FNU FIJI NATIONAL UNIVERSITY

Fiji National University Library
SERVICES (FNULS)

ANNUAL REPORT
2013

UNIVERSITY LIBRARIAN'S MESSAGE

This is my first formal Annual Report of the Fiji National University Library Services (FNULS). In this report, we have tried to capture the dynamic changes that have taken place over the year 2013 and highlight some events that have made an impact on the overall performance of the University. We hope that this report will provide a glimpse into our services, resources, special projects and the overall direction in which Library Services is moving.

The year 2013 was impressive in several ways for the Library. It was the year in which we reached important milestones. Even if monetary and human resource challenges resulted in the deferment of some planned initiatives that would have further enhanced the development of more facilities and services, the year saw advances in several directions in the Library as many of the set targets based on the Library's Annual plan were accomplished. I am proud to present this report underlining a few of our contributory advances notable in the year 2013 as depicted below.

- Accreditation of ISO 9001:2008 for FNU libraries
- Round-the-clock access to 4 larger libraries
- Increase of acquisitions of varied electronic information resources
- Increased cost savings of electronic information resources

UNIVERSITY LIBRARIAN AT EIFL GENERAL ASSEMBLY

- Introducing higher education certificate, diploma and Bachelor of Library and Information Systems programme
- Signing a Memorandum of Understanding (MOA) with EIFL
- Setting up and leading the Fiji Library Consortium with Fiji's 10 largest libraries
- Inculcating Information Literacy (IL) into the academic curriculum

In closing, I would like to acknowledge and thank library staff at all 17 FNU libraries across the country for their dedication and on-going commitment to the delivery of high quality library services. We achieved much this year, and our successes are directly attributable to the dedication and hard work of our staff and the support given by academic and support services departments in the University. These speak of a trust relationship which we cherish and wish to strengthen in years to come.

Chaminda Jayasundara

UNIVERSITY LIBRARIAN

SNAPSHOT OF RESOURCES AND SERVICES

LIBRARY STAFF

Professional Staff	05
Paraprofessional Staff	52
Admin Staff	02
Clerical Officers	10
Binders	01
Library Attendants	11
Student workers	06

INFORMATION RESOURCES

Books	129,708
Print Journals	131
AV materials	4,818
E-Journal titles	96,002
E-Books	78,390
E-Databases	46

CLIENTS

Samabula	1,163
CMNHS-Pasifika	1,079
Nasinu	1,054
Lautoka	1,018
CMNHS-FSN	529
Nadi	405
Labasa	337
Koronivia	210
Ba	197
Nabua	139
CMNHS-FSM	119
NTPC Nasese	92
Maritime	71
Raiwai	58
NTPC-Namaka	4090
NTPC-Naviti Lautoka	2942
NTPC-Narere	15,608
Total	29,111

CHECK-IN/OUT AND CLIENT/TRANSACTION RATIO

CMNHS-Pasifika	41,173	38.16
CMNHS-FSN	18,324	34.64
Nasinu	11,284	10.70
Lautoka	11,182	10.98
Samabula	9,750	8.38
Nadi	4,415	10.90
CMNHS-FSM	3,502	29.42
Labasa	3,079	9.14
Koronivia	1,463	6.97
Ba	1,406	7.13
Nabua	1,172	8.43
Raiwai	1,079	18.60
NTPC Nasese	996	14.02
Maritime	716	10.08
NTPC-Namaka	563	
NTPC-Naviti Lautoka	558	
NTPC-Narere	1,100	
Total	111,762	

SPECIAL SERVICES

Information Literacy sessions	17	Training sessions academic staff	04
ILL	293	Special presentations	02
Reference Inquires	7,689	Computers for users	323
Training sessions students	14	Study spaces	1,692

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CHIEF LIBRARIAN

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MS. SUSHILA LAL
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SENIOR LIBRARIAN

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MS. FARHANA HAKKIM
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CAMPUS LIBRARIAN

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FNUSL LIBRARY ADMIN & SUPERVISORY STAFF

ADMIN STAFF

Ms. Nilma Devi – Executive Officer [email: EOLibrary@fnu.ac.fj]

SUPERVISORY STAFF

Ms. Basant Swan – FSN Tamavua Library [email: Basant.Swann@fnu.ac.fj]

Ms. Bimla Devi – Labasa Library [email: Bimla.Devi@fnu.ac.fj]

Ms. Mereoni Rakikau – FSM Tamavua Library [email: Mereoni.Rakikau@fnu.ac.fj]

Ms. Roseleen Narayan – Ba Library [email: Roseleen.Narayan@fnu.ac.fj]

Ms. Roshini Devi Lal – Koronivia Library [email: Roshni.Lal@fnu.ac.fj]

Ms. Sangita Kumar – Nadi Library [email: Sangita.K@fnu.ac.fj]

ISO 9001:2008 ACCREDITATION

FNULS embarked on acquiring International Standard Organization (ISO) 9001:2008 certification to get ahead of the competition in information service provision and quality management. The library was granted ISO 9001:2008 certification in 2013. This is a milestone achievement for FNU Library Services, proving its commitment towards academic excellence. It means that our management systems and practices are benchmarked with the best practices of libraries all over the world. FNU's library system is the first university library in the South Pacific to bag this international repute. This reverberates splendidly with the University vision of being a premier national university and a regional hub in the Pacific region. Being blessed with ISO Certification, FNULS shall synergistically propel the University to scholarly excellence that will endow our graduates a competitive edge in the job market.

24/7 OPENING HOURS

FNU students have a new study tool available to them for the first time – round-the-clock access to four larger FNU libraries. The University decided to open the Pasifika, Samabula, Nasinu and Lautoka libraries on a 24/7 basis in response to requests from students for additional access to the Library's study spaces and collections as well as the existing IT areas. Other services available as part of this round-the-clock service, include issues and returns, photocopying, printing, laminating and binding etc. There were very similar patterns in the services and resources used over the 24/7. The most heavily used service during examination period was study space. Students also required access to other services and resources at the same time. The demand during non-examination period is for access to PCs. The 24/7 extended opening hours has been successful in agreement with the user statistics collected. The processes and systems established were effective and resulted in students encountering fewer problems.
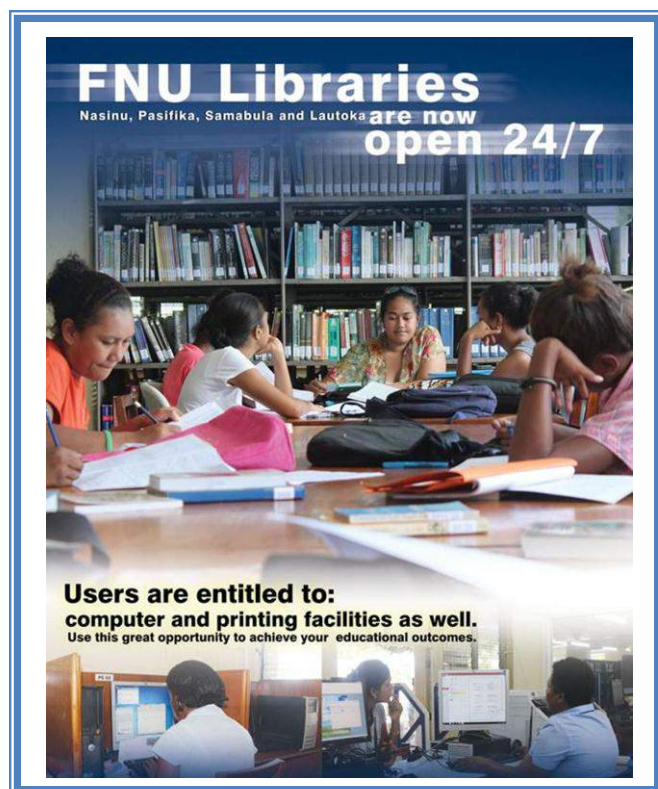
ACQUISITION OF ELECTRONIC INFORMATION RESOURCES

In 2013, FNULS built its ever-larger collections of electronic resources, which is comparable with the other libraries in well-established universities around the world. The number of electronic journals and full-text aggregations held by FNU libraries has grown rapidly compared to year 2010, 2011 and 2012. The library newly introduced 5 largest electronic journal databases viz. JSTOR, ProQuest, Hinari, Agora and ARDI during the year 2013. Thus, the library subscribed to 42 electronic scholarly journal databases in 2013 and one electronic book database titled eBrary. In addition to that, the library was provided free access to The New England Journal of Medicine, OECD iLibrary, Paediatric Neurology Briefs and Nature Publishing Group Journals through the MOA signed with EIFL in Europe. Access to the IMF eLibrary Collection and

IMF eLibrary Data was provided free of charge by International Monitory Fund (IMF). In 2013, FNULS provided 96,002 e-journals and 78,390 eBooks for its users.

MEMORANDUM OF UNDERSTANDING WITH EIFL

FNU libraries signed a Memorandum of Agreement (MOA) in 2013 with EIFL in Europe to collaborate in electronic information resources and training-related activities. EIFL assists libraries and users in achieving access to electronic scholarly resources, negotiates licences with publishers on behalf of us, acts as an agent for the national library consortia, provides model licences and other resources for e-resource selection, evaluation and management and makes available opportunities for training and development through workshops and meetings and the provision of training materials.

EIFL provided access to 5 electronic databases free-of-charge having negotiated with their publishers, 3 webinar training sessions in different themes viz. New Model licence for e-book purchases, Model Licences - recent updates and opportunities for local adaptation, and Text and data mining: what librarians need to know. Fully-paid opportunity to attend the 2013 EIFL General Assembly was also granted to the University

Librarian. This event was attended by 82 participants from 47 countries who met to debate the latest developments in electronic content delivery and to discover emerging topics that have significance for libraries, and to share achievements from library consortia over the last year. Four key areas in the emerging LIS field were discussed in the assembly, with some experts from USA and UK presenting on the subjects of Redefining Research Assessment, Massive Open Online Courses (MOOCs), Open Research Data, and Text and Data Mining.

LIBRARY AND INFORMATION SYSTEM PROGRAMMES

FNULS introduced three Library and Information Systems (LIS) study programmes 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 local universities had introduced LIS programmes and all professional librarians in the country had received their specialised qualifications from overseas academic organisations. There are, therefore, few professional librarians in Fiji.

Bachelor of Library and Information Systems, Higher Education Diploma in Library and Information Systems and Higher Education Certificate in 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 mechanics of librarianship. In addition, LIS programmes focus heavily on related disciplines such as knowledge management, archive and records management, information policy, etc and we find that these skills can be readily applied to other industries enabling our trained products to find information-related jobs such as web specialists, content developers, proof readers, researchers, information brokers, system analysts, business analysts etc, without becoming stepping in the traditional pathway of librarianship.. These subjects are useful for librarians as well, our goal being to ensure that librarians are well-rounded so that they are able to cater to different user needs.

During 2013, the library conducted modules related to the Higher Education Certificate in Library and Information Systems. Thirteen (13) students registered for the programme.

ACQUISITION OF REFERENCE MANAGEMENT AND PLAGERISM SOFTWARE

The Library subscribed to the EndNote Reference Manager for limited user licences in 2013. Since EndNote is an expensive solution for reference management requirements of the FNU academic community, the Library decided to subscribe RefWorks at the latter part of the year to provide access to

reference management work which provides similar functionality but with unlimited access. Thus, Endnote will be replaced by RefWork in the year 2014. FNULS library subscribed to Turnitin.com only for CMNHS libraries. Turnitin is an online plagiarism prevention tool widely used in in the scholarly world. It is a proprietary system that allows instructors to submit student work for identification of unoriginal material.

FIJI LIBRARY CONSORTIUM

FNULS played the leading role in setting up the Fiji Library Consortium (FLC) and FNULS hosted a meeting to discuss the importance and different requirements of a Library Consortium for Fiji and the benefits that member libraries can gain from the initiative. The main aim of setting up a consortium is to

promote sustainable access and exchange of knowledge through global leadership of libraries to improve the development of society and the economy. The FNU University Librarian chaired the meeting and presented a report of the vision and plan for the consortium with the assistance of EIFL and solicited feedback from the representatives of 10 institutions in attendance.

The consortium was successfully established with head of libraries of 10 organisations representing the University of the South Pacific, University of Fiji, Secretariat of the Pacific Community, Fiji Library Association, Pacific Islands Forum Secretariat, Pacific Theological College etc.

INFORMATION LITERACY INTO CURRICULUM

FNULS joined the Department of Communication, Languages and Literature of the College of Humanities and Education to offer Information Literacy to all students through COM 501: Communication Literacy. This unit offers learners the opportunity to grasp various components of communication and information literacy. The learning outcomes of the IL fragment of COM 501 are:
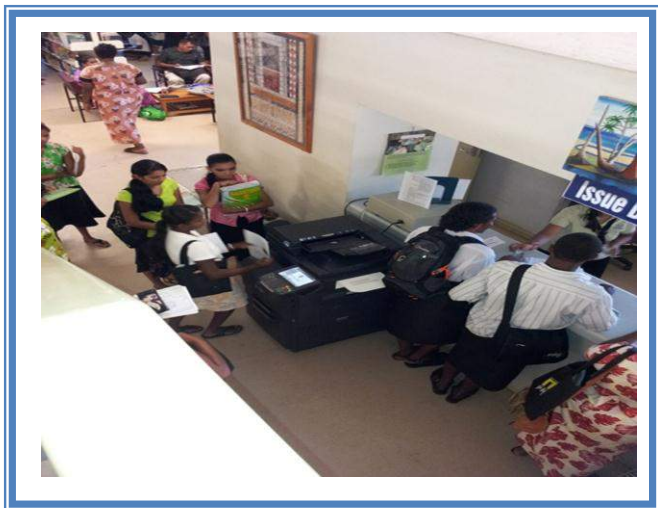
- Formulating search strategies that will effectively and efficiently identify and locate relevant information
- Identifying basic reference sources, online catalogues, periodical indexes, and the Internet to locate and retrieve information for a selected topic
- Evaluating information sources for accuracy, authority, objectivity, purpose, currency, and appropriateness
- Demonstrating an understanding of what constitutes plagiarism and academic integrity.
- Posting permission granted notices, as needed, for copyrighted material.
- Avoiding plagiarism from their academic piece of work.

The lectures were delivered in 2013 and the students provided encouraging feedback for years to come.

INFORMATION LITERACY PROGRAMMES

In response to requests from the Colleges, Campus librarians in-charge developed an innovative information literacy programme to train students and staff with the objective of enhancing the College's overall research productivity and quality of education. The number of programmes and participants are depicted in the following Table.

Campus Library	No sessions	No of participants
CMNH Pasifika	11	232
CMNHS Nursing	01	45
Samabula	05	160
Total	17	437

NEW PRINT ACQUISTIONS

During 2013, the resource acquisition division of the Library spent FJD$1,079,761.48 to purchase printed resources including CDs and DVDs and the resource processing division of the Library processed them as per the international MARC standard. The Library purchased 3,415 books/CDs/DVDs, and 131 print periodicals, for FNU's five Colleges and the NTPC library.

Acquisition & Processing of Books, CDs/DVDs	Acquisition & Processing of Periodicals
3,415	131

The Library received 7,021 printed materials from donors during the year 2013. These endowments are beneficial to all the students of the University, as well staff that help students complete their projects, assignments and, design curriculum and conduct research studies. FNULS wishes to thank all its donors for their big-hearted support and wishes them every success in their endeavour to provide reading materials to those hungry for knowledge. The following Table indicates the names of donors and the number of resources donated.

Donor's Name	Number of items
Dr.Brij Lal	2,597
The Queensland University	1,970
Prof. WadanNarsey	1691
WHO	496
International Maritime Organization (IMO)	373
Secretariat of the Pacific Community (SPC)	324
TPAF	284
EnSIGN-ANU	124
APTC	114
Dr. Robert Norton	113
RBF	68
Bridge Publication	64
Korean Foundation	61
Mr. Ravinesh Chandra Singh	95
Ms.Tevita N Voro	57
Dr. Glen Palmer	53
Man Diesel & Turbo	50
UNICEF	45

Dr. T K. Jayaraman	31
Ms.Ishwari Prasad	27
UNFPA	12
Mr. John Davidson (Pacific Leadership Prog.)	12
Canadian Wood Council	11
UNAIDS	9
CHIPSR	7
Ms. Kavitha Sudarshan	7
Mr. Nathan C Jessop	6
Dr. Dan Orcherton	4
Ms. Purnima Sharma	4
United Nations	3
Mr. John Davidson	2
Dr. Aayam Gupta	2
Director NTPC	2
Mr. Arvin Ajay Sami	1
Kagoshima University	1
Ms. Kavekini Neidiri	1
Dr. Genaro Oliveira	1
Total	7,021

LIBRARY REVENUE

Library revenue during 2013 through standard services such as photocopying, printing, binding, laminating, scanning, overdue fines, lost book fines, and library rules violation fines, is depicted below:

FJD $370,209.72

Library	Total FJD
Lautoka	51,798.62
Nasinu	51,049.84
Samabula	34,322.84
Namaka	25,123.22
Pasifika	21,383.45
CMNH - FSN	21,284.30
Koronivia	17,938.82
Nabua	10,212.35
Labasa	8,895.10
Ba	7,085.45
Nasese	4,461.60
CMNH-FSM	2,893.85
Raiwai	2,655.90
Maritime	2,097.65
NTPC Narere	1,592.45
NTPC Naviti	1,032.45
NTPC Namaka	853.05
Total	$264,680.94

In addition to the standard revenues generated, the Library saved some funds through free access to electronic information provided by EIFL, which was FJD $33,754.65 in 2013 (conversion rate USD$1=$1.86FJD; GBP1=$3.12 FJD). Also, the library was able to save a remarkable amount in costs through heavy negotiations with publishers for some electronic resources viz. JSTOR, ProQuest, RefWork and eBrary. The total amount secured was FJD $60,969.41 (conversion rate USD1=$1.86FJD). The Dean CMNHS provided FJD $13,804.72 for the staff lost books at School of Nursing. Thus, FNUSL generated a total of FJD $370,209.72 during the year 2013.

DIGITISATION OF EXAM PAPERS

An excellent way to revise for exams is to work through previous years' exam papers. This has been made easier by a FNULS project which has now digitised the last three years of FNU examination papers and made available them online. Exam papers have always been an extensively used resource in FNU libraries. Prior to 2013, the Library provided hard copies of exam papers in all its 17 libraries and we found that these are heavily used at all times of the year but specifically in the weeks leading up to examinations. FNULS started digitising all examination papers from 2010 to date and has completed the work, providing the digitised copies electronically to students and staff through Class Share.

MARKETING AND BRANDING

This is not an area which the Library has utilised consistently in the past but in keeping with the University's strategic focus, efforts to market the Library's services were undertaken. Two advertisements was placed in national newspapers on ISO accreditation and 24/7 opening and some articles were published. Some citations of newspaper articles are depicted below.

- "Gift of value to university", Saturday, March 02, 2013. The Fiji Times

- "FNU plays leading role to setup a Fiji library consortium for improved access to information". September 06, 2013. The JET

- "Need for more librarians" Wednesday, January 08, 2014. The Fiji Times

- Interview with FNU University Librarian, Dr. Chaminda Jayasundara. January 07, 2014. The

JET

- Call for library consortium, Tuesday, September 10, 2013. The Fiji times

The University Librarian was invited by the Fiji Library Association (FLA) to deliver a speech on Fiji National University LIS programmes at its symposium at Tanoa Plaza Hotel, Suva and this opportunity was greatly beneficial to bring the message of new FNU library services and LIS programmes to all librarians in the country and to develop a strong network with LIS counterparts in Fiji. The University Librarian's attendance at EIFL GA provided a remarkable opportunity to bring the FNULS to an international platform where library representatives and publishers from 47 countries attended to discuss about their progresses.

The Library provided current awareness service to keep the user community informed promptly about all the nascent thoughts created in their fields of work and other related fields, manually and electronically. We disseminated information about our new acquisitions, manuals, training and funding opportunities 73 times during 2013 through FNU PR. We distributed library leaflets among form 6 and 7 students encouraging them to use the FNU libraries for their secondary studies.

STAFF TRAINING

The purpose of this training was to enhance the abilities and raise the level of the skills and knowledge of local staff in the library. In addition, we wanted to create an understanding of contemporary Western library

concepts in both the theoretical and practical senses. This employee training programme included a formal new job hire training programme with an overview of the job expectations and performance skills needed to perform the job functions.

The other programme was a comprehensive employee training programme, which is continuing

education. This is an important function that we believe will keep all staff members abreast with policies, procedures, technologies and trends in modern librarianship. The library conducted 16 training workshops to train staff in the following subjects:

- Handling and Disseminating Electronic Information Resources.
- Educating Undergraduates Through Information
- Information Arrangement and Use
- Online Resources for Effective Reader Services
- Values and Norms of the Library Profession: Role from Past to Present
- Effective Communication towards User-Friendly Library Services
- Information Resources for Effective Information Center
- Information Seeking Behaviour of Undergraduates and their Pattern of Library Use
- Exceptional Customer Service in Libraries
- FNU Library Policies & Procedures

The Library hosted a special presentation on "eLibrary USA & New Library Trends" delivered by Ms. Alka Bhatnagar, Regional Information Resource Officer, U.S. Department of State on Tuesday, 10th September 2013.

STUDENT EMPLOYMENT

The Library continued to provide financial support to students with the employment of some 6 students during 2013 in different FNU libraries. Student workers were exposed to on-the-job training which not only equipped them for immediate duties in the library but also provided them with preparation for the world of work.

OFF CAMPUS ACCESS

The FNULS provides access to a multitude of electronic information resources through the Internet.

Anyone can access these resources by using whichever computer available on any FNU Campus that is connected to the University's network. In addition to the traditional means of accessing, the Library provided off-campus access to all its subscribed electronic resources to currently enrolled students, faculty, and staff via EZProxy, with the objective of providing remote access facilities to part-time students and the others those who do not have enough time to spend in the Library, for library services equivalent to the services provided on-Campus. After logging in, users are directed automatically to the desired resources facilitating them to access them straightforwardly. The off-Campus facility was re-established in 2013.

WIRELESS FACILITIES

The University initiated providing Wi-Fi access to students. FNULS provides Wi-Fi access for users with portable wireless devices such as laptops and handheld Tablets. The access points allow users access to the Internet from these portable wireless devices while located within range. Currently Nasinu, Samabula, Koronivia, Raiwai, Labasa, Nadi, Lautoka, FSM-Pasifika, FSN-Tamavua and NTPC Nasese libraries provide Wi-Fi access, enabling the users to access library resources easily.

USER REGISTRATION

During 2013, a large number of students, faculty members and staff registered as members of their respective Campus libraries, as indicated in the following Table.

Library	No. of users
Samabula	1,163
CMNHS-FSM Pasifika	1,079
Nasinu	1,054
Lautoka	1,018
CMNHS-FSN Tamavua	529
Nadi	405
Labasa	337
Koronivia	210
Ba	197
Nabua	139
CMNHS-FSM Tamavua	119
NTPC Nasese	92
Maritime	71
Raiwai	58
NTPC-Namaka	4090
NTPC-Naviti Lautoka	2942
NTPC-Narere	15,608**
Total	29,111

** NTPC conducts short courses

STAFF COMMITMENT

All Library Staff were committed in 2013 to providing high quality library services and developing FNULS towards the same status as other libraries in well-established universities. They performed a considerably improved role with user services, orientations, ISO implementation, stocktaking and buddy systems for the enhancement of new staff performance etc. Opening hours of all FNU libraries were extended. Four bigger libraries, namely Lautoka, Nasinu, Samabula and Pasifika, were open 24/7 and staff began working on a rostered basis even at nights. FSM – Tamavua, FSN – Tamavua library stated opening from 8.00am till 10.00pm The Maritime Campus, NTPC Nasese, NTPC Namaka, NTPCNarere and NTPC Lautoka libraries started opening from 8.00am to 5.00pm. The Raiwai library opens from 7.30 to 5.00pm. Staff in small libraries were reduced and made required arrangements to design them as OPLs (One-Person Library) which are led by a single person in each library without any peer assistants.

Working hours requirements for all FNULS staff were extended to 40 hours fortnightly, even if other departments of the University require only 37 hours. Further, all Library staff on night shift were previously provided transport facilities by the University. The cost of this service was considerable and the Library therefore reviewed the existing roster times and rescheduled the timetables, enabling staff to work at night without having official transport facilities. These are some examples of the initiatives by FNULS with highest staff co-operation, which speaks about their dedication and commitment which we wish to strengthen in the years to come.

ARRIVALS AND DEPATURES

a.) New staff recruited for FNULS

Name	Position	Library
Anisa Hussain	Library Attendant	Samabula Library
Anita Praveena	Library Attendant	Lautoka Library

Ashika Devi Nand	Clerical Officer	Nasinu Library
Dharmesh Lingam	Clerical Officer	Ba Library
Fehrin Ali	Library Attendant	Samabula Library
Francis Shankar	Library Book Binder	Samabula Library
Kaveena Goundar	Library Assistant	FSM Tamavua Library
Luke Valuvou	Library Attendant	Pasifika Library
Nilma Niloshni Devi	Executive Officer	Nasinu Library
Pritika Chand	Clerical Officer	Nadi Library
Ranjita Lata Singh	Library Attendant	Lautoka Library
Ravneel Vikash Ram	Clerical Officer	Koronivia Library
Rejieli Nanise Tawaketini	Library Assistant	Samabula Library
Rista Bigha Kavora	Library Assistant	Library-Technical Team
Salesia Waqanisau	Library Attendant	Pasifika Library
Sandhya Singh	Clerical Officer	Lautoka Library
SanjeevinAlphana	Clerical Officer	Pasifika Library
Sera Caroline Veikoso	Library Assistant	Pasifika Library
Shalini Prakash	Library Attendant	Lautoka Library
Dr. Udya Chandra Shukla	Chief Librarian	Lautoka Library
Umer Ghani	Clerical officer	Nasinu Library
Upashna Goundar	Clerical Officer	Samabula Library

b.) Staff who resigned during 2013

Name	Position	Library
Akash Allan Maharaj	Library Attendant	Pasifika Library
Akesa Rai Fox	Library Assistant	Pasifika Library
Amrit Prasad	IT Technician	Nasinu Library
Anjeni Devi	Library Attendant	Pasifika Library
Ayshna Lal	Library Attendant	Lautoka Library
Daiana Rainima Ledua	Library Assistant	Samabula Library
Deepak Narayan	Library Attendant	Pasifika Library
Ema Cagi	Library Assistant	Samabula Library
Josphine Kiran	Library Assistant	Koronivia Library
Karishma Kumar	Library Attendant	Pasifika Library
KhuswandNaidu	Library Attendant	Lautoka Library
Mehnaz Begum	Clerical Officer	Pasifika Library
Mohammed Ali	Library Attendant	Lautoka Library
Penisemani Sese	Library Attendant	Lautoka Library
Pritnesh Chand	Library Attendant	Pasifka Library
Ranji Reddy	Library Assistant	Lautoka Library
Reshma Prasad	Library Assistant	FSM Tamavua
Roshini Sharma	Library Assistant	Ba Library
Saleshni Devi	Library Assistant	Nasinu Library
Shain Maharaj	Assistant Librarian	Lautoka Library

Shaleshni Narayan	Library Assistant	Pasifika Library
Talaite Visa S.	Library Assistant	Nadi Library
Vasiti Chambers	Deputy Librarian	Pasifika Library
Vintoshni Shamleen Lata	Library Assistant	Lautoka Library
Zarin Shabana Khan	Library Assistant	Labasa Library

RESEARCH AND PUBLICATIONS

a.) Publications in books and peer-reviewed Journals

Perera, M.L.A. and Jayasundara, Chaminda. 2013. Impact of IT/IS Management Commitment on Strategic Information Systems Planning: A Study of Selected Commercial Banks in Colombo District, Sri Lanka. *Academy of Contemporary Research Journal*, **7**(4):161-170

Jayasundara, Chaminda. 2013. Drivers of customer satisfaction in libraries: a case study of the FNU Libraries. *Annals of Library and Information Studies*. **60**(4):304-313

Jayasundara, Chaminda. 2013. *Customer satisfaction and service quality in libraries*. (ISBN-10: 3659442763, ISBN-13: 978-3659442766). Saarbrücken: LAP Lambert Academic Publishing

Naqvi, Tanveer Haider.2013. Use of IARI and GBPAUT Library Collection and Services by P.G. Students and Research Scholars. *International Journal of Multidisciplinary Research*. **2** (8):72-81

Naqvi, Tanveer Haider.2013. Current Awareness Services: A Case Study of the CBHTS Nasinu Library at Fiji National University. *Chinese Librarianship: an International Electronic Journal*. **35**:99-111

b.)   Completed postgraduate supervision

Jayasundara, Chaminda. 2013. An analysis on the usage of agile development techniques by the offshore software industry in Sri Lanka, submitted by Arjuna Marambe for Master of Information Systems Management – University of Colombo, Sri Lanka

c.)   Paper presentations at Conferences

Edirimanna, Chandika and Jayasundara, Chaminda. 2013. Study on webometric ranks of Sri Lankan state universities. In: *Proceedings of the UOC Annual research Symposium*. 3-4 October 2013. Colombo. pp.45-48.

Jayasundara, Chaminda. 2013. "Fiji National Consortium of Libraries". EIFL GA held at Bayrampasa Hotel, from November 11 to 13, 2013, in Istanbul, Turkey

Naqvi, Tanveer Haider.2013. Awareness, use and impact of electronic information services by the UG and PG students at JNMC Library, AMU Aligarh, India. In *International Conference on Digital Libraries (ICDL 2013)*.Organized by the Energy and Resources Institute (TERI), India Habitat Centre, New Delhi, India

Naqvi, Tanveer Haider.2013. Use of IARI and GBPAUT Library Collection and Services by P.G. Students and Research Scholars "International Research Conference" held at Novotel Hotel, Beijing, China, 11th – 12th, November, 2013;

d.)   Service on Editorial/Advisory Boards or as Reviewer

Jayasundara. Chaminda. 2013. International Advisory Committee member. International conference on "Open Access – Scholarly Communication Reincarnated: A Futuristic Approach (ICOASCR-2013) Organised by Bangalore University, India, Aug, 19-20.

Jayasundara, Chaminda. 2013. Evaluation of research publications submitted for the merit promotion to the post of Deputy Librarian by P.C.D.S. Gunasekera and K.P.K. Dambawinna. University of Peradeniya, Sri Lanka

Jayasundara, Chaminda. 2013. Reviewed the Manuscript for Journal of University Librarians Association, titled on "A Conceptual Model for Information Retrieval" JULA. **17**(2).

Jayasundara, Chaminda. 2013. Prepared an article in response to the special Invitation sent by Sri Lanka Library Association (SLLA) requesting a lead article titled on "I searched and read to conquer the World of Knowledge" for a publication to celebrate 50th Anniversary of Sri Lankan Librarianship and the Book Trade.

Jayasundara, Chaminda. 2013. Reviewed a Manuscript for ALIS titled on "Exploring the Shifting Paradigms of Librarian-Client Relationship".

Naqvi, Tanveer Haider.2013. Reviewed a Manuscript for The Electronic Library titled on "Accessibility and use of e-journals by the research scholars in Iranian universities"

e.)   Resource person of external workshops

Jayasundara, Chaminda. 2013. Training of Trainers' Workshop on "Health Systems Interventions and Resources Mapping for the Region of Oceania" held from 21st to 23rd May 2013 in Nadi, Fiji organized by CHIPSR of the College of Medicine, Nursing and Health Sciences of Fiji National University in collaboration with World Health Organization (WHO).

Naqvi, Tanveer Haider.2013. Pacific Conference for Statistics and Information Systems 2013, held at College of Medicine, Nursing & Health Sciences, Pasifika Campus Auditorium, Fiji National University, Suva, Fiji Islands, 17th – 21st June, 2013.

APPENDIX

USEFUL LIBRARY WEB ADDRESSES

Web: http://www.fnu.ac.fj/library/index.php

OPAC: http://www.fnu.ac.fj/library/index.php/library-services/onlinepublicaccesscatalogue

E-Resources: http://www.fnu.ac.fj/library/index.php/library-services/e-resources-and-online-databases-service

Remote access: http://202.62.121.67:2048/login

Policies and procedures: http://www.fnu.ac.fj/library/index.php/quick-links/library-policies-a-procedures

ELECTRONIC AND ONLINE RESOURCES

ELECTRONIC AND ONLINE DATABASES OF RESOURCES (SUBSCRIBED)

Academic Search Complete

Agricola

Art & Architecture Complete

Australia/New Zealand Reference Complete Center

Business Source Complete

Communication and Mass Media Complete

Computer and Applied Science Complete

Education Research Complete

Energy & Power Sources

Environment Complete

ERIC

Food Science Source

Green File

Hospitality and Tourism Complete

Humanities International Complete

Library, Information Science & Technology Abstracts (LISTA)

Master File Premier

Newspaper Source Plus

Regional Business News

Sport Discuss with full text

Teacher Reference Center

Vocational Studies Complete

Wield Life & Ecology Studies World Wide

TEEAL - The Essential Electronic Agricultural Library
Therapeutic Guidelines eTG complete

Henry Stewart Talks (HST) on The Biomedical & Life Sciences
Hinari

ARDI

AGOA

OARE

The New England Journal of Medicine

OECD iLibrary

ProQuset CENTRAL

IMF eLibrary Collection
JSTOR

Pediatric Neurology Briefs
Nature Publishing Group Journals

Ebrary

Dentistry and Oral Science Sources

EBSCO Medline

CINAHL Plus

Access Medicine (60 e-books)

The Cochrane Library

UpToDate Online

GIDEON