ANNUAL REPORT 2014









FIJI NATIONAL UNIVERSITY LIBRARY SERVICE

FNU University Librarian

MESSAGE FROM THE UNIVERSITY LIBRARIAN

I am particularly glad to write a message for the 2014 annual report of the FNU library services. We have created an environment at Fiji National University campus libraries that I believe is resourceful, and our staff of dedicated professionals and paraprofessionals help you at all times to fulfill your informational needs. We strive to offer an array of information related services that help make FNU family an informed and resourceful community. The past year has been a challenging one for the Library, as it developed its strategies in conformance with the Strategic Plan 2020.

Our library continues to be the only ISO certified library in the South Pacific under ISO 9001:2008 certification. In concluding, I am confident that the Library Service at FNU is well placed to meet the challenges that lie ahead. I wish to express my gratitude and gratefulness to our valued stakeholders for being with us in the last year making comments valuable for the development of our services. Also, I take this opportunity to thank the team in FNU libraries for their great enthusiasm, commitment and dedication for developing a better library service year by year. I also want to convey my appreciation to the Senior Management Group (SMG) of the University for the support extended to me during the past year. I look forward to your continued support in the year ahead.

Chaminda Jayasundara

UNIVERSITY LIBRARIAN Fiji National University

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A user at Nasinu Library

RESOURCES

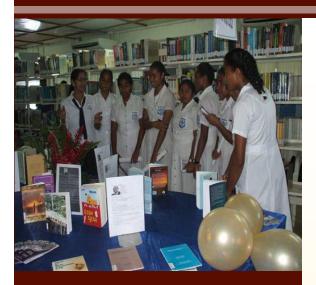
Different types of information resources available in all FNU libraries forming the various collections: General, Reference, Pacific, Close Reserve, Newspapers, Fictions, Archives, Periodicals, and Audio Visual as at the end of 2014.

The Table below states the total resources capacity available in the library in 2014.

Resources	Total
Total number of printed books	138,285
Print Periodicals	330 Gratis/Gifts
Electronic and Online Databases Subscrip- tion	51 electronic and online databases of resources
e-books	More than 78,060
Full text Journal titles	More than 38,000
OPAC Terminals	30
Internet Dedicated Workstations for users	397
Number of branch Libraries	16

ELECTRONIC INFORMATION RESOURCES

FNU Library stays in increasing its electronic resources. The Library continues to support teaching, learning and research by purchasing and making accessible to high quality electronic resources. The transition from print journals to electronic journals is evident in the reporting of access to more than 38,000 unique journal titles in full text, with most available from on campus as well as off campus. Currently no periodical subscriptions are made in print form except 330 Gratis/Gifts. Electronic books continue to grow in popularity. Over 78,060 eBooks are available in the collection in 2014.



Demonstrating library facilities to Form 7 students in Labasa

NEW E-RESOURCES

The following new electronic databases were added to the Library collection during the year 2014. All these databases were received under the MOA signed with EIFL in Europe.

Database	Number of journal titles
Nature	118 journals
Intellect Journals Collection Performing and creative arts	100 journals
Institute of Physics Journals	74 journals
	62 books
Oxford Journals Collection	300 journals
Oxford English Dictionary Online	1
Cambridge Journals Online	330 journals
Edward Elgar's Journals and Development Studies eBooks	5 journals and 168 e-books
Total	927 journals, 62 books and 1 dictionary



Deputy Chair of the FNU council, Mr. Arvind Maharaj at Koronivia Library

NEW PRINT ACQUISITIONS

The "Physical Collection" continued to grow, and the number of volumes added to the collection was monographs. We have spent FJD 405,198.86 amount for purchasing print materials to the library during 2014.

Campus	No of books
Pasifika	180
FSM Tamavua	191
FSN Nursing	335
Samabula	740
Raiwai	15
Nasese	147
Maritime	109
Koronivia	62
Nasinu	831
NTPC Namaka	13
NTPC Naviti	26
NTPC Narere	70
Namaka	97
Ba	44
Labasa	2,076
Nabua	204
Lautoka	460
TOTAL	5,600

DONATIONS

The library received generous in-kind donations of books relating to teaching and learning of the university from a number of supporters. Thanks to the support of our generous donors, the FNU libraries continue to enhance its library collection. Their generosity and thoughtfulness help make a difference in the lives of our students at FNU. We serve and further our mission in providing quality education to the nation by working together with our well-wishers as our goal is to truly build a better tomorrow for our students.



Shelving books by our library staff at Nasinu Library

Donor	No of materials do-	
	nated	
Prof. Subramani	2,672	
Mr. Gayanand Singh	274	
NTPC Nasese	158	
Prof. Warden Narsey	153	
Mr Andrew Singh	137	
Prof. T.K. Jayaraman	34	
Mr. Denise Chand	30	
University of Queensland	29	
Fiji Red Cross Society	25	
Prof. Patrick Nunn	17	
Mr. Maharam	16	
Mr. Indar Pillay	13	
Bridge Publication	9	
Mr. Mohini Lata Latchmi	9	
Mr. Praneel Dayal	9	
Mr. Nathan C. Jossop	2	
Mr. Rakesh Kumar	2	
Dr. Peter Brunt	1	
Mr. Cyril Rachman	1	
Mr. Kishan Kanoijia	1	
Mrs. Finau Ha'ukau Togota	1	
Mrs. Reiko Uchida	1	
Total	3,594	



Exceptional customer service at circulation counters

PROCUREMENT EXPENSES RELATED TO INFORMATION RESOURCES IN 2014

Database	Amount USD	Amount FJD
Jstor	7,704.50	14,734.17
Up to date	15,450.00	29,569.38
Ebsco medicine	43,905.00	84,028.71
Ebsco Super package	23,864.00	40,571.23
Teeal	750.00	1,434.77
Cambridge University Press	5,535.00	10,177.24
Access Medicine	30,059.00	61,659.20
Proquest	17,000.00	31,972.92
Hinari, AGORA and OARE	1,000.00	
VAT		112,565.62
Print Material Cost		405,198.86
Total		679,346.48

PROCUREMENT EXPENSES RELATED TO RESEARCH TOOLS IN 2014

Database	Amount USD	Amount FJD with VAT
Turnitin	4,600.00	11,627.64
EndNote	8,085.00	20,541.72
Total		32,169.36

PUBLIC SERVICES

Regularly scheduled opening hours.

Library	Mon-Thur	Fri	Sat	Sun	Public Holiday
Samabula	24/7	24/7	24/7	24/7	24/7
Nabua	7.30AM-6.00PM	7.30AM-6.00PM	Closed	Closed	Closed
Nasinu	24/7	24/7	24/7	24/7	24/7
Koronivia	24/7	24/7	24/7	24/7	24/7
Raiwai	8.00AM-5.00PM	8.00AM-5.00PM	Closed	Closed	Closed
Labasa	7.30AM-10.00PM	7.30AM-10.00PM	8.00AM-5.00PM	8.00AM-5.00PM	8.00AM-5.00PM
Nadi	7.30AM-10.00PM	7.30AM-10.00PM	8.00AM-5.00PM	8.00AM-5.00PM	8.00AM-5.00PM
Lautoka	24/7	24/7	24/7	24/7	24/7
FSM-Pasifika	24/7	24/7	24/7	24/7	24/7
FSM-Tamavua	7.00AM-10.00PM	7.00AM-10.00PM	8.00AM-5.00PM	8.00AM-5.00PM	8.00AM-5.00PM
FSN-Tamavua	7.00AM-10.00PM	7.00AM-10.00PM	8.00AM-5.00PM	8.00AM-5.00PM	8.00AM-5.00PM
Laucala	8.00AM-5.00PM	8.00AM-5.00PM	Closed	Closed	Closed
Nasese	8.00AM-5.00PM	8.00AM-5.00PM	Closed	Closed	Closed
Ba	7.00AM-6.00PM	7.30AM-6.00PM	8.00AM-5.00PM	Closed	Closed
NTPC-Narere	8.00AM-5.00PM	8.00AM-5.00PM	Closed	Closed	Closed
NTPC-Lautoka	8.00AM-5.00PM	8.00AM-5.00PM	Closed	Closed	Closed

A salute to our valued customers



Our library users continued the services in round-the-clock access environment of our five larger libraries. The operations were successful with lots of highly encouraging and enthusiastic commentaries from users end in relation to the 24/7 library services at Pasifika, Samabula, Nasinu, Koronivia and Lautoka libraries. All other services are also available as part of this round-the-clock service that include issues and returns, photocopying, printing, laminating and binding etc. However, in other libraries, when there are needs which fall outside regularly scheduled hours, special arrangements were made. Thus, hours were adjusted some times during 2014 to accommodate user needs, such as scheduled classes, or trimester breaks.



Heavy workload behind the screen

SUPPORTING TEACHING, LEARNING AND RE-SEARCH

Information Literacy has now been recognized as a core competency for academic success and employability. Thus, it falls under the core areas of the current Library affairs at FNU.

In the academic year, a total of 178 sessions were devoted to providing Information Literacy, Referencing management, Avoiding plagiarism and Subject-Specific Group training. Campus Librarians delivered a total of 86 Information Literacy skills sessions to a number of academic staff, students and researchers during the year 2014. Additional sessions were conducted to delivering training in the use of the bibliographic software tool, Refworks and Turnitin. Following table gives a full breakdown by campus, the number of sessions and the staff who conducted these sessions in the 2014 academic years. Induction is also an essential element of supporting the student experience and in keeping with this, FNU library orientation sessions were also offered to all new students at the start of the year. A number of orientation sessions were also held by campus librarians and other library supervisors during 2014.

Library	In-charge librari- an	No of IL ses- sions for stu- dents	No of IL ses- sions for staff	No of Turniti n ses- sions	No of Ref- work ses- sions	No of Data- base train- ing sessions
Pacifica	Ms. Sushila Lal	27	4	4	16	11
FSM- Tamavua	Ms. Sushila Lal	16	2	2	8	8
FSN	Ms. Sushila Lal	3	1	1	2	1
Samabula	Dr. Don Karuna- nayake	20	6	2	2	Included in IL for staff
Lautoka, Ba and Nadi	Dr. U. C. Shukla	6	1	3	3	2
Fiji Maritime Academy	Ms. Geeta Nara- yan					6
Raiwai	Ms. Arun Lata					3
Nasinu	Dr. Tanveer Naqvi					19
Total		72	14	11	31	50



Speed dating by University Librarian with Royal Society Publishing in Turkey

FIJI NATIONAL LIBRARY CONSORTIUM

The principal purpose of our national consortium is to leverage the collective purchasing power of the consortium members. Being the focal point of the Fiji National Library consortium, FNU library played the leading role to receive some high quality databases from EIFL. EIFL negotiated with a number of publishers for several databases and we 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". We truly appreciate the generosity of the EIFL for the development of teaching, learning and research in the developing countries which includes Fiji.

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

EIFL was able to negotiate with publishers for the following databases and we received largely discounted prices for them. All 10 member libraries including University of the South Pacific, University of Fiji, Forum Secretariat, and Secretariat of the South Pacific Community etc. were given opportunity to subscribe to these 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

18/07/2914

A student at Open Day programme at Koronivia Library

WEBINAR TRAINING SESSIONS

EIFL conducted two webinars in 2014 and all members of 10 member libraries were invited to attend them.

Webinar 1: What is text and data mining? What do librarians need to know? This was held on Thursday 6th February 2014. Benjamin White (Head of Intellectual Property at the British Library) provided a clear introduction to what text and data mining is, and how it differs from other methods of information retrieval - for example online search engines and resource discovery tools. He discussed the copyright framework, and the changes needed so that libraries can help researchers to advance knowledge, as well as how requirements for text and data mining impact on license agreements with publishers.

Webinar 2: New EIFL model license for e-book purchases was held on Thursday 23rd January 2014. EIFL legal consultant Emanuella Giavarra provided an overview of how the new license for perpetual access to e-books works, plus a detailed examination of key clauses. She also highlighted the differences between this new license and the EIFL model license for datasets and e-book subscriptions.

Thanks EIFL for giving us the opportunity to be all that we are capable of being and for recharging our knowledge, skills and enthusiasm. These training sessions were one of the most intensive and mind opening exercises that we could attend in 2014.

The office Administrator : a moment from her busy schedules

CURRENT AWARENESS SERVICES (CAS)

The library provides Current Awareness Service to keep the user community informed promptly of all the acquired materials in their fields of work and academically nascent thoughts to our wider user community electronically.

The Acquisition department of the library informed the FNU family through the display list about the **new arrivals** as well as news and thoughts which boost the intellectual stimulation of the members of our community to rethink about the meaningfulness of their lives, contributions and services. The statistics of the service is as follows.

Year	Year Total CAS Display through FNU PR					
	Books	Print Peri-	E-	Food for	Total	
	/CDs/	odicals	Resources	Thought		
	DVDs		& Other			
			Display			
2011	23	24	12	-	59	
2012	23	24	12	-	59	
2013	19	5	6	-	30	
2014	20	9	14	8	51	

FRU PLA MATCHAN DAY WEREN

May I help you? Friendly staff in circulation counters

CIRCULATION TRANSACTIONS

The Circulation Department administered 112,589 circulation transactions (including charges, renewals, and reserve items). Of those transactions, approximately 98% were attributed to students, which included Academic users and Undergraduates and 2% to non-academic users, Courtesy patrons, including VIPs, guests and outsiders.

Library	Check-out	Check-in	Total
Nasinu	4,316	4,036	8,352
Pasifika	24,429	24,684	49,113
Samabula	4,460	4,493	8,953
Lautoka	1,602	1,552	3,154
Koronivia	1,152	1,120	2,272
FSN	13,614	13,665	27,279
FSM - Tamavua	1,965	1,862	3,827
Labasa	806	809	1,615
Nadi	1,765	1,835	3,600
Ba	885	602	1,487
Maritime	410	426	836
Raiwai	156	149	305
Nabua	579	555	1,134
NTPC Narere	40	24	64
NTPC Naviti	113	109	222
NTPC Namaka	113	98	211
NTPC Nasese	81	84	165
Total	56,486	56,103	112,589



Staff is ready for dispatching ILL through EMS

INTER-LIBRARY LOAN SERVICES

The overall number of requests received by the Inter Library Services of FNU Library decreased again this year, even though the number received from other libraries increased.

Analysis of the statistics provides a few insights into the service of the FNU Library provided to its patrons. Also, a number of articles were sent to patrons by email attachment this year.

Library	ILL re-	ILL supplied	Total
	quested	by the li-	
	by the	brary	
	library		
Nasinu	11	29	40
Pasifika	0	3	3
Samabula	6	20	26
Lautoka	55	77	132
Koronivia	1	4	5
FSN	0	0	0
FSM—Tamavua	6	4	10
Labasa	1	1	2
Nadi	55	12	67
Ba	4	3	7
Maritime	0	1	1
Raiwai	0	0	0
Nabua	5	2	7
NTPC Narere	2	5	7
NTPC Naviti	1	1	2
NTPC Namaka	1	16	17
NTPC Nasese	0	3	3
Total	148	181	329



Exhibiting the facilities at Lautoka library

REFERENCE QUERIES

Library received a number of reference queries from the customers and majority of them were related to electronic database instructions, passwords, and navigation queries. The other queries were mostly related to library policies and location of resources. Following Table indicates the number of queries received by each campus library.

Campus	Nos.
Pasifika	2,514
Koronivia	1,864
Nadi	1,500
Lautoka	1,078
Ba	693
Labasa	664
FSN	631
Narere	506
Nasese	458
Samabula	393
Nasinu	311
Maritime	306
FSM	273
Nabua	232
Raiwai	58
Naviti	14
Total	11,494



Promoting services at Pacifica Campus

COLLABORATION IN WIDENING PARTICIPA-TION AND ACCESS INITIATIVES

The Library continues to develop excellent working relationships with other universities in the country in terms of resource sharing. This year in particular, the Library has collaborated extensively with the other two universities and some academic and special libraries in the country.

Camaraderie between FNU and FLA

The Fiji National University Library played an evening host in partnership with the Fiji Library Association (FLA) on the basics of writing wining grant proposals for libraries.

The event was held at FNU, Nasinu on 29th August 2014. The theme was collating knowledge and resources on the best practice for writing winning grant proposals and motivating librarians to apply for sources of possible funding. Twenty people from different organizations attended the event in an exchange of ideas that en-hanced the camaraderie between the FLA and FNU. The University librarian expressed his views in the gathering that "we have already initiated the Fiji National Library Consortium and all libraries are currently benefiting from the results of it. Our higher education programmes provide each librarian and potential librarian with the highest level of education as they prepare to become tomorrow's library leaders in the country".

He further said that "We decided to partner with the Fiji Library Association and host this evening to provide an opportunity for them to have a good relationship with FNU and to encourage librarians to develop grant writ-ing proposals in order to develop innovation in the strate-gies and services in their libraries. I have no doubt that this event will provide the much needed linkage between FNU and the FLA while developing the skills and expertise of our library community".

Speaker at the event, Dr. Shyam Mahakalanda, posed questions such as "Donor funding is a scarce re-source or isn't it? Is there an absolute shortage or a rela-tive shortage?" He stated that there is a large demand for donor funds but that there is also a very large proportion of unspent donor funds available.



Group discussions

ISO 9001:2008 ACCREDITATION

standards/ISO certifications which are all entrenched in our service process. This unique culture drives our business towards a world-class library service in the South Pacific. The greatest challenge to change is a given foreseeable future as we continue to plan and prepare for a better move of the Library at all FNU campuses in 2015 and the delivery of a rich user oriented culture to cater all informational needs of our clients. We aim to be ambitious in our vision for service delivery and will continue to engage with our partners both internally and externally to ensure that we can deliver a much better service to all our users. All ISO internal and external audits were conducted in 2014 and all internal and external audit reports were satisfactory and our processes do comply with the prescribed standards and no major/minor NCR was raised by the auditors.

Therefore, we vow our pledge to follow the ISO 9001:2008 principles to ensure customer satisfaction and to build dynamic leadership quality, improve technology, follow best business practices, achieve best business results in the coming years.



Relax reading at Nasinu Library

ICT FACILITIES

A diverse array of ICT facilities in libraries for academic staff and students are existed as mentioned in the table below. It was observed that there was a need to develop a robust infrastructure which includes computers, for accessing the latest world of information. A proposal to have ample number of computers at most of the libraries was sent forth. As a result, most of the libraries got the computers for their users. For the remaining libraries, the project is in the pipeline. Computer availability continues to be of a high priority to our students. The Library has employed a manual system to manage the usage of computers across all FNU campus libraries. Following table indicates the ICT and ICT related facilities available for the users.

Campus Li- brary	Computers with	Barcode Scanners	Printers	Flatbed Scanners	Photo- copiers	Electronic Security Gates	Wi-Fi availabil- ity
Samabula	42	3	2	2	1	1	Yes
Lautoka	54	1	2	1	1	1	Yes
Nasinu	20	2	2	2	2	1	Yes
Koronivia	24	2	3	3	1	1	Yes
Ba	37	2	2	1	1	1	Yes
Raiwai	15	1	2	2	1	1	
Nadi	40	2	4	2	2	2	Yes
Labasa	13	3	2	2	1	1	
Nasese	15	1	2	1	1	1	
Laucala	15	1	2	2	1	1	Yes
Pasifika	66	3	1	1	1	1	Yes
FSM Tamavua	26	2	2	1	1	1	Yes
CMNHS- FSN Tamavua	38	3	1	2	2	1	Yes
NTPC-Naviti	1	1	2	2	1	1	
NTPC- Narere	12	2	1	1	1	1	
Nabua	9	1	1	1	1	1	Yes
Total	427	30	31	26	18	17	



Serious cramming at Nasinu Library

WHAT STUDENTS DO IN THE LIBRARY

The Head Count has always been the library's measure of traffic in and out, and one of the indicators of library usage. Last Trimester in 2014 in-house usage of the library was tracked for three months. Following table indicates what our students do in the library which indicates a real picture of the library usage in cross sessional data collection. However, we should not forget that December was the holiday period for the students. However, it is quite interesting to see that our users have not largely abandoned the library during holiday seasons.

Indicators (This indicates the every hour head counts of the full months)	Nasinu			Samabula		
counts of the run months)	ОСТ	NOV	DEC	ОСТ	NOV	DEC
Total number of users in the library	17,014	14,365	10,068	25,989	22,002	9,727
No of users who read library material in the library	2,002	2,037	1,312	5,473	5,038	2,088
No of users who work with their own documents	6,100	3,768	3,441	5,144	14,870	5,071
No of users who access to e- information/Internet in the library for academic work	1,190	1,074	513	5,149	5,343	1,828
No of users who use computers for their assignments in the library	2,192	1,643	699	761	6,292	2,041
No of users who use computers for their own entertainment purposes during the stay at the library	224	81	94	457	654	169
No of users who read newspapers and magazines in the library	855	700	530	761	611	281
No of users who asked reference queries	139	99	24	156	165	45
No of users who use their own laptops in the library	2,612	3,123	1,859	5,144	5,479	1,874
No of users who discuss academic work in the discussion area of the library	1,469	1,413	1,127	2,553	2,614	665

Indicators (This indicates the every hour head counts of the full months)	Pasifika			Lautoka	l	
	OCT	NOV	DEC	OCT	NOV	DEC
Total number of users in the library	25,027	4,570	1,079	16,464	17,66 7	1,3142
No of users who read library material in the library	6,531	1,286	289	5,361	5,743	3,208
No of users who work with their own documents	4,538	715	189	3,981	4,223	2,548
No of users who access to e- information/Internet in the library for academic work	4,050	679	170	4,970	5,707	2,302
No of users who use computers for their assignments in the library	2,833	249	41	3,548	3,931	2,149
No of users who use computers for their own entertainment purposes during the stay at the library	1,152	585	120	715	656	595
No of users who read newspapers and magazines in the library	1,507	443	179	886	917	318
No of users who asked reference queries	348	70	4	510	496	144
No of users who use their own laptops in the library	2,011	368	26	1,475	1,475	601
No of users who discuss academic work in the discussion area of the library	2,262	228	48	2,067	2,067	1,313

Enthusiastic users





Students in the discussion area at Nasinu Library

CUSTOMER SATISFACTION SURVEY

The Annual Customer Satisfaction Survey was designed to provide library with a wide range of information covering user satisfaction, user sentiments etc. This survey meets the requirements of the ISO 9001:2008 survey by providing importance and satisfaction ratings for the major library services and facilities as well as scores for satisfaction with the overall library services. We did this survey willingly because we are here to serve the wider user community and we want to know where we need to lift our service delivery. We distributed more than 500 questionnaires in 2014 and requested our valued customers to rate a range of our services that they are currently consuming in the library. We found that our valued customers are largely satisfied with the services we provide. However, we identified some areas where we can do much better.

The feedback was generally positive - there is a high level of satisfaction with FNU library services, as indicated below.

NTPC Library:

Students have requested for more computer's and library books. (no specification provided with regards to which type of books)

As per the questionnaire the Librarian is very helpful and explicit as well.

The library has sufficient study space as well as hours of service.

Labasa Library:

Librarians are very helpful.

Students requested printing, photocopying charges to be reconsidered as they find it quite high.

Students requested for more books in relation to management and accounting.



Police Commissioner—Northern Division and some senior officers visited the Labasa Library

Koronivia Library:

Student's need more study space. Students also necessitate a discussion area.

Some good feedback that we received form the majority of the students are given below.

NASINU	PASAFIKA	SAMABULA	LAUTOKA
Library assis- tants are very helpful.	Library assis- tants are very helpful.	Library assis- tants are very helpful.	Library as- sistants are very helpful.
Students feel safe and secure to study at night in the library.			
Students have access to wifi in the library which helps them to carry out their research and study even at night.	Students are happy with wifi service available in the library.	Students are happy with wifi service available in the library.	Students are satisfied and have stated that a very good service is provided by the library generally.
Students are happy that li- brary has 24/7 operating hours.	Students are happy with 24/7 operation hours of the library.	Students are happy with 24/7 operation hours of the library.	Students are happy with 24/7 operation hours of the library.
Students are glad that more resources are being made available in the library that helps them with their studies.			
The library has got a neat and clean environment to study.			



Akesa Nai , our student worker helps students with a big smile

STUDENT ASSISTANTSHIP

Student workers are valuable to the library team. This year student workers staffed the library's house-keeping work, assisted the Technical Service Department in processing library materials, shelved materials filled Inter library Loan requests, and maintained the accuracy of the collection through shelf-reading.

This outstanding group of student workers accounted for a significant number of hours for the year. Students who worked in the library in 2014 as follows.

Student Worker	Library
Veniana Talei	Koronivia
Jim Baines	Koronivia
Shivneel Raj	Ba
Maika Vulicakacaka	Nasinu
Setiveni Naqame	Nasinu
Asenaca Tawake	Nasinu
Divneel Nair	Nasinu
Akesa Nai	Nasinu



Students at Nasinu Library

UNACCEPTABLE BEHAVIOUR CASES

The following unacceptable behavior cases have been noticed in libraries during 2013, and 2014. In 2014, there is a 55% decline as we initiated new approach to educate in terms of library policies and we lifted the fine to \$ 200 per book.

Libraries	2013	2014
Samabula	18	8
Lautoka	16	6
Nasinu	3	1
Koronivia	8	2
Ba		
Raiwai		
Nadi		5
Labasa		
Nasese	1	
Maritime Laucala		
CMNHS-FSM Pasifika		2
NTPC-Naviti		
NTPC-Narere	1	2
Total	47	26



University Librarian at INELI Oceania

ACADEMIC OUTREACH BY LIBRARIANS

As professionals, librarians reached out with professional engagement, and service in other organisations. This outreach is a reflection of the library commitment to the development and contribution to the outside world. Here are some of examples of academic outreach by library staff in the past year:

INELI-Oceania

The University Librarian of the FNU was invited by INELI-Oceania project in Australia to be a mentor of their 2nd cohort of the Library innovators' programme. The International Network of Emerging Library Innovators (INELI)-Oceania is based on the successful International Network of Library Innovators, an initiative of the Global Libraries project of the Bill & Melinda Gates Foundation in USA. The program is delivered in partnership with Australian Library and Information Association, Library and Information Association of New Zealand, National Library of Australasia, the National Library of Australia and National Library of New Zealand. The University Librarian attended its first convening which was aimed to build a strong network of outstanding library leaders who hold a shared vision for the future of libraries around the Oceania region. The first convening was held in Melbourne, Australia from 28 July 2014 to 1 August 2014 with 16 Australian, New Zealand and the South pacific participants known as Innovators who are working together over a twoyear period to develop their skills in innovation, leadership and collaboration.



Staff is ready to service the users at Pacifica library

REVIEWING OF SCIENTIFIC MANUSCRIPTS AND SERVING IN INTERNATIONAL CONFER-ENCES

Tanveer H. Naqvi - Reviewed a manuscript for *International Journal of Library and Information Science* in 2014.

Tanveer H. Naqvi - Reviewed two manuscripts for *The Electronic Library* in 2014.

Tanveer H. Naqvi - Appointed as International Editorial Board Member for "Knowledge Librarian an International Peer Reviewed Bilingual E-Journal of Library and Information Science".

Tanveer H. Naqvi - Served to International Conference on Oceans & Rivers (ICOR-2014) as Scientific Review Committee Member.

Udya Shukla - Editorial/Advisory Board' form July 2014-June 2015 of "Asian Resonance" published from Social Research Foundation.

REVENUE FROM TRADE SERVICES AND FINES

Campus	Photocopy- ing	Printing (B/W)	Printing (Color)	Binding	Laminat- ing	Scan- ning	Total
Nasinu	27544.89	25518.06	1316.46	2869.60	59.20	122.50	57430.71
Ba	4847.6	3080.5	200.7	573.65	20.5	76	8798.95
Nabua	7259.1	2903.9	466.6	332		24	10985.6
FSM	629.25	2738.4		457.6		48	3873.25
Labasa	5561.95	1574.05		146.5		54	7336.5
Narere	627.45	1021.7		87		0.5	1736.65
Pasifika	6610.65	1110.95		1958	17	63	9759.6
Nursing	9747.8	9884.1		153	2.5	54.5	19841.9
Raiwai	1799.45	686.35		35.5	3.5	12.5	2537.3
Koronivia	8784.13	11189.62	697.12	1343.5	5.85	90	22110.22
Maritime	802.2	379.2	146.2	107	7	4.5	1446.1
Samabula	11737.6	9180.25	114.55	1378.5	3.5	332	22746.4
Namaka	13335.6	12666.61	2544.14	1672.95	54.5	203.5	30477.3
Lautoka	17397.96	18176.65	367.11	1894.00	66.6	123.30	38025.62
Ntpc Naviti	496.35	744.6	324.5	383	30	37	2015.45
Nasese	933	2010.8	146.9	399		1.5	3491.2
Ntpc Namaka	119	51.5	20.5	21.5		4	216.5
TOTAL	118,233.98	102,917.24	6344.78	13,812.30	270.15	1250.80	242,829.25

Campus	Overdue Fines	Loss Books	Exam Papers	Mobile Fines	Others	Total
Nasinu	1702.00	81.55	28.10	45.50	18.40	1875.55
Ba	73.5			20		93.5
Nabua	320				68.8	388.8
FSM	1023.8		\$46.30	20		1090.1
Labasa	129.5					129.5
Narere	8.5					8.5
Pasifika	13479.4	695.25	25	120	1000	15319.65
Nursing	5732.5			20		5752.5
Raiwai	96.5					96.5
Koronivia	515.87	146.9	18.15		8.6	689.52
Maritime	124					124
Samabula	3054.95	448.55	74.15	111.5	120	3809.15
Namaka	561.83		125		250	936.83
Lautoka	2276.20	198.95		50.00	522.70	2997.85
NtPC Naviti	75.5					75.5
Nasese	152			10		162
Ntpc Namaka						0
TOTAL	29,326.05	1571.20	316.70	397.00	1988.50	33,599.45

Minister of Agriculture at Koronivia library during the Open Day



Welcome to Pacifica Library

OPEN DAY

The open day was held on 18th July, 2014. It was great to see people from different academic groups, department, secondary school students with their teachers, members of the public FNU community. It is also a pleasure to have the chief guest, Minister of Agriculture and the delegation of the invitees visited the library. The theme of the open day was all about "Creating opportunities for all". It is important not only to showcase teaching, learning, research & innovation, and recreational facilities at FNU, but also keeping the students, teachers and parents aware about the programmes offered at FNU.

The aims of the library event at the open day were:

- To showcase all Collections, Services and E-resources
- The ways we can assist our customers
- To focus on research need of our customers
- To give a preview of searching for Information through OPAC
- Marketing of Library Information system Programmes

Displays in the main locations covered the following:

- Newspapers Dated 1970's
- Handicrafts made from Coconuts
- Handicrafts made from VoiVoi (Pandanus)
- Pacific Writers
- Books for different departments (Forestry, Fisheries, Agriculture)

FNU Libraries at Koronivia, Pasifika, Labasa and Lautoka campus participated in open day event to showcase all the library collections and services, and to market the library and information systems programme to the general public.



Students at LIS classes

TEACHING COMMUNICATION AND INFOR-MATION LITERACY

The senior library staff taught the following modules in COM 501: Communication and Information Literacy module in 2014. To the end of the last year, Library staff taught to more than 600 students at FNU. 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.

2014	Topics	Topic Name
	Code	
	COM	Formulating search strategies that
	501-5.1	will effectively and efficiently iden-
		tify and locate relevant information
	COM	Identifying basic reference sources,
Trimester	501-5.2	online catalogues, periodical index-
1,2&3		es
	COM	Retrieving information from
	501-5.3	sources effectively: Internet, li-
		brary, textbooks, reference books,
		dictionary, and thesaurus
	COM	Evaluating information sources for
	501-5.4	accuracy, authority, objectivity,
		purpose, currency, and appropri-
		ateness
	COM -	Demonstrating an understanding
	501-7-1	of what constitutes plagiarism and
		academic integrity
	COM -	Posting permission granted notic-
	501-7-2	es, as needed, for copyrighted ma-
		terial. Avoiding plagiarism from
		their academic piece of work.



Working hard to be a professional librarian: A LIS student Ms. Elesi Rawai from Forum Secretariat in Fiji

TEACHING LIBRARY AND INFORMATION SYSTEMS

The senior library staff taught the following modules in bachelor of Library and Information Systems programme in 2014.

Tri-	Unit
mesters in	
2014	
1	LIS 501: Introduction to Library Science
1	LIS 602: Information Sources and Services
1	LIS 601: Introduction to Library Management
2	LIS 502: Bibliographic Control I
2	LIS 604:Managing Library Automation Projects
2	LIS 605:Collection Development and Manage-
	ment
3	LIS 503: Information and Communication
	Technology in Libraries
3	LIS 603: Bibliographic Control II
3	LIS 606: Digital Libraries and Open Access

Passionate to serve our customers in a friendly manner

DEVELOPING AND OPTIMISING STAFF

We are in the opinion that we have an obligation to provide all employees with the tools necessary to perform their jobs successfully. Orientation and training are two elements that we focused on to start our staff development communicating clearly our expectations of what the library wants in terms of our staff's job performance. Through our trainings, we make it clear to our staff in technical service department, circulation counters or wherever in the library that we expect 100% accuracy level to meet our expectation. Thus, we conducted several training sessions and allowed our staff to attend different trainings organized by other entities.

No:	Name of the staff:	LIS Courses	Library Profes-	Information	Training conduct-
140:	ivalile of the stair.	Lis Courses	sional Develop-	Literacy	ed by other enti-
			ment Training	Literacy	ties
Sama	bula Library	•	1	•	1
1	Rejieli Tawaketini	ETH501,LIS60 2,LIS604	LTU Module 1-3		
2	Sushila Deo		LTU Module 1-3		
3	Eileen Mccomber		LTU Module 11-12		
4	Victoria Hill	LIS501	LTU Module 11-12		
5	Lusia Fapiano	ETH501,LIS60 2,LIS604,	LTU Module 6-12		
		LIS503			
6	Fehrin Ali				Exceptional Customer Services
7	Upashna Goundar		Horizon Training		Exceptional Customer Services
Koro	nivia Library	ı	1		
8	Kinisimere Luveniyali		Horizon Training	Information Literacy	
9	Sanjeevni Kumar		LTU Module 1-3		Exceptional
			Horizon Training		Customer Services
10	Mereoni Rakikau		Horizon Training		
11	Roshni Devi Lal	LIS503	Horizon Training		OHS Modules 1 & 2

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No:	Name of the staff:	LIS Cours- es	Library Professional Development Training	Infor- mation Lit- eracy	Training conducted by other entities
Ba Li	brary				
26	Ranita Devi			Information Literacy	Exceptional Customer Services
27	Roseleen Nara- yan		Cataloguing theory		
28	Famiza Ali				Exceptional Customer Services
Nadi	Library				customer services
29	Subhashni Red- dy	LIS605 LIS606	Cataloguing training	Information Literacy	
30	Pritika Chand		Cataloguing training	Information Literacy	Exceptional Customer Services
31	Poonam Singh				Exceptional Customer Services
32	Sangita Kumar		Cataloguing training	Information Literacy	
FSM	Library				
33	Jovilisi Daveta- walu		LTU Module 6		
Pasif	ika Library	1			
34	Sangeeta Singh	LIS503	LTU Module 1-		
35	Sunila Prasad	LIS503	LTU Module 1-		MS Excel (Intermediate)
36	Ela Davuilevu				MS Excel (Intermediate)
37	Suman Nand				MS word
38	Luke Valuvou				Exceptional Customer Services

No:	Name of the staff:	LIS Courses	Library Pro- fessional De-	Infor- mation	Training conducted by other entities			
			velopment Training	Literacy				
Nasin	Nasinu Library							
39	Titilia Palako	LIS501,LIS503,LI	LTU Module 6-12					
		S502,LIS601,LIS6	Cataloguing					
		02,LIS604,LIS60						
	E 1/1	3	Horizon training					
40	Fareena Khan	LIS601,LIS501,LI S503,LIS602,LIS	LTU Module 6-12					
		604,LIS606	Cataloguing					
41	Rista Kavora		Cataloguing					
			Horizon Training					
42	Ashani Pre-		Cataloguing					
	madasa		Horizon Training					
43	Shally Devi		LTU Module 1-3					
			Horizon Training					
44	Anju Udjit	LIS502						
45	Sangeeta Pra-	LIS501,LIS502,						
	sad	LIS503						
46	Asenaca	LIS604,LIS503,			OHS			
	Taufa	501,601,602						
47	Susana Vedei	LIS503,604,606						
48	Shaleshni	LIS604,LIS503						
	Singh		TERLINA 1 1	I C				
49	Ashika Nand		LTU Module 1-3	Infor- mation Lit-	Exceptional			
				eracy	Customer Services			
50	Shareeta Devi		LTU Module 1-3	,				
51	Umer Ghani		LTU Module 1-3	Infor-	Exceptional			
				mation Lit-	Customer Services			
	Dhan Latalaa '	I IC=o		eracy				
52 NITDO	Dhan Latchmi	L13501			<u> </u>			
NTPC 53	Libraries Eleni Bai	LIS 501 LIS601	LTU Module 1-3					
<i>)</i>	Licin bui	LIS602	LTO Module 13					
		LIS 502						
		LIS 603						
54	Eleni Tira	<u>, </u>		Infor-	Exceptional			
				mation Lit-	Customer Services			
				eracy				

No:	Name of the staff:	LIS Courses	Library Profes- sional Develop- ment Training	Information Literacy	Training conducted by other entities
Raiwa	ai & Maritime Libr	ary			
55	Arun Lata		Horizon database		Customer Services, Moodle training, OHS training,
56	Geeta Narayan	LS 204	Horizon Database		5s The practice of Good Housekeeping, Custom- er service,
Senio	r Librarians			•	
57	Dr. Don Anura				CTT 504 Research Methods, Training for non-Finance Managers.
58	Dr. Chaminda Jayasundara				Training for non- Finance Managers. Moodle
59	Dr. Udya Shukla				CTT 501, CTT 503, Training for non- Finance Managers. Moodle
60	Dr. Tanveer Naqv	i			CTT 504, Workshop on Information Retrieval, Training for non – Fi- nance Managers. ISO Internal Auditors Train- ing
61	Ms. Sushila Lal				CTT 504, Referencing Training, APO Training & FBEA. ISO Internal Auditors
62	Ms. Farhana Ha- kim				Training for non – Fi- nance Manager
63	Ms. Louise Hughes		Cataloguing training		ISO Internal Auditors CCT 505, Raising IRO, FNU Orientation, Proquest, Australia, Proposal Writing



At the farewell organized for Ms. Farhana Hakim: Campus Librarian, Koronivia library

ARRIVALS AND DEPARTURES

The following new staffs were welcomed during the year:

NEW STAFF		
Louise Hughes	Principal Librarian	Nasinu Library
Melvin Prasad	IT Officer	Nasinu Library
Sanjeevni Kumar	Clerical Officer	Koronivia Library
Salesia Waqanisau	Library Attendant	Pasifika Library
Kaveena Goundar	Library Assistant	Pasifika Library
Sunila Prasad	Library Assistant	Pasifika Library
Ranita Devi	Clerical Officer	Lautoka Library
Ajeshni Devi	Library Assistant	Pasifika Library
Salma Akter	Library Attendant	Samabula Library
Akanisi Nadan	Library Attendant	Lautoka Library
Namrata Chand	Clerical Officer	Lautoka Library
Ela Davuilevu	Clerical Officer	Pasifika Library
Anita Chand	Clerical Officer	Pasifika Library
Nileshni Prasad	Library Assistant	Pasifika Library
Poonam Singh	Clerical Officer	Nadi Library
Geeta Rao	Clerical Officer	Lautoka Library
Ema Cagi	Library Attendant	Samabula Library

EXITED STAFF						
Farhana Hakim	Campus Librarian	Koronivia Library				
Elesi Ravai	Library Assistant	Samabula Library				
Gita Devi	Library Assistant	Lautoka Library				
Zaireen Bano	System Technician	Nadi Library				
Salanieta Bukani- yava	Library Assistant	Pasifika Library				
Saleshni Kumar	Library Attendant	Samabula Library				
Mehnaz Begum	Clerical Officer	Pasifika Library				
Swastika Sharma	Clerical Officer	Lautoka Library				
Shalini Prakash	Library Attendant	Lautoka Library				
Salma Akter	Library Attendant	Samabula Library				
Kaveena Goundar	Library Assistant	FSM Tamavua Li- brary				
Akanisi Nadan	Library Attendant	Lautoka Library				

Happy Diwali at Nasinu Library

SOCIAL EVENTS IN THE LIBRARY

We at library have had our share of joys and troubles, with everybody those who are in different faiths such as Christians, Catholics, Hindus, Buddhists etc. Our staff organized some events especially for Diwali, Christmas and new year celebrations. The picture in the left displays the Diwali celebration held at Nasinu library in a modern yet Indian way so that all employees can have a good time and stay in touch with their social and cultural roots of their colleagues.

Annual gathering at Nasinu Library





Copied from [https://
allanadelgado.wordpress.com/tag/
academic-libraries/]

RESEARCH AND PUBLICATIONS BY

LIBRARIANS

JOURNAL PUBLICATIONS

Jayasundara, Chaminda. (2014). Enhancing Students' Skills through Technology (ESST)": a case study conducted for a policy concept on one to one computer solution at Fiji National University. Library Philosophy and Practice, 1155(2014)

Jayasundara, Chaminda & Edirimanna, Chandika. (2014). Study on Webometric Ranks of Sri Lankan State Universities, Potentials, IEEE, 33(6):37,44

Naqvi, Tanveer Haider (2014). Use of Collection and Services by P.G. Students and Research Scholars in GBPUAT Library, India. DESIDOC Journal of Library and Information Technology. 34(6): 499-504.

Naqvi, Tanveer Haider (2014). Awareness, use and impact of electronic information services by the UG and PG students at JNMC Library, AMU Aligarh, India. World Digital Libraries (WDL) December (2014).

Karunanayake, K.G.D.A. and Haruki Nagata (2014). Four Types of Undergraduate Library Users, Based on Their Profile of Library Use, Knowledge and Perceptions. Libres, 24(1):11-20



University Librarian in Istanbul

CONFERENCE PROCEEDINGS

Jayasundara, Chaminda & Alahakoon, C.N.K. (2014). Factors Contribute to the usage of Library Electronic Information Resources (EIR) by University Students in Sri Lanka. 5th International Conference on Libraries, Information and Society. Kuala Lumpur, Malaysia.4th – 5th November 2014.

Naqvi, Tanveer Haider (2014). 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, Organized by Jaypee Institute of Information Technology (Deemed University), Noida UP, India.

Naqvi, Tanveer Haider (2014). Information retrieval performance of HIP/OPAC and selected online databases on sub themes of ICOR. International Conference on Oceans and Rivers, Fiji National University, Nadi Campus. 13th -15th, October 2014.

Karunanayake, K.G.D.A. (2014). Students' Patterns of Library Use: An Analysis of Cognitive Context and Attitudes of Undergraduate Students. The Asian Conference on Arts & Humanities, Osaka, Japan, April 6, 2015 (Accepted in 2014 for the conference to be held in 2015)

Shukla, U.S. (2014). Adverse Impacts of Oil Pollution on Marine Environment, in national Conference on International Conference on Ocean & Rivers. International Conference on Oceans and Rivers. Fiji National University, Nadi Campus. October 13-15, 2014.

Shukla, U.S. (2014). Trends and Marketing Services of Products by LIS Industries: Academic Institutions" in International Conference on Emerging Markets 2015: Redefining Value in Emerging Markets, IMT Dubai, during January 20-22, 2015. (Accepted in 2014 for the conference to be held in 2015)

ELECTRONIC AND ONLINE RESOURCES

S1.	ELECTRONIC AND ONLINE DATA-	2011	2012	2012	2014
No.	BASES OF RESOURCES	2011	2012	2013	2014
1101	(SUBSCRIBED)				
1.	Academic Search Complete	AUS \$	AUS \$	US \$	US \$
2.	Agricola	10,872.00	14,000.00	20,000.00	23, 864.00
3.	Art & Architecture Complete				
4.	Australia/New Zealand Reference Com-				
	plete Centre				
5.	Business Source Complete				
6.	Communication and Mass Media Com-				
	plete Computer and Applied Science Complete				
7· 8.	Computer and Applied Science Complete				
	Education Research Complete				
9.	Energy & Power Sources				
10.	Environment Complete				
11.	ERIC				
12.	Food Science Source				
13.	Green File				
14.	Hospitality and Tourism Complete				
15.	Humanities International Complete				
16.	Library, Information Science & Technology Abstracts (LISTA)				
17.	Master File Premier				
18.	Newspaper Source Plus				
19.	Regional Business News				
20.	Sport Discuss with full text				
21.	Teacher Reference Centre				
22.	Vocational Studies Complete				
23.	Wield Life & Ecology Studies World Wide				
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			l .		

ELECTRONIC AND ONLINE RESOURCES

SI. TABASES OF RESOURCES (SUBSCRIBED) 24. TEEAL - The Essential Electronic Agricultural Library Fiji National University received funding from CTA of the Netherlands in order to attain TEEAL. 498.75) the IRO has been raised to puchase. 25. Therapeutic Guidelines eTG complete Free access has already been grant-	750.00 \$ en ur-
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Agricultural Library ceived funding from CTA of the Netherlands in order to attain TEEAL. 498.75) the IRO has been raised to purchase. 25. Therapeutic Guidelines eTG complete	750.00 \$ en ur-
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has already	
27. Hinari US \$ US \$ 1000.00 US \$ 1000.00	
1000.00 S φ 1666.60 S φ 1	<u>σ</u> <u>σσφισσο.σσ</u>
28 AGORA	
29. <u>OARE</u>	
30. Access To Research for Develop-	
	December 2020
31. Cambridge University Press	<u>US \$ 5,535.00</u>
32. JSTOR	US \$ 7,704.50
33. ProQuset CENTRAL	<u>US \$ 17,000.50</u>
34. ebrary	
35. RefWok Flow	
EIFL 26 Nature	Enon agging viag
36. Nature	Free access was granted by EIFL
37. The New England Journal of Medicine (NEJM)	through the
38. Oxford Journals	MOA signed
39. IOP Science	with FNU
40. INTELLECT - Performing Arts	
41. Edward Elgar's Journals and eBooks	
42. Paediatric Neurology Briefs	
43. OECD iLibrary	
44. Cambridge journals	US \$ 5,535

Sl. No.	ELECTRONIC AND ONLINE DATABASES OF RESOURCES (SUBSCRIBED)	2011		2012	2013	2014
		CMNI	IS			
45.	Dentistry and Oral Science Sources	`		9 – 30 th Novem-	US \$ 41,440.00	US \$ 43,905.00
46.	GIDEON	ber 2012)				
47.	CINAHL Plus					
48.	EBSCO Medline	US \$ 25,035.00 (1 st December 2009 – 30 th November 2012)				
49.	Access Medicine (60 e-books)	US \$ 25,035.00 (26 th August 2009 – 25 th August		US \$ 28,358.00	US \$ 30,059.00	
50.	The Cochrane Library from Wiley InterScience				Free access until January 2014 has already been granted.	Free ac- cess granted.
51.	UpToDate Online	US \$ 13,750.00	US \$	13,750.00	US \$ 14,575.00	US \$ 15,450.00
52.	Henry Stewart Talks (HST) on The Biomedical & Life Sciences Collection		Subs	\$ 7,600.00) cribed by the NHS Budget	(US \$ 7,600.00) Renewed by the CMNHS Budget	Due to very low usage, it has not been re- newed.



A bit of freedom from 24/7 commitments

Sl. No.	ELECTRONIC AND ONLINE DATABASES OF RESOURCES (SUBSCRIBED)	2011	2012	2013	2014
	Research Tools & Software				
53.	ENDNOTE			US \$ 7,700.00	US \$ 8,085.00 Expired on 14/08/2014 and it has not been renewed as replaced by Ref Wok Flow.
54.	TURNITIN			US \$ 6,450.00	<u>US \$</u> 4,600.00

Library staff is enjoying the annual party held at Derrick Campus



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.



THE LIBRARY

FIJI NATIONAL UNIVERSITY P.O.B OX 7222 NASINU, FIJI www.fnu.ac.fj