteenth Century Fiction	Web	English prose fiction 1700-1780; access via Literature Online
Elsevier's Interactive Anatomy	Med:CDROM	4 separate titles on 4 disks
EMBASE (Ovid)	Web	Coverage: 1988-

Title	Availability	Notes on Content and Coverage
Emerald Intelligence + Fulltext	Web	Full text of 120 MCB University Press journals
Encarta 99 Encyclopedia	Cen:CDROM	PC version
English Poetry Plus on CD-Rom	Cen:CDROM	Chaucer to 1899
English Poetry: the English Poetry Full-text Database	Cen:CDROM	Poetry full text, 600-1900; online access on Literature Online
English Prose Drama the Full-text Database	Cen:CDROM	1540-1965; online access on Literature Online
English Verse Drama the Full-text Database	Cen:CDROM	1400-1900; online access on Literature Online
ERIC	Networked	Coverage: 1982-
Expanded Academic ASAP International	Web	Indexing plus full text of 1000+ titles. Coverage varies, many from 1996-
Faber Poetry Library	Cen:CDROM	Online access on Literature Online
Film Index International	Cen:CDROM	Coverage: 1930-1998
FSTA (Food Science and Technology Abstracts)	Networked	Coverage: 1969-
General Science Plus Text (ProQuest 5000)	Web	Full text 70+ titles; indexing 170+ titles; Wilson's Gen. Sci. Abstracts Index
GeoRef	Networked	Coverage:1785- US , Rest of world 1933-
Global Books in Print	Web	Database of worldwide English-language titles in print.
Global Development Finance	Cen:CDROM	1999 ed
Harrison's 14 CD-ROM	Med:CDROM	1998 ed
Harrison's Online	Web	Online equivalent to print Principles & practice of internal medicine; 2000-
Health and Medical Complete (ProQuest 5000)	Web	Full text 200+ titles; indexing 220+ titles
Historical Abstracts	Web	Coverage: 1450- (excluding US & Canada)
Index to House of Commons Parliamentary Papers	Cen:CDROM	Received on sub to Parliamentary papers
INNZ	Networked	Index N Z. Abstracts of selected NZ publications, including newspapers. 1987+
INSPEC	Cen:CDROM	Coverage: 1989-
International Pharmaceutical Abstracts (Ovid)	Web	Coverage: 1970-
Leisure, recreation, and tourism abstracts	Web	Coverage: last 10 years
LegalTrac	Web	Indexing 1980- ; includes some full text
LEXIS.com	Web	Full text online; incl many databases, earliest 1790- ; cumulates; updated daily
Life Sciences Collection	Networked	Coverage: 1990-
LINX (in Brooker's Law Partner Library)	Law:CDROM	NZ case law & articles; data1983- on harddisk
Literature Online (LION)	Web	Over 260,000 works of English and American poetry, drama, and prose
Maori Land Court Minutes Index	Hocken & Law: CDROM	1865 - 1910
MathSciNet	Web	Coverage: 1940- ; multi-user; web access via Library web site
Medline (Ovid)	Web	Coverage: 1966-
MLA International Bibliography	Networked	Coverage: 1963- ; networked for 4 users
New Zealand Case Law Digest (in Brooker's Law Partner Lib'y)	Law:CDROM + Web	CD subscription includes Web access
New Zealand Company Law Library (in CCH Electronic Lib'y)	Law:CDROM	Contains: NZ Company Law Library & CCH Electronic Tax Library
New Zealand Employment Law Library (in CCH Electronic Lib'y)	Law:CDROM	Current NZ legislation, case law and commentary on employment law.
Newzindex	Web	Coverage:1985- ;Newspapers & business jnls indexs business & major NZ issues
Nineteenth Century Fiction	Cen:CDROM	Online access via Literature Online
NutritionCD	Networked	Coverage: 1973-

Title	Availability	Notes on Content and Coverage
OECD Health Data	Med:CDROM	Data from 1960
Otago Daily Times Headline Index	Hocken:PC	1946 - 1980, continually being added to.
Otago Nominal Index	Networked	1848 - 1876
Oxford English Dictionary (2d ed)	Cen:CDROM	
Periodicals Contents Index : PCI	Web	Coverage: 1770-1995; further additions annually
Pharmaceutical News Index (ProQuest 5000)	Web	Information about pharmaceutical industry; full text 4 titles; ;indexs 19 titles
Philosopher's Index	Networked	Coverage: US data 1940- , non US 1967-
ProQuest Asian Business (ProQuest 5000)	Web	Full text 60+ titles; indexing 70+ titles
ProQuest Computing (ProQuest 5000)	Web	Full text 230+ titles; indexing 250+ titles
ProQuest Education Complete (ProQuest 5000)	Web	Indexing + full text; HW Wilson's Education Abstracts plus additional titles
ProQuest European Business (ProQuest 5000)	Web	Full text 100+ titles; indexing 110+ titles
ProQuest Telecommunications (ProQuest 5000)	Web	Full text 70+ titles; indexing 90+ titles
PsycINFO (Ovid)	Web	Coverage: 1887-
Regulations of New Zealand (in Brooker's Law Partner Library)	Law:CDROM + Web	Full text NZ statutory regulations in force; on hard disk. CD sub includes Web access
Religious Periodicals (ProQuest 5000)	Web	Full text 80+ titles; indexing 90+ titles
Reuters Business Briefing	Web	Available in Central Library
Science Citation Index	Sci:CDROM	Coverage: 1980-1999; cumulates annually. Also on Web of Science 1986-
SciFinder Scholar	Web	Electronic version of Chemical Abstracts; coverage: CA Plus bib file 1967- , Registry (substance file) 1957-
Serials in Australian Libraries (SIAL)	Networked	Coverage: 1972-
Social Science Plus (ProQuest 5000)	Web	Full text 220+ titles; indexing 420+ titles; Wilson's Social Science Index
Sport Discus	Networked	Coverage: 1975- . Some limited coverage back to 1830.
Statutes of New Zealand (in Brooker's Law Partner Library)	CDROM + Web	Full text current NZ Public Acts; on hard disk. CD sub includes Web access
Supermap 3	Cen:CDROM	Based on 1996 census
Te Puna	Web	National Bibliographic D'base, NUC, NZ National Bibliography, INNZ & Puna Kupu. Gives holdings of NZ libraries
Ulrich's International Periodicals Directory	Web	
Virginia Woolf (Major Authors on CD-ROM)	Cen:CDROM	Complete works of Virginia Woolf
Visible Human CD	Med:CDROM	
Visible Human CD Female	Med:CDROM	
Web of Science	Web	Coverage: 1987/88-
Wing Short-Title Catalogue	Cen:CDROM	Coverage: 1641-1700
Wistat (United Nations Women's Indicators & Statistics Database)	Cen:CDROM	Version 3
World History [Interactive Multimedia]	AVS	Individually catalogued
World Textiles	Networked	Coverage: 1970-
Zoological Record	Networked	Coverage: 1978-

Networked = available from the Library web page. All are on the ERLWebSPIRS server except the Otago Nominal Index
Cen: CDROM = available on a PC or PCs in the Central Library
Web = on the www
AVS = Audio Visual Services

ANNEX V

Information Literacy Objectives and Indicators

An information literate person has acquired the lifelong ability to recognise when information is needed and to locate, evaluate and use it effectively.

Objective 1. The student can define an information need

Indicators:

1.1 frames appropriate questions based on the information need
1.2 identifies what kind of information is needed
1.3 identifies how much information is needed
1.4 develops a timeframe for when the information is needed

Objective 2. The student understands how information is organised and disseminated

Indicators:

2.1 identifies key resources in any format (e.g. journals, books, videos, microforms, print/electronic)
2.2 identifies different types of information (e.g. scholarly/popular, primary/secondary, published/unpublished)
2.3 identifies research tools (e.g. classification systems, indexes/databases, catalogues, internet)

Objective 3. The student knows how and where to find relevant information

Indicators:

3.1 selects research tools appropriate to the topic, format and type of information required
3.2 uses relevant terminology (e.g. from dictionaries, background reading)
3.3 narrows or broadens the search as required
3.4 uses search logic and chooses correct syntax for electronic searches
3.5 follows up references (e.g. from textbooks, articles)
3.6 uses a range of technologies to access information
3.7 locates desired information (e.g. full text print/electronic)

Objective 4. The student critically evaluates search results and the search process

Indicators:

4.1 assesses information for relevance, comprehensiveness and currency
4.2 assesses the reliability of information sources including authority, accuracy, bias and context
4.3 revises search strategies as necessary

Objective 5. The student uses the information to meet the information need

Indicators:

5.1 organises information (e.g. notes, bibliography, statistical software)
5.2 synthesises new information with existing personal knowledge
5.3 makes inferences and draws conclusions
5.4 communicates the information in an appropriate form (e.g. presentation, article, report)

Objective 6. The student respects legal, ethical and cultural issues surrounding information

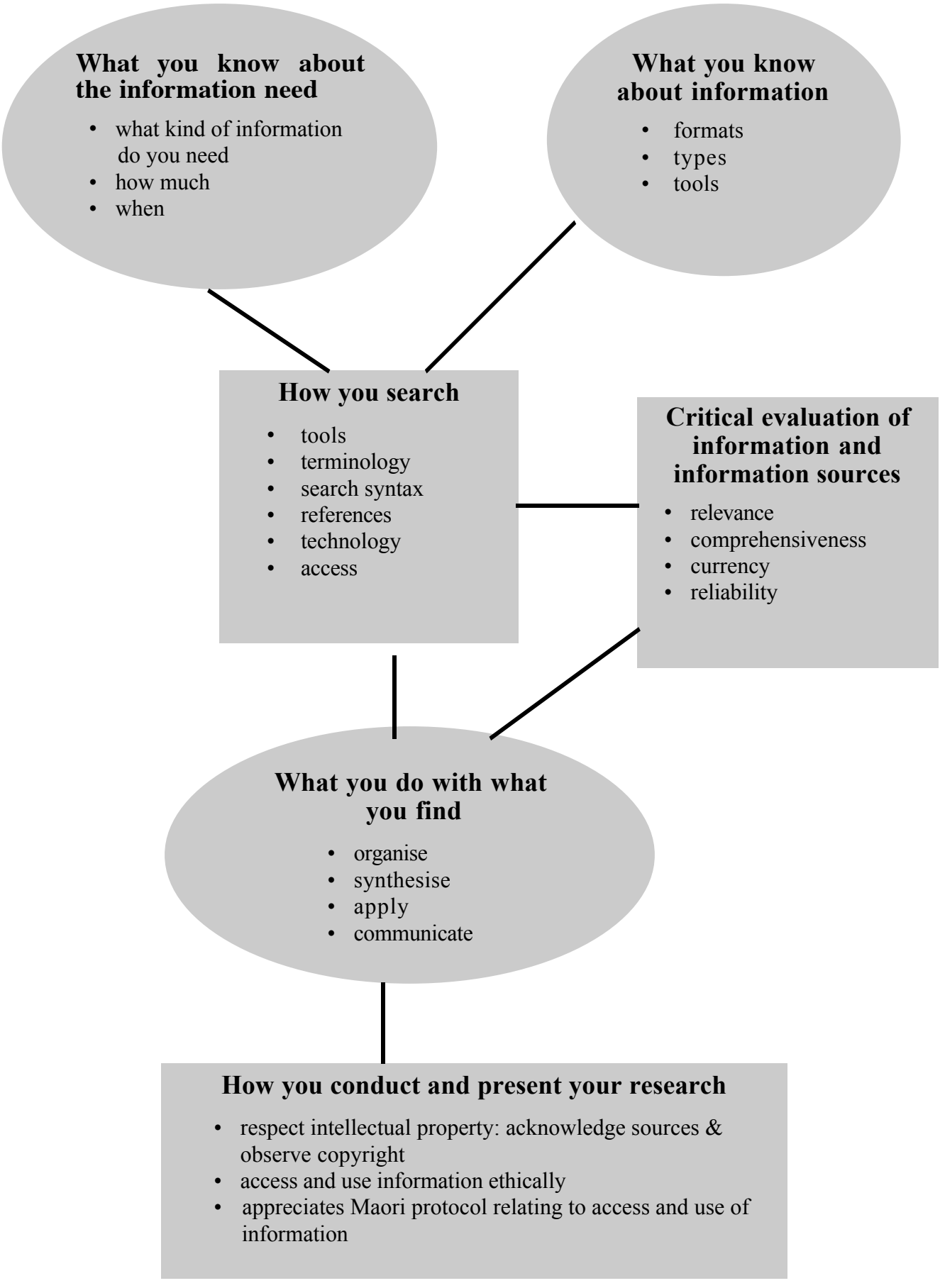
Indicators:

6.1 respects intellectual property (e.g. acknowledges sources and observes copyright law)
6.2 accesses and uses information ethically (e.g. follows University ethical procedures, privacy law)
6.3 appreciates Maori protocol relating to access and use of information

Information Literacy Objectives and Indicators: An Overview

An information literate person has acquired the lifelong ability to recognise when information is needed and to locate, evaluate and use it effectively.

Information literacy includes:



ANNEX VI

STAFF ESTABLISHMENT
(as at 31 December 2001)

	2001	**2000**	**1999**
Librarian	1.00	1.00	1.00
Deputy Librarian	1.00	1.00	1.00
Associate Librarians (including Senior Associate Librarians)	8.00	8.00	8.00
Assistant Librarians (including Senior Librarians)	27.00	27.00	27.00
Total professional	**37.00**	**37.00**	**37.00**
Library Assistants (including Senior Library Assistants)	57.59	57.63	57.63
Computing	3.00	3.00	3.00
Administrative & Clerical	16.78	16.78	16.78
Bindery	7.00	7.00	7.00
Custodians	3.00	3.00	3.00
Total non-professional	**87.37**	**87.41**	**87.41**
TOTAL ESTABLISHED POSITIONS	**124.37**	**124.41**	**124.41**
Allocation for temporary staff	30.42	29.43	29.03

ANNEX VII

THE STAFF OF THE LIBRARY

(as at 31 December 2001)

University Librarian	Michael J. Wooliscroft JP BA DipNZLS FNZLA
Deputy University Librarian	I. Rosemary V. Hudson BA DipNZLS FNZLA

CENTRAL LIBRARY

Collection Management Department

Collection Management Librarian	Marilyn A. Fordyce BA Dip Tchg DipLibr
Senior Librarians	James B. Cordes AB MLS ANZLA (Monograph Cataloguing) Veronica J. Cordes BA(Hons) DipNZLS (Orders/Receipts) Kathleen W. Johnson BA MLS (Serials)
Assistant Librarians	Paul H. Barton BA(Hons) DipLibr (Monograph Cataloguing) Sandra D. Graham LLB, MLIS (Orders/Receipts) Beryl J. Maultby BA DipNZLS (Monograph Cataloguing) Jonette T. Service MA DipNZLS (Serials) Pamela Treanor BA DipLibr DipGrad (Monograph Cataloguing) Timothy Y.L. Woo BSocSci(Hons) DipLib ALA
Senior Library Assistants	Joan M. Robertson MA DipArts Margaret H. Tripp BA
Library Assistants	Tui R. Boult Louise A. Gilmore Nicola N. Grant Catherine A. Gubbins BCApSc Paula L. Hasler BA DipArts Amanda P. Mills BA DipGrad PGDip Paulette R.M. Milnes BA(Hons) Julie A. Russell BA DipTchg (0.75) Nicola L. Snaith BSc(Hons) PGCE Linda M. White BS (0.5) Janet M. Youngson NZLA Cert (0.5) Vacancy (0.5)
Typist/Clerical Assistant	Alva J. Manson

Circulation Department

Circulation Librarian	Islay L. Little JP BA MLS
Assistant Librarians	Helen C. Brett BA(Hons) DipLibr (Reserve) Simon C. Hart BA DipLibr (Audiovisual)
Library Assistants	Christina M. Broderick Kelly N. Clouston BA DipArts DipGrad Louisa J. Fisher BA(Hons) Kristy Johnson BSc Teresa M. La Rooy BA Christy C. Paterson BA L. Joanne Phillips Vincent Salomon BSc Lisa M. Sim BCom(Hons) Josephine R. Speirs BA Rhys D. Thorn MusB Michael Tymons BCom DipCom

Reference Department

Reference Librarian	Rosalind J. Harwood-Stevenson BA DipLIS (Lond)
Senior Librarian	Elizabeth H. Tinker MA DipNZLS ANZLA (User Education)
Assistant Librarians	Gillian Elliot MA DipLib (Remote Services) Rosemary M. Ferris DipTch, BA, MedStud DipLIS (Electronic Access)

	Thelma M. Fisher BA DipTchg MLIS (Document Delivery) Jean A. Klemp BA Secondary Teachers Diploma BLibISc(Hons) (Special Collections)
Library Assistants	Merrin J. Brewster BA(Hons) Susan M. Elliott BA Judy A. Fisher BA Sarah K. Jones MA Christopher P. Meech BA BSc Catherine M. Robertson BA DipGrad CertTEFL Lynn S. Vare BA
Secretary/Typist	Evelyn G. Facer

HOCKEN LIBRARY

Hocken Librarian	Stuart R. Strachan BA DipArchSt
Senior Librarians	G. Mark Hughes BA DipLibr (Technical Services) Linda R. Tyler MA (Curator of Pictorial Collections) Anna R. Blackman BA(Hons) GradDip Information Management-Archives Administration (Curator of Archives and Manuscripts) E. Anne Jackman BA(Hons) DipNZLS (Reference)
Assistant Librarian	Vacancy (Archivist Arrangement and Description)
Senior Library Assistants	Karen L. Craw BSc NZLA Cert (0.5) (Maps) Claire Finlayson MA (Pictures) Katherine J. Milburn MA (0.57) (Reference) Anna K. C. Petersen MA(Hons) PhD (Photographs) (0.5)
Library Assistants	Susan L. Irvine MA (Archives) Mary K. Lewis BA (0.5) (Pictorial Reference) Judith A. Holloway BA (Hons) (Periodicals) Elspeth-Louise Sinclair BA LLB Kirsten Thomlinson MA Megan L. Vaughan BA (0.5) (Periodicals)
Secretary/Typist	Valerie G. Parata

LAW LIBRARY

Law Librarian	Alan J. Edwards BSc DipNZLS ANZLA
Senior Librarian	Carolyn A. Watson BA DipLibr
Library Assistants	Gina-Marie Bosselman BA MSc Judith A. Eathorne-Gould BA LLB (0.75) Catherine Joyce BA (Fixed-term) Sonya Maclaurin BA(Hons) (0.5)

MEDICAL AND DENTAL LIBRARIES

Health Sciences Librarian	Gael E. Kirkus-Lamont BA DipTchg DipLibr
Assistant Librarians	Vicki L. Darling BA(Hons) DipEd DipLibr (Reference Services) Paula M. Murdoch BA(Hons) DipLibr (Circulation and Technical Services) (Parental leave) Katherine R. Thompson BA (Seconded Law)
Senior Library Assistant	Alison J. Hercus NZLA Cert
Library Assistants	Elizabeth W. Bush MSc (0.5) LWOP Ralph-Peter Hendriks Librarian-Documentalist Dip Lorraine S. Hill R. Patricia Leishman BA DipGrad David Pearson 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	Kathlyn J. Turner BA MLIS (Reference and Document Delivery)
Senior Library Assistant	Inger J. Gledhill NZLA Cert
Library Assistants	Inge M. Andrew BA, BSc(Hons) Glynis J. Cambray NZLS Cert Belinda A. Holdsworth BSc (0.5) Wah Cheong Kam BA Dip Grad Fiona M. Polson BA NZLS Cert Amanda J. Poole MSc Deirdre J. O'Neill BA (0.5)
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
Technical Assistant	Andrew D. Crawford BA BSc(Hons)
Administrative Assistant	Megan J. Phillips

CENTRAL SERVICES

Support Services Manager	Maureen L. Miller BCom NZIMCertSupvMgmt
Administrative Assistants	Denise J. Hesson (Staffing) Seamus P. Kennedy BA (Finance)

Office and Clerical Staff

Office Manager	Valma J. Fisher
Secretary/Typists	Alison K. Stone BA(Hons) PGDip Christine I. Thomas (0.53)

Bindery

Foreman Binder	Robert M. Smith
Binders	Stephen J. Butler Don W. Tobin
Bindery Apprentice	Liane J. Sinclair BSc PGDip
Bindery Assistants	Roy M. Anderson (0.5) Trilby A.L. Ashworth Patricia D. Fowler (0.5) Jennifer Hawkins

Copying Services

Copying Operators	Christine F.M. Aitchison (in charge) Dammika K. Iddamalgoda (0.5) Ian Clarkson Elly Reichman Ngaire A. Sievwright (0.5) Rosalie M. Shields (0.5)

Mail and Custodial Services

Library Buildings Officer	Robert D. Clarkson Linnane S. Jenkins Paul W. Macshane BA
Typist/Clerical Assistant	Karen G. Miller

ANNEX VIII

STAFF ACTIVITIES - LIBRARY AND UNIVERSITY RELATED

Conferences Attended

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

Archives and Records Association of New Zealand, Wellington, 23-25 August, 2001AustralianVice-Chancellors' Committee, Staff Development and Training Program, Leading the Academic or Administrative Unit, Leadership Program, Mona Vale Conference Centre, 25 – 29 June 2001

CEIRC South Island Roadshow, Christchurch, 22 August 2001

International Association of School Librarianship, and the International Forum on Research in School Librarianship, Auckland, 9-12 July 2001

LIANZA, Otago/Southland Region, Library Assistant's Day, Dunedin, 15 May 2001

LIANZA, Otago/Southland Region, Weekend School, Wanaka, 17-18 November 2001

LIANZA, Rotorua, 19-21 September 2001

New Zealand Map Society Seminar, Wellington, 7-9 February 2001

Online 2001, Sydney, 16-18 January 2001

Qualifications Gained

Gina Bosselman, Law, MSc

Kirsten Thomlinson, Hocken, MA

Papers Passed

Merrin Brewster, Reference, LIBR 520 Information in Society; LIBR 521 Management of Information Services, VUW

Judy Fisher, Reference, LIBR 520 Information in Society; LIBR 521 Management of Information Services, LIBR 539 Services to Children and Young People, VUW

Paula Hasler, Collection Management, LIBR 520 Information in Society; LIBR 521 Management of Information Services, VUW

Belinda Holdsworth, Science, LIBR 549 Business Information Sources, LIBR 525 Information Technology, LIBR 528 Research Methods, VUW

Susan Irvine, Hocken, LIBR 520 Information in Society; LIBR 521 Management of Information Services, VUW

Sarah Jones, Reference, LIBR 525 Information Technology, LIBR 527 Intellectual Access to Information, LIBR 528 Research Methods, VUW

Seamus Kennedy, Administration, MANT 111 Introduction to Business Management, MANT 112 Management Functions

Trish Leishman, Medical, LIBR 525 Information Technology; LIBR 528 Research Methods; LIBR 549 Business Information Sources, VUW

Sonya Maclaurin, Law, LIBR 520 Information in Society; LIBR 521 Management of Information Services, VUW

Katherine Milburn, Hocken, LIBR 525 Information Technology, LIBR 528 Research Methods, LIBR 530 Maori Information Sources, VUW

Nicola Peters, Copying, FREN 101 Introductory French Level 1

Liane Sinclair, Bindery, Unit Standards 3641 Binding and Finishing; 6400 Core Health – Manage First Aid in Emergency Situations; 6401 Core Health: Provide First Aid; 6402 Core Health: Provide Resuscitation Level 2; 340 Printing - Graphic Pre-Press: Demonstrate Knowledge of Safe Working Practices in the Printing and Graphic Photo Process Industries; 2281 Printing - Graphic Pre-Press: Demonstrate Knowledge of the Printing and Graphic Pre-Press Industries

Alison Stone, Administration, COMP 201 Computing for Professionals; MAOR 102 Maori Society

Kate Thompson, Law, LIBR 527 Intellectual Access to Information, VUW

Rhys Thorn, Circulation, MUSI 331 Composition Projects
Lynn Vare, Reference, LIBR 527 Intellectual Access to Information, VUW
Connie Wong, Medical, COMP 101 Introduction to Information Technology

Publications

Anna Petersen, Hocken, *New Zealanders at Home; A Cultural History of Domestic Interiors in New Zealand 1814-1914*, University of Otago Press, 2001

Jane Smallfield, Hocken, '*Immigration to New Zealand*", *Genealogists' Magazine*, vol.27, no.2, June 2001, London

Stuart Strachan, Hocken Librarian, 'The Road to 1976: a personal recollection', *Archifacts* (April 2001) pp 17–23

Linda Tyler, Hocken, *Sam Cairncross* in Sam Cairncross catalogue, Pataka Museum of Arts and Culture, Porirua, June 2001

Other Professional (LIANZA, ARANZ etc)

Anna Blackman, Hocken, Mem, Open Polytechnic Library and Information Studies Advisory Committee; Mem, Otago/Southland Branch Committee of ARANZ

Helen Brownlie, Systems Librarian, Mem, ITSIG Committee LIANZA; Mem, Website Advisory Group LIANZA; Mem, Technical Advisory Group

Kelly Clouston, Circulation, Chair, Library Committee AUS, Otago; Mem, Library Committee AUS, Otago

James Cordes, Collection Management, Honorary Treasurer, Otago/Southland Regional Committee LIANZA

Veronica Cordes, Collection Management, Mem, Library Committee AUS, Otago

Karen Craw, Hocken, Mem, New Zealand Map Society Committee

Vicki Darling, Medical, Mem, Reference Group, Australian and New Zealand Institute for Information Literacy (ANZIIL); Mem, Medical Faculty IT Committee; Presenter, 'Information Literacy Standards' LIANZA Otago Southland Region Weekend School, Wanaka (November 2001); Presenter, 'Information at Our Fingertips: But How Do We Find It?' Combined Meeting of the New Zealand Dermatological Society and the Australasian College of Dermatologists, Queenstown, October, 2001

Alan Edwards, Law Librarian, Contact Person, Ethical Behaviour Committee; Mem, Faculty of Law, Library Committee; Mem, Library Committee, Otago District Law Society; Mem, Advisory Council, Law Library Microform Consortium; Convener, Archives Committee, Anglican Diocese of Dunedin; Mem, Credentials Committee LIANZA; Presenter, Introduction to Copyright sessions

Sue Elliott, Reference, Mem, General Staff Job Evaluation Committee, University of Otago;

Thelma Fisher, Reference, Convener, Otago/Southland Interloan User Group

Marilyn Fordyce, Collection Management Librarian, Mem, Publications Committee, University of Otago Press; Mem, Employee Assistance Programme Advisory Committee; Mem, General Staff Annual Salary Review Committee (Information Services Division); Mem, Otago/Southland Regional Committee LIANZA; Co-presenter, E-journals: transitions, trends and technicalities IT Seminar, 5 December 2001.

Sandy Graham, Collection Management, Mem, Branch Committee AUS, Otago; Mem, University of Otago Council; Mem, Mentoring Steering Group for General Staff; Mem, Performance Development Review Working Party; Mem, Otago/Southland Regional Committee LIANZA

Rosalind Harwood-Stevenson, Reference Librarian, Mem, Committee for Advancement of Learning and Teaching

Ralph-Peter Hendriks, Medical, Mem, HealthLib Committee (Network of New Zealand Health Libraries)

Rosemary Hudson, Deputy University Librarian, Chair, Medical Libraries' Co-ordinating Committee; Mem, Council of New Zealand University Librarians (CONZUL); Mem, Steering Committee of CONZUL Shared Systems Project; Mem, Library Services Committee; Mem, Hocken Library Committee; Mem, Canterbury Medical Library Advisory Board; Mem, Information Services Building User Working Group

Mark Hughes, Hocken, Treasurer, Research Special Interest Group, LIANZA; Mem, Anglican Diocese of Dunedin Archives Committee

Susan Irvine, Hocken, Mem, Otago/Southland Branch Committee, ARANZ

Anne Jackman, Hocken, Mem, LIANZA Committee (Otago/Southland region); Facilitator, LIANZA (Otago /Southland) Weekend School, Wanaka, 16-18 November

Kathleen Johnson, Collection Management, Co-presenter, E-journals: transitions, trends and technicalities IT Seminar, 5 December 2001

Gael Kirkus-Lamont, Medical, Convener, Medical Libraries Coordinating Committee; Convener, LIANZA Otago Southland Region Library Assistant's Day, Dunedin; Convener, LIANZA Otago Southland Region Weekend School, Wanaka; Region Councillor, National Council LIANZA; Mem, Otago Southland Region Committee, LIANZA; Mem, HIANZ (Health Information Association of New Zealand) Committee; Mem, Medical Faculty IT Committee; Mem, Evidence-Based Healthcare Joint Working Party

Islay Little, Circulation Librarian, Mem, Information Services Building User Working Group

Sonya Maclaurin, Law, Chairperson, Library Staff Committee, AUS (Otago); Mem, Branch Committee, AUS (Otago)

Maureen Miller, Support Services Manager, Mem, Information Services Building User Working Group; Mem, University Card Working Party

Paula Murdoch, Medical, Mem, General Staff Job Evaluation Committee; Presenter, 'Quality Customer Service' Workshop at LIANZA Library Assistant's Day, Dunedin

Dierdre O'Neill, Science, Mem, Branch Committee AUS

Anna Petersen, Hocken, Presenter, seminar at the International Lyceum Symposium, Rotorua, March; Awarded, Creative New Zealand Grant for study abroad; Attended, 'Preserving Photographs in a Digital World', at George Eastman House, Rochester, New York, August 2001; Visited, Photographic collections, New York City, June 2001

Joan Robertson, Collection Management, Mem, IAML (NZ) Committee

Jane Smallfield, Hocken, Treasurer, Friends of the Hocken Library Collections Inc; Treasurer, Otago/Southland Branch Committee of ARANZ; Representative, Social Science Fair Committee; Convener, Maori Hill History Charitable Trust

Stuart Strachan, Hocken Librarian, Mem, Cultural Sub-Commission, New Zealand National Commission for UNESCO; Mem, State Services Commission Panel for Appointment of Chief Executive Officer, Archives New Zealand; Mem, Ad Hoc Advisory Group on New Archives Legislation; Mem, Historical Records Committee, Presbyterian Church of New Zealand; Mem, Friends of the Hocken Collections Committee; Mem, Hocken Library Committee; Reviews Editor, *Archifacts*

Kate Thompson, Medical/Law, Presenter, 'MLIS Students talk about their research', LIANZA Region Meeting, Dunedin

Margaret Tripp, Collection Management, Archivist, Girl Guides Association, Otago Province

Linda Tyler, Hocken, Mem, Frances Hodgkins Fellowship Selection Committee; Mem, Permanent External Advisory Committee, School of Art, Otago Polytechnic, Dunedin; Mem, Art Expert Panel, Ministry of Culture and Heritage; Mem, Art History Expert Panel, NCEA, Ministry of Education; External examiner, Design History, UNITEC: Institute of Technology, Auckland; External examiner, Jewellery, School of Art, Otago Polytechnic, Dunedin; Presenter, "Dr Hocken's Pictures" to Friends of the Hocken Annual General Meeting, 9 August 2001; Presenter, "Ernst and Anna Plischke: Architecture and Garden Design" at "Displacement and Creativity" Conference, The University of Auckland, 4 September, 2001; Presenter, "Dr Hocken and the Canon" at "Loaded Canons: Discourse and Power in Aotearoa", Victoria University of Wellington, 29 November, 2001

Timothy Woo, Collection Management, Mem, Hewitson Library Review Panel

Michael Wooliscroft, University Librarian, Mem, Council of New Zealand University Librarians (CONZUL); Mem, NZ Vice-Chancellor's Standing Committee on Libraries; Mem, Information Services Building Working Party; Mem, Senate; Mem, Library Services Committee; Mem, Hocken Library Committee; Mem, Steering Cttee to Review the National Library Act; Mem, Client Input Group to the National Preservation Office

Abbreviations

ARANZ	Archives and Records Association of New Zealand
AUS	Association of University Staff
HIANZ	Health Information Association of New Zealand
IAML	International Association of Music Librarians
LIANZA	Library and Information Association of New Zealand/Aotearoa
VUW	Victoria University of Wellington