

# Lincoln University Library

Te Whatepūrākau o Te Whāre Wanaka o Aoraki

## *Annual Report 2005*



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**Lincoln  
University**  
Te Whare Wānaka o Aoraki

# **LINCOLN UNIVERSITY LIBRARY**

TE WHAREPŪRĀKAU O TE WHARE WĀNAKA O AORAKI

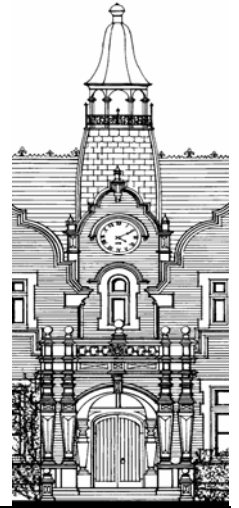
## **ANNUAL REPORT 2005**

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# LINCOLN UNIVERSITY LIBRARY

## MISSION STATEMENT

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The Library participates directly in the University's commitment to teaching, research and the development of new knowledge by:

- : providing the University community with equitable access to information and recorded knowledge
- : acquiring, organising and making available information resources appropriate to the University's educational purpose
- : teaching information skills to all Library users as the basis for life-long learning
- : promoting information services in a manner which reflects the distinctive character of the University



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## HIGHLIGHTS

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Implementation of the Endeavour systems continued, including the development and launch of LinkFinder Plus and the development to test mode of ENCompass for Resource Access.

Work continued with the implementation of the Voyager integrated library management system.

Funding was secured for a continuing subscription to the Science Direct Freedom Collection.

The strong exchange rate provided a boost to the collection budget allowing the purchase of CABI archive.

Planning was undertaken for the redevelopment of the library building, including commissioning of the unused level two and establishment of an Information Commons facility.

Council approved budget for the building redevelopment as a two stage process.

The decision was made to integrate the book and serials collections into one sequence over three floors.

Nga Kete e Toru collection was established and a grant of \$10,000 received for collection purchases.

Isobel Mosley retired as University Librarian and Teresa Horn was appointed to the position.

The LIANZA Conference was held in Christchurch and allowed for widespread attendance by staff.

Improvements were made to centrally provided IT services and facilities.

## 1. *Electronic library infrastructure*



The Voyager integrated library system went live in December 2004, but implementation continued into 2005 involving the library staff in developing new policies and procedures to enable efficient use of the new system. Of particular note was the implementation of an Electronic Data Interchange (EDI) interface between the new Voyager system and our primary overseas book supplier, YBP Library Services, resulting in faster delivery of book orders. In 2006 EDI interfaces will be developed for other book suppliers. Software was also developed to allow emailing of orders direct from Voyager to book suppliers who do not support EDI.

Other Endeavour systems were implemented, including the development and launch of LinkFinder*Plus* and development to test mode of ENCompass for Resource Access. LinkFinder*Plus* software (launched as “Finder@Lincoln”) improves access to full-text electronic resources by allowing users to link directly from a citation in a database search using the Open URL standard. LinkFinder*Plus* is fully integrated with the Voyager library management system. ENCompass for Resource Access is a federated searching tool which enables users to search across several databases using one interface and pull those results into one combined search result set.

Improvements were made to centrally-provided IT services and facilities including the introduction of free internet access across campus. ITS also installed wiring for the new network and a new server room was built at the rear of the library. Library servers were moved to the new room in December 2005 ensuring an improved level of risk management is now possible in an enhanced environment. Netscape proxy-server software was replaced by Public Web Browser software to allow for improved control of public work stations within the library. Towards the end of the year planning began for the campus-wide centralisation of photocopying and printing from 2006 onwards.

## 2. *Building*

In the first part of the year Library staff undertook extensive planning for a proposal to redevelop the library to provide library users with the best and latest services, facilities and resources to meet the research, teaching and learning needs of Lincoln University today and into the future. The Ivey Hall building has served the university well since it was renovated and re-designated as a library in 1988. In 1994 increased student enrolments initiated and extension of three floors which were constructed on the south side of the historic section of the building. At this time only the ground and first floors were fully developed. The second floor was only partially completed, providing an option for future expansion of the library into this space. The new plan allowed for level 2 to be opened up and the overall use of space, furniture and equipment reconfigured in line with what is expected of a modern university library.

At their October meeting the University Council approved funding of the redevelopment as a two stage project. Work on the first stage began in November and includes provision for the following:

- Dedicated space for the development of a separate Māori collection in line with the Lincoln University’s strategic objective “To contribute to Māori development aspirations and to meet responsibilities in relation to the Treaty of Waitangi”.
- Additional space to accommodate the growing print collections.
- Noise-free space on level 2 - complaints about noise dominated open-ended comments about the library in the 2004 Undergraduate Student Satisfaction Survey.
- Flexible and varied seating and study facilities to suit different study styles to comply with modern approaches to teaching and learning which encourage more group work .
- More PCs for students, to bring the ratio of PCs to students in line with other universities.
- Dedicated PC study spaces which are not competing for use with teaching labs.
- Wireless hot-spots and network connections for students to use their own notebooks in the Library.

### 3. Services



The noticeable decrease in loans statistics during 2005 was caused by the convergence of a number of factors:

- the change of Library automated system from Dynix to Voyager, where loans and renewals are recorded slightly differently,
- the increase in the period of the standard loan for staff and postgraduates, with a consequent reduction in the numbers of renewals
- the increased access to electronic serials and fulltext databases continues a trend downwards in print serial loans that has also been observed for the previous two years
- the changes to Restricted Loan with the removal of one day, three day and overnight loans reduced the number of issues and renewals
- the reduction in student numbers, especially at Foundation level, where students were often quiet print dependent.

A number of changes occurred during 2005. Some were at the start of the year to co-incide with the new library system introduction, and some in Semester Two as a result of the review of Library Membership. All changes were done after examination of the practices of other New Zealand and international libraries, and after consultation with the relevant affected groups. Feedback once the changes were implemented has been positive:

- Fines and fees were reviewed. Serials, multimedia and thesis fines remained the same, as did recalled item fines. These all seemed to be serving the deterrent purpose for which they were intended. Books, posters and Timeout fines rose to 25c per day, with the knowledge that they would rise again during 2006, when the 5c piece was abolished. One and two hour Restricted loan fines changed from hourly to charge by the minute - 10c per minute, and 24 hour fines were set at \$1 per hour.
- Loan periods were changed. Material is now due for return on every day of the week. One and 3 day Restricted Loans were abolished and replaced with the single period of 24 Library open hours. The 2 week standard loan and renewal period for staff and postgraduates was replaced by a 3 week standard loan/renewal period. Material where there is still another patron in the holds queue at the point of loan is now issued for a 3 day loan. (Formerly 7 days).
- The calendar regulations were rewritten to reflect changes to the current University working relationships. Some new groups of colleagues have received free access to the services and collections of the Lincoln University Library. The full list is: Lincoln divisions of Crop and Food, Agresearch, Hortresearch, Canesis, Foundation for Arable Research and Wrightsons Research. This approval was granted for the period 2005 to 2009, when it will again be assessed.

The fees for external users Library membership rose, and new categories were introduced to allow a 3 month or 6 month membership.

The University Library Aotearoa New Zealand National Borrowing Scheme was introduced for staff and students at the end of February 2005. All the New Zealand universities, apart for Auckland, are participants. On registration at each Library, equivalent borrowing conditions apply. The most abundant use of this scheme in 2005 proved to be between Lincoln University and University of Canterbury, but this was because the two institutions had a prior arrangement through the CTA. Some of the provisions the of the Canterbury Tertiary Alliance Reciprocal Library Access agreement were altered slightly to bring them into line with the ULANZ scheme.

Library opening hours remained the same as 2004.

## 4. Collections



The strong exchange rate continued to provide a boost to the collection budget enabling the purchase of the CAB Abstracts Archive 1910-1972. In addition funding was secured for the continuing subscription to the Science Direct Freedom Collection and a subscription was taken up for Source OECD from 2006. The Library continued to benefit from consortial purchasing for both print and electronic resources via CEIRC and CONZULAC.

We took up a trial offer to a major new international research database SCOPUS, which provides index and citation searching of scholarly journal articles and other items including web documents and patents. With broad subject coverage back to 1966, SCOPUS complements existing research databases and the Library will be seeking funding to continue the subscription from 2007 on.

While the demand for books remains high, the growth in the use of Ebrary the electronic books database is noted. There are over 22,000 titles in the database and use reflects Lincoln's core areas of study and research, as well the wider interests of both staff and students. Generally speaking we witnessed an increased growth in the availability and use of online collections while maintaining a consistent level of use of core print collections.

The serials review in 2005 focused on print titles in key subject areas which were not available in electronic collections. The review also considered recommendations for 20 Taylor and Francis titles, which are available electronically but as additional funding is required to purchase these, they will be reconsidered as part of the combined serials/databases review in 2006.

Collection management staff were involved in work on two major projects during 2005. The first of these was the practical implementation of Voyager and the corresponding changes to workflows. As part of this work prediction patterns were re-established for all currently received serials and holdings information improved for all current subscriptions. As mentioned previously, systems and processes providing for the electronic ordering of monographs were put in place.

The second major project arose out of the planning process for the building redevelopment when the decision was made to integrate the book and serials collections into one sequence over three floors. The move was scheduled to take place in January 2006 after the completion of building work on level two. Extensive, complex planning was undertaken to achieve both the move and integration efficiently and with the minimum level of inconvenience to users. As part of the preparatory work a major review of the currency and content of book, serial and reference collections was undertaken, resulting in the withdrawal of a significant number of superseded and outdated texts.

As a priority in the building changes Nga Kete e Toru, the Maori Collection, was established in a newly designated area for Maori study and information on level zero. Nga Kete e Toru will be developed as a collection of key Maori resources to support bicultural understanding and development at Lincoln University. The aim of the collection is to improve access to resources by locating them together in one area to reflect the holistic nature of the Maori knowledge world. The new collection will provide a focus for Maori students to explore their own and the wider world and will also provide a window into the Maori world for all students and staff. The name Nga Kete e Toru refers to the traditional three baskets of knowledge. Funding of \$10,000 towards the establishment of the collection was received from the Community Trust.

## 5. Teaching



Larger classes continued to be the norm this year and the inadequacy of L027 as a teaching space became more apparent. Staff will welcome the creation of new teaching facilities as part of stage two of the library redevelopments in 2007. Although the total number of sessions offered this year was reduced, considerably more students participated and class sizes were larger than in previous years. Several library staff took the opportunity to have their tutorials or lectures evaluated by Teaching and Learning Services and were appreciative of the feedback received. It was also pleasing to receive a number of unsolicited positive comments from academic staff or whom information classes were delivered.

Information modules for MGMT 103, COMN 105 and LASC 101 continued to be the most time-consuming in semester one. Time was well-spent discussing alternative input into RECN 108 which will replace COMN 105 from 2006. In addition to the core 100 level subjects, specifically designed tutorials were given to eleven 200 level, ten 300 level and nine other 100 and 000 level subjects.

Post-graduate liaison was significantly enhanced by some imaginative publicity and the post-graduate liaison librarian gave over 70 sessions on literature searching and use of databases to individual post-graduates.

## 6. Staffing

In June Isobel Mosley retired as University Librarian after almost eight years in the position, overseeing considerable change within the library brought about by the impact of the web on service delivery and collection development. Isobel's immediate plans were for travel to the UK and Cambodia. Teresa Horn took up the position of University Librarian on 18<sup>th</sup> July having previously been the Collection Services Manager at the University of Canterbury.

In March staff were saddened to hear of the death of Lincoln University's first official Librarian, John Frampton. John was appointed Librarian at Lincoln College in 1959 and retired in 1987 just prior to the Library's move into Ivey Hall, for which he undertook most of the planning. John dedicated his early years at Lincoln to establishing the best possible collection and service, later overseeing the technological changes of the 1980s in the same spirit.

In September the LIANZA (Library and Information Association for New Zealand Aotearoa) conference was held in Christchurch and allowed for widespread attendance by staff. Several staff were also involved in the organising and running of the conference and Teresa Horn co-presented a paper entitled *Aladdin's Cave or bargain basement: balancing the principles of preservation with accessibility*.

## STATISTICS AND KEY PERFORMANCE INDICATORS

### Table 1 Library Statistics

	2005	2004	2003	2002	2001
<b>Client Services</b>					
<b>Circulation</b>					
Book/serials	80,247	130,599	128,054	134,078	132,498
Restricted loan	24,873	36,757	34,865	36,886	39,720
Time out collection	4,417	7,118	6,880	6,267	6,946
Total issues	109,537	174,474	169,799	177,231	179,164
Number of full-text articles accessed online	196,709	157,993	157,784	119,701	130,997
<b>Interloans (including overseas)</b>					
Borrowed	1,095	1,413	2,101	1,977	1,923
Lent	2,331	2,993	3,647	3,755	3,947
<b>Teaching sessions delivered</b>					
Library orientation programme	59	72	78	57	64
Staff and Post Grad. seminars	42	40	39	36	39
Student seminars	142	155	127	192	155
External groups	2	5	5	7	11
Participants in group presentations	2,035	2,924	3,019	3,342	2,886
<b>Reference enquiries</b>					
Directional (Level 1)	6,677	6,669	5,051	5,162	4,922
Reference & Research (Level 2 & 3)	5,386	5,273	4,722	5,180	5,510
Total number of reference enquiries	12,512	11,942	9,773	10,342	10,432
<b>Collection Development</b>					
<b>Books, AV, Maps</b>					
Number of volumes added	5,273	5,189	4,324	3,823	4,070
Number of unique titles added	4,314	4,471	3,670	3,587	3,805
Links to online (book) titles	22,575	17,683	15,004	1,737	612
Total number of print volumes	99,340	96,742	91,844	87,691	84,741
<b>Serials</b>					
Number of print volumes added	2,569	2,562	2,761	3,079	3,701
Total number of serial volumes	110,119	109,907	107,381	104,717	101,923
Number of unique titles received & catalogued (print/electronic)	15,007	13,344	5,065	4,555	4,285
Total current serials accessible (incl. uncatalogued e-collections)	15,212	13,556	9,906	8,857	8,436
<b>Total number of print volumes in collection (including withdrawals)</b>	209,459	206,649	199,225	192,408	186,664
<b>Number of databases available</b>	174	163	169	168	151
<b>Number of student EFTS</b>	3,396	3,649	3,382	3,061	2,774

**Table 2 Key Performance Indicators**

	2004	2004 NZ University Average	2005
<b>Services</b>			
Opening hours per week	81	88.9	81
Seats/EFTS	0.23	0.14	0.23
Total loans/FTE*	40.9	30.2	27.6
Ordinary loans/FTE	32.3	22.1	26.2
Restricted loan as % total loans	21.1%	27.1%	22.5%
Electronic full-text articles accessed online/FTE	37.1	n/a	49
Interloans/Doc supply as % total loans	0.8%	1.7%	1%
Information enquiries/FTE	2.8	n/a	3.1
Participants in group presentations/FTE	0.69	0.68	1.2
<b>Collection resources</b>			
Volumes per FTE	48.5	80.5	52.2
Volumes added/FTE	1.8	2.6	1.9
Collection expenditure/FTE	\$261.46	\$347.00	\$294.00
Turnover (loans as % of total volumes)	84.4%	n/a	50%
<b>Staffing</b>			
Total loans/no. Library staff	6,276	4980	3951
Library staff per 100 FTE user population	0.65	0.61	0.7

\* FTE = full-time equivalent staff plus students

N.B. All statistics and KPIs relating to loans have been affected by changes made to loan periods consequent to implementation of new system. See under *3. Services*



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## PROGRESS ON STRATEGIC GOALS

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- 1 **Develop further the University's academic programmes to ensure they are aligned to employment and educational needs**
  - Lectures and tutorials for LASC 100-600 level subjects were delivered.
  - Classes were developed and delivered to 32 subjects in all.
  - Established classes were assessed against ANZIL Information Literacy Standards to identify areas for enhancement.
  - Library skill sessions were rewritten to incorporate the new catalogue.
- 2 **Develop and implement a coordinated flexible delivery strategy for the university**
  - Ongoing implementation of the Endeavour systems.
  - LinkFinderPlus was launched as Finder@Lincoln and improved access to full-text electronic resources.
- 3 **Foster knowledge creation transfer and innovation through research and research-based teaching**
  - CONZUL joined the Australian Digital Theses Project.
  - Funding approved for ongoing subscription to the Science Direct Freedom Collection.
- 4 **Enhance the student experience and study environment by providing a flexible, accessible and supportive learning environment**
  - Planning was undertaken for redeveloping the library building. Funding was approved by Council for work to be completed in two stages and stage one, the commissioning of level two, was begun in November.
  - Planning was undertaken for the integration of the book and serials collections into one sequence.
- 5 **Enhance and refine the overall Maori development strategy of the University**
  - Nga Kete e Toru was established as a priority in stage one of the building redevelopment.
- 6 **Improve access to education for Pacific Island people and develop programmes to meet the needs of these students**
  - New resources were promoted in a special display.
- 7 **Enhance opportunities for students to engage in international experiences through interaction with staff and other students, the study environment and the curriculum**
  - Web based pathfinders were developed to enhance access to international information resources for target countries.
- 8 **Manage the University's people and resources in a manner that will enable all students and staff to perform at their optimum**
  - Liaison system reconfigured to reflect current structure of University and research centres.
  - Online and physical workflows reviewed to take advantage of new system features.
  - Continued participation in regional/national collaborative initiatives with CONZUL and the CTA.



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## LIBRARY STAFF 2005

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### University Librarian

Isobel Mosley MSc(*Sheff*) MA(*Camb*) FLIANZA  
(to June)  
Teresa Horn BA (*Ealing*) ALIANZA  
(from July)

### Information Services

Deputy Librarian & Information Services Librarian Sue Colyer BA(*Cant*)DipNZLS FLIANZA  
Information Studies Librarian John Arnold BA, BSc, PGDipLib(*Well*)CertAdultTchg

### Assistant Librarians (Information Services)

Caroline Stephens BSc(*Cant*) MLIS(*Well*) (to September)  
Margaret Paterson (from October)  
Eunice Gardiner (from February)

### Senior Library Assistants (Interloans)

Shona McCartin NZLSCert  
Jan Thompson NZLSCert

### Collection Management

Head of Collection Management  
Senior Librarian (Collection Management)  
Cataloguer  
Senior Library Assistant (Acquisitions)  
Senior Library Assistants (Serials)

Adriana de Groot BSc(Hons)(*Cant*)DipLib(*Well*)  
Roger Dawson MA(Hons)(*Cant*)MLIS(*Well*)CertAdultTchg  
Gavin East MA(*Cant*)DipNZLS  
Carol Brandenburg NZLSCert  
Linda Cleland BA(*Massey*) NZLSCert  
Lois Cocks NZLSCert  
Ling Chen BA(*Nanjing*) BAppComp

### Library Assistant

### Management Services

Management Services Librarian  
  
Senior Librarian (Information Technology)  
Administrator  
Secretary

Graham Penwell MA(Hons)(*Cant*)DipLib(*Well*)NZDipBus  
ALIANZA  
Andrew White BSc(*Cant*) NZLSCert GradCertApplComp  
Sandra Haydon  
Glennis Hilston NZQACert BusAdmin4, NZQACertComp.3

### User Services

User Services Librarian  
Senior Library Assistants (User Services)

Lyndsay Ainsworth BA(*Cant*)MLIS(*Well*)NZLSCert  
Claire Lewis NZLSCert  
Craig Murray BSCHons(*Cant*)MLIS(*Well*)CertMgmt(*CPIT*)  
Emily Cooke BPRTM(Hons)  
Colleen Davis  
Liz Hamilton  
Patty Hill TKN  
Dayle Kerr BA(*Cant*)NZLSCert  
Lourdes Sanches Sangkop BPRTM

### Library Assistants



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