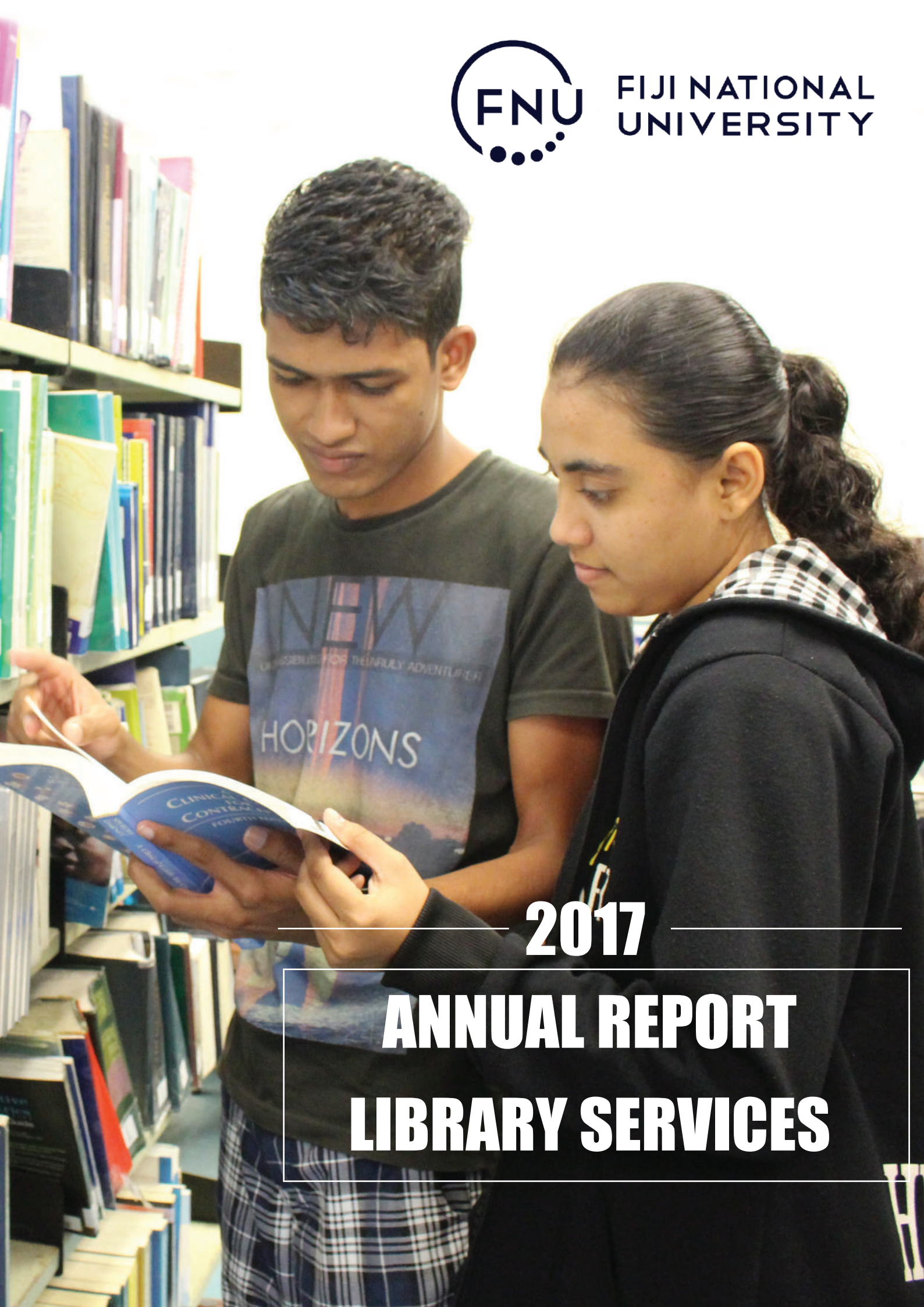




FIJI NATIONAL
UNIVERSITY



2017

ANNUAL REPORT LIBRARY SERVICES

Annual Report 2017 Library Services

Library Services
Fiji National University, Fiji

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THE ACTING UNIVERSITY LIBRARIAN'S MESSAGE



I am particularly glad to write a message for the Annual Report of Fiji National University. The library being the heart of the University stimulates and supports intellectual inquiry by developing collections and delivering quality services in a conducive ambience for the wider user communities of Fiji National University. During the year, we have shown that the library has always been more than just a bookstore and I believe that the library service was well placed to respond to the learning & teaching (L&T) requirements of the institution as the University is rapidly moving into transformational changes. In the academic year 2017 the library took important steps towards articulating its vision of 'Learning Commons'.

The library empowers users by providing access to the broadest range of information. The ISO 9001:2008 certification for the Department of Library Services has been upgraded to ISO 9001:2015 certification. The library also introduced three new ISO procedures to ensure processes are standardized, guided and monitored. The major challenge for the library in 2017 was the space for the new materials and introducing 'Learning Common' concepts in all FNU Libraries whereby, the library conducted a weeding process and removed out-dated collections and ordered updated electronic materials for the users.

The University library aspires to investigate and implement a preferred model for delivering customized services to all including remote and rural student's, acquiring eContent at best cost. Thus, our communities now have access to information contents in new and emerging formats providing services and more space which encourage our user community to engage with better learning environment. The Library also secured a Silver medal in the 2017 Internal Quality Circle Competition (IQCC).

I also 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. In addition, I want to convey my deep appreciation to the FNU Senior Management Group (SMG) for their support rendered to the Library Services to continue with its service delivery. The library service remain indebted to all stakeholders, and looks forward to their continued support and goodwill towards building the library as a world class library as stated in the mission of our library.

Dr. Udy C. Shukla
Acting University Librarian

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 behavior;
- User-focused resources and services;
- Consultative partnership with stakeholders;
- Individual and team contributions from staff for the creation of cultural
- Excellence;
- Commitment to the personal development of 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. Uday Chandra Shukla,
(Acting University Librarian)
B.LISc., M.LISc., MSc. (Kurukshetra, India), M.Phil & Ph.D



Dr. Tanveer Naqvi,
(Deputy University Librarian)
B.LISc., M.LISc. & Ph.D., (AMU Aligarh, India)



Sushila Lal,
(Principal Librarian)
Diploma in LIS (USP, Fiji)
& MIM (Curtin, Australia)



MD Sohail,
(Principal Librarian)
BA, BLISc, MLISc (AMU Aligarh, India)
& MBA (JRN-RVU, India)

ADMINISTRATION STAFF



(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)



Ms. Nirupa. D. Lal
(Office Administrator)
Diploma in Office Administration

SUPPORT STAFF

Ba Campus			
Ms. Roseleen Narayan	Ms. Prezia Prasad	Ms. Keresi Saro	
FSM Tamavua Campus			
Ms. Nirmala Kumar	Ms. Sera Veikoso	Mr. Jovilisi Davetawalu	Ms. Ashika Nand
FSN Tamavua Campus			
Ms. Beverly Ratukula	Ms. Luisa T. Fapiano	Ms. Kirti Mala	Ms. Shareeta Devi
Koronivia Campus			
Mr. Jone Tuikoro	Ms. Anju Udjit	Ms. Monita Sharma	Ms. Roshni Devi Lal
Ms. Matelita Korobure	Ms. Kinisimere Luveniyali	Ms. Sanjeevni Kumar	
Labasa Campus			
Ms. Usha Kanta	Ms. Leela Naidu	Ms. Moveena N Mudaliar	Ms. Bimla Devi
Lautoka Campus			
Ms. Elenoa Cakausesese	Mr. Shivneel Krishna Raj	Ms. Mousmin Chand	Ms. Eileen Mavis McComber
Ms. Anita Prasad	Ms. Sandhya Singh	Ms. Subhashni Reddy	Ms. Ashna Chand
Mr. Krishneel Prasad	Ms. Sonal Shivanjani Nadan	Ms. Ranjeeta Singh	Ms. Ilisapeci Nava
Ms. Abane Makai			
Nabua Campus			
Ms. Ranjana Singh Nair	Ms. Vandana Kumar		
Nadi Campus			
Ms. Sangita Kumar	Ms. Pritika Chand	Ms. Subhashni Reddy	
Nasinu Campus			
Ms. Shaleshni Singh	Ms. Namrata Chand	Ms. Arun Lata	Mr. Umer Ghani
Ms. Asenaca Taufu	Ms. Susana Vedei	Ms. Riteshni Lata Prasad	Mr. Simon Naidu
Ms. Sangeeta Prasad			
Pasifika Campus			
Ms. Sangeeta Singh	Ms. Sunila Prasad	Ms. Sangeeta Shankar	Ms. Ajeshni Devi
Ms. Suman Nand	Ms. Nileshni Narayan	Ms. Ela Davuilevu	Ms. Irene Lata
Samabula Campus			
Ms. Ema Cagi	Ms. Elenoa Rokonaivalu	Ms. Subashni S Naicker	Ms. Victoria Hill
Ms. Dhan L Kumar	Ms. Rejieli Tawaketini	Ms. Anisa Hussain	Ms. Ronika Narayan
Ms. Sushila Deo			
Maritime Campus			
Ms. Geeta Narayan			
Nasese Campus			
Ms. Eleni Tira	Ms. Eleni Bai	Ms. Shally Devi	
Narere Campus			
Ms. Eleni Bai	Ms. Shally Devi		
Technical Staff			
Ms. Ashani Premadasa	Ms. Upashna Goundar	Mr. Francis Shankar	Ms. Titilia Palako
Ms. Fareena Khan			

OUR GOAL 1:

TO BUILD A BROAD RANGE OF
RESOURCES TO CATER FOR ALL DISCIPLINES

RESOURCE CAPACITY

The Fiji National University Library system serves the informational needs of students, staff, researchers, visitors, alumni and the general public. The FNU Library is the first ISO 9001:2008 certified library in the South Pacific. The University has a total of 15 libraries located in FNU Campuses and Centers throughout Fiji. Different categories of information resources are available in all FNU libraries forming the various collections, specifically; General, Reference, Pacific, Close Reserve, Newspapers, Fictions, Archives, Periodicals, Thesis and Audio Visual. The Table below indicates the total resource capacity available in the library at the end of 2017.

Resources	Total
Total number of Printed Books	109,898
Electronic and Online Database Subscription	36
Academic Videos	62,081
e-Books	19,1179
Full Text Journal Titles	74,513
OPAC Terminals	30
Internet Enabled Workstations	321
Number of Branch Libraries	15

(Table: 1)



ELECTRONIC INFORMATION RESOURCE CONTAINS

Name of the E-Journal Database	No of e-journals
Hinari	14000
IMF eLibrary Collection	13245
EBSCOHOST Super Package	9981
PROQUEST CENTRAL	7862
OARE	6500
AGORA	6100
ARDI	5100
Knovel	4255
EBSCO Medline	1470
Science Direct (Physical Collection)	1240
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
Access Physiotherapy	63
Science Direct (Health and Life Science)	1396
Alexandra Street Premium (Videos)	62000
Safety Care (Video)	81
LexisNexis – Halsbury's Law of England	1
Total	74,513

(Table: 2)

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

Subscribed electronic books	No of books
ebrary	78,000
Hinari	46,000
ARDI books	19,000
OARE books	18,000
Upto date online	14,000
EBSCO e-books	6,000
AGORA books	5,800
Knovel	3,800
ProQuest e-books	511
Edward Elgar's eBooks	67
Cambridge Oxford Dictionary	1
Total books	19,1179

(Table: 3)

E-RESOURCE TRAIL ACCESS

Following trial accesses were granted for some prestigious e-resources

Database	Trial period
The Royal Society Journals	18th November 2016 – 18th January 2017
LexisNexis Practical Guidance	7th February 2017 – 14th February 2017
LexisNexis Research Library	7th February 2017 – 14th February 2017
McGraw Hill Access Physiotherapy	7th February 2017 – 3rd March 2017
ASME Digital Collection	28th February 2017 – 28th March 2017
Access Cardiology	8th March 2017 – 7th April 2017
Access Physiotherapy	8th March 2017 – 7th April 2017
World Scientific Publishing Company	1st May 2017 – 31st May 2017
Emerald Insight Publishing	1st September 2017 – 30th November 2017
Elgar Advanced Introductions to Law	21st September 2017 – 20th October 2017
IEEE Xplore Digital Library	30th October 2017 – 30th November 2017
BMJ Best Practice	20th November 2017 – 19th January 2017

(Table: 4)

MONOGRAPH ACQUISITIONS:

Over the year, the library has acquired 710 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 table below indicates the number of resources purchased for corresponding campus libraries.

The books purchased and received by library in 2017 as:

Campus Library	Books	Accompanied CD's
Pasifika	103	10
FSN	41	-
Nasinu	14	-
Labasa	36	1
Namaka	8	-
NTPC Naviti	6	-
Nasese	1	-
Lautoka	35	2
Maritime	2	-
Nabua	11	1
Samabula	69	1
NTPC Narere	3	-
Total	329	15

(Table: 5)

DONATIONS

Name of Donor	No of items donated	Value of the Donations (FJD)
Fiji Higher Education Commission	27	2,944.66
Korean Society of Oceanography	1	183.33
Massey University Veterinary School	4	364.08
SSCSiP	4	464.60
FNU Bookshop	386	67,359.34
FNU Bookshop Samabula	71	15,270.44
Globe International Ltd	1	95.97
Hon. Dr Brij Lal	1	80.00
John P.T. Mo-RMIT University	1	260.99
Sitki Yurekli	2	80.08
Arun Chakravorty	1	35.53
Pasifika Donation	6	414.03
Total	505	87,553.05

*Cost calculated based on amazon.com new books and used book prices.
(Table: 6)

DISTRIBUTION OF DONATED ITEMS

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

Campus Library	Books	Accompanied CD's	DVD's	Thesis
Nasinu	3			
Samabula	1			
Lautoka	6			
Maritime	1			
Koronivia	4			
Nabua	3			
FSN-Tamavua	91			
Pasifika	362	10		
NTPC - Narere	1			
Nadi	-			
FSM-Tamavua	33			
Ba	0			
Total	505	10		

(Table: 7)

CURRENT AWARENESS SERVICES:

Year	Books/CDs/DVDs	Print Periodicals	E-Resources and other display	Total
2017	13	1	33	47

Table: 8)

PROCUREMENT EXPENSES FOR E-RESOURCES IN 2017

The flowing table shows the procurement expenses incurred in 2017 for subscribing electronic information resources

Database	Amount USD	Amount FJD
JSTOR	8,239.5	17,700.32
Up to date	21,019.00	43,546.61
Ebsco Medicine	53,927.00	92,771.82
Ebsco Super Package	24,235.00	43,450.22
TEEAL	650.00	1,371.02
Cambridge University Press	3,022.00	6,316.89
Access Medicine	35,463.52	71,519.03
Proquest including ebrary	16,875.00	40,178.57
Hinari, Agora and Oare	1,500.00	3,100.71
Elsevier (Knovel)	18,608.42	38,570.69
Wiley	12,642.64	26,142.76
Science direct (CEST/ CMNHS)	34,027.38	69,885.77
Access Physiotherapy	6,356.39	13,267.36
VAT	-	130,624.57
TOTAL	236,565.85	598,446.34

(Table: 9)

Database	British Pound	Amount FJD
Oxford Journals	1,941	4,989.28
VAT		1,403.09
TOTAL	1,941	6,392.37

(Table: 10)

Database	Amount AUD	Amount FJD
Safety Care	3,500	5,470.46
VAT		1,312.91
TOTAL	3,500	6,783.37

(Table: 11)

Database	British Pound	Amount FJD
British Library	1,070	2,859.7
VAT		801.8
TOTAL	1,070	3,661.50

(Table: 12)

Database	Amount NZD	Amount FJD
Lexis and Nexis	9,346.55	13,428.95
VAT		3,222.95
TOTAL	9,346.55	16,651.90

(Table: 13)

PROCUREMENT EXPENSES FOR RESEARCH TOOLS IN 2017

Research Tools	Amount USD	Amount FJD
Ezy proxy	1,000	2,073.81
Turnitin	47,615.89	10,0476.66
Refworks	2,250	4,726.89
Ebsco Delivery	3,090	6,460.38
VAT		31,834.91
TOTAL	53,955.89	145,572.65

(Table: 14)



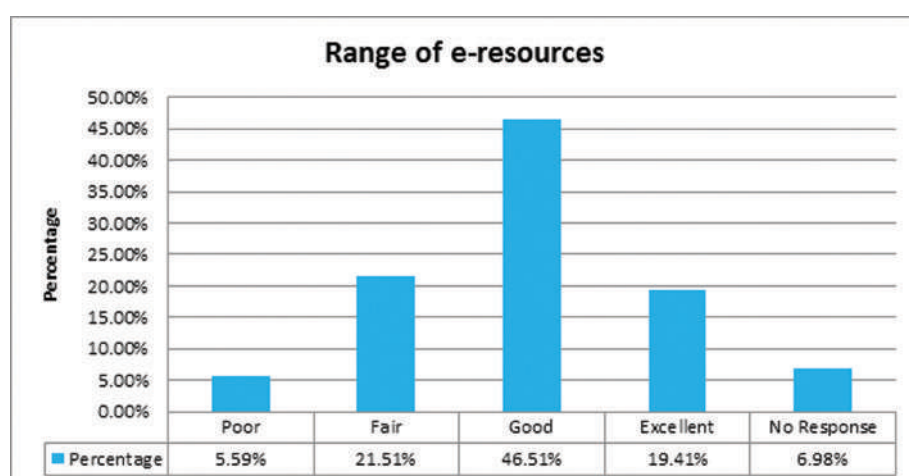
OUR GOAL 2:

TO ADHERE THE 'INTERNATIONAL STANDARDS'
NEEDED FOR WORLD-CLASS LIBRARY STATUS

USER SURVEY

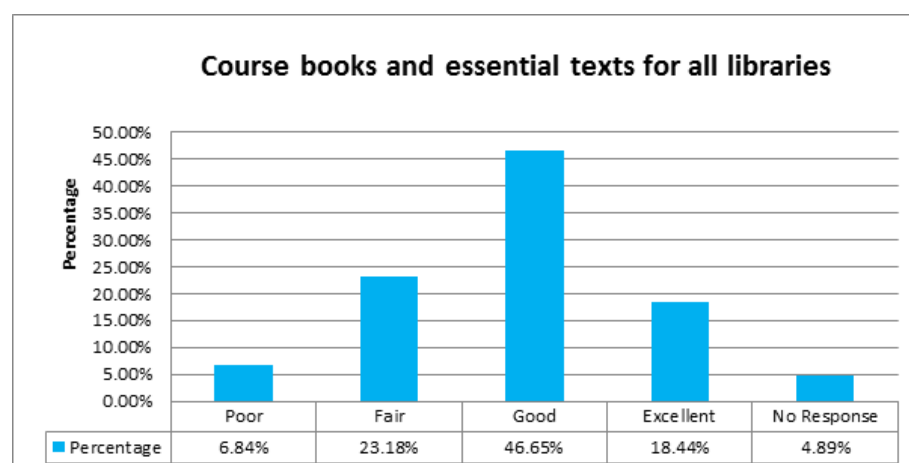
The Library User Satisfaction Survey was conducted from 15th March to 25th October, 2017. The survey sought information on users' views of the Library's collections, resources, equipment, facilities, services and management. It is imperative for the Library to measure its performance longitudinally to certify, it endures to advance and progress. Identifying the problems, weakness, strength and importance in these services will help the University management to set a direction for future development and provide better services for the University community.

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



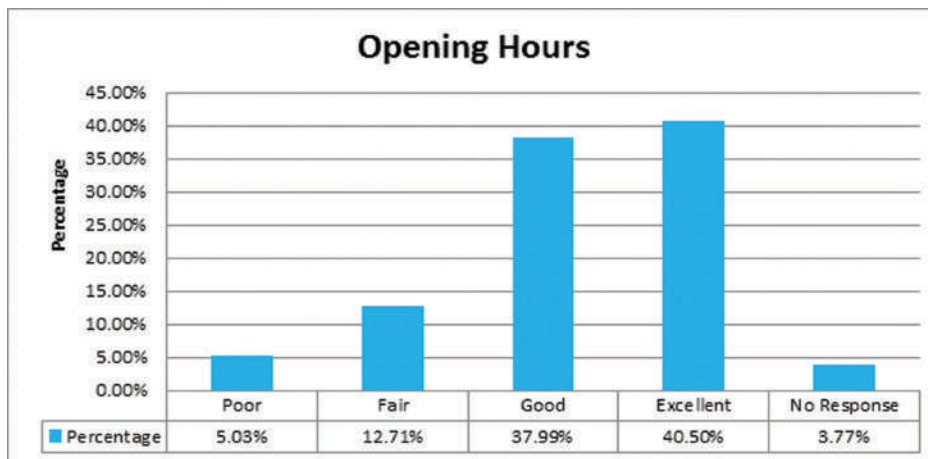
(Table: 15)

Most of the respondents indicated that range of e- resources was good there were almost 5.59% of who stated that range of e-resources is poor. Respondents specified that there is a need to increase the collection of resources.



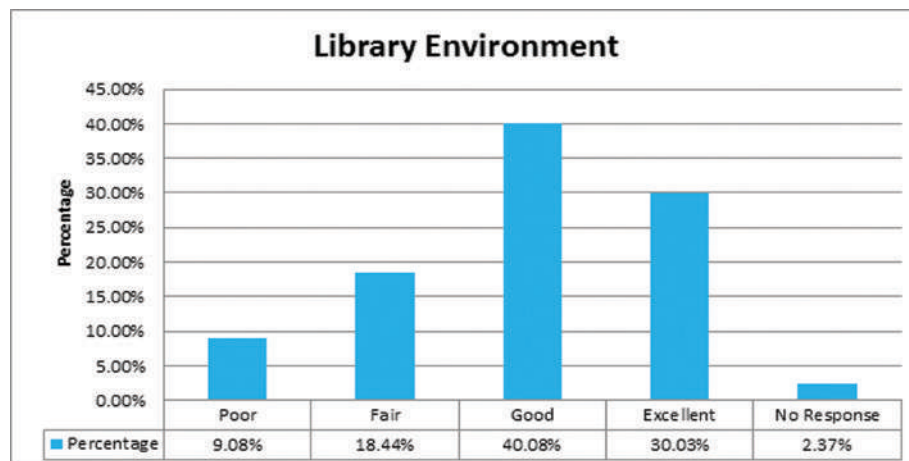
(Table: 16)

Out of 716 respondents, 46.65% stated that there was a good collection of range of course books and essential texts where else 6.84% stated that this service was poor. Students specified that there was a need for more course text books to cater for student demand.



(Table: 17)

Out of the 716 respondents, 40.50% stated that the library opening hours were excellent, 37.99% indicated that it was good and 12.71% said that it was fair. On the other hand, 5.03% 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.



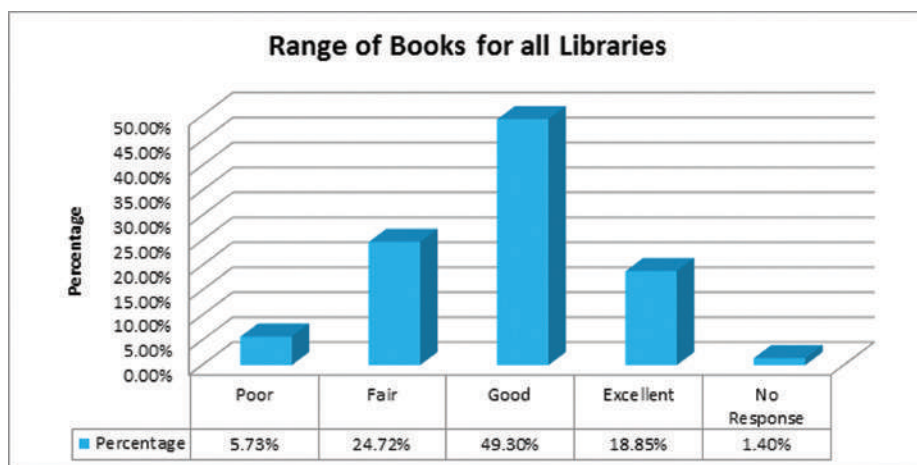
(Table: 18)

A higher number of respondents (40.08%) stated that the library environment was good, 30.03% said it was excellent while 18.44% specified it as being fair. However, 9.08% 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.



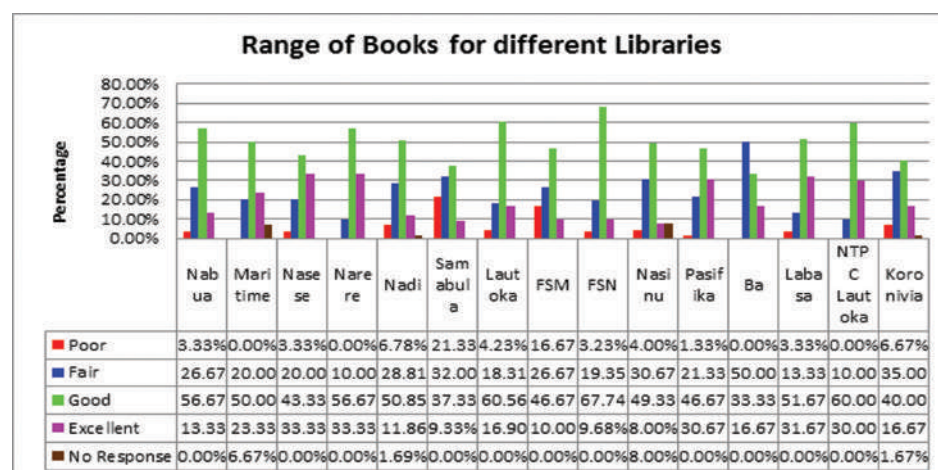
(Table: 19)

A majority number (51.12%) of respondents stated that the staff in the library was excellent with their jobs, 35.89% conveyed it to be good and 9.78% expressed that it was just fair. Only a handful (1.96%) said that the staff 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.



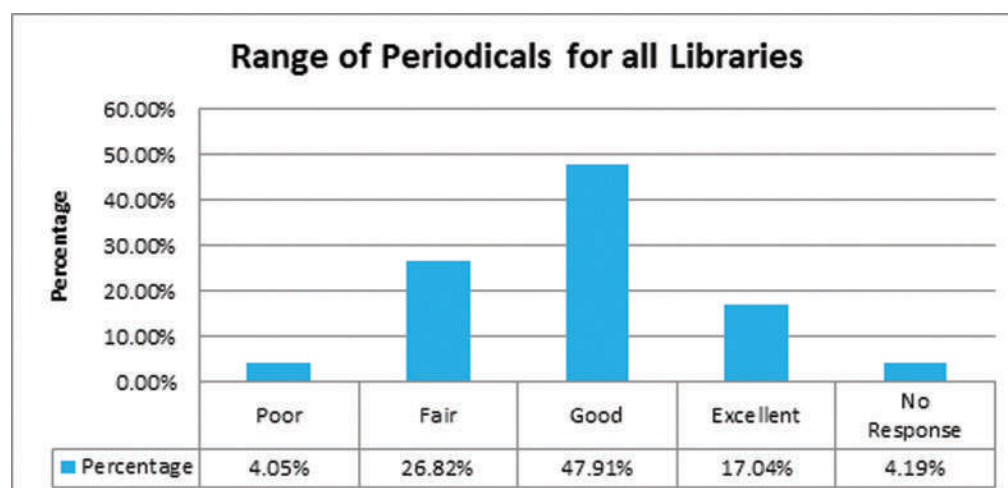
(Table: 20)

Out of 716 respondents, 49.30% stated that range of books are good, 24.72% stated that it is fair, while 5.73% of the total respondents indicated that it was poor. Students specified that there are not enough copies of text books; moreover there is a need for all latest edition books to be available in the library.



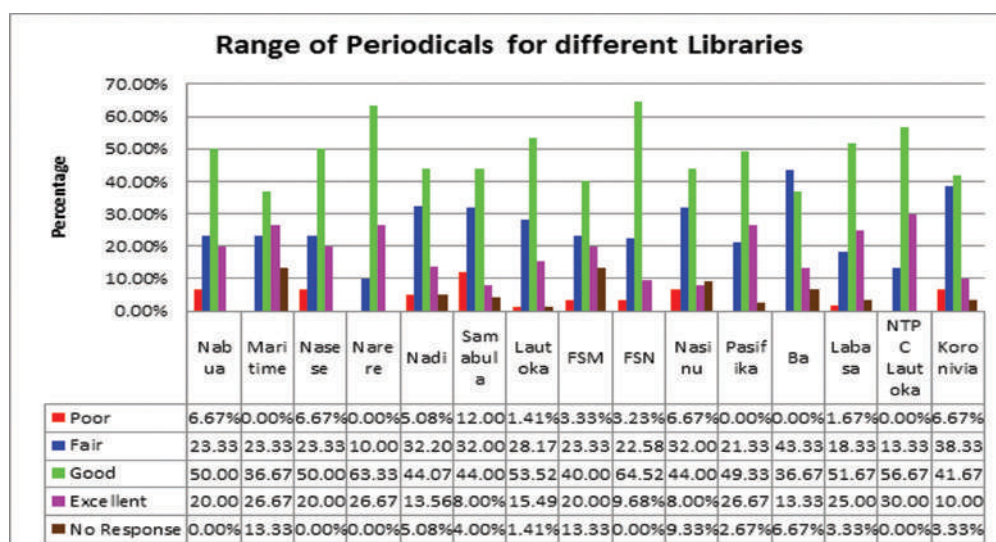
(Table: 21)

Table 21 indicates that the range of books for all the fifteen campus libraries is 'good'. FSN campus has the highest level of good range of books followed by Lautoka, NTPC Lautoka, Nabua, Narere, Labasa, Nadi, Maritime, Nasinu and Pasifika. Majority users indicated poor range of books for the Samabula campus when compared to all other campus libraries, reason being that only few latest collections are available; however the graph also indicates that there is more good and fair range of books than the poor range for the Samabula library.



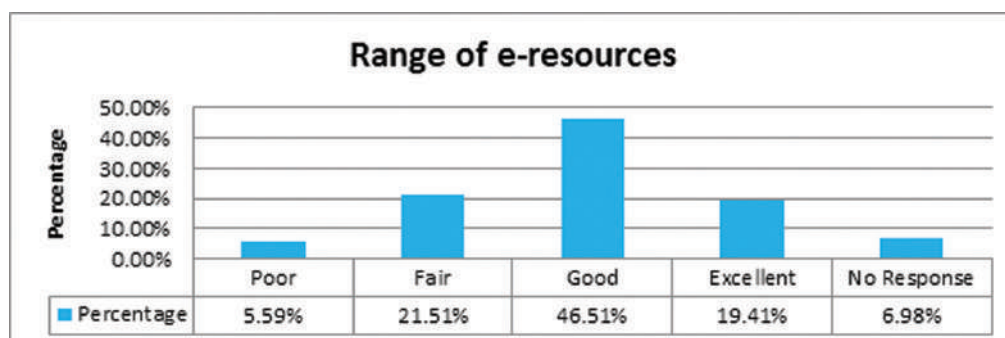
(Table: 21)

The highest percentage (47.91%) of the respondents indicated that the range of periodicals are good, 26.82% indicated that it is fair, while 17.04% indicated that it is excellent. 4.19% stated that it was poor, since they faced difficulties in locating latest (updated) periodicals.



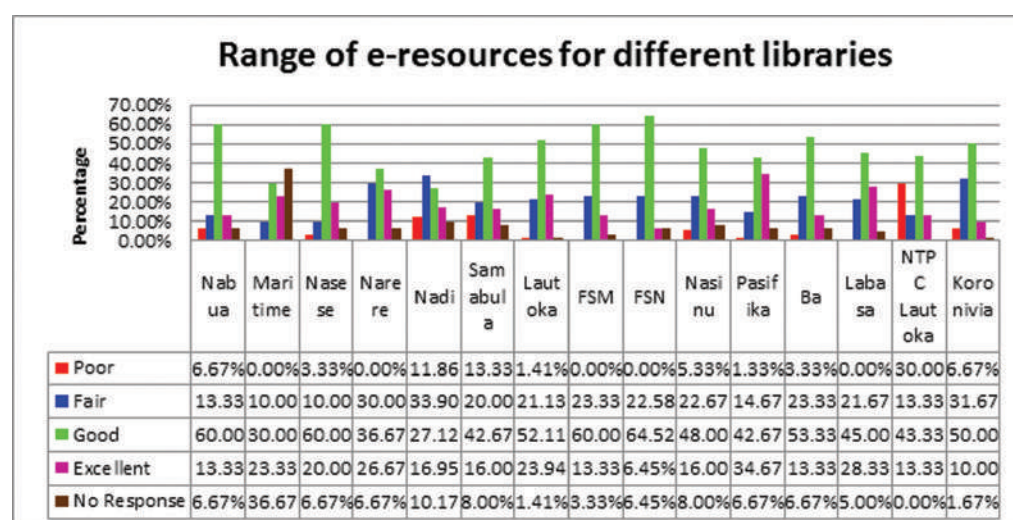
(Table: 22)

The graph shows that the range of periodicals for all the fifteen campus libraries is 'good' and 'fair'. FSN campus has the highest level of good range of books followed by NTPC Narere, NTPC Lautoka, Lautoka, Labasa, Nabua, NTPC Nasese and Pasifika. Majority users indicated poor range of periodicals for the Samabula campus when compared to all other campus libraries, as the users expressed that latest edition of periodicals needs to be made available.



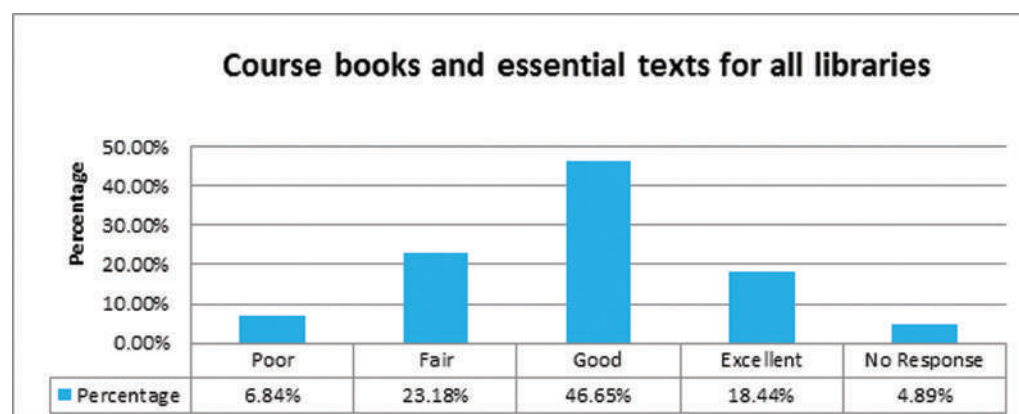
(Table: 23)

Most of the respondents indicated that range of e-resources was good there were almost 5.59% of who stated that range of e-resources is poor. Respondents specified that there is a need to increase the collection of resources.



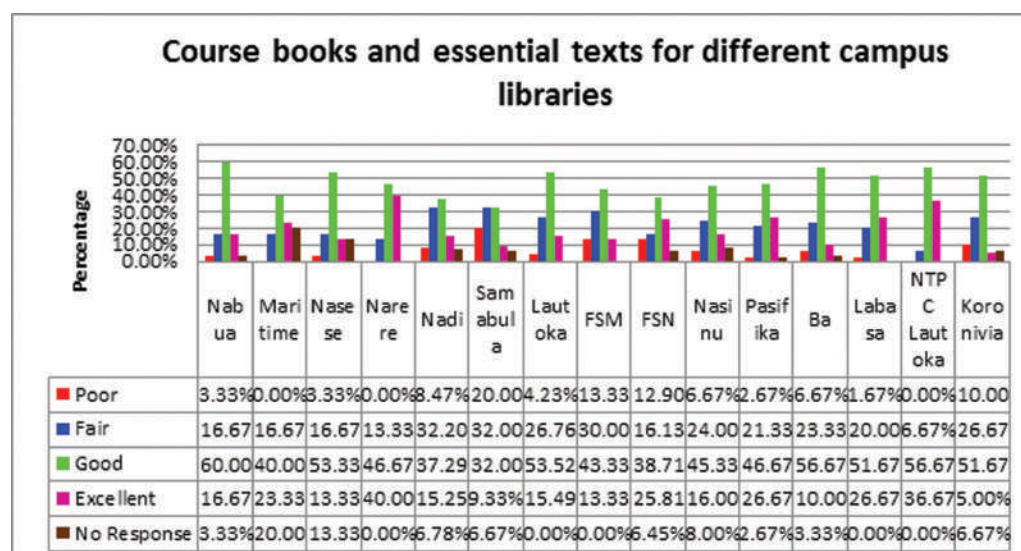
(Table: 22)

The range of e-resources for all the fifteen campus libraries is 'good'. All the libraries have access to the all the subscribed database. The graph depicts that majority users are satisfied with the e-resources. The high poor rating for e-resources is for the NTPC Lautoka campus library, the users rated it as poor as some of the users faced difficulties accessing and using e-resources.



(Table: 23)

Out of 716 respondents, 46.65% stated that there was a good collection of range of course books and essential texts where else 6.84% stated that this service was poor. Students specified that there was a need for more course text books to cater for student demand.



(Table: 23)

The range of course books and essential texts is rated 'good' for all the fifteen library centers. The respondents gave poor rating stating that the collection needs to be upgraded.

INTERNAL CONTROL & RISK MANAGEMENT

Library continues to identify and manage risk through risk register and external and internal issues register. Campus librarians in charge continue to work with other departments involved to resolve the external and internal issues identified for their respective campus libraries. This is monitored by the University Librarian/Quality Liaison Officer and reported to the Planning and Management Review Committee. While, the risk register contains operational risks that are present in the day-to-day functions and services of the Library and is reported to the Risk and Compliance Office. The risk register, external and internal issues register is reviewed by the Library ISO Committee on quarterly basis.

STRATEGIC LIBRARY PLANNING WORKSHOP 2017

Library organized a two day's strategic library planning workshop for all library staff on learning commons and the role of library professionals on 23rd and 24th September at FNU Nadi Campus. Guest speakers and senior library staff provided great contribution towards the workshop by sharing the learning common concept, role of FNU library as an academic library, areas of improvement required by the FNU Library, changing role of all FNU library staff and assisted library with short term strategic plan. It was a successful workshop as the short term strategic plan prepared during the workshop was implemented immediately after the workshop and all campus libraries are working effectively delivering quality library services to the users.

ISO 9001:2015 ACCREDITATION

The ISO 9001:2008 certification has been upgraded to ISO 9001:2015 certification for the Department of Library Services. This verifies that the library staff is conforming to the ISO 9001:2015 standard requirements. All libraries follow one standard and all staff is aware of the library procedures and policy. To maintain the standard, library is conducting surprise audit checks and empowers staff through trainings and workshops to build customer rapport.

OUR GOAL 3:

TO FOSTER COOPERATION BY
SHARING INFORMATION RESOURCES THROUGH
LOCAL, NATIONAL AND INTERNATIONAL NETWORKS

INTER LIBRARY LOANS – BOOKS

Inter Library Loan requests from users have increased from last year. 184 books were delivered to campus libraries as part of the Campus Delivery programme.

Campus	ILL requested by the library	ILL received by the library	Total
Nasinu	13	13	26
Nabua	2	1	3
Maritime	0	1	1
Pasifika	1	2	3
Koronivia	15	16	31
Labasa	7	7	14
Lautoka	10	21	31
Samabula	9	5	14
Nadi	5	7	12
Ba	1	0	1
FSM -Tamavua	4	4	8
FSN- Tamavua	2	2	4
NTPC Naviti	2	2	4
NTPC Narere	0	4	4
NTPC Nasese	14	14	28
Total	85	99	184

(Table: 24)

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 152 articles requested in 2017 for the research purposes of our members. Nineteen requests were not fulfilled.

Article delivery		
Campus	No of article requested	No of article delivered
Nasinu	12	6
Samabula	40	35
FSM Tamavua	7	7
FSN Tamavua	6	6
Pasifika	106	98
Total	171	152

(Table: 25)

INTERNAL QUALITY CIRCLE COMPETITION 2017

The FNU library staff from Samabula campus library participated in 2017 Internal Quality Circle Competition and walked away with silver award. The team named Derrick Roses comprised of six team members. The team applied 5s to all sections of the FNU Samabula Campus Library and created ergonomic environment for the library users as well as for the library staff. Things were made easier for users to search for information through FNU library database and locating resources from book shelves. Even the staff efficiency improved while serving the users as it was easier to locate items and circulation services was well organized. The team's future plan was to implement 5s throughout all FNU campus libraries and the work is in progress.

OUR GOAL 4:

TO MAXIMIZE THE USE OF
RESOURCES AND SERVICES IN THE LIBRARY

PUBLIC SERVICES

The opening hours of following libraries:

Location	Operation Hours	Address	Contact
Nasinu	Monday - Saturday: 7:30 - 11pm Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Kings Road, Nasinu	+679 339 4000 Ext: 2809
Samabula		1 Princess Road, Samabula	+679 338 9297 Ext: 1800
Koronivia		10 Miles, Kings Road, Nausori	+679 347 9200 Ext: 5006
Labasa	Monday - Friday: 7:30am - 10pm Saturday & Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Local Timber Building, Main Street, Labasa	+679 881 8050 Ext: 8800
Nadi		Queens Road, Namaka	+679 672 4889 Ext: 6018
Lautoka	Monday - Saturday: 7am - 11pm Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Natabua, Lautoka	+679 666 2833 Ext: 7037
Pasifika		Extension Street, Suva	+679 323 3312 Ext: 3313
FSN - Tamavua	Monday - Friday: 7am - 10pm Saturday & Sunday: 8am - 5pm Public Holidays: 8am - 5pm	Princess Road, Tamavua, Suva	+679 332 1499 Ext: 3633
FSM - Tamavua		Princess Road, Tamavua, Suva	+679 323 3000 Ext: 3830
Laucala	Monday - Friday: 8am - 5pm Saturday & Sunday: Closed Public Holidays: Closed	Maritime, Laucala	+679 331 5115 Ext: 5801
Nasese		Queen Elizabeth Drive, Nasese	+679 338 9297 Ext: 1800
Ba	Monday - Thursday: 8am - 5pm Friday: 8am - 4.30pm Public Holidays and Weekends: Closed	Ba Central Arcade Ba Town, Ba	+679 667 4699 Ext: 7700
NTPC - Narere	Monday - Friday: 8am - 5pm Saturday & Sunday: Closed Public Holidays: Closed	Lot 1, Beaumont Road, Narere	+679 339 2000 Ext: 4801
NTPC - Naviti	Monday - Friday: 7:30am - 6pm Saturday & Sunday: Closed Public Holidays: Closed	Naviti Street, Lautoka	+679 6665021 Ext: 7308
Nabua		Jerusalem Road, Nabua	+679 666 5021 Ext: 4360

(Table: 26)

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 69,614 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.

Library	Check- out	Check - in	Total
Pasifika	12331	12279	24610
FSN Tamavua	10896	10845	21741
Samabula	2271	2294	4565
Nasinu	2387	2112	4499
Nadi	1138	1217	2355
FSM Tamavua	1334	1363	2697
Lautoka	1920	1906	3826
Koronivia	1038	1087	2125
Nabua	249	235	484
Labasa	430	431	861
Ba	58	56	114
NTPC Nasese	129	129	258
Maritime	648	630	1278
NTPC Narere	64	66	130
NTPC Naviti	33	38	71
Total	34926	34688	69614

(Table: 27)



USER STATISTICS FOR E-DATABASES IN 2017

In 2017, more than 221,427 full text articles and books have been downloaded by our users for their teaching and learning purposes. These statistics show only full-text downloads but viewing abstracts, reading pages have not been included in the following figures.

Database	Number of full- texts Downloads
Academic Search Complete	0
Agricola	0
Art & Architecture Complete	0
Australia/New Zealand Reference Centre	0
Business Source Complete	0
CINAHL Plus with Full Text	0
Communication & Mass Media Complete	0
Computers & Applied Sciences Complete	0
Dentistry & Oral Sciences Source	0
Education Research Complete	0
Energy & Power Source	0
Environment Complete	0
ERIC	0
Food Science Source	0
GreenFILE	0
Hospitality & Tourism Complete	0
Humanities International Complete	0
Library, Information Science & Technology Abstracts with Full Text	27260
MasterFILE Premier	0
MEDLINE with Full Text	0
Newspaper Source Plus	0
Newswires	0
Regional Business News	0
SPORTDiscus with Full Text	0
Teacher Reference Center	0
Vocational Studies Complete	0
Web News	0
Wildlife & Ecology Studies Worldwide	0
Therapeutic Guidelines eTG	103
TEEAL	1041
ProQuest Central	27073
Edward Elgar' Journals	3
Cambridge	520
JSTOR	2623
IMF Library	127
Cochrane	6237
Ebrary	290
Knovel	10023
Science Direct (Physical Science Collection)	0
Science Direct (Health & Life Science)	39019
Intellect	60
Nature Publishing	2343
IOP Science	199
Wiley Online Library	12249
Access Medicine	0

SafetyCare	84
Access Physiotherapy	6305
UpToDate	78,850
LexisNexis	1107
OECD iLibrary	165
Hinari	
Agora (Research 4 Life)	5746
OARE	
Total	221427

(Table: 28)

NEW REGISTRATION IN 2017

In 2017, new library registration was 2,253 members.

Month	Number of new Registrations on month basis
January	260
February	495
March	549
April	212
May	119
June	150
July	142
August	110
September	66
October	64
November	73
December	13
Total	2,253

(Table: 29)

Library	No. of Registrations on campus basis
Nasinu	615
Pasifika	236
Samabula	313
Nadi	213
FSN Tamavua	193
Lautoka	270
Koronivia	187
Nabua	86
Ba	12
Labasa	51
NTPC Nasese	19
Maritime	43
NTPC Narere	5
NTPC Naviti	10
Total	2253

(Table: 30)

TRADE SERVICES REVENUE

Campus	Photocopying	Printing (B/W)	Printing (Color)	Binding	Laminating	Scanning	Total
Ba	2,606.80	1,416.60	79.50	153.50	25.00	19.50	4,300.90
FSM Tamavua	643.15	3,531.05	0.00	749.00	0.00	71.50	4,994.70
FSN Tamavua	4,831.20	4,696.00	0.00	534.00	7.50	97.50	10,166.20
Koronivia	5,736.70	11,358.75	0.00	544.40	93.50	107.50	17,840.85
Labasa	2,647.35	4,292.65	0.00	42.00	10.00	35.50	7,027.50
Lautoka	10,590.55	27,871.05	2.50	1,355.20	31.00	187.50	40,037.80
Maritime	441.50	313.35	0.00	217.50	17.50	19.00	1,008.85
Nadi	10,085.65	19,080.35	2,739.80	3,697.70	164.00	208.50	35,976.00
Nabua	1,813.75	5,093.00	0.00	82.00	5.00	64.50	7,058.25
Nasinu	15,593.25	39,957.25	1,628.50	2,306.00	32.20	261.00	59,778.20
NTPC Narere	308.50	1,578.95	0.00	38.85	0.00	10.00	1,936.30
NTPC Nasese	274.70	534.70	0.70	90.50	0.00	6.00	906.60
NTPC Naviti	342.90	875.20	0.00	197.00	2.50	3.50	1,421.10
Pasifika	2,017.50	13,666.10	0.00	1,830.60	0.00	221.50	17,735.70
Samabula	10,509.90	15,511.20	0.00	19,22.10	5.00	496.60	28,444.80
Total	68,443.40	149,776.20	4,451.00	13,760.35	393.20	1,809.60	238,633.75

(Table: 31)

LIBRARY FINES

Campus	Overdue Fines	Lost Books	Exam Papers	Mobile Fines	Others	Total
Ba	40.50	0.00	0.00	10.00	20.00	70.50
FSM Tamavua	2,063.60	0.00	0.00	10.00	0.00	2,073.60
FSN Tamavua	5422.60	1132.45	0.00	14.50	0.00	6,569.55
Koronivia	780.85	20.00	9.00	0.00	0.00	809.85
Labasa	162.50	0.00	0.00	0.00	0.00	162.50
Lautoka	1,374.50	173.20	1.00	30.00	20.00	1,598.70
Maritime	161.00	100.00	0.00	0.00	0.00	261.00
Nadi	611.70	0.00	1.00	0.00	373.00	985.70
Nabua	139.50	0.00	0.00	35.00	0.00	174.50
Nasinu	2459.35	927.40	30.00	70.00	223	3,709.75
NTPC Narere	13.00	0.00	0.00	0.00	0.00	13.00
NTPC Nasese	35.50	0.00	0.00	0.00	0.00	35.50
NTPC Naviti	2.50	0.00	0.00	0.00	0.00	2.50
Pasifika	13389.20	2175.05	0.00	40.00	10.00	15,614.25
Samabula	24,552.20	0.00	0.00	189.50	626.00	25,367.70
Total	51208.50	4528.10	41.00	55,777.60	1,252.00	57,448.60

(Table: 32)

USER-LED ETHNOGRAPHIC DATA

A). LAUTOKA LIBRARY

	Months											
Indicators (This indicates the hourly head counts of the full months)	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	3049	8243	10443	6512	3791	7511	8903	5340	5628	5467	6432	1130
No of users who read library material in the library	193	453	658	641	278	424	692	311	457	351	311	15
No of users who work with their own documents	1001	2470	2803	1878	1191	2230	2352	2056	1540	1396	1676	537
No of users who access to e-information/ Internet in the library for academic work	140	328	300	439	276	527	703	421	596	653	712	52
No of users who use computers for their assignments in the library	616	1847	2150	574	482	1307	1556	344	1004	691	826	0
No of users who use computers or their own entertainment purposes during the stay at the library	1	32	14	11	1	1	1	19	0	68	45	0
No of users who read newspapers and magazines in the library	91	95	174	123	168	116	72	68	98	80	76	4
No of users who asked reference queries	15	24	44	21	10	10	16	15	6	8	3	0
No of users who use their own laptops in the library	511	1528	2027	1432	553	1168	1701	978	988	1045	1261	73
No of users who discuss academic work in the discussion area of the library	667	1803	2013	1230	764	1566	1698	1052	864	1066	1410	240

(Table: 33)

B). KORONIVIA LIBRARY

	Months											
Indicators (This indicates the hourly head counts of the full months)	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	3584	13130	20051	13567	8021	13025	11649	10368	8673	6884	10942	3279
No of users who read library material in the library	2380	2467	2138	850	510	964	946	265	469	485	742	44
No of users who work with their own documents	1320	4383	5088	4820	2604	3815	2937	3138	2347	1624	2633	1142
No of users who access to e-information/ Internet in the library for academic work	1138	2411	2755	3223	2627	2698	2688	3544	2201	1882	3045	1050
No of users who use computers for their assignments in the library	488	2522	3234	1429	1117	2411	2553	528	1707	1551	2050	105
No of users who use computers or 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	491	877	1144	661	665	807	714	697	711	579	771	239
No of users who asked reference queries	185	340	422	87	82	110	80	51	156	163	154	6
No of users who use their own laptops in the library	472	107	269	78	55	102	70	37	77	71	75	2
No of users who discuss academic work in the discussion area of the library	313	1300	1264	824	457	827	671	601	306	258	612	121

(Table: 34)

C). NASINU LIBRARY

	Months											
Indicators (This indicates the hourly head counts of the full months)	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	5493	20961	22487	24041	10566	19002	19109	19261	12140	14111	25974	6665
No of users who read library material in the library	984	2634	1971	1816	751	1187	1002	966	807	936	1956	510
No of users who work with their own documents	1733	4763	5091	6322	2851	4994	4093	4856	2695	3157	5779	1956
No of users who access to e-information/ Internet in the library for academic work	715	3076	2867	4612	1882	2337	2469	4145	1807	2386	4837	1551
No of users who use computers for their assignments in the library	205	1950	2803	1447	667	2572	3081	1100	1291	1691	2420	10
No of users who use computers or 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	500	870	921	559	574	730	712	505	602	530	744	185
No of users who asked reference queries	40	38	75	1	7	38	0	0	0	57	0	0
No of users who use their own laptops in the library	1077	4272	4679	5196	2069	3794	3971	3984	2629	2856	5335	1417
No of users who discuss academic work in the discussion area of the library	197	3149	3811	3827	1705	3177	3644	3539	2180	2334	4579	895

(Table: 35)

D). PASIFIKA LIBRARY

	Months											
Indicators (This indicates the hourly head counts of the full months)	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec
Total number of users in the library	3473	15403	20400	18407	20124	19131	14357	24446	23186	28124	24687	109
No of users who read library material in the library	1098	4512	6453	6854	6489	6804	3925	6452	7092	10110	6231	28
No of users who work with their own documents	865	3600	5986	2500	4235	4132	3969	5285	5123	7514	5423	11
No of users who access to e-information/ Internet in the library for academic work	897	2135	2992	2830	203	2100	1685	4312	4652	3211	4135	16
No of users who use computers for their assignments in the library	0	2435	3216	2667	3962	1603	1962	3912	3120	2400	2661	21
No of users who use computers or 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	160	1452	297	360	342	356	400	739	253	280	1102	11
No of users who asked reference queries	0	11	3	1	0	0	0	0	0	0	0	5
No of users who use their own laptops in the library	233	840	751	1693	1557	1521	1200	2153	1161	1989	1523	5
No of users who discuss academic work in the discussion area of the library	220	420	702	1502	1526	2615	1216	1593	1785	2620	3612	12

(Table: 36)

WEBINARS

The Library conducted two webinars on different topics which are important for Library patron's in day to day work.

- The webinar conduction on 'Designing Feedback for Improved Learning' on dated 25/10/2017 and the presenter was Associate Professor Phillip (Phill) Dawson, Associate Director of the Centre for Research in Assessment and Digital Learning (CRADLE), Deakin University and Martin Kelly is Turnitin's Marketing Manager for the Asia Pacific region. The topics covered this webcast focused on improving feedback designs, and builds on successful feedback designs used in practice and features of effective feedback from the research literature.
- The webinar conducted on 'Knovel 2.0' on dated 16/10/2017 and the Information session by Ms. Linda Dunne, Emerald Group Publishing Pty Limited, Australia on their latest products and services at Valelevu Lecture Theatre Nasinu Campus, Fiji National University, Fiji, on 23rd August 2017. The topics covered to the webcast focused on the Knovel's releasing its new Web Interface (UIs), for users who will benefit from the enhanced Search Functionality and Navigation in Knovel.

INFORMATION SESSION

The hands-on training programmes on information literacy) for turnitin and rework sessions conducted as:

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	Staff Attended	Sessions	Students Attended	Sessions	Staff Attended	
Ba	1	11	0	0	1	11	0	0	Dr. Tanveer Naqvi
FSN Tamavua	0	0	2	35	0	0	2	35	Ms. Sushila Lal
FSM Tamavua	0	0	2	27	0	0	2	27	Ms. Sushila Lal
Koronivia	36	261	8	14	36	261	8	14	Dr. Udy Shukla
Nasese	1	20	01	05	01	20	01	05	Dr. Udy Shukla
Narere	0	0	04	10	0	0	04	10	Dr. Udy Shukla
Labasa	2	17			2	17			Ms. Bimla Devi
Lautoka	9	298	11	12	9	298	11	12	Dr. Tanveer Naqvi
Nadi	7	180	4	29	7	180	4	29	Dr. Tanveer Naqvi
Pasifika	15	256	4	76	12	215	4	76	Ms. Sushila Lal
Nasinu	0	0	0	0	2	14	0	0	Mr. Meera Rifaudeen
Samabula	0	0	0	0	6	71	1	24	Mr. Meera Rifaudeen
Maritime	0	0	0	0	0	0	1	11	Mr. Meera Rifaudeen
Nabua	0	0	0	0	0	0	1	9	Mr. Meera Rifaudeen

(Table: 37)

INFORMATION LITERACY SESSIONS

Library	No of IL sessions for students		No of IL sessions for academic staffs		Resources Person
	Sessions	Students Attended	Sessions	Staff Attended	
Ba	3	19	0	0	Dr. Tanveer Naqvi
Koronivia	36	261	8	14	Dr. Udy Shukla
NTPC Nasese	0	0	1	3	Dr. Udy Shukla
Lautoka	10	327	11	14	Dr. Tanveer Naqvi
Nadi	7	180	6	29	Dr. Tanveer Naqvi
Nabua	0	0	1	9	Mr. Meera Rifaudeen
Maritime	0	0	1	11	Mr. Meera Rifaudeen
Samabula	3	80	1	24	Mr. Meera Rifaudeen
Pasifika	27	471	0	0	Ms. Sushila Lal
Nasinu	1	4	0	0	Ms. Md. Sohail

(Table: 38)

REFERENCE QUERIES

Personal reference sessions (one-on-one sessions) with a student or a staff, continued to be fashionable and well-liked. 4472 reference queries were received in 2017 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. The details are:

Campus	No of reference queries received	No of reference queries attended
Nasinu	256	256
Nabua	18	18
Maritime	27	27
Pasifika	20	20
Koronivia	1836	1836
Labasa	525	525
Lautoka	662	662
Samabula	103	93
Nadi	172	172
Ba	124	124
FSM –Tamavua	10	10
FSN- Tamavua	490	490
NTPC Narere	40	40
NTPC Naviti	70	70
NTPC Nasese	119	119
Total	4472	4422

(Table: 39)

OUR BOOK BINDERY

Our bindery continuously binds, processed, and repaired books and serial publications. During 2017, 3894 items in our collection were mended and repaired, including 3,568 books and 158 new resources. The works included in the books was strengthening of the book covers, replacing endpapers, securing loose pages, replacing torn pages. In addition, bindery section has bound 18 newspaper holders were produced for respective libraries and 150 newspaper holders for the Derrick library. Monthly binding statistics – 2017 is given below.

Months	No. of items
January	294
February	353
March	436
April	343
May	345
June	422
July	219
August	441
September	245
October	226
November	352
December	218
Total items repaired	3894

(Table: 40)

UNACCEPTABLE BAHAVIOUR CASES

Following table indicates the unacceptable cases happened from 2014 to 2017. It is apparent from the statistics that cases are getting lesser year by year.

Libraries	2015	2016	2017
Maritime	2	0	0
FSN Tamavua	1	3	3
Koronivia	4	4	3
Lautoka	10	5	11
NTPC Naviti	0	0	0
Nadi	0	0	1
Ba	0	0	0
NTPC Narere	0	0	0
Samabula	3	2	2
Nabua	0	0	0
Nasinu	0	2	17
FSM Tamavua	0	0	0
Labasa	0	0	0
NTPC Nasese	2	0	0
Pasifika	1	2	1
Total	23	18	38

(Table: 41)

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.

Campus Library	Computers with Internet	Barcode Scanners	Printers	Flatbed Scanners	Photo - copiers	Electronic Security Gates	Wi-Fi availability
Ba	28	2	2	0	1	1	Yes
FSM Tamavua	23	1	3	1	2	1	Yes
FSN Tamavua	50	3	2	0	1	1	Yes
Koronivia	23	2	2	0	1	1	Yes
Labasa	10	3	2	0	1	1	Yes
Lautoka	59	2	1	0	2	1	Yes
Maritime	14	1	2	0	1	1	No
Nadi	34	2	0	2	1	1	Yes
Nabua	26	1	2	0	1	1	Yes
Nasinu	49	2	3	0	2	1	Yes
NTPC Narere	12	2	1	1	1	1	Wir 3/355
NTPC Nasese	15	1	1	2	1	1	Good
NTPC Naviti	1	1	1	1	1	0	Yes
Pasifika	62	2	8	0	1	1	Yes
Samabula	39	2	2	1	1	1	Yes
Total	445	27	32	8	18	14	

(Table: 42)

REVAMPING THE LIBRARY WEB

The Library website was transformed in early 2017 as the old website was not user friendly and the appearance of the website was unprofessional. The ITO took the responsibility with the MIS department to give the Library a new look in the digital world. The new Library Website was built using the same platform that the College websites were using to give it a complimentary look and some additional features were added to make it more User friendly. Features such as My Library Account, Moodle, etc. were added to enhance the reach of the Library to its Users. My Library Account enables users to Login into the Library's database to check on their respective account for fines and infringements. It allows users to renew their resources online and also search for catalogued data. This ensures that users have 24/7 access to resources and may also update their accounts as need arises. Moodle was integrated with the Library to ensure users do not have to click multiple links to gain access to most used data. This also provided the Users a friendly platform to work with.

SOCIAL MEDIA INTEGRATION

With continuous need for information and news, the Library included popular Social Media links on the Library Website. This helps students to instantaneously enquire regarding library facilities via Social Media Apps. Links such as Facebook and Twitter were also added to the platform. These have helped us to reach further out to the global community and advance our services to best assist the Library Users. We have also received a number of feedbacks, complaints regarding our services and we have come ahead of this and improved on areas which needed urgent attention.

OUR GOAL 6:

TO OUTREACH AND EDUCATE WIDE-SPREAD
COMMUNITIES IN THE UNIVERSITY AND FIJI AS A WHOLE

TEACHING IN THE BACHELOR OF LIBRARY AND INFORMATION SYSTEMS PROGRAMME:

Trimesters in 2017	Unit	Lectures
1	LIS501 Introduction to Library Science	Mr. Md. Sohail
1	LIS601 Introduction to Library Management	Dr. Udaya Shukla
1	LIS602 Information Sources and Services	Dr. Udaya Shukla
1	LIS701 Research Methods for Information Work	Dr. Chaminda Jayasundra
1	LIS702 Records and Archives Management	Ms. Sushila Lal
2	LIS502 Bibliographic Control I	Ms. Md. Sohail
2	LIS 604 Managing Library Automation Projects	Ms. Sushila Lal
2	LIS 605 Collection Development and Management	Dr. Udaya Shukla
2	LIS 703 Information Policy	Dr. Chaminda Jayasundra
2	LIS 704 Knowledge Management	Dr. Tanveer Naqvi
3	LIS503 Information Communication Technology in Libraries	Ms.Md. Sohail
3	LIS603 Bibliographical Control- II	Mr. Meera Rifaudeen
3	LIS606 Digital Libraries and Open Access	Dr. Udaya Shukla
3	LIS705 Business Information	Dr. Tanveer Naqvi

(Table: 43)

TEACHING COM 501: COMMUNICATION AND INFORMATION LITERACY

2017	Topics Code	Topic Name
Trimester 1 & 2	Topic 3	Research & Referencing Skills
		Information Literacy: Information sources and services

(Table: 44)



DEVELOPING AND OPTIMIZING LIBRARY STAFF

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

Sl. No	Name of the staff	LIS Courses	Library Professional Development Training	Information Literacy	Training conducted by other entities
Pasifika Library					
1	Sangeeta Singh	CIN545 & ETH501	-	-	-
2	Sunila L Prasad	LIS602, LIS605 & LIS606	-	-	-
3	Sangeeta Shankar	LIS503	-	-	-
4	Ajeshni Devi	LIS602, LIS 606 & CIN506	-	-	-
5	Nileshni Narayan	LIS601, LIS603 & CIN 506	-	-	-
FSN Library					
6	Ms Luisa Fapiano	MKT 703	-	-	-
7	Kirti Mala	LS205 & LS310	-	-	-
FSM Library					
8	Jovilisi Davetawalu		Library operation workshop	RefWork	-
9	Sera Caroline		Library operation workshop	Turitin	-
10	Ashika Nand	LIS603 & CIN545	Library operation workshop	Ref Work	-
11	Nirmala Chand	LIS604 & LIS605	Library operation workshop	Turnitin	-
NTPC Narere Library					
12	Eleni Bai	CIN 545, MGT 702, & LIS 704	-	-	-
13	Shally Devi	CIN 545 & LIS 604	-	-	-
NTPC Nasese Library					
14	Eleni Tira	LIS 606, LIS605 & LIS601	-	-	-
Labasa Library					
15	Usha Kanta	LIS 701, MKT703, LIS703 & LIS704	-	-	-
16	Leela Naidu	LIS701 & MKT703	-	-	-
Nasinu Library					
17	Shaleshni Singh	CIN545, MGT501 & LIS 602	Quality circle training	-	-
			-	-	-
18	Sangeeta Prasad	CIN506, CIN545 & LNG501	-	-	-
19	Arun Lata	CIN 506	-	-	-
20	Riteshni Prasad	CIN 506, MGT501 & LNG 501	-	-	-
Lautoka Library					
21	Mousmin Lata	MKT 703 CIN 506 MGT 702	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	EBSCO-Host
22	Abane Makai	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	Emerald Training

23	Elenoa Cakausesse	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	-
24	Eileen M Mccomber	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	Emerald Training
25	Illisapeci Navo	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	Emerald Training
26	Ashna Chand	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	Emerald Training
27	Krishneel Prasad	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	-
28	Sonal Nandan	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	EBSCO-Host
29	Ranjeeta L Singh	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	EBSCO-Host
30	Anita Prasad	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	-
31	Shivneel Raj	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	EBSCO-Host
Nadi Library					
32	Subhashni Reddy	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	-
33	Pritika Chand	LIS503, MGT702, LIS604 & LIS601	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	-
34	Sangita Kumar	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	Emerald Training
35	Poonam Singh	-	-	-	-
Ba Library					
36	Roseleen A Narayan	-	Exceptional Customer services, Horizon Quality Service/ISO, Library procedures & Emotional Intelligence	-	Emerald Training

(Table: 45)

RESEARCH AND PUBLICATIONS BY LIBRARIANS

1. Ahmad S & Sohail Md (2017) "Use of Electronic Resources and Services by Faculty Members and Students of Fiji National University" published in Scopus listed DESIDOC Journal of Library & Information Technology, Vol. 37, No. 3, May 2017, pp. 165-171
2. Shukla, Udaya Chandra, & Tiwari, Chandan. (2017). Realization of fear by library resource managers: a pragmatic study on women. Library of Progress-Library Science, Information Technology & Computer, 37(1), 113-125.
3. Naqvi, Tanveer Haider (2017). Use of Collection and Services: a Study of Indian Agricultural Research Institute Library. DESIDOC Journal of Library & Information Technology. 37 (6), 425-431. (pISSN: 0974-0643, eISSN: 0976-4658).

CONFERENCE ATTENDED/PAPER PRESENTATIONS AT CONFERENCES

1. Shukla, Udaya Chandra (2017 May 25th & 26th). India-Pacific Islands-Sustainable Development: Furthering the Pacific agenda through sustainable initiatives. Pacific Island Development Forum and TERI. Suva. Fiji Island.
2. Shukla, Udaya Chandra (2017 August 5th & 6th). Dynamic Youth Fostering National Development (FNHUC): VHP. Suva. Fiji Island

REVIEWED OF SCIENTIFIC MANUSCRIPTS

1. Naqvi, Tanveer Haider.(2017) Information Use, User, User Needs and Seeking: A perspective review of contemporary literature – DESIDOC Journal of Library & Information Technology (Date: 21-Dec-2017), Manuscript ID: 12215
2. Naqvi, Tanveer Haider.(2017) Information Use, User, User Needs and Seeking: A perspective review of contemporary literature – DESIDOC Journal of Library & Information Technology (Date: 05-Dec-2017), Manuscript ID: 12098
3. Naqvi, Tanveer Haider.(2017) Use of Public Library Sources and Services by the Distance Learners of Bangalore University – DESIDOC Journal of Library & Information Technology (Date: 13-Nov-2017), Manuscript ID: 11952

NEW ARRIVAL AND DEPARTURE OF STAFF

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

EXITED STAFF

Name	Designation	Library
Poonam Singh	Clerical Officer	Nadi
Salesia Waqanisau	Library Attendant	Pasifika
Mehzabeen Bano	Clerical Officer	Koronivia
Vasemaca Kotoiwasawasa	Library Assistant	FSN
Rajani Mala	Library Attendant	Samabula
Sandhaya Sashi Singh	Clerical Officer	Pasifika
Reshika Naidu	Library Attendant	Pasifika
Krishneel Prasad	Clerical Officer	Lautoka

(Table: 46)

NEW STAFF

Name	Designation	Library
Abane Makai	Library Assistant	Lautoka
Sangeeta Shankar	Library Attendant	Pasifika
Reshika Naidu	Library Attendant	Pasifika
Meera Rifaudeen	Chief Librarian	Samabula
Ashna Chand	Clerical Officer	Lautoka
Rukshar Khan	Library Attendant	Samabula
Ilisapeci Nava	Clerical Officer	Lautoka
Prezia Prasad	Clerical Officer	Ba
Monita Sharma	Library Assistant	Koronivia
Simon Naidu	Library Attendant	Nasinu
Matelita Korobure	Library Assistant	Koronivia

(Table: 47)

The Library
Fiji National University
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Web: www.fnu.ac.fj