

FIJI NATIONAL UNIVERSITY LIBRARY SERVICE



ANNUAL REPORT 2015

THE LIBRARY



Fiji National University Library Service
ISO 9001:2008 Certified Library since 2013

Published in January, 2016
by the Fiji National University Library Services

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UNIVERSITY LIBRARIAN'S STATEMENT



The year 2015 was an eventful year to the library that provided a stimulating mix bag of challenges and opportunities. During the year, we have shown that the library has always been more than just a bookstore. I believe that the library service was well placed to respond to the teaching and learning requirements of the institution as the University is rapidly moving into transformational changes. During the past year, the library has witnessed many noteworthy achievements, and the pace of innovations and significant growth. It is interesting to note that our rate of space usage is higher now. Even though some students are coming to the library to socialise, the level of usage of the physical space by genuine students has increased substantially. Our statistics show that our users accessed to electronic information resources satisfactorily but dearth of knowledge to use them has been a critical issue. Thus, we identified the situation well in advance and planed for a number of training sessions on *Turnitin*, *Refwork*, and Information Literacy as digital literacy is an important part of the library service in today's electronic environment.

Having e-books and e-journals as part of our collection, was related to higher rates of visitation to the libraries. Decision was also made to promote and facilitate open access to information. Thus, our referencing interviews, hands-on training sessions and discussions

promoted our users to access to Open Access Resources (OAR) which include OAR placed on library web site. Opening the libraries till late night, weekends and holidays enabled our users to access to computers and Internet besides our standard library services while promoting entry to technology access points for our wider user community.

The user feedback and satisfactions surveys carried out in 2015 have shaped library services as a more user centric library. After all, the very reason for feedback of our customers is progressive service delivery, which allowed us to dive directly into shoes of customers and look into our collection and services in much more user perspective manner. We genuinely put a lot into exceeding our user expectations as user satisfaction is our best reward.

In order to provide a high quality library service to our clients, we often relied on the expertise of our staff. Every Library staff member, across all 16 libraries at FNU, fits the bill of the quintessential para-professional. Each staff was well trained, resourceful and helpful in their professional capacity. They provided excellent service to our users, going above and beyond to accommodate almost all requests, including some most arduous requests. Thus, our passion, commitment and enthusiasm enabled us to secure the ISO 9001:2008 accreditations for the year 2015 as well. The Library also secured a gold medal at the Internal Quality Circle Competition (IQCC).

I take this opportunity to express my gratitude – and that of my colleagues in the Library – to our users, for their loyalty and continued patronage. My appreciation also goes out to the FNU Senior Management Group for their support rendered to the Library Services to continue with its service delivery. The library Service remain indebted to all stakeholders, and look forward to their continued support and goodwill towards jointly building the library as a world class library as stated in the mission of our library.

Phaminda Jayasundara
The University Librarian



THE FIJI NATIONAL UNIVERSITY LIBRARY

OUR VISION

The vision of the FNU library is to be a dynamic, inclusive and competitive world-class library, catalyst to scholarship and excellence to teaching, learning, research and community endeavors of the FNU.

OUR MISSION

The mission of the FNU library is to stimulate and support intellectual inquiry by developing collection and delivering quality services and conducive ambience for the wider communities of the FNU.

OUR VALUES

The library supports and delivers the wide values that shape and strengthen the University's mission. In addition, the library values:

- Professional and ethical behaviour;
- User-focused resources and services;
- Consultative partnerships with stakeholders;
- Individual and team contributions from staff for the creation of cultural excellence;
- Commitment to the personal development of its staff;
- Flexibility, innovation and responsiveness;
- Forward thinking and planning and positive energy for success;
- Participation in decision-making;
- Reflection and self-evaluation through SWOT analysis; and
- Diversity as an asset and focused on Pareto (80/20) Law.

PROFESSIONAL STAFF



Dr. Chaminda Jayasundara, University Librarian
BA. Statistics(first class honours) (Ruhuna, Sri Lanka), MSc.(Sheffield, UK), DLitt et. Phil. (South Africa)



Dr. Tanveer Naqvi, Deputy University Librarian
BSc(MJP, RKU, India), BLISc., MLISc., Ph.D., (AMU Aligarh, India)



Dr. Don Karunanayake, Deputy University Librarian
BA,Hons. (Kelaniya, Sri Lanka), MLISc. (Colombo, Sri Lanka), PhD (Tsukuba, Japan)
worked till 04th November, 2015.



Dr. Udaya Shukla, Chief Librarian
DLISc. (UPTB, India), B.LISc., M.LISc., MSc. (Kurukshetra, India), M. Phil (Alagappa, India), Ph.D(Baroda, India)



Ms. Sushila Lal, Principal Librarian
BA(USP, Fiji), Diploma in LIS (USP, Fiji), MIMgt. (Curtin, Australia)

ADMIN AND SUPERVISORY STAFF

ADMIN STAFF

- **Ms. Nilma Devi**
Executive Officer
B.Com (Accounting and Management in Public Admin), PGD (Accounting)
- **Mrs. Sandhya Deo**
Quality Liaison Officer
B.Com (Management Public Admin & Industrial Relations), PGD (Management & Public Admin)
- **Mr. Melvin Prasad**
IT Officer
B.Sc (Information Technology)
- **Mrs. G.M. Ashani Premadasa**
Acquisitions Officer
BA (Library Science, IT and Hindi)
- **Ms. Nirupa. D. Lal**
Office Administrator
Diploma in Office Administration

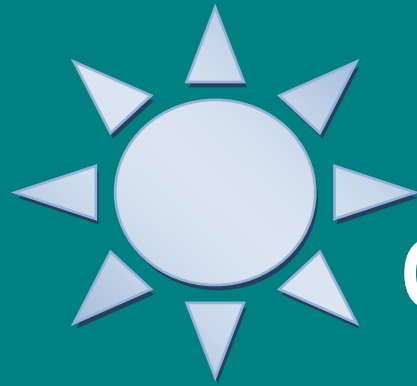
CAMPUS LIBRARY SUPERVISORS

- **Ms. Roseleen Narayan**
Ba Campus
Certificate in LIS
- **Mr. Jovilisi Davetawalu**
FSM –Tamavua Campus
Certificate in LIS
- **Ms. Luisa Fapiano**
FSN -Tamavua Campus
Diploma in LIS (USP), Cert. in LIS (USP), Cert. in Computer Studies, Cert. in Clerk/Typist (FIT)
- **Ms. Bimla Devi**
Labasa Campus
Diploma in LIS
- **Ms. Subhashni Reddy**
Nadi Campus
Diploma in LIS
- **Ms. Eleni Bai**
NTPC Library, Narere
Certificate in LIS
- **Ms. Suman Nand**
Circulation service -Pasifika Campus
Diploma in LIS

SUPPORT STAFF

Ba Campus	
Mr. Dharmesh Lingham	Ms. Keresi Saro
Ms. Roseleen Narayan	
FSM Tamavua Campus	
Ms. Vasemaca Ravoka	Ms. Ashika Nand
Ms. Sera Veikoso	
FSN Tamavua Campus	
Ms. Beverly Ratokula	Ms. Kirti Mala
Ms. Nirmala Kumar	
Koronivia Campus	
Mr. Jone Tuikoro	Ms. Kinisimere Luveniyali
Ms. Riteshni Lata Prasad	Ms. Sanjeevni Kumar
Ms. Mehzabeen Bano	Ms. Roshni Devi Lal
Labasa Campus	
Ms. Usha Kanta	Ms. Moveena N Mudaliar
Ms. Leela Naidu	
Lautoka Campus	
Ms. Elenoa Cakausesese	Ms. Sandhya Singh
Mr. Shivneel Krishna Raj	Ms. Geeta Rao
Ms. Namrata Chand	Ms. Sonal Shivanjani Nadan
Ms. Anita Prasad	Ms. Ranjeeta Singh
Ms. Mousmin Chand	Ms. Eileen Mavis McComber
Nabua Campus	
Ms. Ranjana Singh Nair	Ms. Vandana Kumar
Nadi Campus	
Ms. Sangita Kumar	Ms. Pritika Chand
Ms. Poonam Singh	
Nasinu Campus	
Ms. Shaleshni Singh	Ms. Shreeta Devi
Ms. Asenaca Taufu	Ms. Susana Vedei
Ms. Sangeeta Prasad	Ms. Dhan L Kumar
Mr. Umer Ghan	Ms. Anju Udjit
Pasifika Campus	
Ms. Sangeeta Singh	Ms. Sunila Prasad
Ms. Ela Davuilevu	Ms. Nilesjni Narayan
Ms. Sulita Waisese	Ms. Ajeshni Devi
Mr. Luke Valuvou	Ms. Salesia Waqanisau
Ms. Irene Lata	

Samabula Campus	
Ms. Ema Cagi	Ms. Elenoa Rokonaivalu
Ms. Subashni S Naicker	Ms. Rejieli Tawaketini
Ms. Victoria Hill	Ms. Sushila Deo
Ms. Upashna Goundar	Ms. Fehrin Ali
Ms. Anisa Hussain	Ms. Anita Chand
Maritime Campus	Raiwai Campus
Ms. Geeta Narayan	Ms. Arun Lata
Nasese Campus	Narere Campus
Ms. Eleni Tira	Ms. Eleni Bai
Technical Staff	
Mr. Francis Shankar	Ms. Rista Kvora
Ms. Shally Devi	Ms. Titilia Palako
Ms. Fareena Khan	



OUR GOAL 1:

**To build a broad range of
resources to cater for all
disciplines**

RESOURCE CAPACITY

The Library offers many resources to help users for most of their teaching and learning endeavours. Different types of information resources available in all FNU libraries forming the various collections: General, Reference, Pacific, Close Reserve, Newspapers, Fictions, Archives, Periodicals, Theses and Audio Visual.

The Table below indicates the total resource capacity available in the library at the end of 2015.



<i>Resources</i>	<i>Total</i>
Total number of Printed Books	152,584
Electronic and Online Database Subscription	55
e-Books	180,767
Full Text Journal Titles	64,340
OPAC Terminals	23
Internet Enabled Workstations	397
Number of Branch Libraries	16

ELECTRONIC INFORMATION RESOURCE CONTAINS

Scholarly journals and other serial publications continued to be converted from print to electronic format. Almost all of FNU library's journal and database subscriptions are now online. The library currently comprises of more than 64,340 e-journal titles.. Despite the financial and technical limitations of converting the print to e-book, the library now provides access to almost 180,767 e-books. In general, use of the library's major packages of electronic journals has increased in the last three years. The library has spent \$501,350.91 for subscribing e-journals and e-books. The following tables indicate the existing e-journal capacity in the library.

<i>Name of the E-Journal Database</i>	<i>No of e-journals</i>
Hinari	14,000
IMF eLibrary Collection	13,245
PROQUEST CENTRAL	7,326
EBSCOHOST Super Package	7,300
OARE	6,500
AGORA	6,100
ARDI	5,100

EBSCO Medline	1,470
CINAHL Plus	770
JSTOR	630
Wiley Online Library	400
Cambridge Journals	350
TEEAL – The Essential Electronic Agricultural Library	325
Oxford Journals	300
Dentistry and Oral Science Sources	300
Nature Publishing Group Journals	118
IOP SCIENCE	78
INTELLECT – Performing Arts	18
OECD iLibrary	8
The New England Journal of Medicine	1
Pediatric Neurology Briefs	1
Access Medicine	1
LexisNexis – Halsbury’s Law of England	1
Total Journals	64,342

The table given below indicates the existing e-book capacity in the library.

<i>Subscribed electronic books</i>	<i>No of books</i>
ebrary	78,000
Hinari	46,000
ARDI books	19,000
OARE books	18,000
Upto date online	10,000
AGORA books	5,800
Knovel	3,500
ProQuest e-books	417
Edward Elgar's eBooks	53
Cambridge Oxford Dictionary	1
Total books	180,767

Following databases are currently available in the library for the use of our readers.

<i>Databases</i>	<i>Numbers</i>
IMF data	1
GLIDON	1
Total	2

E-RESOURCE TRIAL ACCESS

Following trial accesses were granted for some prestigious e-resources

Database	Trial period
SAGE Premier 2014 Trial	9 th Oct, 2015 to 30 th Nov, 2015
Emerald e-journals, eBooks, Emerging Markets Case Studies Trial	24 th June 2015 to 31 st August 2015
Wiley Online Library Trial	16 th February to 15 th March 2015
JSTOR Remaining Archive Content Trial	2 nd March to 31 st March 2015
IGI Global’s Disseminator of Knowledge Trial	1 st March to 1 st April 2015
Hein Online Trial	21 st January to 31 st January 2015

MONOGRAPH ACQUISITIONS



The print collection of the Library is also expanding; however, the purchase of new books has been declining continuously in the past two years. Over the year, the library has acquired 1,453 monographs in all key collecting areas based on all subject disciplines in the university such as Economics, Medicine, Banking, Nursing, Marine sciences, Engineering, Humanities, Education and etc. The Library Services has spent FJD \$387,915.00 on purchasing print materials for the library during 2015 that is 4.3% (FJD \$405,198.86) decrease compared to the year 2014. The table below indicates the number of resources purchased for corresponding campus libraries.

<i>Campus Library</i>	<i>Books</i>	<i>Accompanied CD's</i>	<i>DVD's</i>
Lautoka	264	6	-
Samabula	230	24	-
Nasinu	172	9	-
Maritime	148	7	27
Koronivia	137	8	-
Nabua	129	8	-
FSN	110	2	2
Pasifika	64	5	-
NTPC Narere	59	-	-
Namaka	46	5	-
Tamavua	21	-	-
Labasa	21	-	-
Nasese	20	-	-
NTPC Naviti	19	1	-
Raiwai	9	-	-
NTPC Namaka	2	-	-
Ba	2	-	-
Total	1,453	75	29

DONATIONS



The Library is a hub of knowledge, culture, and communication. The support of well-wishers of the library determines what the Library is today and what it should be in years to come. Thus, we have created a number of ways for

our well-wishers to get involved with our library service. We welcome donations of published and unpublished works that will enrich our collection.

The Library received donations and endowments of prominent individuals such as Prof. Brij Lal, Dr. Robert Norton and etc.

As an effort to broaden students' knowledge and to enrich the Library's collection, a donation was given by the Embassy of the United States of America in Fiji which consisted of 83 books, revealing the knowledge of different disciplines in the university. All materials were the latest editions of new books. The total value of the donated items in 2015 was FJD 70,423.00 for 897 books. In addition, 27 theses were donated by Prof. Brij Lal and 4 DVDs were donated by the Korean Foundation.

<i>Name of Donor</i>	<i>No. of items donated</i>	<i>Value of the donation (FJD)</i>
Ms. Sharyn Ofoske	192	19,388.63
Ministry of Education	134	6,880.00
Mrs. Pricilla Farley	120	7,684.48
US Embassy	83	8,888.43
Mrs. Sofia Ali	66	2,400.00
Dr. Robert Norton	51	2,357.53
Korean Foundation	51	4,119.37
Fiji Maritime Academy	37	3,337.56
Mr. Anonymous	36	2,188.01
Korean Embassy	18	7,325.32
Mr. Anthony Swami	15	943.80
Dr. Indar R. Pillay	13	424.41
Mr. Roneel Mudaliar	12	467.00
Mrs. Shobna Mudaliar	11	1,153.88
Dr. Anamika	10	330.15
Office of the Vice Chancellor	10	240.00
Mr. Amrish Narayan	6	413.00
Queensland University of Technology	5	32.00
Bridge Publication	4	15.95
Mr. Prematilake. Mawella	4	421.00
Mr. Peter Gates	4	95.95
Mr. Avadoot Swami	3	253.88
Mr. Ruvendra Nandan	3	269.92
Director NTPC	2	160.00
Mr. Jan Tritten	2	194.16
Mr. Kanojia	1	80.00
Mr. Paul	1	80.00

Mr. Albert McLaren	1	80.00
Mr. Gary L. Kieffner	1	120.00
Ms. Lusiana Fotofili	1	80.00
Total	897	70,424.43

*Cost calculated based on amazon.com new books and used book prices.

DISTRIBUTION OF DONATED ITEMS

All donated items were distributed to our libraries based on their academic disciplines as indicated below.

<i>Campus Library</i>	<i>Books</i>	<i>Accompanied CD's</i>	<i>DVD's</i>	<i>Thesis</i>
Lautoka	502	1		
Nasinu	167	5		27
Namaka	87		4	
Maritime	37			
Koronivia	25			
Raiwai	17			
Labasa	15			
Nasese	13			
Samabula	11			
Pasifika	9	2		
Nabua	5			
Tamavua	3			
FSN	3			
Ba	2			
NTPC Narere	1			
Total	897	8	4	27

CURRENT AWARENESS SERVICE

<i>Year</i>	<i>Books/CDs/DVDs</i>	<i>Print Periodicals</i>	<i>e-Resources and other display</i>	<i>Total</i>
2015	26	7	7	40

PROCUREMENT EXPENSES FOR E-RESOURCES IN 2015

The following table shows the procurement expenses incurred in 2015 for subscribing electronic information resources.

<i>Database</i>	<i>Amount USD</i>	<i>Amount FJD</i>
JSTOR	8,214.00	16,843.35
Up to date	16,377.00	33,896.77
Ebsco Medicine	46,078.00	93,832.00
Ebsco Super Package	22,050.00	46,830.35
TEEL	650.00	1,369.36
Cambridge University Press	5,535.00	10,177.24
Access Medicine	31,863.00	68,972.61
Proquest including ebrary	15,600.00	31,926.00
Hinari, Agora and Oare	1,500.00	3,258.08
Elsevier (Knovel)	16,926.00	36,207.13
Wiley	11,750.00	24,162.22
VAT		133,875.80
Total		501,350.91

PROCUREMENT EXPENSES FOR RESEARCH TOOLS IN 2015

The following table shows the procurement expenses incurred in 2015 for subscribing research tools to avoid plagiarism (*Turnitin*) and management of references (*RefWork*).

RefWorks is a bibliographic records management system, for online research, writing, and collaboration tool. Available to all FNU students, staff and faculty, *RefWorks* is designed to easily gather, manage, store, and share all types of information, as well as to build reference list. Faculty and students can sign up for a *RefWorks* account on the Library's homepage.

Turnitin: The Library has subscribed to *Turnitin*, a leading online academic plagiarism detector, to help both faculty members and students. One of *Turnitin's* salient features is to check the originality of the students' and staff's written works. The library has trained almost all academic staff members who were interested in *Turnitin* in 2015. The plan for 2016 is to train all students.

<i>Research Tools</i>	<i>Amount USD</i>	<i>Amount FJD</i>
<i>Turnitin</i> including VAT	36,340.10	101,864.84
<i>Refworks</i> including VAT	2,080.00	4,253.00
<i>EZ proxy</i>	1,000.00	2,093.25
Total	39,420.10	108,211.09



OUR GOAL 2:

**To adhere the international standards
needed for World-Class library status**

ISO 9001:2008 ACCREDITATION



FNU library has been accredited with ISO 9001:2008 certification from Bureau Veritas,

New Zealand and is the only library in the South Pacific region with ISO certification. Keeping in mind customer service values, library continues to bring about improvement and efficiency and improve productivity through the practice of quality circle, 5s and excellent people management with dynamic leadership quality. To verify if these initiatives were in compliance with our policies and procedures, internal audits were carried out in 8 libraries in 2015 and there were no major non compliances. External audit was also successfully conducted in 2015 by a New Zealand Auditor with appealing results and no major NCR was raised. Library is now part of IQCC whereby the library staff will have the opportunity to learn about the quality circle, its principles and ISO standards. This will definitely allow the library services to bring about best business results with satisfied users in the coming years.

GOLD MEDAL FOR INTERNAL QUALITY CIRCLE COMPETITION 2015

The Library Services took part in the 2015 Internal Quality Circle Competition (IQCC) hosted by the Division of Planning and Development section of the university for the first time. A team was formed to present quality research in the IQCC. The team comprised of four members: Deputy University Librarian, Dr. Don Karunanayake, Executive Officer, Ms. Nilma Devi, Library Assistant, Ms. Shally Devi and Quality Liaison Officer, Ms. Sandhya Deo, who named themselves team Expeditors. The team underwent two days Quality Circle training after which the team initiated their project. The team used step by step processes, QC tools, methods and models to bring about efficiency in the library services. The project identified a problem existing in the technical section of the library services that was poor record keeping. the team identified that there was a laxity providing right information when needed. Customer service is of utmost priority for the Library Services, keeping this as their focus the team implemented 5 major solutions and practiced 5s to ensure that library had all records updated that could be easily obtained when needed. QC was new to all the team members in the library and irrespective of this; the team achieved their set target. As a result the team Expeditors walked away victoriously as Gold Award Winners in the year 2015.

SERVICE QUALITY MANAGEMENT TRAINING



9001:2008 certification and to provide high quality and responsive one-stop service at all 16 FNU libraries, Library Services organised a quality management (QM) workshop for 2 days in Nadi. The staff from all the 16 FNU Libraries including the library management team was part of this quality workshop. Mr. Amrish Narayan - Head of Training from NTPC transmitted the knowledge on many quality aspects such as QM principles, foundation of quality, 5s, quality circles, ISO QMS, highlights of ISO 9001:2015 and compliance to library QMS to the staff. During the workshop the staff and the management acquired chance to share ideas and ways to drive library forward. It was a successful workshop delivering the objective of providing improved quality facilities to all library users in FNU to achieve the mission of the library.

USER SURVEY

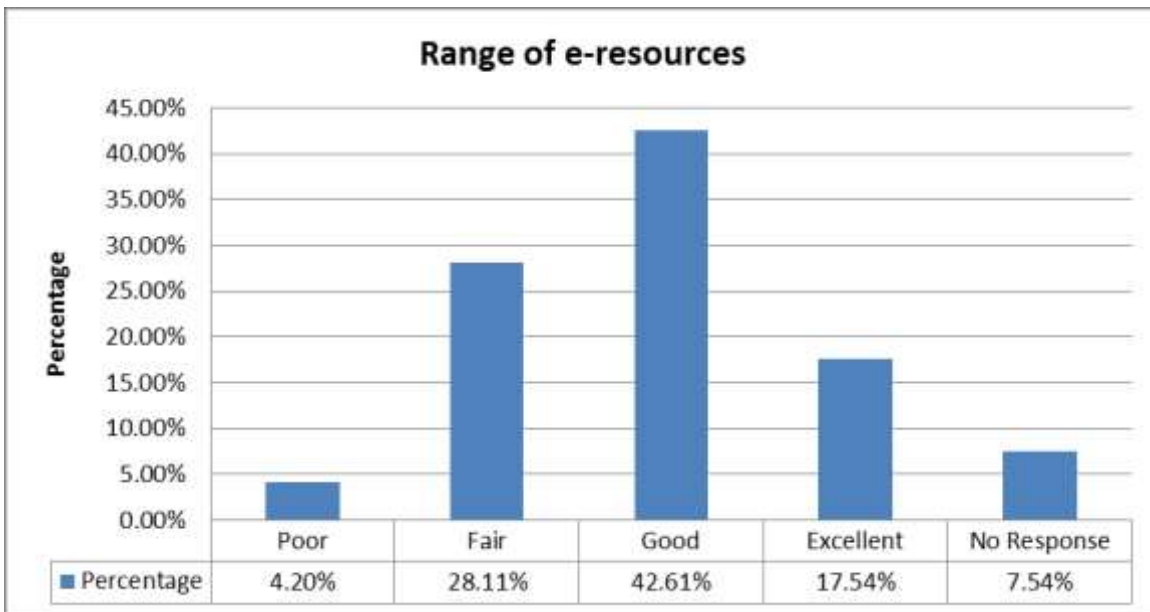


A survey was carried out from 3rd September to 1st October with a view to obtain valuable feedback from users on satisfaction levels with the quality of the Library at FNU. This is the

third occasion that the Library has implemented the survey tool and in terms of the overall quality of the Library Service. The survey data was analysed and graphs created for the library services for which there were the greatest scores on satisfaction. There were 690 respondents. The survey depicted positive response from the participants towards the library. It was found that library users are basically interested in improving research efficiency by exploring new materials and improving their research skills as majority of the respondents stated that they mostly used the library for study and research purposes. In addition, library also received recommendations via the survey to enhance the FNU library at various campuses. Respondents' recommendations would indeed help library progress.

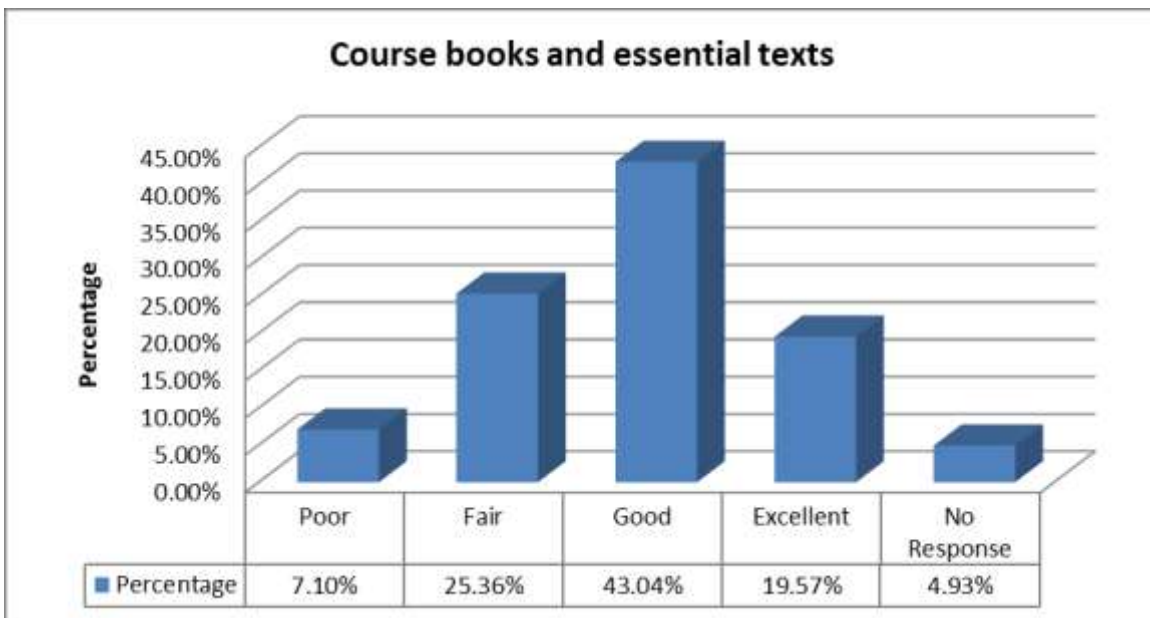
Some significant findings and analysis of the survey is presented below through graphs showing the progressive results of FNU libraries:

Figure 1: Range of e-resources



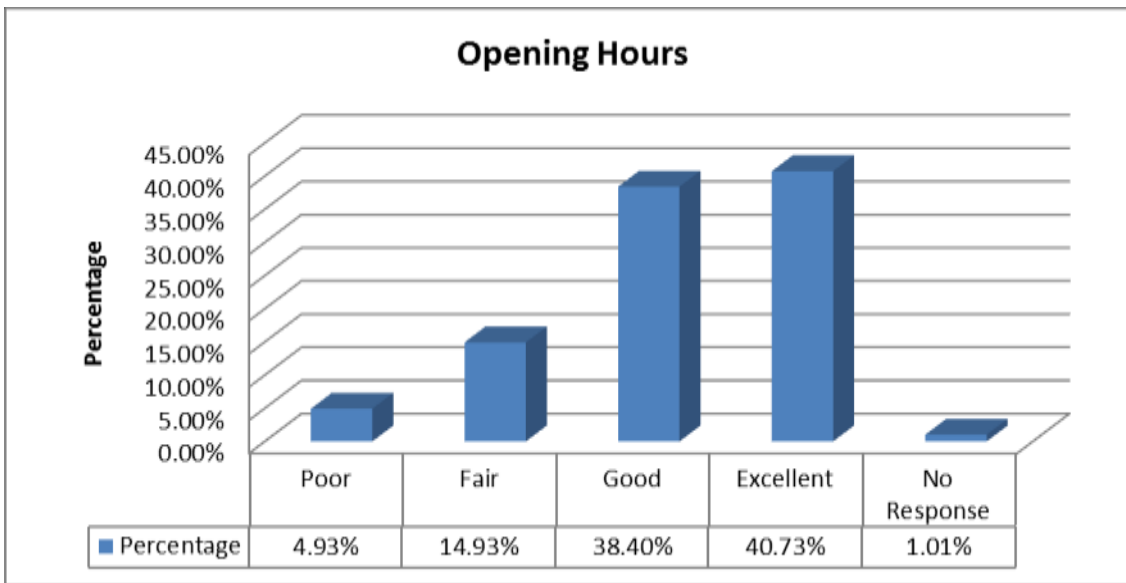
Most of the respondents indicated that range of e-resources was good however there were few (4.2%) who stated that range of e-resources is poor. Respondents specified that there is a need to increase the collection of resources. The data indicated that there was still a need to further improved on the e-resources.

Figure 2: Course books and essential texts



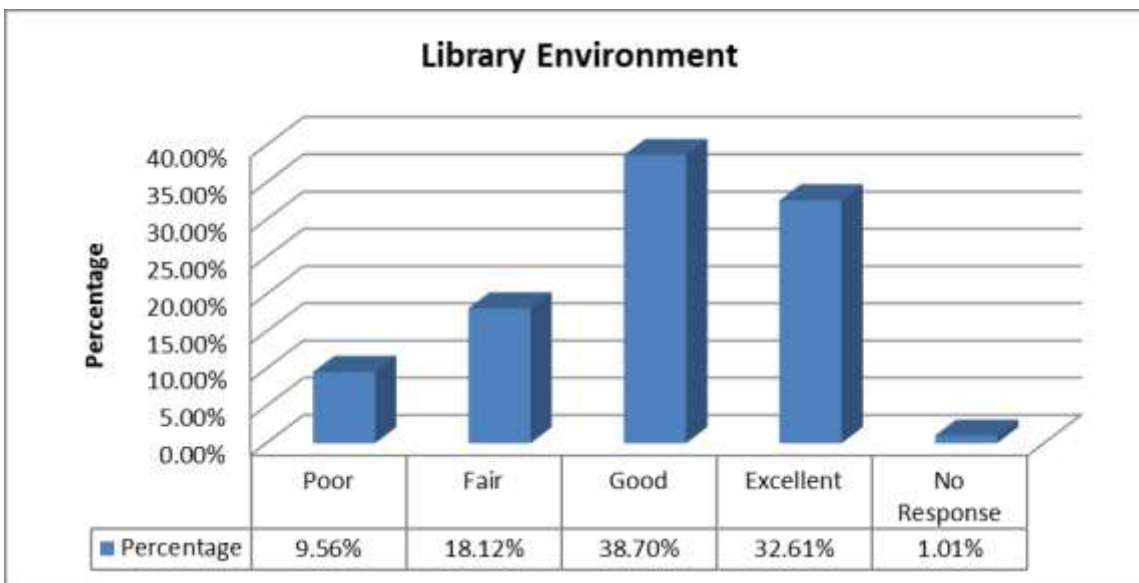
Out of 690 respondents, 43.04% stated that there was a good collection of range of course books and essential texts whereas 7.10% stated that this service was poor. Students specified that there was a need for more course text books to cater for student demand.

Figure 3: Opening Hours



Out of the 690 respondents, 40.73% stated that the library opening hours were excellent, 38.40% indicated that it was good and 14.93% said that it was fair. On the other hand, 4.93% said that it is poor. Some students were discontent with the library hours because they want the library to be open 24 hours so that they could get their assignments ready on time. The library has planned to rectify this issue.

Figure 4: Library Environment (e.g. noise, space, heating, ambience, etc.)



A higher number of respondents (38.70%) stated that the library environment was good, 32.61% said it was excellent while 18.12% specified it as being fair. However, 9.56% claimed it to be poor because there is some noise in the library since the private and discussion study rooms are not separate and students also use mobile phones in the library. Moreover, respondents complained of space problems since they are not able to get a place for them to study during exam times. Others expressed their views on the air condition problems and also of dusty furniture.

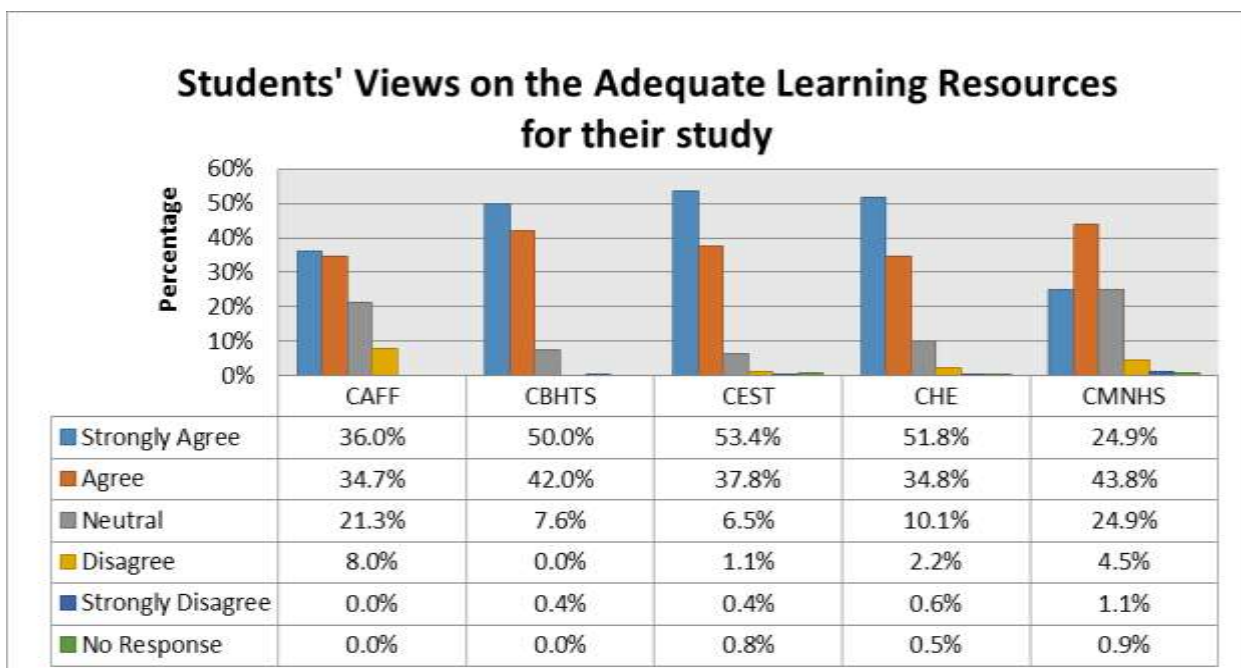
Figure 5: Helpfulness of the library staff



A majority number (54.35%) of respondents stated that the staff in the library was excellent with their jobs, 31.45% conveyed it to be good and 11.01% expressed that it was just fair. Only a handful (1.45%) said that the staff service was poor. The reasons for claiming the library staff service to be poor were because students often did not receive a welcoming smile and librarians were said to be a little rude, stubborn, and irresponsible and slow with the processes.

STUDENTS' EVALUATION OF LIBRARY COLLECTION

A student evaluation survey was also conducted by the Division of Planning and Development at Fiji National University in 2015. The survey sought information on students' views of the Library's collections and resources. The following graph shows the students views on the learning resources (Library, study guides, hand-outs, texts, Moodle and etc.) being adequate for their course of study.



In the survey, some of the improvements that the students suggested were;

- Old and out-dated text books Library to be resourceful;
- Have more relevant text books for courses and reference,
- Unavailability of text books for assignment reference, and
- Library to have more resources for research purposes.eg. research articles.

INTERNAL CONTROL AND RISK MANAGEMENT

The Library aims to manage risk to eliminate all risks to achievement of its policies, goals and mission in the end. The library has developed a strong internal control system to ensure all policies and procedures are in compliance. We have developed a strong internal memo system and the memos are then being translated into our procedures for more formalisation.

The following new procedures have been developed in 2015 and are in place currently:

1. Procedure for Information and Communication Technology related work in the library, and
2. Procedure for provision of transport facilities to night shift staff.

This system of internal control has been in place in the Library from January 2013 and up to the date. As part of our commitment to quality of our work, we have set out some action of controls to maintain the quality of our actions.

- Maximise the number of Internal audits with internal ISO auditors.
- Regular development, updating and reviewing of our procedures, processes and control system.
- Regular review of our Business Continuity Management system for managing risk and addressing the issues related internal system failures.
- Minimise the risk associated with non-availability of information resources for teaching and learning.
- Implementing the training plan for library staff requirements and optimizing the capacity of staff in the library.

All librarians, admin and campus library supervisors are morally and legally obliged to demonstrate leadership and commitment with respect to this internal control system by ensuring that policies and goals are established and are compatible with the mission of the library and ensuring the integration of processes into day to day business of the library.

Our quality liaison officer is responsible for all quality related matters and possible implications of procedures and maintain the effectiveness of the system of internal control. The ISO committee plans to address faults, limitations and drawbacks of the existing system and ensure continuous improvements to achieve our mission. The Library's effectiveness of the system of internal control is annually audited by ISO internal auditors and 8 audits had been carried out in as many as 8 libraries and external audit was also conducted on 27th and 29th October 2015 in Nasinu and Samabula libraries by the external auditor from New Zealand. The library made incredible progress and achieved tremendous results in this area in the past year.

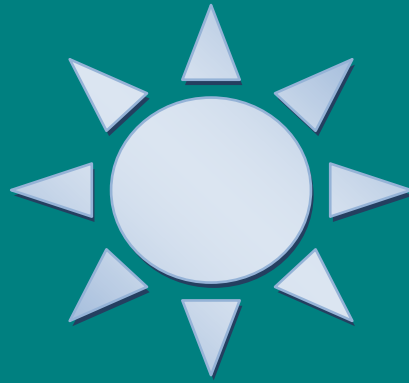


WEEDING PROJECT

A weeding project was conducted in 2015 due two reasons;

1. The libraries were running out of shelf space for new books.
2. Some books were old and these needed to be replaced with new editions.

756 volumes of reference books had to be withdrawn from the collections to replace with new editions of reference materials. Planning for the project began in the August of 2015. In September 2015, the project was announced to the academic staff. Some faculties expressed concerns about the withdrawal of old editions from the collections, but their active participation for the weeding out was minimal. 67 number of titles has been replaced and awaiting the rest in early 2016.



OUR GOAL 3:

**To foster cooperation by sharing
information resources through local,
national and international networks**

FIJI NATIONAL LIBRARY CONSORTIUM



Being the focal point of the Fiji National Library consortium, FNU library played the leading role in 2015 as well to receive some high quality databases from EIFL. Currently there are 10 member libraries including University of the South Pacific, University of Fiji, Forum Secretariat, Reserve Bank of Fiji and Secretariat of the South Pacific Community and etc. EIFL negotiated with a number of publishers for several databases and the library received free access to some electronic databases and largely discounted prices for several databases. The following databases were given by EIFL to Fiji National Library Consortium at “No-Cost basis”.

- Edward Elgar Journals and Development Studies Ebooks
- Intellect Journals Collection
- IOP Science
- Nature Publishing Group Journals
- New England Journal of Medicine
- OECD-iLibrary
- Oxford English Dictionary Online
- Oxford Journals Collection
- Oxford Quick Reference
- Pediatric Neurology Briefs

All member libraries were given opportunity to subscribe to the following resources at a largely discounted rate. They were:

- Wiley Online Journals
- Cambridge Journals Online
- Hein Online
- Royal Society Publishing
- Duke University Press
- EBSCO Discovery Service

INTER LIBRARY LOANS – BOOKS

Inter Library Loan requests from users have decreased slowly over the past three years. 257 books were delivered to campus offices as part of the Campus Delivery programme.

<i>Library</i>	<i>ILL requested by the library</i>	<i>ILL received by the library</i>	<i>Total</i>
Nasinu	28	28	56
Pasifika	2	2	4
Samabula	24	13	37
Lautoka	23	54	77
Koronivia	4	4	8
FSN Tamavua	0	6	6
Labasa	2	0	2
Nadi	2	2	4
Ba	1	6	7
Maritime	0	1	1
Raiwai	1	1	2
Nabua	1	6	7
NTPC Narere	4	4	8
NTPC Nasese	15	15	30
NTPC Naviti	3	5	8
Total	110	147	257

INTER LIBRARY LOANS – ARTICLES

Document Delivery is defined more as the processing of items requested and electronic versions of the articles were delivered through Document Delivery. The articles which are not available in FNU were requested from outside libraries through our networks. Document delivery as a whole delivered 92 articles requested in 2015 for the research purposes of our members. Eleven requests were not fulfilled.

<i>Libraries</i>	<i>Article delivery</i>	
	<i>No of article requested</i>	<i>No of article delivered</i>
Koronivia	3	3
Lautoka	5	4
Nasinu	12	10
NTPC Narere	2	2
Pasifika	51	46
Samabula	4	4
Total	103	92



OUR GOAL 4:

To maximise the use of resources and services in the library

PUBLIC SERVICES



Public Services support the missions of the library by the provision of high quality information, resources, mentoring and guidance, facilitating access to information, and teaching information skills necessary for learning, teaching and research in the university. The public services in the library manages the circulation of materials, course reserves, library user accounts, and provides access to a variety of multimedia and computers. In addition, librarians and other staff are responsible for reference services, both assisting with teaching, learning and research, and facilitating referrals to suitable organisations. Instruction and campus outreach services also fall under the purview of Public Services. The following areas come under public services provide the services rendered by the library in more elaborated way.

OPENING HOURS

We began working with students to turn the 4 main libraries precisely Lautoka, Samabula, Nasinu and Pacifika into a 24-hour study space from 2013 to 2015. Due to less statistics at night, we reviewed the decision in 2015 to close Nasinu and Lautoka libraries at 11.00pm at night from Monday to Saturday and open from 8.00am to 5.00pm on Sundays and public holidays while Pacifika and samabula libraries were under observation till the end of 2015. However, 24/7 operation were taken place in all major libraries during examination periods. Library staff were available on 24/7 basis to help users throughout this period with all standard library services. 2015 opening hours are given below.

<i>Location</i>	<i>Operation Hours</i>	<i>Address</i>	<i>Contact</i>
Nasinu	Monday - Saturday: 7am - 11pm Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Kings Road,	+679 3394000 Ext:2809
Samabula	Monday - Friday: 24/7 Saturday & Sunday: 24/7 Public Holidays: 24/7	1 Princess Road, Samabula	+679 3389297 Ext:1800
Koronivia	Monday - Saturday: 7:30 - 11pm Sunday: 8am - 5pm Public Holidays: 8am - 5pm	10 Miles, Kings Road, Nausori	+679 3479200 Ext:5006
Raiwai	Monday - Friday: 8am - 5pm Saturday & Sunday: Closed Public Holidays: Closed	Lot 2 Carpenter Street, Raiwai	+679 3387980 Ext:5313

Labasa	Monday - Friday: 7:30am - 10pm Saturday & Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Sangam Avenue, Labasa	+679 8818050 Ext:8800
Nadi	Monday - Friday: 7:30am - 10pm Saturday & Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Queens Road, Namaka	+679 6724889 Ext:6018
Lautoka	Monday - Saturday: 7am - 11pm Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Natabua, Lautoka	+679 6662833 Ext:7037
FSM-Pacifika	Monday - Friday: 24/7 Saturday & Sunday: 24/7 Public Holidays: 24/7	Extension Street, Suva	+679 3233312 Ext:3313
FSM-Tamavua	Monday - Friday: 7am - 10pm Saturday & Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Princess Road, Tamavua, Suva	+679 3233000 Ext:3830
FSN-Tamavua	Monday - Friday: 7am - 10pm Saturday & Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Princess Road, Tamavua, Suva	+679 3321499 Ext:3633
Laucala	Monday - Friday: 8am - 5pm Saturday & Sunday: Closed Public Holidays: Closed	Maritime, Laucala	+679 3315115 Ext:5801
Nasese	Monday - Friday: 8am - 5pm Saturday & Sunday: Closed Public Holidays: Closed	Queen Elizabeth Drive, Nasese	+679 3389297 Ext:1800
Ba	Monday - Friday: 7am - 6pm Saturday: 8am - 5pm Public Holidays: Closed	Tauvegavega, Ba	+679 6674699 Ext:7730
NTPC-Narere	Monday - Friday: 8am - 5pm Saturday & Sunday: Closed Public Holidays: Closed	Lot 1, Beaumont Road, Narere	+679 3392000 Ext:4801
NTPC-Naviti	Monday - Friday: 7:30am - 6pm Saturday & Sunday: Closed Public Holidays: Closed	Naviti Street, Lautoka	+679 6665021 Ext:7308
Nabua	Monday - Friday: 7:30am - 6pm Saturday & Sunday: Closed Public Holidays: Closed	Jerusalem Road, Nabua	+679 6665021 Ext:7308

CIRCULATION SERVICES



The main responsibility of the circulation service is to staff the circulation desk with friendly, courteous, and knowledgeable people who can assist library users by checking items in and out. We had a combined total of 92,023 check-ins/checkouts as recorded in our computer terminals. Answering basic informational questions, placing holds, dealing with users' concerns about their library accounts, answering the phone, registering and deregistering users, providing library clearance for students and staff, attending trading activities such as photocopying, binding, laminating and assisting users to access computers are the service of our circulation department.

<i>Library</i>	<i>Check - out</i>	<i>Check - in</i>	<i>Total</i>
Pasifika	20,158	20,304	40,462
FSN Tamavua	11,676	11,632	23,308
Samabula	3,595	3,691	7,286
Nasinu	2,850	3,320	6,170
Nadi	1,532	1,473	3,005
FSM Tamavua	1,348	1,347	2,695
Lautoka	1,218	1,203	2,421
Koronivia	897	919	1,816
Nabua	568	582	1,150
Labasa	540	541	1,081
Ba	356	335	691
NTPC Nasese	299	314	613
Maritime	299	309	608
Raiwai	178	172	350
NTPC Narere	182	165	347
NTPC Naviti	8	12	20
Total	45,704	46,319	92,023

USER STATISTICS FOR E-DATABASES IN 2015

In 2015, more than 143,000 full text articles and books have been downloaded by our users for their teaching and learning purposes. These statistics shows only full-text down loads but viewing abstracts, reading pages have not been included in the following figures.

<i>Database</i>	<i>No of full-text downloads</i>
UpToDate Online	59,006
ProQuest CENTRAL	46,989
JSTOR	7,995
Therapeutic Guidelines – eTG complete	6,627
Wiley Online Library	6,186
Nature Publishing Group Journals	5,232
ebrary	2,719
Research for life – Agora, Hinari, OARE and ARDI	1,886
Academic Search Complete	1,676
Dentistry & Oral Sciences Source	1,040
CINAHL Plus with Full Text	850
MEDLINE with Full Text	785
Cambridge Journals	685
Business Source Complete	645
Food Science Source	252
Knovel	243
IOP SCIENCE	234
Education Research Complete	162
Library, Information Science & Technology Abstracts with Full Text	151
Environment Complete	95
IMF eLibrary Collection	78
SPORTDiscus with Full Text	66
MasterFILE Premier	55
Australia/New Zealand Reference Centre	45
Computers & Applied Sciences Complete	38
INTELLECT - Performing Arts	36
Vocational Studies Complete	31
Communication & Mass Media Complete	22
Humanities International Complete	21
Newspaper Source Plus	18
Hospitality & Tourism Complete	14
Regional Business News	8
Energy & Power Source	3
Art & Architecture Complete	2
Edward Elgar's Journals and eBooks	2
TEEAL - The Essential Electronic Agricultural Library	Data pending

Oxford Journals	Data pending
Access Medicine	Data pending
Total	143,897

NEW REGISTRATION IN 2015

In 2015, new library registration was 2,195 members.

<i>Month</i>	<i>Number of new Registrations on month basis</i>
January	214
February	618
March	355
April	265
May	110
June	117
July	167
August	116
September	67
October	84
November	60
December	22
Total	2,195

<i>Library</i>	<i>No. of Registrations on campus basis</i>
Nasinu	393
Pasifika	347
Samabula	331
Nadi	250
FSN Tamavua	187
Lautoka	179
Koronivia	114
Nabua	101
FSM Tamavua	83
Ba	75
Labasa	52
NTPC Nasese	37
Maritime	16
Raiwai	14
NTPC Narere	8
NTPC Naviti	8
Total	2,195

TRADE SERVICES REVENUE

<i>Campus</i>	<i>Photocopying</i>	<i>Printing (B/W)</i>	<i>Printing (Color)</i>	<i>Binding</i>	<i>Laminating</i>	<i>Scanning</i>	<i>Exam Papers</i>	<i>Total</i>
Ba	3,795.00	2,924.25	143.50	261.00	14.50	96.50	0.00	7,234.75
FSM Tamavua	603.15	1,968.90	0.00	325.00	1.00	18.50	0.00	2,916.55
FSN Tamavua	8,440.25	8,839.75	0.00	84.50	0.00	62.50	0.00	17,427.00
Koronivia	7,982.25	12,152.60	1,113.15	1,078.50	26.50	173.00	32.20	22,558.20
Labasa	5,916.15	2,593.00	0.00	141.50	13.60	50.00	0.00	8,714.25
Lautoka	13,758.90	20,703.50	385.25	1,791.00	38.00	296.50	0.30	36,973.45
Maritime	850.40	458.10	311.10	286.00	0.00	5.00	0.00	1,910.60
Nadi	11,563.50	9,654.00	2,128.46	1,486.50	26.60	143.50	0.00	25,002.56
Nabua	3,574.25	4,927.70	16.00	222.50	3.50	44.50	0.00	8,788.45
Nasinu	20,994.32	38,204.30	1,312.45	2,982.90	18.60	146.50	5.90	63,664.97
NTPC Narere	547.82	1,395.27	0.00	98.50	0.00	3.00	0.00	2,044.59
NTPC Nasese	571.45	1,376.35	122.25	201.00	0.00	0.00	0.00	2,271.05
NTPC Naviti	206.25	926.00	18.00	122.60	0.00	13.50	0.00	1,286.35
Pasifika	3,731.30	0.00	0.00	1,765.50	0.00	28.00	0.00	5,524.80
Raiwai	712.70	561.95	0.00	12.50	0.00	8.50	0.00	1,295.65
Samabula	9,476.00	10,187.12	10.95	978.50	2.50	206.00	3.90	20,864.97
Total	92,723.69	116,872.79	5,561.11	11,838.00	144.80	1,295.50	42.30	228,478.19

LIBRARY FINES

<i>Campus</i>	<i>Overdue Fines</i>	<i>Loss Books</i>	<i>Mobile Fines</i>	<i>Others</i>	<i>Total</i>
Ba	105.00	0.00	40.00	40.00	185.00
FSM Tamavua	543.50	216.75	0.00	0.00	760.25
FSN Tamavua	6,862.95	0.00	0.00	0.00	6,862.95
Koronivia	353.30	10.00	0.00	0.00	363.30
Labasa	95.70	0.00	0.00	0.00	95.70
Lautoka	1,231.00	411.35	80.00	345.00	2,067.35
Maritime	24.00	50.00	0.00	0.00	74.00
Nadi	581.50	50.00	0.00	395.00	1,026.50
Nabua	249.50	0.00	0.00	50.00	299.50
Nasinu	1,849.65	395.95	50.00	118.90	2,414.50
NTPC Narere	0.00	0.00	0.00	0.00	0.00
NTPC Nasese	207.45	108.45	0.00	0.00	315.90
NTPC Naviti	17.50	0.00	0.00	0.00	17.50
Pasifika	11,705.70	710.65	30.00	0.00	12,446.35
Raiwai	104.00	0.00	0.00	0.00	104.00
Samabula	2,022.70	528.95	110.00	90.00	2,751.65
Total	25,953.45	2,482.10	310.00	1,038.90	29,784.45

USER-LED ETHNOGRAPHIC DATA



The need to investigate whether library users visited the library for academic purposes became imminent. Thus our objective was to try and establish if they were engaged in their studies when using the library and to see if the library nurtured academic engagement in its study areas. The University library is in the opinion that it is important to capture this information as it emerges in our libraries and use it to modify our services and activities. It is important that libraries develop enhanced capacities to sense the changing information landscape and possess the capacity to change with new environments and user needs. Thus, the library captured headcounts in each hour during the library's operation to collect data on below criteria.

LAUTOKA LIBRARY

Indicators (This indicates hourly head counts of the full months)	Month											
	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	1,056	20,387	19,757	17,537	15,782	22,763	22,074	24,945	16,376	19,017	25,325	3,972
No of users who read library material in the library	442	4,777	3,464	3,240	7,309	5,994	5,884	2,156	4,506	2,210	3,911	681
No of users who work with their own documents	389	3,246	5,760	3,331	2,902	4,795	4,666	3,765	3,292	3,606	3,902	631
No of users who access to information/Internet in the library for academic work	154	4,240	2,490	3,418	1,875	4,530	4,125	5,329	1,904	5,148	4,587	583
No of users who use computers for their assignments in the library	46	3,208	2,612	3,516	886	3,261	3,233	3,924	2,073	3,770	5,173	646
No of users who use computers for their own entertainment purposes during the stay at the library	0	470	1,740	603	126	490	507	220	526	138	252	19
No of users who read newspapers and magazines in the library	0	691	863	816	1,773	427	450	806	353	791	843	101

No of users who use their own laptops in the library	15	1,337	727	1,294	11	665	674	2,543	910	2,221	2,336	704
No of users who discuss academic work in the discussion area of the library	8	1,549	973	2,246	0	2,105	1,990	4,946	3,046	3,266	3,345	395

NASINU LIBRARY

Indicators (This indicates hourly head counts of the full months)	Month											
	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	4,976	22,135	19,870	27,705	9,062	20,059	3,866	14,823	8,879	11,262	13,897	4,211
No of users who read library material in the library	745	3,632	2,620	3,981	807	2,728	3,682	1,295	965	1,297	1,339	265
No of users who work with their own documents	1,547	8,478	7,313	10,502	6,794	6,728	612	5,248	2,623	3,720	4,209	1,866
No of users who access to e-information/Internet in the library for academic work	413	1,256	1,339	2,067	743	1,704	964	1,301	756	695	1,025	233
No of users who use computers for their assignments in the library	127	1,121	1,013	1,194	315	1,179	260	604	626	802	1,305	403
No of users who use computers for their own entertainment purposes during the stay at the library	361	403	94	171	78	117	1,051	33	7	12	102	0
No of users who read newspapers and magazines in the library	536	788	980	1,243	704	928	865	696	638	677	676	209
No of users who use their own laptops in the library	605	3,590	3,900	5,500	1,923	4,398	2,283	3,526	2,093	2,805	3,515	828
No of users who discuss academic work in the discussion area of the library	323	1,818	1,923	2,319	576	2,076	1,912	1,626	1,042	1,313	1,526	427

PASIFIKA LIBRARY

Indicators (This indicates hourly head counts of the full months)	Month											
	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	50	720	13,495	14,701	16,545	7,718	12,888	13,441	16,277	18,117	9,926	10
No of users who read library material in the library	12	121	6,580	4,959	4,638	3,500	2,600	3,973	9,696	5,882	5,954	2
No of users who work with their own documents	11	150	2,610	3,550	3,941	1,300	1,266	2,095	6,736	3,731	3,495	2
No of users who access to e-information/Internet in the library for academic work	7	200	1,427	2,298	3,547	600	2,411	3,479	4,298	4,626	100	2
No of users who use computers for their assignments in the library	9	0	1,957	2,500	2,464	1,500	1,610	1,585	2,049	2,496	100	2
No of users who use computers for their own entertainment purposes during the stay at the library	0	0	0	0	0	0	0	0	0	0	0	0
No of users who read newspapers and magazines in the library	2	6	87	301	449	437	200	288	362	356	822	151
No of users who use their own laptops in the library	5	120	204	304	877	200	511	708	1,499	1,222	61	0
No of users who discuss academic work in the discussion area of the library	0	30	400	620	618	400	529	653	946	1,073	62	0

SAMABULA LIBRARY

Indicators (This indicates hourly head counts of the full months)	Month											
	Jan	Feb	Mar	April	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	3,384	22,241	26,033	28,714	18,493	25,176	19,364	24,978	15,619	18,538	22,427	7,757
No of users who read library material in the library	913	6,559	2,088	8,213	5,178	7,872	4,612	5,755	3,671	4,961	5,694	2,140
No of users who work with their own documents	1,049	7,061	5,071	12,910	9,155	11,920	8,637	11,324	6,002	6,640	7,504	2,315

No of users who access to e-information/Internet in the library for academic work	765	3,162	1,828	5,547	4,073	5,275	4,919	4,617	3,529	3,908	4,324	1,322
No of users who use computers for their assignments in the library	846	5,016	2,041	7,527	4,028	5,718	5,375	4,516	3,580	3,834	3,930	978
No of users who use computers for their own entertainment purposes during the stay at the library	169	276	169	342	189	141	446	423	196	213	205	39
No of users who read newspapers and magazines in the library	680	537	281	883	475	528	521	563	225	532	355	160
No of users who use their own laptops in the library	18	2,409	4,026	4,965	3,237	4,144	2,762	3,871	2,843	3,314	4,000	1,365
No of users who discuss academic work in the discussion area of the library	130	1,954	2,218	3,130	1,338	2,027	1,258	3,045	1,931	2,462	3,028	978

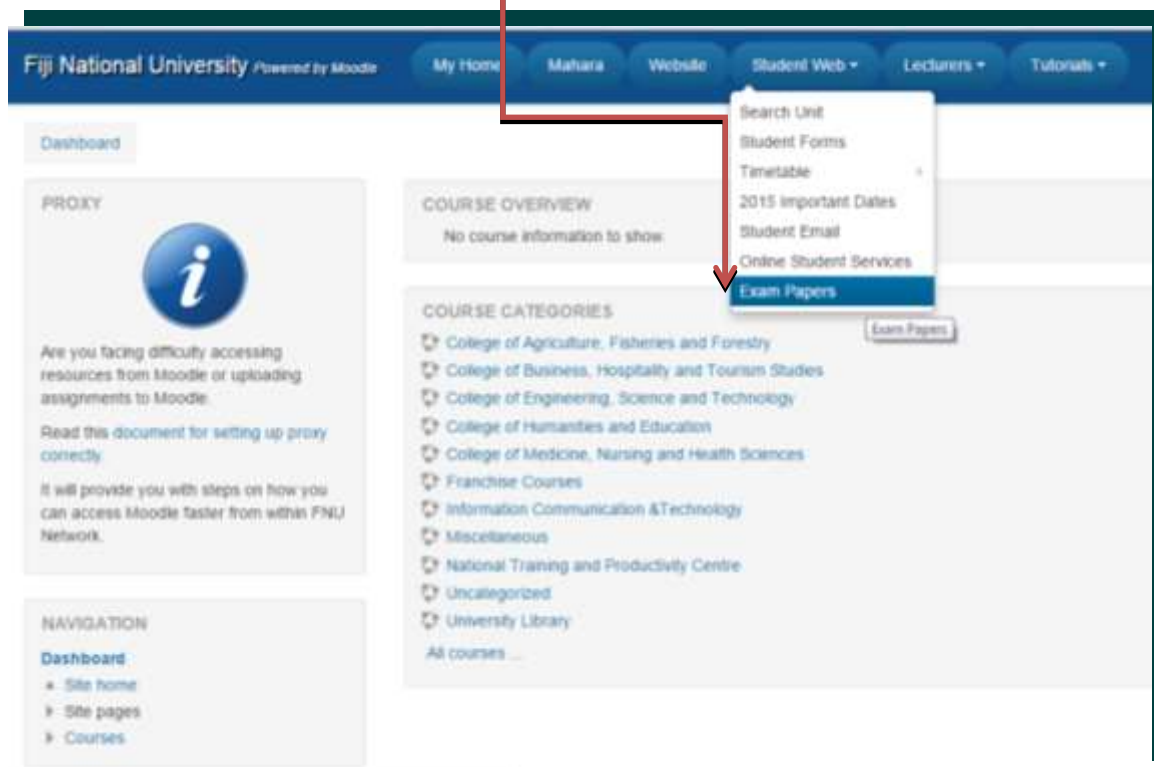
REMOTE ACCESS GATEWAY

Remote access is the ability to get access to a computer or a network from a remote distance. In corporations, people at branch offices, telecommuters, and people who are travelling may need access to the corporation's network. Similarly FNU Library is providing access to e-Databases remotely. This enables all users of FNU Library to access resources such as e-books, e-journals, and many other reference materials via FNU External Portal available in the FNU Library Website. The current list is limited as it is very expensive to get access to materials due to copyright issues and high price demanded by vendors. Nevertheless, the Library continues to make arrangements to ensure more resources are added to this portal to allow anytime, anywhere access to all at FNU.

THE DIGITIZED PAST YEAR EXAM PAPER REPOSITORY

The Library is committed to increasing the range and availability of content in digital format to support the delivery of flexible and accessible approaches to learning. Digital versions of exam papers back to 2010 are available to users via Moodle. Almost all past year exam papers in digital format has been uploaded to the repository by librarians. This helps students look at past year exam papers and work out a probably plan for their revisions. Below is a screenshot showing how the paper as are organised in Moodle;

Click on “Exam Papers”



HANDS-ON TRAINING PROGRAMMES ON INFORMATION LITERACY

The primary aim of our endeavour is to develop closer collaboration between Library and academic staff to enhance the integration of Information Literacy into the curriculum for the benefit of the students and staff. Thus, our information literacy programme consists of locate, evaluate and use of information resources, Avoid plagiarism and citing sources using accepted referencing conventions. We have subscribed to *Turnitin* software for plagiarism detection and *Refwork* software for citation management.

In the academic year, a total of 78 sessions were conducted by the library to provide Information Literacy, Referencing management, Avoiding plagiarism and Subject-Specific Group training. Campus Librarians delivered a total of 55 Information Literacy skills sessions to a total of 1981 academic staff, students and researchers during the year 2015.

The following table gives a full breakdown by campus, the number of sessions and the staff who conducted these sessions in the 2015.

TURNITIN AND REWORK SESSIONS

Library	No of Turnitin sessions for students		No of Turnitin sessions for academic staffs		No of Rework sessions for students		No of Rework sessions for academic staffs		Resources Person
	Sessions	Students Attended	Sessions	Staffs Attended	Sessions	Student Attended	Sessions	Staffs Attended	
FSM Tamavua	-	-	3	28	3	60	3	28	Ms. Sushila Lal
FSN Tamavua	-	-	3	26	2	35	3	26	Ms. Sushila Lal
Koronivia	3	100	2	12	3	100	2	12	Dr. Shukla
Labasa			1	11			1	11	Dr. Tanveer
Lautoka	-	-	10	34	9	430	10	34	Dr. Tanveer
Nasinu	-	-	4	-	-	-	4	140	Dr. Tanveer
Pasifika	-	-	5	93	8	147	5	92	Ms. Sushila Lal
Total	3	100	22	150	20	677	22	289	

INFORMATION LITERACY SESSIONS

Library	No of IL sessions for students		No of IL sessions for academic staffs		Resources Person
	Sessions	Student Attended	Sessions	Staffs Attended	
FSM Tamavua	6	114	-	-	Ms. Sushila Lal
FSN Tamavua	2	35	-	-	Ms. Sushila Lal
Koronivia	3	85	3	45	Dr. Shukla
Labasa	3	250	1	11	Dr. Tanveer
Lautoka	12	642	11	49	Dr. Tanveer
Pasifika	12	222	2	30	Ms. Sushila Lal
Total	38	1,348	17	135	

REFERENCE QUERIES



Personal reference sessions (one-on-one sessions) with a student or a staff, continued to be fashionable and well-liked. 13,119 reference queries were received in 2015 as indicated below. In the coming year the reference service will add Instant Messaging reference to its existing methods. Currently library facilitates for walk-up, telephonic, e-mails to reach out to our users to help them with their informational needs.

<i>Campus</i>	<i>No of reference queries received</i>	<i>No of reference queries attended</i>
Lautoka	3,784	3,784
Ba	3,533	3,533
Koronivia	2,066	2,066
Nabua	991	991
NTPC Nasese	991	991
FSN Tamavua	788	788
Nadi	490	490
Pasifika	221	222
Nasinu	82	82
Samabula	64	64
Raiwai	49	49
NTPC Narere	21	21
Labasa	16	16
NTPC Naviti	15	15
FSM Tamavua	8	5
Total	13,119	13,117

STUDENT ASSISTANTSHIPS

Student workers are very important staff members in the library. In the past several years, they have taken on some complex work, including working at circulation desk, attending trading services and providing technology assistance to users. Seven student workers helped the university library during 2015. University Library wishes to thank all the students who help the library to fulfill its mission as the intellectual and information hub of the University.

<i>Student Worker</i>	<i>Library</i>
Mr. Charles Koroivueta	Lautoka
Ms. Luna Kim (Student Attaché)	Nadi
Ms. Akesa Nai	Nasinu
Mr. Babar Ahammod (Student Attaché)	Nasinu
Ms. Asenaca Rididrué	Koronivia
Mr. Sitiveni Qio Vasuturaga	Pasifika
Mr. Nacanieli Lomai V Duckworth	Pasifika

OUR BOOK BINDERY



Our bindery is continuously bind, processed, and repaired books and serial publications. During 2015, 4,061 items in our collection were mended and repaired, including 3,701 books and 89 printed periodicals. The works included in the books was strengthening of the book covers, replacing endpapers, securing loose pages, replacing torn pages. Also bindery section has bound 89 sets of examination papers for Archive section and bounded 10 newspaper holders for the respective libraries. Monthly binding statistics – 2015 are given below.

<i>Month</i>	<i>No of items</i>
January	265
February	345
March	322
April	279
May	371
June	328
July	396
August	347
September	389
October	416
November	295
December	308
Total items repaired	4,061

UNACCEPTABLE BEHAVIOUR CASES

Following table indicates the unacceptable cases happened from 2013 to 2015. It is apparent from the statistics that cases are getting lesser year by year.

<i>Libraries</i>	<i>2013</i>	<i>2014</i>	<i>2015</i>
Ba	0	0	0
FSM Tamavua	0	8	0
FSN Tamavua	0	0	1
Koronivia	7	2	4
Labasa	0	0	0
Lautoka	16	6	10
Maritime	0	0	2
Nadi	0	5	0
Nabua	0	0	0
Nasinu	4	0	0
NTPC Narere	0	1	0
NTPC Nasese	1	1	2
NTPC Naviti	0	0	0
Pasifika	0	0	1
Raiwai	0	0	0
Samabula	24	2	3
Total	52	25	23



OUR GOAL 5:

To provide appropriate and adequate physical and techno-based library infrastructure facilities to support teaching, learning and research

ICT FACILITIES IN THE LIBRARY

IT allows integration of library service, increases efficiency and enables users to have better access to information. FNU library has a world-reputed integrated library management system, called Horizon which is a product of Sirisidynix in USA. All library management activities are carried out by this library management system. The following table specifies the existing ICT capacity in the library.

<i>Campus Library</i>	<i>PCs with Internet</i>	<i>OPAC</i>	<i>CCTV</i>	<i>Barcode Scan.</i>	<i>Printers</i>	<i>Flatbed Scan.</i>	<i>Photo-copiers</i>	<i>Electronic Security Gates</i>	<i>Wi-Fi availability</i>
Pasifika	62	2	-	2	1	0	2	1	Yes
Lautoka	59	3	1 DVR 8 Cameras	1	3	1	1	1	Yes
Ba	36	1	-	3	1	1	1	1	Yes
Nadi	36	1	-	2	2	2	2	1	Yes
FSN Tamavua	35	2	-	3	1	0	2	1	yes
Samabula	33	1	1 DVR 12 Cameras	1	1	1	1	2	Yes
Nabua	26	2	-	1	2	-	1	1	yes
FSM Tamavua	22	3	-	1	2		1	1	Yes
Koronivia	19	1	1 DVR 4 Cameras	2	3	2	1	1	Yes
Nasinu	17	2	1 DVR 6 Cameras	2	2	1	2	1	Yes
NTPC Nasese	15	-	-	1	2	2	1	1	Yes
Maritime	14	1	-	1	2	-	1	1	Not available
Raiwai	14	2	-	1	1		1	1	Yes
Labasa	13	1	-	3	2	0	1	1	Yes
NTPC Narere	12	1	1 DVR 4 Cameras	2	1	1	1	1	Yes
NTPC Naviti	1	-	-	1	1	0	1	0	Not Available
Total	414	23	5 DVR 34 Cameras	27	27	11	20	16	

NEW CONSTRUCTIONS



Space and its utilisation in the campus Libraries play a significant role in the context of providing a supportive and conducive environment to strengthen teaching, learning and research activity. It is therefore appropriate that the use of Library space is re-evaluated regularly to ensure that user demand and expectation is being met. In this context, an audit of current Library space was initiated in 2014 and started expansion of Lautoka, Labasa, Nasinu and Nursing Libraries. Lautoka library expansion has already been completed and Nasinu and Nursing libraries are about to complete. Labasa library plan was integrated into the Labasa campus development project

and it is in progress. In 2016, Samabula library expansion and new library building for Koronivia will be taken care of. All these projects were initiated to enhance the study

facilities in the reading area to provide increased availability of demand and offer access to additional computers.

VIRTUAL HELP

The Library launched a virtual help and enquiry service to further enhance the user experience. Library Help supports users at the point of need through submission of a question using the “**Ask Librarian**” button in the library webpage. This service streamlines the process of referral to the appropriate subject specialist for one-to-one subject-specific help and support.

REVAMPING THE LIBRARY WEB



University Library's website (<http://www.fnu.ac.fj/library/>) was expanded in 2015 to contain more features, including all information required for students and staff. In 2015, it was decided that the Library should now have a new website that is more attractive and dynamic to replace its static website. In

May, 2015 the project was taken up and a request was made to the ICT division's MIS department to assist the IT Officer - Library Services with the development of the new website. With the combined efforts of MIS and IT Officer-Library Services, the website became live on 28th October, 2015. The new website has been given colour combination of the FNU Website to ensure it complements the other FNU related websites. A dynamic approach was adapted to ensure more interaction from students for effective transmission of information. The website has received a number of positive feedbacks from staffs and students in regards to the changes implemented in the new website. Content was re-arranged to give it a more sequential appearance and to ensure easy of understanding. Information that was clustered in the old website was regrouped to ensure viewers can navigate the website with minimal assistant or problems. All emails are received by the library and all emailed are responded to within 48hours. This ensures that all borrowers have a helping hand along their stay with Fiji National University. This is used to streamline the Library business process to ensure satisfactory services are provided at all times.

SOCIAL MEDIA INTEGRATION



The library began utilising Twitter (@LibraryFNU) to further expand its social media presence. In the first three months, the library had nearly 100 followers. The Facebook presence had also grown exponentially, gaining nearly 100 “likes” over the course of the past few months. Slowly the pages are being liked and followed by students. It is evident that many students do not access their FNU email account; however, have accesses to Facebook / Twitter on their mobile devices during classes and even after class. Therefore, it becomes the best mode of transmitting information.



OUR GOAL 6:

To outreach and educate wide-spread communities in the university and Fiji as a whole.

TEACHING COM 501: COMMUNICATION AND INFORMATION LITERACY

Senior librarians in the library delivered lectures on following topics in COM 501 unit in 2015 and encouraging feed backs were received from the students that would be considered to further improve the services of University Library in future. This collaborative teaching approach is a particular focus for the Library, providing opportunities to engage students holistically with a broad spectrum of skills development related to information skills needed for their academic and lifelong learning.

Trimester	Topics Code	Topic Name
1,2&3	5.0	Information Literacy: Information sources and services
	5.1	Formulating search strategies that will effectively and efficiently identify and locate relevant information.
	5.2	Identifying basic reference sources, online catalogues, online resources and periodical indexes.
	5.3	Retrieving information from sources effectively: Internet, library, textbooks, reference books, dictionary, and thesaurus.
	5.4	Evaluating information sources for accuracy, authority, objectivity, purpose, currency, and appropriateness.
	7.0	Information Literacy: Academic integrity
	7.1	Demonstrating an understanding of what constitutes plagiarism and academic integrity.
	7.2	Posting permission granted notices, as needed, for copyrighted material. Avoiding plagiarism from their academic piece of work.

TEACHING IN THE BACHELOR OF LIBRARY AND INFORMATION SYSTEMS PROGRAMME



During 2015, the library conducted 14 modules related to the Bachelor of Library and Information Systems. One international student and three regional students along with local students registered for the programme in

2015. All senior librarians spent their time in the evening or weekends and taught in the programme as indicated in the table below. Due to shortage of Human Resources in the country, the university library introduced this programme in 2013 in conjunction with the College of Business, Hospitality and Tourism Studies (CBHTS). This has been a long-felt need of the country as none of the universities in Fiji had introduced LIS programmes in the higher education stream and all professional librarians in the country had received their specialised qualifications from overseas academic institutions to meet the required MQR. Bachelor of Library and Information Systems, were initiated to deal with this need. The programme provides technical subjects and traditional management subjects which are needed to prepare prospective employees for the librarianship.

Trimester in 2015	Unit	Lecturer
1	LIS 501: Introduction to Library Science	Ms. Sushila Lal
1	LIS 601: Introduction to Library Management	Dr. Tanveer Naqvi
1	LIS 602: Information Source and Services	Dr. Udy Shukla
1	LIS 701: Research Methods for Information Work	Dr. Don Karunanayake
1	LIS 702: Records and Archives Management	Dr. Chaminda Jayasundara
2	LIS502: Bibliographic Control I	Dr. Don Karunanayake
2	LIS 604: Managing Library Automation Projects	Dr. Tanveer Naqvi
2	LIS 605: Collection Development and Management	Dr. Udy Shukla
2	LIS 703: Information Policy	Dr. Chaminda Jayasundara
2	LIS 704: Knowledge Management	Ms. Sushila Lal
3	LIS 503: Information and Communication Technology in Libraries.	Ms. Sushila Lal
3	LIS 603: Bibliographic Control II	Dr. Tanveer Naqvi
3	LIS 606: Digital Library and Open Access	Dr. Udy Shukla
3	LIS 705: Business Information	Dr. Chaminda Jayasundara

DEVELOPING AND OPTIMIZING LIBRARY STAFF



Staff development activities in the library are not new. The library management has taken up a number of initiatives to build our staff

capacity over the last three years. Conducting Training of Trainers on Information Literacy, *RefWorks*, *Turnitin*, *Horizon*, databases were some of our programmes. A number of training programmes on exceptional customer service and other professional and para-professional capacity building was conducted. These staff development activities have given liberty to hang loose, refresh our staff's minds, and get ready with new zeal and zest for the work. According to the library training plan developed in 2014, library management should develop staff in the library with full competency to be professional librarians by 2020.

The transformation of our libraries towards world class status can only continue to progress if the staff are well-trained to carry out their work with highest accuracy. Thus, our training plan in 2015 was backed by overall mission of the library.

Following table indicates the staff members and the trainings that they have been given.

No:	Name of the LIS Courses staff:	Library Professional Development Training	Information Literacy	Other trainings
MARITIME LIBRARY				
1	Geeta Narayan			Quality Management Workshop
PASIFIKA LIBRARY				
2	Sangeeta Singh	LIS502: Bibliographic Control I LIS 601: Introduction to Library Management LIS 603: Bibliographic control II	Horizon Manual ISO Procedures	Quality Management Workshop
3	Sunila L Prasad	LIS502: Bibliographic Control I LIS 601: Introduction to Library Management	Horizon Manual ISO Procedures	
4	Suman Nand		Horizon Manual ISO Procedures	
5	Salesia Waqanisau		Horizon Manual ISO Procedures	Quality Management Workshop
6	Sulita Waisese		Horizon Manual ISO Procedures	Quality Management Workshop
7	Ajeshni Devi		Horizon Manual ISO Procedures	Quality Management Workshop
8	Ela Davuilevu		Horizon Manual ISO Procedures	Quality Management Workshop
9	Irene Lata		Horizon Manual ISO Procedures	
10	Luke Valuvou		Horizon Manual ISO Procedures	Quality Management Workshop
11	Nileshni Narayan		Horizon Manual ISO Procedures	Quality Management Workshop
FSN LIBRARY				
12	Ms Luisa Fapiano	LIS 603: Bibliographic control II LIS 705: Business information	Turnitin Refworkflow	Quality Management Workshop
13	Nirmala Kumar			Quality Management Workshop
14	Bervely Ratukula			Quality Management Workshop
15	Kirti Mala			Quality Management Workshop

KORONIVIA LIBRARY

16	Roshni Devi Lal	LIS502: Bibliographic Control I LIS 601: Introduction to Library Management LIS 603: Bibliographic control II LIS 605: Collection Development and Management LIS 606: Digital Library and Open Access	Information Literacy	Quality Management Workshop
17	Kinisimere Luveniyali	LIS 606: Digital Library and Open Access	Information Literacy	Quality Management Workshop
18	Jone Tuikoro	LIS 503: Information and Communication Technology in Libraries. LIS 606: Digital Library and Open Access	Information Literacy	
19	Sanjeevni Kumar		Information Literacy	Quality Management Workshop
20	Riteshni Lata		Information Literacy	Quality Management Workshop

NTPC NARERE LIBRARY

21	Eleni Bai	LIS 605: Collection Development and Management LIS 606: Digital Library and Open Access LIS 701: Research Methods for Information Work LIS 702: Records and Archives Management LIS 705: Business information		Quality Management Workshop
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NTPC NASESE LIBRARY

22	Eleni Tira			Quality Management Workshop
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NABUA LIBRARY

23	Vandana Devi		Information Literacy	
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LABASA LIBRARY

24	Usha Kanta			Quality Management Workshop
25	Moveena Mudaliar			Quality Management Workshop
26	Leela Naidu			Quality Management Workshop

			Management Workshop
SAMABULA LIBRARY			
27	Rejieli Tawaketini	<ul style="list-style-type: none"> · LIS603: Bibliography Control 2 · LIS606: Digital Libraries and Open Access 	<ul style="list-style-type: none"> · Library Training Unit - E-database on FNU Website · MS Excel 2010- Foundation · Turnitin · RefWork · Quality Management Workshop
28	Elenoa Rokonaivalu	<ul style="list-style-type: none"> · LIS603: Bibliography Control 2 · LIS606: Digital Libraries and Open Access 	<ul style="list-style-type: none"> · Quality Management Workshop
29	Victoria Hill		<ul style="list-style-type: none"> · MS Excel 2010- Foundation · Quality Management Workshop
30	Upashna Goundar		<ul style="list-style-type: none"> · QMS Internal Auditor Training · Quality Management Workshop
31	Ema Cagi		<ul style="list-style-type: none"> · Microsoft Office Outlook · Quality Management Workshop
32	Sushila Deo		<ul style="list-style-type: none"> · Library Training Unit - E-database on FNU Website · Training OHS
33	Anita Chand		<ul style="list-style-type: none"> · Training OHS · Quality Management Workshop
NASINU LIBRARY			
34	Shaleshni Singh	<ul style="list-style-type: none"> · LIS502: Bibliographic Control I · LIS 601: Introduction to Library Management · LIS 603: Bibliographic Control II 	<ul style="list-style-type: none"> · Quality Management Workshop
35	Sangeeta Prasad	<ul style="list-style-type: none"> · LIS 601- Introduction to Library Management · LIS 603- Bibliographic Control II · LIS 604- Managing Library Automation Projects 	<ul style="list-style-type: none"> · Quality Management Workshop
36	Asenaca Taufa	<ul style="list-style-type: none"> · LIS 603- Bibliographic Control II · LIS 606- Digital Libraries and Open Access · LIS 703- Information Policy 	<ul style="list-style-type: none"> · Quality Management Workshop

37	Anju Udit	<ul style="list-style-type: none"> · LIS 704-Knowledge Management · LIS 705-Business Information · LIS 503: Information and Communication Technology in Libraries. · LNG 501: English for Academic Studies 	<ul style="list-style-type: none"> · Quality Management Workshop
38	Susana Vadei	<ul style="list-style-type: none"> · LIS 603- Bibliographic Control II · LIS 705- Business Information 	<ul style="list-style-type: none"> · Quality Management Workshop
39	Shareeta Devi	<ul style="list-style-type: none"> · LTU- Library Training Unit Training as follows: <ul style="list-style-type: none"> · 01 Values and norms of the Library Profession: role from past to present. (Identification our professional role) · 02 Types of Information Resources for Effective Information Centers. (Printed Resources) · 03 Types of Information Resources for Effective Information Centers. (Digital Resources) · 07 Handling and providing Information on E-Journals and other Electronic resources. · 09 Management of Research Tools and Anti-Plagiarism Software. · Management of Referencing Software 	<ul style="list-style-type: none"> · Quality Management Workshop
40	Umer Ghani	<ul style="list-style-type: none"> · LTU- Library training Unit as follows: 	<ul style="list-style-type: none"> · Quality Management Workshop

41	Dhan Latchmi	<ul style="list-style-type: none"> · 01 Values and norms of the Library Profession: role from past to present. (Identification our professional role) · 07 Handling and providing Information on E-Journals and other Electronic resources. · 09 Management of Research Tools and Anti-Plagiarism Software. · 10 Management of Referencing Software 	<ul style="list-style-type: none"> · Quality Management Workshop · Quality Management Workshop · Quality Circle Training · 5S - The Practice of Good Housekeeping 	
42	Shally Devi	<ul style="list-style-type: none"> · LIS603 - Bibliographic Control II · LIS703- Information Policy · LIS704- Knowledge Management · LIS705—Business Information 	<ul style="list-style-type: none"> · LTU- Library Training Unit Training as follows: · 01 Values and norms of the Library Profession: role from past to present. (Identification our professional role) · 02 Types of Information Resources for Effective Information Centers. (Printed Resources) · 03 Types of Information Resources for Effective Information Centers. (Digital Resources) · 07 Handling and providing Information on E-Journals and other Electronic 	<ul style="list-style-type: none"> · Quality Management Workshop · Quality Management Workshop · Quality Circle Training · 5S - The Practice of Good Housekeeping

			resources. <ul style="list-style-type: none"> › 09 Management of Research Tools and Anti-Plagiarism Software. › 10 Management of Referencing Software 	
43	Titilia Palako	<ul style="list-style-type: none"> › LNG 501: English for Academic Studies › LIS 603: Bibliographic control II › LIS 606: Digital Library and Open Access › LIS 703: Information Policy › LIS 704: Knowledge management › LIS 705: Business information 		<ul style="list-style-type: none"> › Quality Management Workshop
44	Fareena Khan	<ul style="list-style-type: none"> › LNG 501: English for Academic Studies › LIS502: Bibliographic Control I › LIS 603: Bibliographic control II › LIS 605: Collection Development and Management › LIS 705: Business information 		<ul style="list-style-type: none"> › MS/Outlook › Quality Management Workshop
45	G.M Ashani Thanujika Premadasa			<ul style="list-style-type: none"> › MS Outlook 2010 › Fire Warden Training › Quality Management Workshop
46	Nilma Devi			<ul style="list-style-type: none"> › Quality Circle Training › 5S – The Practice of Good Housekeeping › Professional Development Training
47	Sandhya Deo			<ul style="list-style-type: none"> › Quality Circle Training › 5S – The Practice of Good Housekeeping › Quality Management Systems Internal Audit › Workshop on New library trends

48	Melvin Prasad			Quality Management Workshop
49	Nirupa Lal			Turnitin Refworks flow & Professional Development Training
LAUTOKA LIBRARY				
50	Mousmin Lata	<ul style="list-style-type: none"> › LIS 606 :Digital Libraries and Open Access › LIS 703: Information Policy › LIS 705: Business information 	<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Quality Management Workshop
51	Elenoa Cakausesese	<ul style="list-style-type: none"> › LIS 606 Digital Libraries and Open Access 	<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources, RefWorks Flow 	Quality Management Workshop
52	Eileen M Mccomber		<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Fire Warden Training & Quality Management Workshop
53	Geeta Rao		<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Quality Management Workshop
54	Sandhya Singh		<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Quality Management Workshop
55	Namrata Chand		<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Quality Management Workshop
56	Ranita Devi		<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Quality Management Workshop
57	Krishneel Reddy		<ul style="list-style-type: none"> › Horizon › OPAC › E-Resources › RefWorks Flow 	Quality Management Workshop
58	Sonal Nandan			Quality Management Workshop
59	Ranjeeta L Singh			Quality Management Workshop
60	Anita Prasad			Quality Management Workshop
61	Shivneel Raj			Quality Management Workshop

NADI LIBRARY

62	Subhashni Reddy	• LIS 503 ICT in Libraries • LIS 601 Introduction to Library Management • LIS 603 Bibliographic Control II	• Horizon • OPAC • E-Resources • RefWorks Flow	• Fire Warden Training
63	Pritika Chand		• Horizon • OPAC • E-Resources • RefWorks Flow	• Fire Warden Training/ HR-Training; • Quality Management Workshop
64	Sangita Kumar	• LIS 503 ICT in Libraries	• Horizon • OPAC • E-Resources • RefWorks Flow	• Quality Management Workshop
65	Poonam Singh		• Horizon • OPAC • E-Resources • RefWorks Flow	Quality Management Workshop

BA LIBRARY

66	Roseleen Narayan	A	• Horizon • OPAC • E-Resources • RefWorks Flow	• Quality Management Workshop
67	Dharmesh Lingam			• Quality Management Workshop
68	Keresi Saro			• Quality Management Workshop

SENIOR LIBRARIANS

69	Dr. Tanveer Naqvi			• Quality Management Workshop • Create A Respectful Workplace: Improve Morale, Increase Productivity & Achieve Business Goals
70	Ms. Sushila Lal			• Fiji Business Excellence Award • Conversational leadership • Quality Management Workshop • CTT 503 Assessment Procedure for Tertiary Education

71	Dr. Udy Shukla	CTT Assessment Procedure for Tertiary Education	503
72	Dr. Chaminda Jayasundra	Quality Management Workshop Moodle - Mahara Quality Management Workshop CTT Assessment Procedure for Tertiary Education	503

RESEARCH AND PUBLICATIONS BY LIBRARIANS

PUBLICATIONS IN PEER-REVIEWED JOURNALS



- Jayasundara, Chaminda. 2015. Business Domains for Boosting Customer Satisfaction in Academic Libraries. *The Journal of Academic Librarianship*, 41(3): 350-357

(Australian Research Council Ranking – Grade “A”)

- Jayasundara, Chaminda and Marambe, Arjuna. 2015. Challenges of Offshore Agile Software Development in Sri Lanka and Effects on the Project Outcomes. *International Scientific Journal of Management Information Systems*, 9 (3), 10-20.
- Karunanayake, Don and Nagata, Haruki. 2015. Four types of undergraduate library users, based on their profile of library use, knowledge and perceptions. *Libres*. 24 (1): 11-20

(Australian Research Council Ranking – Grade “C”)

- Shukla, Udy Chandra, 2015 LIS-Service Product Industries: A case study of marketing for pacific academic institutions. *International Journal of*

BOOK PUBLICATIONS

- Naqvi, Tanveer Haider. (2015). *Collection and Services in IARI and GBPUAT Libraries*. Germany: OmniScriptum GmbH & Co. KG, LAP Lambert Academic Publishing. (ISBN: 978-3-659-76641-1).
- Shukla, Udaya Chandra. (2015). *Evaluation of Library Services: A case study of IIT Roorkee*. LAP Lambert Academic Publication. (ISBN 978-3-659-78480-4).

PAPER PRESENTATIONS AT CONFERENCES

- Jayasundara, Chaminda and Alahakoon, Champa. 2015. *Development and Validation of an Electronic Information Resources Usage Scale*. CALIBER 2015, Shimla, India, March 12-14, 2015.
- Jayasundara, Chaminda. 2015. *Digital libraries as a tool to confront digital divide*. Technical conference on DSpace, Ahmadabad, Gujarat, India. May 15 – 17, 2015.
- Naqvi, Tanveer Haider. 2015. *Perception and use of social networking sites among CMNHS students of Fiji National University*. International Conference on Library and Information Science (LIS 2015). Osaka, Japan. August, 23-25, 2015.
- Naqvi, Tanveer Haider. 2015. *Use of social networking sites: a study of the CMNHS students at Fiji National University*. 4th International Symposium on Emerging Trends and Technologies in Libraries and Information Services (ETTLIS 2015), Noida, India. January 06- 08, 2015.
- Kaurunanayake, Don. 2015. *An Analysis of Cognitive and Attitudes of Undergraduate Students towards their patterns of Library Use*. LibrAsia 2015. The Asian Conference on Arts and Humanities. Osaka, Japan. April 2 – 5, 2015.
- Shukla, Udaya Chandra. 2015. *Digital Resource Services in Globalized Market: A case study of higher academic institutions*. International Conference on Business Management & Information Systems (IS), SMU, Singapore. November 17-20, 2015.
- Shukla, Udaya Chandra. 2015. *Role, Influence and Outcomes in Library Career Decision with Family Challenges: A case study of Library Professionals International Caliber- 2015 on Innovative Librarianship: Adapting to Digital Realities*. INFLIBNET, Gandinagar. March 12-14, 2015
- Shukla, Udaya Chandra. 2015. *Trends and Marketing Services of Products by LIS Industries: Aca. Ins. International Conference on Emerging Markets 2015: Redefining Value in Emerging Markets*. IMT Dubai. January 20-22, 2015

SERVICE ON EDITORIAL/ADVISORY BOARDS OR AS REVIEWER

- Jayasundara, Chaminda. 2015. International Advisory Board member of the conference on Knowledge organisation in academic libraries (i-Koal-2015). Organised by Library Professionals Association in India and Manipal University, January 2-3, 2015.

- Naqvi, Tanveer Haider.2015. Programme Committee Member - ETD 2015 India - 18th International Symposium on Theses and Dissertations: Evolving Genre of ETDs for Knowledge Discovery. November 4-6. 2015.
- Naqvi, Tanveer Haider.2015. International Advisory Committee Member - 4th International Symposium on Emerging Trends and Technologies in Library and Information Services (ETTLIS-2015), India.
- Naqvi, Tanveer Haider.2015. International Editorial Board Member - Knowledge Librarian: an International Peer Reviewed Bilingual E-Journal of Library and Information Science (eISSN-2394-2479).
- Naqvi, Tanveer Haider.2015. Reviewed an article for “The Electronic Library”.
- Naqvi, Tanveer Haider.2015. Reviewed an article for Athens Journal of Education.
- Naqvi, Tanveer Haider.2015. Reviewed an article for International Journal of Educational Administration and Policy Studies.
- Naqvi, Tanveer Haider.2015. Reviewed an article for Athens Journal of Mediterranean Studies.
- Naqvi, Tanveer Haider.2015. Reviewed an article for International Journal of Educational Administration and Policy Studies.
- Naqvi, Tanveer Haider. 2015. Reviewed an article for International Journal of Educational Administration and Policy Studies.
- Naqvi, Tanveer Haider.2015. Reviewed an article for International Journal of Educational Administration and Policy Studies.
- Shukla, Udaya Chandra. 2015 Advisory board member of International Journals of Research-Granthaalayah (2350-0530).
- Shukla, Udaya Chandra. 2015. Advisory board member of International Journal of Librarianship and Administration (IJLA). (2231-1300).
- Shukla, Udaya Chandra. 2015. Advisory board member of International Journal of Academic Library and Information Sciences organized by Academic Research Journals, Nigeria (2141-2537).
- Shukla, Udaya Chandra. 2015. Advisory board member of International Journal of Innovative Research in Computer Science & Tech. (2347-5552).

RESOURCE PERSON OF INTERNATIONAL WORKSHOPS



- Jayasundara, Chaminda. 2015. Lead facilitator of the workshop on Monitoring and Evaluation of Electronic Information Usage (MEERU) held in Colombo, Sri Lanka from the 25th to the 27th of May, 2015 organised by the International Network for the Availability of Scientific Publications, Oxford, UK.

FNU NEWSLETTER PUBLICATIONS

- Naqvi, Tanveer Haider (2015). FNU Library attains ISO certification 9001: 2008. *Fiji National University Newsletter*. 7 (23), 4 June 2015. eISSN: 2303-9779.
- Naqvi, Tanveer Haider (2015). American Resource Center tells of students scholarship. *Fiji National University Newsletter*. 7 (52), 31 December 2015. eISSN: 2303-9779.

WEBINAR AND PUBLIC LECTURES

The Library organised 4 public lectures on different topics to disseminate the research findings that the libraries have conducted in 2015. Also, Librarians attended webinar sessions organised by EIFL, Europe. Three webinars were conducted on three different topics which are mostly important for librarians' day to day work.

PUBLIC LECTURES

- Public Lecture: "Role, Influence and Outcomes in Library Career Decisions with Family Challenges: A case study of library professionals"- Chief Librarian, Dr. Udaya Shukla, from 3.00 – 3.30pm on 24/02/2015, at CBHTS Mini Board Room.
- Public Lecture: "Digital libraries as a tool to bridge the digital divide," - Dr. Chaminda Jayasundara/ University Librarian at 4.30-5.30pm on 21/4/2015, 4.30 – 5.00pm, CBHTS Mini board room.
- Public Lecture: "Perception and use of social networking sites among CMNHS students of Fiji National University" – Dr. TanveerNaqvi – Deputy University Librarian, at 10am-11am on , 13/7/2015 at Nasinu CBHTS board room.

- Public Lecture: “Digital Resource Services in Globalized Market: A case study of higher academic institutions” – Dr. Udaya Chandra Shukla - Chief Librarian – CAFF at: 300pm-3:30pm on 21/09/2015 at Nasinu Lecture Room. H102.

WEBINARS

1. Webinar on Peer review in 2015: a global view - Key findings from the Taylor & Francis white paper, 26/11/2015.

Speakers:

Elaine Devine, Senior Communications Manager (Author Relations) and
Will Frass, Senior Research Executive, both Taylor & Francis

Topics covered: Peer review: much discussed, much covered, much maligned, but what do researchers really think of the system at the heart of scholarly research?

2. Webinar on An Introduction to Digital Literacy, 610/2015

Speaker:

Dr Jane Secker, Copyright and Digital Literacy Advisor at London School of Economics and Political Science,

Topics covered: What is ‘digital literacy’? And how does it relate to ‘information literacy’?

Webinar on “Designing Assignments for Information Literacy and Library Instruction”,
05/02/2015

Speaker:

Credo Instructional Design and Library Specialist Melissa Engelmann

Topics covered: How information literacy instruction has changed in recent years for students, faculty and librarians. Issues like information overload, advancements in mobile technology, and the rapidly-changing landscape in which today’s students conduct research.

INFORMATION SESSIONS

- Information session by New Regional PAO Dmitri Tarakhovsky, American Resource Center on the Role of Public Diplomacy in Fiji and the Region, Education in the US, and eLibrary, USA at Fiji National University, Natabua Campus, Lautoka, Fiji, on November 5th, 2015.
- Information session by Ms. Linda Dunne, Business Manager, Emerald Group Publishing Pty Limited, Australia, on their latest products and services at Nasinu Campus Main Boardroom, Fiji National University, Fiji, on June 11th, 2015.

OPEN DAY



The library participated in Open Day programmes, promoting the library services and the Bachelor of Library and Information Systems programmes at Fiji National University in July where the library booth featured our ISO 9001:2008 award and progress of BLIS programmes and upcoming events in the library. Library staff continued to take every opportunity to promote Library Services and support academic colleagues through attendance at all Open Day Venues. Prospective students and their families took the opportunity to discover what the Library Services at Fiji National University had to offer in terms of support for new students. Library staff also worked in partnership with Marketing to support the Campus Open Days.

BOOK EXHIBITIONS AT KORONIVIA LIBRARY



Two Book Exhibitions were conducted by the Koronivia library in collaboration with book sellers in Suva on November 04, 2015 and November 09, 2015. More than 150 volumes of books including subjects such as agriculture, fisheries, forestry, agriculture management, animal science, animal husbandry, environmental science, entomology, plant pathology and veterinary science were on display. Professors, lecturers, students and staff members visited the fair.

CMNHS VISITING EXAMINER TO THE LIBRARY

Dr Mahendra Singh, a visiting examiner from Melbourne Australia visited the library on the 6th of November 2015. He informally evaluated the services and resources provided by the library to the college students and staff. He examined the role of library and requested for evidences. He was very impressed with the statistics and evidences of information literacy sessions conducted by the library

which also included teaching plagiarism and bibliographic management software Turnitin and Refwork. He was pleased with the number of databases, e -books and journals provided by the FNU library and the fact that databases can be accessed both on campus and off-campus via our External Access Portal. His suggestion to the Dr Kamal Kishore, Coordinator for medical program was to liaise with the library more often for information literacy sessions and for other information needs

COMMUNITY WORK



University Librarian attended the Latter Day Saints School's Library Week ceremony as the Chief Guest of the occasion. In his speech Dr. Jayasundara spoke on the importance of books. He also shared the history of how the "book" came about.

Dr. Udaya Shukla/Chief Librarian was the chief guest of the Library week celebration of Ahamadiya Muslim School, Nasinu, and he talked about Unlimited Possibilities at libraries.

SOCIAL EVENTS IN THE LIBRARY



A library is a collection of sources of information made accessible to the community for reference or borrowing. For this reason FNU Library has always created awareness among staff and students through display of festive seasons. The Nasinu Campus Library and Samabula Campus library had set a display of the origin of Christmas to celebrate the birth of Jesus and season's greetings in order to enlighten the users.

Diwali is a festival of lights celebrated by different ethnic groups at FNU. To bring more highlight to this event, Nasinu Campus library staff created Diwali display using Diya, Rangoli, Flowers and idols of Hindu goddess of Ma Lakshmi. The library users showed respect and appreciated the decoration as they asked questions to the staff.

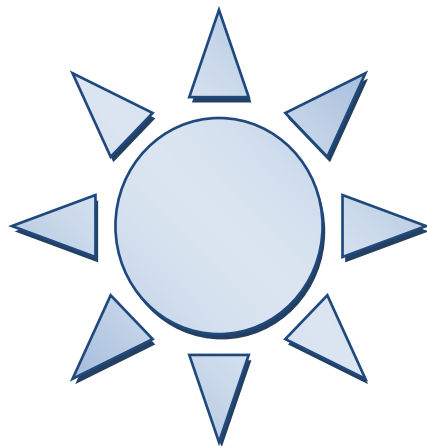
NEW ARRIVAL AND DEPARTURE OF STAFF

The following new staffs were welcomed and existed staff were fare-welled during the year.

EXITED STAFF		
Name	Designation	Library
Famiza Ali	Library Attendant	Ba Library
Anjana Maharaj	Library Assistant	FSM – Tamavua Library
Mereoni Chute	Library Assistant	FSM-Tamavua
Mereoni Rakikau	Library Assistant	Koronivia Library
Krishneel Reddy	Clerical Officer	Lautoka Library
Ranita Devi	Clerical Officer	Lautoka Campus
Carolines Hughes	Principal Librarian	Nasinu Library
Rista Kavora	Library Assistant	Nasinu Library
Sheetal Sudeshni	Library Assistant	Naviti Library
Shobhna Mudaliar	Library Assistant	Nasinu Library
Anita Devi	Clerical Officer	Pasifika Library
Anura Karunanayake	Deputy University Librarian	Samabula Library
Basant Swann	Assistant Librarian	FSN – Tamavua Library

NEW STAFF		
Name	Designation	Library
Keresi Saro	Library Attendant	Ba Library
Riteshni Lata	Clerical Officer	Koronivia Library
Mehzabeen Begum	Clerical Officer	Koronivia Library
Krishneel Reddy	Clerical Officer	Lautoka Library
Anita Devi	Clerical Officer	Pasifika Library
Irene Lata	Library Assistant	Pasifika Library
Subhashni Naicker	Library Assistant	Samabula Library
Ranjani Charan	Temp Library Attendant	Samabula Library

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