



ANNUAL REPORT 2019

Fiji National University - Library

New Skills
Practical Experience
Real Opportunities

Fiji National University Annual Report 2019

Library Services
Fiji National University, Fiji

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The Pro Vice Chancellor (Learning & Teaching) Message



Professor James Pounder

As in previous years, the Fiji National University (FNU) Library has made good progress in its deliverables, to improve the user experience. I am pleased to write this message as part of their Annual Report for 2019. On the physical side, the Library is continuing with its development of the open learning commons, which are typical of all modern libraries, aimed at incorporating features that support better teaching and learning. Open learning commons have been completed at two campuses (Koronivia and Samabula) and are expected to be completed soon at other campuses.

A major event of the year for the Library was staff restructuring. This restructuring is in direct response to technical changes in the library system. With digitization, job descriptions are changing and staff have to be re-trained to perform new tasks, in order to serve the clients better. Globally, digitization has been a major change in libraries. With the massive developments in information technology, hardcopy literature materials are being digitized, to reduce storage space as well as make the literature available to many users at different locations at the same time. Our Library system has been up to speed in that direction and now hosts several digital databases and ebooks.

I would like to congratulate Team Wild West for clinching a number of awards in the annual competitions that the Library runs each year, to engender performance. Team Wild West won the Team Excellence Award, the most innovative award and the best team facilitator. However, I would like to congratulate the entire Library family for a very successful year. I commend this Annual Report to the reader.



“I would like to congratulate Team Wild West for clinching a number of awards in the annual competitions that the Library runs each year, to engender performance.”

The University Librarian's Message



Dr Udy Shukla

In a rapidly changing educational environment, library is not only about books anymore but rather more about people where we all interact and collaborate to convert approaches of accessing, sharing and analysing facts. Libraries are the main transformation of contemporary Universities as we adapt towards digitalization and the way we seek for information. Reflecting the year 2019, FNU library progressively worked towards capitalizing on the recent technological trends in its own ways that suits and meets the user needs and demands.

Taking you all through our 2019 journey, library launched its first ever newsletter in January that shares the success of library services, new facilities, resources, achievements and sentiments of library users. Following later in the month, the first learning commons at Koronivia campus library was introduced that provides a conducive and collaborative learning experience for our students, staff and visitors. There were many barriers that we came across during this project, nevertheless it did not halt us from achieving our goal.

To get the things rolling and stow staff motivation at crest, in mid-June, a team was initiated and together we executed visit to each FNU campus library to acknowledge all the library staff for their effort and discussed important concerns for their campuses as well as provided applicable solutions for immediate actions. Afterwards in July, the team library hosted a major event "Resource Exhibition" where our subscribed vendors i.e. McGraw-Hill, ELSEVIER, Cambridge University Press, EBSCO Information Services and the University of the South Pacific etc. showcased their resources for the two days from 11th to 12th July. Library also participated in 2019 Internal Quality Circle Convention whereby the team attained awards and has maintained its standard.

In addition to this, libraries sorted its space and converted office area into postgraduate and new Digital Learning space for Post-Graduate and PhD students. With all the work undulating, the department went through some major transformation and a new organizational structure was implemented where the new roles of librarians have been benchmarked with the international Universities and the International standard of modern service deliveries. More work is yet to be accomplished and these have already been scheduled for 2020.

Glimpsing at all the achievements, I would rather say that things wouldn't have apparently been possible without the support received from you all. Thus, I would like to pen my appreciation to each one of you, our stakeholders, faculty and all the library staff for the exuberant teamwork. I assure that as an academic library we will persistently work to continuously improve and enhance our services that meets your needs and requirements.

Mission & Purpose

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. Udy Chandra Shukla
(University Librarian)
B.LISc., M.LISc., MSc. (Kurukshetra, India)
M. Phil (LIS) and Ph.D (LIS)

Dr. Tanveer Naqvi
(Deputy University Librarian)

B.LISc., M.LISc. & Ph.D., (AMU Aligarh, India)



Sushila Lal
(Principal Librarian)
DLIS (USP, Fiji) & MIM (Curtin, Australia)

Mrs. Nilma Devi
(Executive Officer)

B.Com (Accounting and Management in Public Admin), PGD (Accounting)



Mrs. Sandhya Deo
(Quality Liaison Officer)

B.Com (Management Public Admin & Industrial Relations), PGD
(Management & Public Admin)



Ms. Nirupa. D. Lal

(Office Administrator) Diploma in Office Administration

Support Staff

Ba Campus

Ms. Prezia Prasad
Ms. Keresi Saro

FSN Tamavua Campus

Ms. Luisa Fapiano
Ms. Kirti Mala
Ms. Shareeta Devi

Nabua Campus

Ms. Rejeli Tawaketini
Ms. Vandana Kumar

Lautoka Campus

Ms. Mousmin Chand
Mr. Shivneel Krishna Raj
Ms. Anita Prasad
Ms. Abane Makai
Ms. Ashna Chand
Ms. Ela Davuilevu
Ms. Eileen M. McComber
Ms. Sonal S. Nadan
Mr. Krishneel Prasad

Nadi Campus

Ms. Sangita Kumar
Ms. Pritika Chand
Ms. Ilisapeci Nava
Ms. Subhashni Reddy

Pasifika Campus

Ms. Sangeeta Singh
Ms. Sunila Prasad
Ms. Nileshni Narayan
Ms. Ajeshni Devi
Ms. Suman Nand
Ms. Irene Lata
Ms. Ronita Shyam
Ms. Mereseini Draunibaka

Samabula Campus

Ms. Titilia Palako
Ms. Ronika Narayan
Ms. Anisa Hussain
Ms. Sushila Deo
Ms. Suman Raj
Ms. Subashni S Naicker
Ms. Dhan L Kumar
Ms. Victoria Hill

FSM Tamavua Campus

Ms. Nirmala Kumar
Ms. Ashika Nand
Ms. Elenoa Rokonaivalu

Koronivia Campus

Ms. Shally Devi
Ms. Kinisimere Luveniyali
Ms. Sanjeevni Kumar
Ms. Roshni Devi Lal
Ms. Anju Udjit
Mr. Jone Tuikoro
Ms. Monita Sharma
Ms. Matelita Korobure

Labasa Campus

Ms. Bimla Devi
Ms. Moveena N Mudaliar
Ms. Usha Kanta
Ms. Leela Naidu

Nasinu Campus

Ms. Sangeeta Shankar
Ms. Namrata Chand
Ms. Asenaca Taufaa
Ms. Susana Vedei
Ms. Sangeeta Prasad
Ms. Riteshni Lata Prasad
Mr. Umer Ghani
Ms. Arun Lata
Mr. Simon Naidu

Maritime Campus

Ms. Geeta Narayan

Narere Campus

Ms. Eleni Bai

Nasese Campus

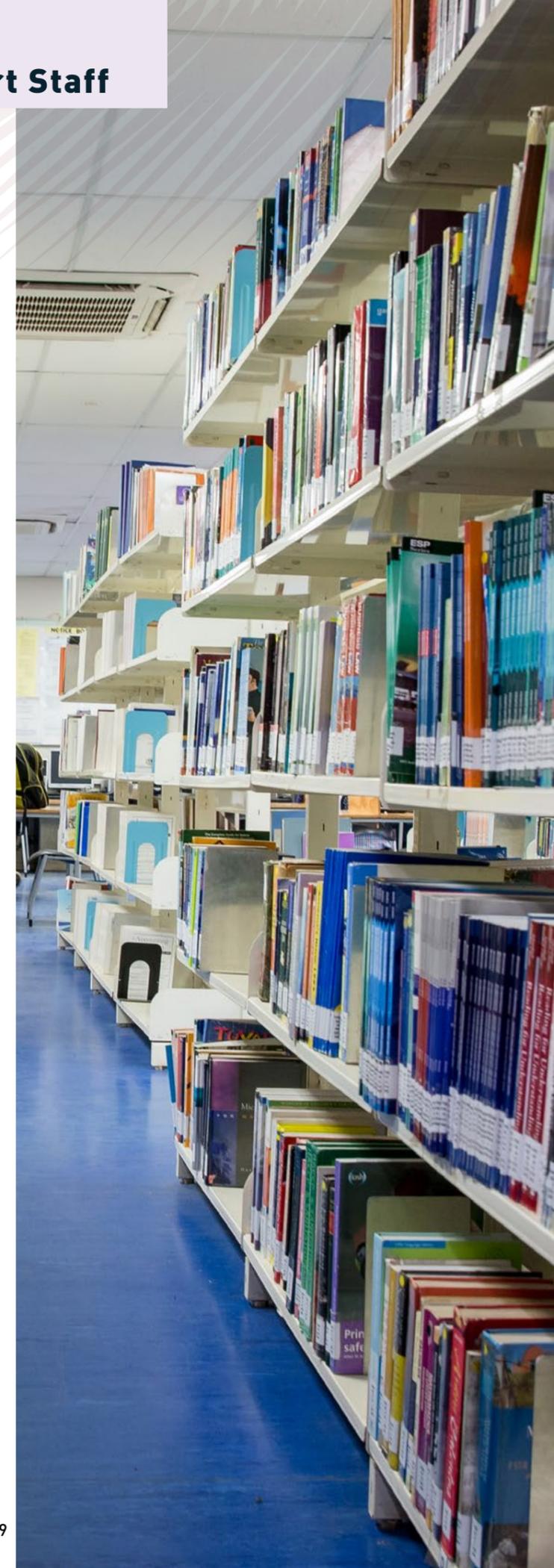
Ms. Eleni Tira

Naceva Campus

Ms. Elenoa Cakausesese

Technical Staff

Ms. Fareena Khan
Ms. Upashna Goundar
Ms. Shaleshni Singh
Mr. Francies Shanka



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 9001:20015 certified libraries 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 2019.

Resources	Total
Total number of Printed Books	1422
Electronic and Online Database Subscription	135296
eBooks	351014
Full Text Journal Titles	840116
OPAC Terminals	19
Internet Enabled Workstations	493
Number of Branch Libraries	15

ELECTRONIC INFORMATION RESOURCE CONTAINS

Name of the E-Journal Database	No of e-journals
Access Medicine Video	1023
Access Physiotherapy	798
AGORA	18503
ARDI	8797
Cambridge Journals	416
EBSCOHOST Super Package	19281
Emerald	309
Hinari	20770
IMF eLibrary Collection	13200
IOP SCIENCE	76
LexisNexis – Halsbury’s Law of England	1 encyclopedia
OARE	14909
Oxford Journals	420
PROQUEST CENTRAL	34000
Science Direct (Physical Collection)	804
Taylor and Francis	491
Wiley Online Library	1498
Total	135296



Subscribed electronic books	No. of books
Access Medicine	166
Access Physiotherapy	53
AGORA books	49283
ARDI books	45764
Cambridge	361
ebrary	150000
EBSCO e-books	5017
Edward Elgar's eBooks	8
Emerald open access	14
Hinari	64674
Knovel	5753
OARE books	29291
Oxford	121
Science Direct	3
Taylor and Francis	506
Total books	351014

E-RESOURCE TRAIL ACCESS

Following trial accesses were granted for some prestigious e-resources.

Database	Trial period
HeinOnline	25th September 2019 - 25th November 2019
World Trade Press	14th September 2019 - 14th October, 2019.
CAMBRIDGE CORE'	18th September 2019 - 18th October 2019.
Flipster	23rd June 2019 - 23rd July 2019
Access Engineering	12th July 2019 - 12th August 2019.
Global Issues Library	16th July 2019 - 15th August 2019.
Scopus and SciVal	17th July 2019 - 14th August 2019
MarketLine and GlobalData Disruptor	1st July 2019 - 31st July 2019.
EndNote	12th April 2019-12th May 2019
QUALTRICS: The Leading Research & Experience Software	1st April 2019 - 4th May 2019

MONOGRAPH ACQUISITIONS:

Over the year, the library has acquired 1422 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 2019 as:

Campus Library	Books	Accompanied CD's
Pasifika	128	17
FSN - Tamavua	22	1
Nasinu	201	5
Labasa	28	2
Nadi	99	8
Ba	5	-
Lautoka	526	50
Nabua	7	-
Koronivia	67	-
Samabula	146	13

Tamavua	25	1
Maritime	168	21
Total	1422	118

DONATIONS

Donor	No: of Items Donated	Donation Value
Jahangeer A. Bhat	5	320.00
Jahangeer A. Bhat	2	244.92
Jahangeer A. Bhat	12	1,071.45
Government of India	1110	80,800.00
Eileen Honan	4	615.20
John P.T. Mo	3	592.68
Steven Hooper	1	157.59
High Commission of India	8	483.46
Bookpatch	38	3,243.56
USP	1	80.00
Zakia Ali Chand	2	201.30
FNPF	1	80.00
Leona Waqanivolavola	27	2,715.83
Dr Tanveer Naqvi	9	720.00
Patrick Danaher	3	240.00
Prof Eileen Honan	8	927.48
United Nations Development Programme (UNDP)	3	240.00
Total	1237	\$92,733.47

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

DISTRIBUTION OF DONATED ITEMS

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

Campus Library	Books	Accompanied CD's	DVD's	Thesis
Nasinu	24			
Samabula	1116	250		
Lautoka	74			
Nasese	1			
Koronivia	20			
Nabua	2			
Total	1237	250	0	0

CURRENT AWARENESS SERVICES

Year	Books/CDs/DVDs	Print Periodicals	E-Resources and other display	Total
2019	15	-	26	41

PROCUREMENT EXPENSES FOR E-RESOURCES IN 2019

The flowing table shows the procurement expenses incurred in 2019 for subscribing electronic information resources.

Database	Amount USD	Amount FJD
JSTOR	8239.50	17935.35
Access Physiotherapy	7142.28	15416.16
Knovel	19538.84	42971.95
Proquest including Ebrary	25825.65	49969.93
Cambridge	2500	5405.41
Taylor and Francis	24948	53387.55
Science Direct (CEST/CMNHS)	36154.10	76975.55
Teeal	650.00	1382.10
Hinari ,Agora and Oare	1500.00	3265.13
IEEE	30656.40	55407.06
Ebsco Medicine	59139	109421.31
Ebsco super package	26074	47447.56
Uptodate	25660.00	54260.94
Access Medicine	40222	88250.49
Wiley	13762.33	29419.26
Sage	17000	36231.08
Oxford	2303.48	6488.68
Vat and WHT		200028.74
Total	341315.6	893,664.30

Database	Amount AUD	Amount FJD
Safety Care	2950	4446.12
Emerald	45395.00	68520.75
Vat and WHT	-	20912.30
Total	48,345	93,879.17

PROCUREMENT EXPENSES FOR RESEARCH TOOLS IN 2019

Research Tools	Amount USD	Amount FJD
Turnitin	51328.66	110,147.34
Refwork	2324.25	4943.21
Endnote	5200	11243.24
EZ proxy	1000	2358.49
Ebsco Discovery	3325	6394.43
Vat and WHT		35016.06
Total	63177.91	170,102.77

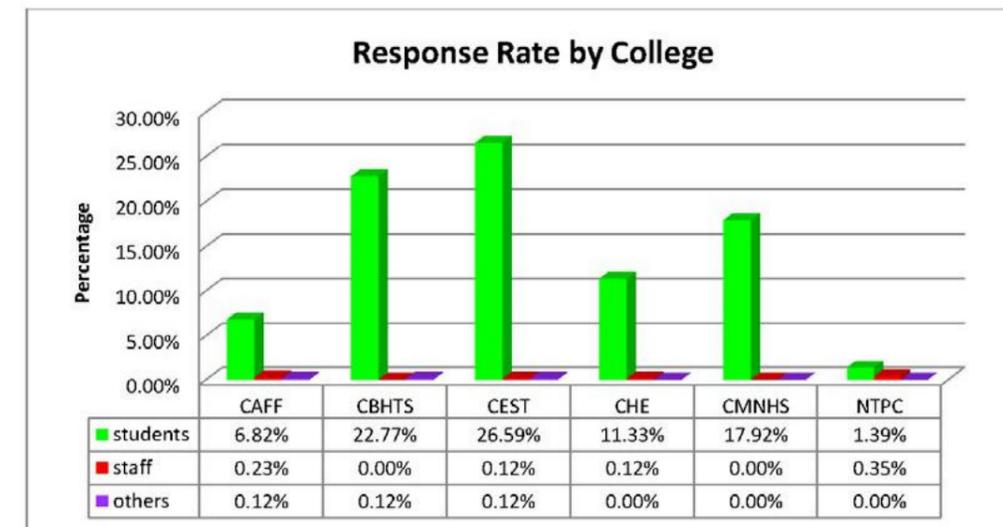
GOAL 2:

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

USER SURVEY

The Library User Satisfaction Survey conducted in 2019 sought information on users' views of the Library services (library collection, resources, equipment, facilities and customer service). The analysis is used internally in the library to shape how it moves strategically. In the current higher education climate where financial constraints, technology, student population and research are changing quickly, it is essential the library continues this practice to measure its performance in order to advance and progress. The problems, weaknesses, strengths and opportunities identified through survey will help the Library management to set a direction for future development and provide better services for its customers. Some significant findings and analysis of the survey is presented below through graphs showing the progressive results of FNU libraries. This presents the combined data analysis of all 865 participants from all FNU Campus Libraries:

Figure 1.1: Response rate by academic staff, students and others



There were 865 respondents to the survey; Figure 1.1 shows percentage of respondents by college. The majority users of library services were students; comprising of 86.82%, while 0.81% of the respondents were staff and there were few respondents classified as others (0.35%) while 12.02% was no response from the three categories.

Figure 2.1: Frequency of Use by Campus

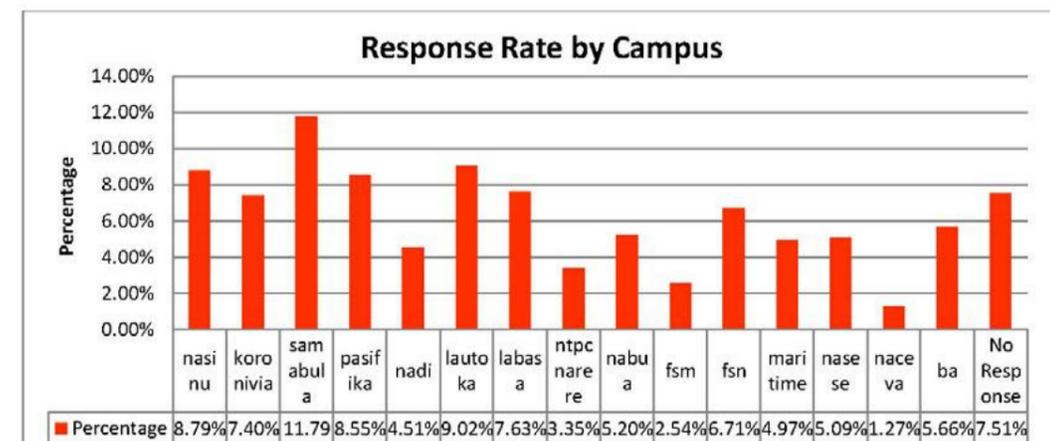


Figure 2.1 shows the response rate received from FNU campus, the highest response was received from Samabula campus. Figure 2 also displays that Lautoka, Nasinu, Pasifika, Labasa, Koronivia and FSN were the most frequently visited libraries by users during the week of survey.

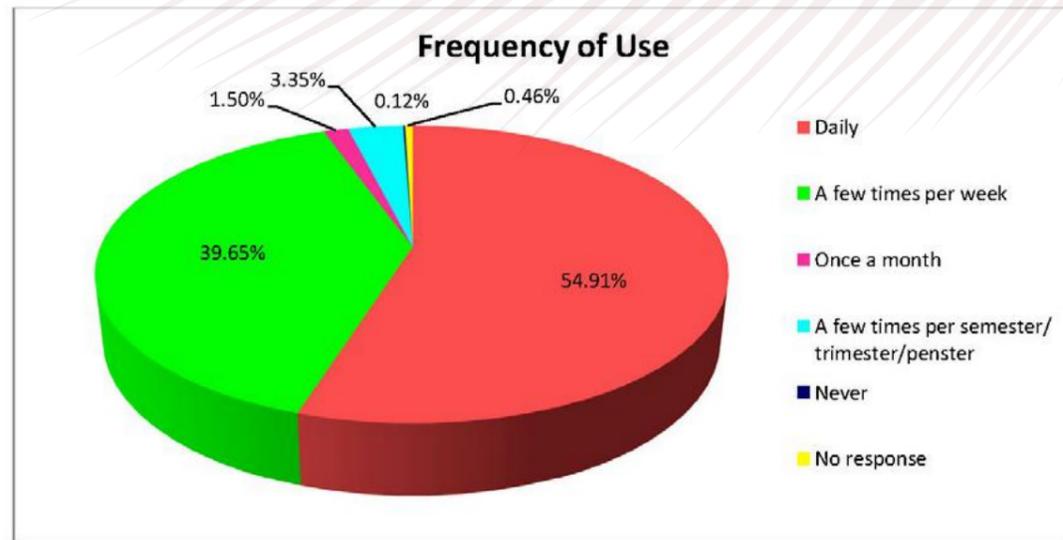


Figure 3.1: Frequency of Use

Out of 865 respondents, 54.91% stated that they visited the library daily, while 39.65% responded that they visited the library a few times per week. However, there were few users who stated that they visited the library once a month or never. Out of the 865 questionnaires received, there was one (0.46%) no response for frequency of use.

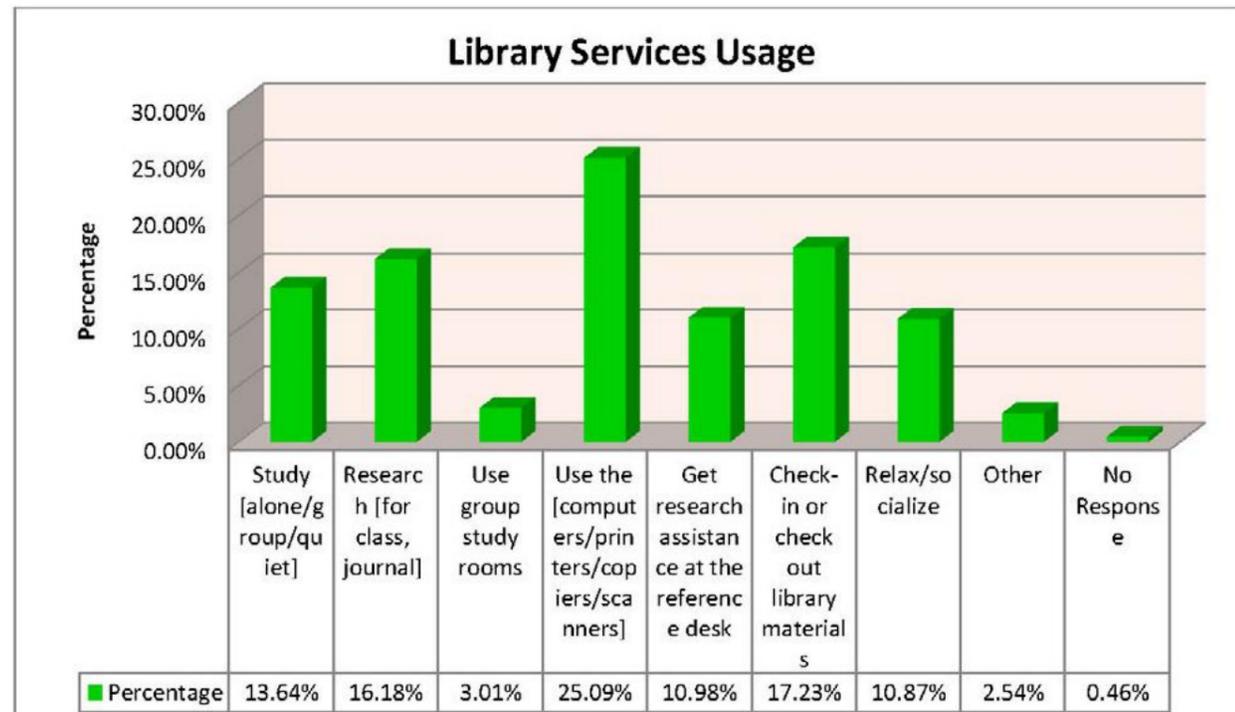


Figure 4.1: Library Services Usage

Library users are basically interested in using the computers for research efficiency and printing and photocopying notes and exam papers as majority of the respondents stated that they mostly used the library for access to computer, printing and photocopying purposes.

Most of the users find library as a conducive environment to study either alone or in groups. Furthermore, number of respondents chose multiple options as what they mostly use the library for, the highest number of respondents stated that they use the library for the use of computers, printers, photocopiers, scanners, to research, to check in and check out library materials and to study alone/group/quiet.

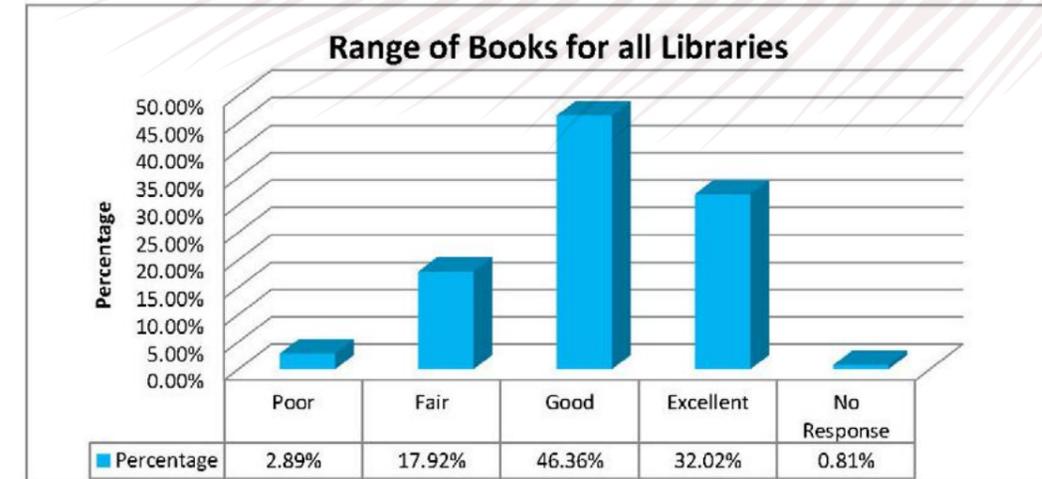


Figure 5.1: Range of Books for All Libraries

Out of 865 respondents, 46.36% stated that range of books are good, 17.92% stated that it is fair, while 2.98% 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.

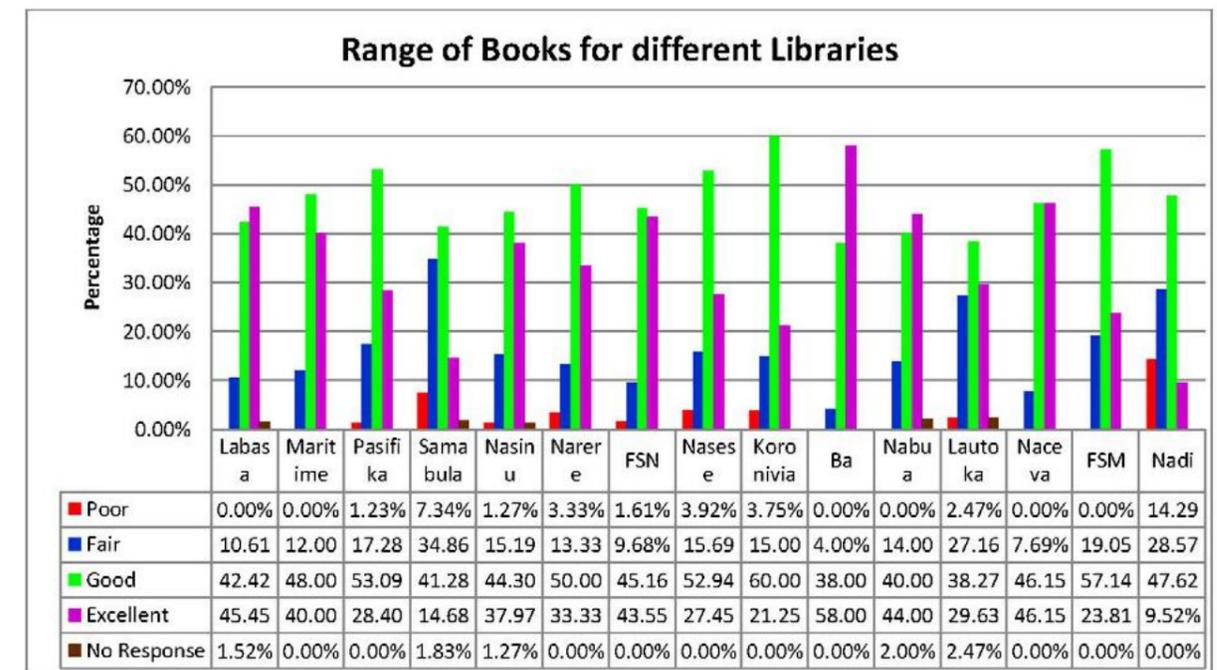


Figure 5.2: Range of Books for different Library centers

Figure 5.2 indicates that the range of books for all the fifteen campus libraries is 'good'. Koronivia campus has the highest level of good range of books followed by FSM, Pasifika, Nasese, NTPC Narere, Maritime, Nadi, Naceva, FSN, Nasinu, Labasa, Samabula and Nabua. There is more excellent rating on the range of books provided for Labasa, Ba, Nabua and Naceva campus libraries. Only few users indicated poor range of books for the Nadi and Samabula campus;

nevertheless, the graph indicates that there are more good and excellent range of books available in all the FNU campus libraries.

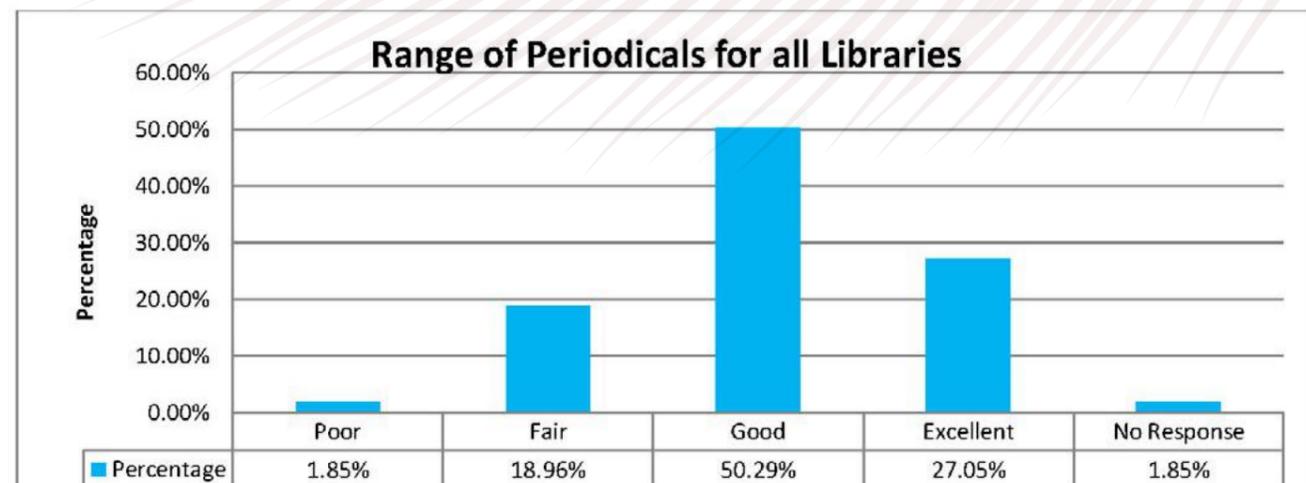


Figure 5.3: Range of periodicals for all Libraries

The highest percentage (50.29%) of the respondents indicated that the range of periodicals are good, 27.05% indicated that it is excellent, while 18.96% indicated that it is excellent. 1.85% stated that it was poor, since they faced difficulties in locating latest (updated) periodicals.

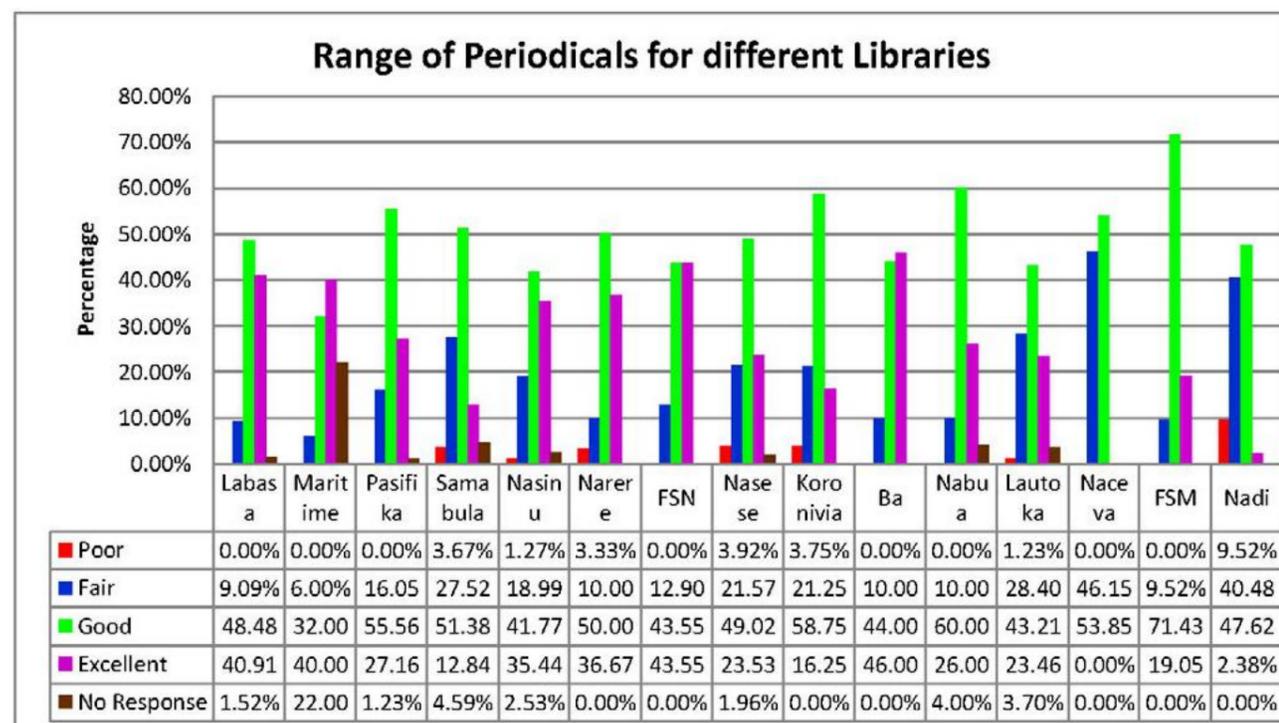


Figure 5.4: Range of periodicals for different Libraries

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

Figure 5.5: Range of e- resources

Most of the respondents indicated that range of e- resources was good, there were almost 2.77% of who stated that range of e-resources is poor. Respondents specified that there has been an increase in the collection of e-resources.

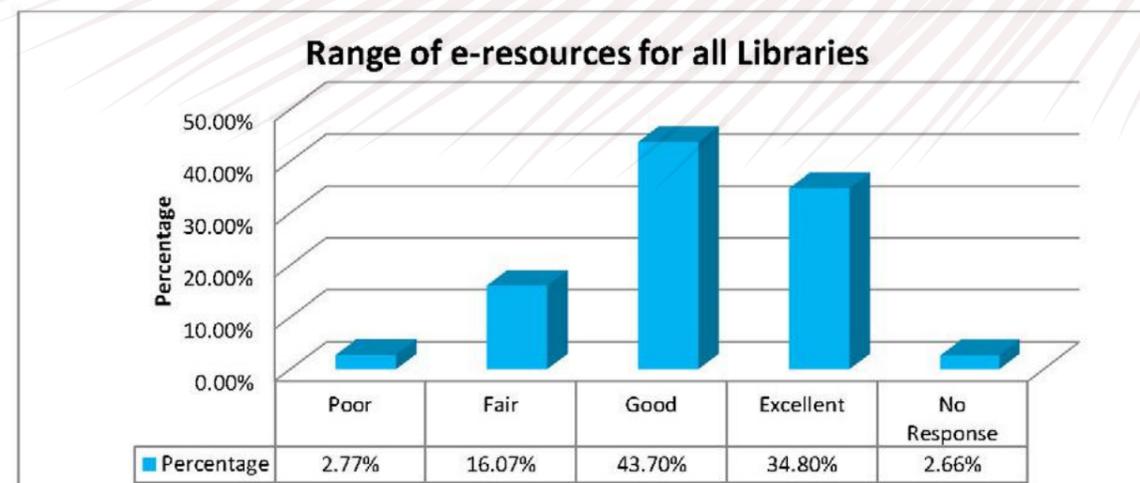


Figure 5.6: Range of e- resources

The range of e-resources for all the fifteen campus libraries is 'good' and 'excellent'. All the libraries have access to 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 Nadi campus library, the users rated it as poor as some of the users faced difficulties accessing and using e-resources.

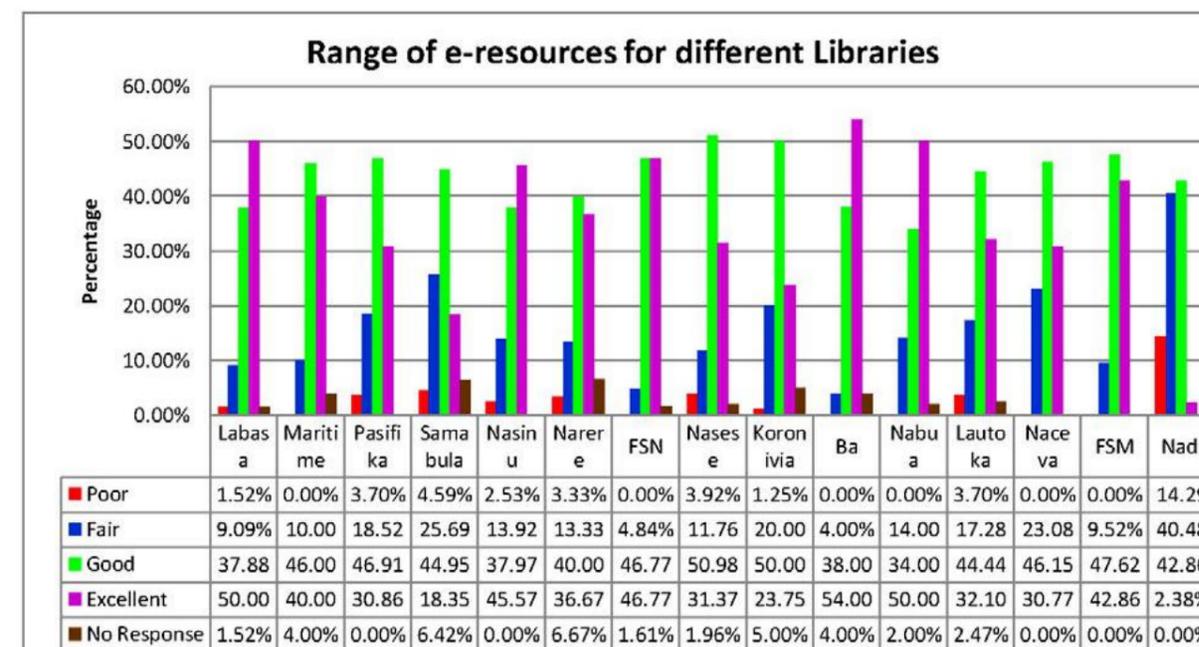


Figure 5.7: Course books and essential texts for all libraries

Out of 865 respondents, 44.16% stated that there was a good collection of range of course books and essential texts where else 2.31% stated that this service was poor, this has improved from last year. Students specified that there were more course text books to cater for student demand.

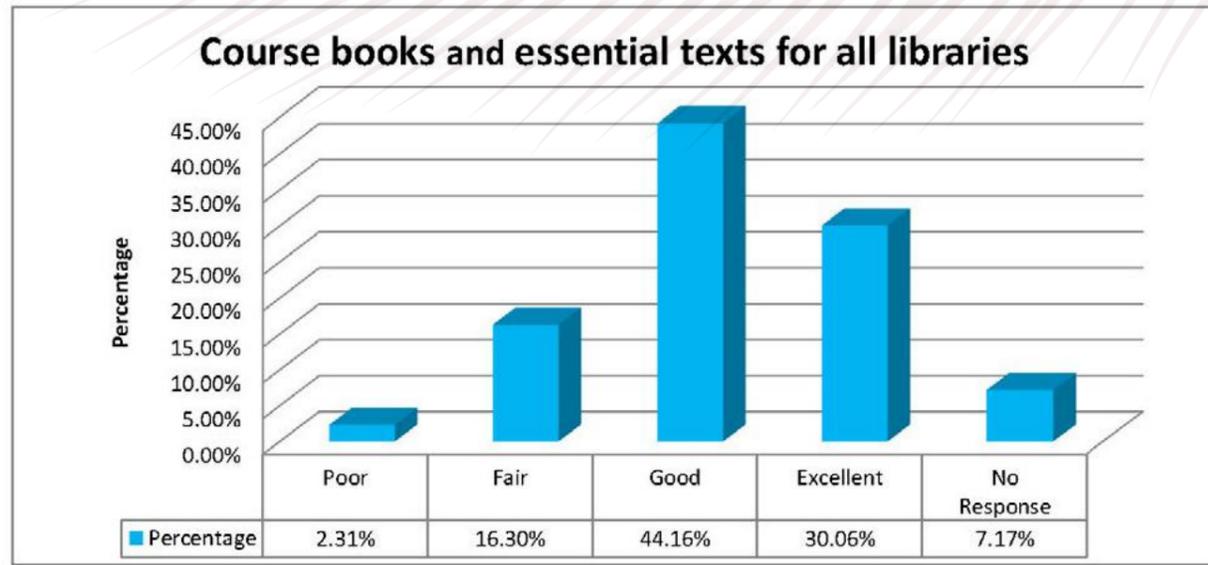


Figure 5.8: Course books and essential texts for different libraries

The range of course books and essential texts is rated 'good' and 'excellent' for all the fifteen library centers. Few respondents gave poor rating stating that the collection was not available to borrow.

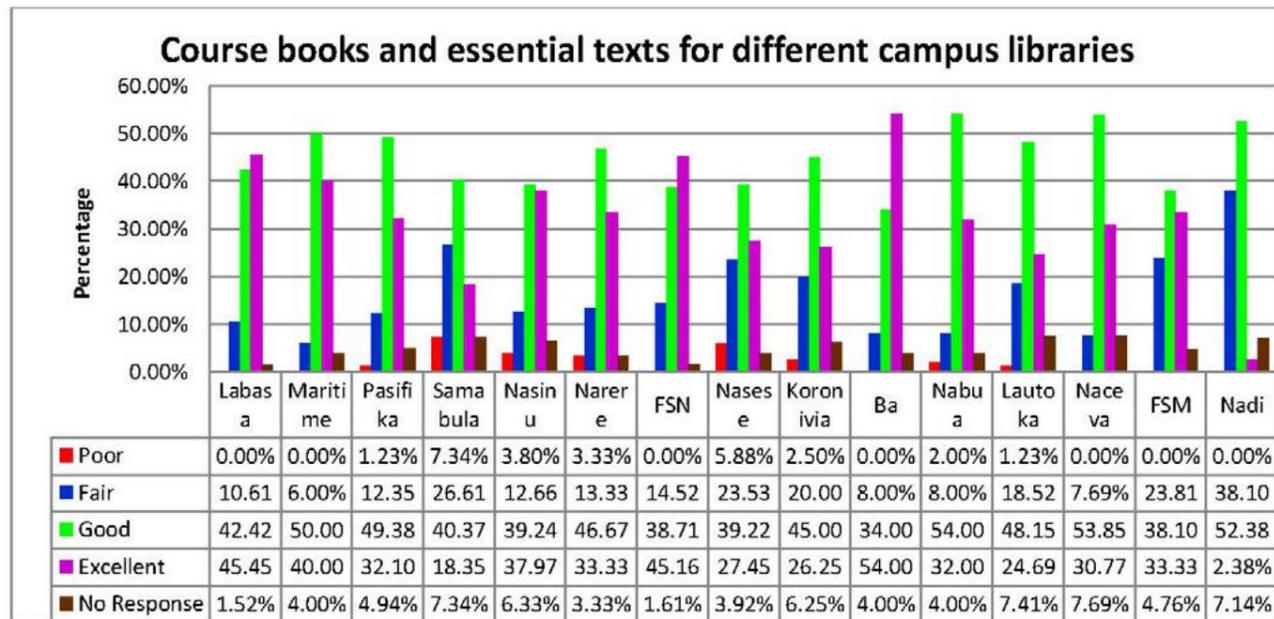


Figure 5.9: Self-printing, photocopy and scanning (PaperCut) for all libraries

An overall 48.09% of the respondents rated the printing services in the library as being excellent; 34.45% indicated good service while 4.62% claimed it to be poor. Students specified that the reason for it being poor was because of the delay at times for the print outs to be released and at times printing without adjusting the settings whereby their documents were printed blank and balance being deducted.

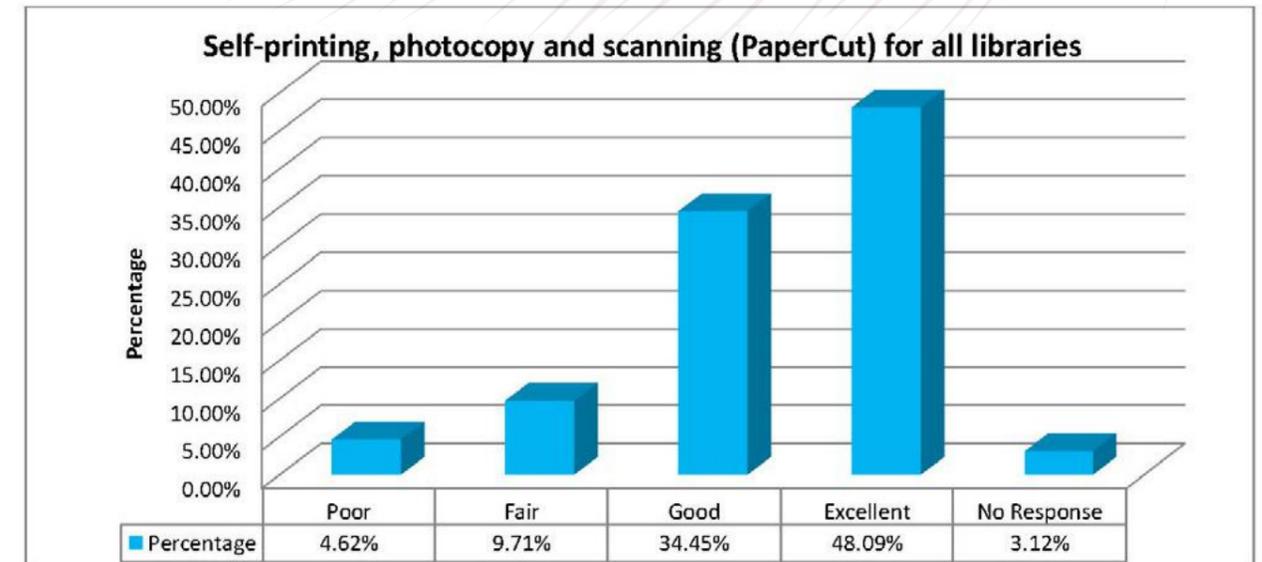


Figure 5.10: Self-printing, photocopy and scanning (PaperCut) for different libraries

Majority respondents have provided 'excellent' and 'good' rating for papercut services for all the campus libraries. Nasinu campus has the highest poor rating (20.25%) of papercut service as the users expressed that it took more time to release their prints; however, most users rated excellent for papercut services at Nasinu campus expressing that there are no more ques to get the printing, photocopying or scanning done. Users expressed that it was efficient for them to print from anywhere in FNU and release their prints from any FNU libraries.

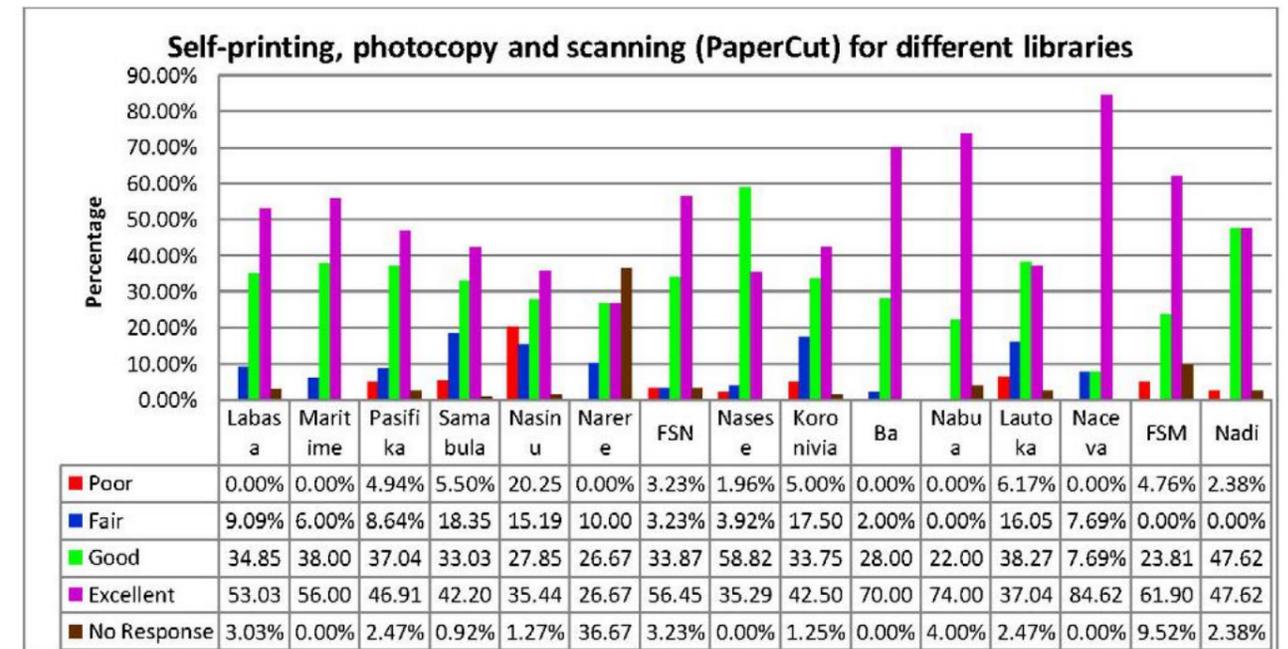


Figure 5.11: Information/ reference enquiries for all libraries

45.66% of the respondents expressed good satisfaction regarding enquiries on information and reference, 37.23% stated as being excellent, however, 1.16% specified it as being poor. This 1.16% who were dissatisfied with this service provided reasons of staff being rude, unhelpful and not able to articulate the information.

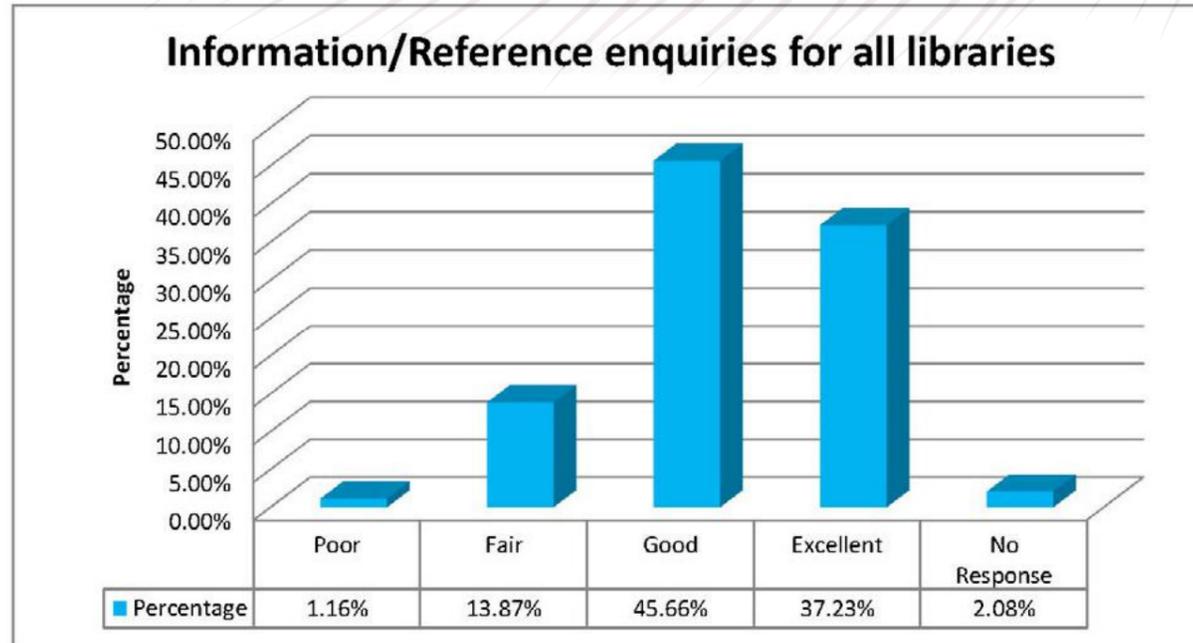


Figure 5.12: Information/ reference enquiries for different libraries

Overall all the campus libraries have been rated good in terms of information and reference queries. very few users provided poor rating and the highest poor rating is for Samabula campus (3.67%), on the other hand 49.54% respondents rated information and reference enquiries as good for the Samabula library.

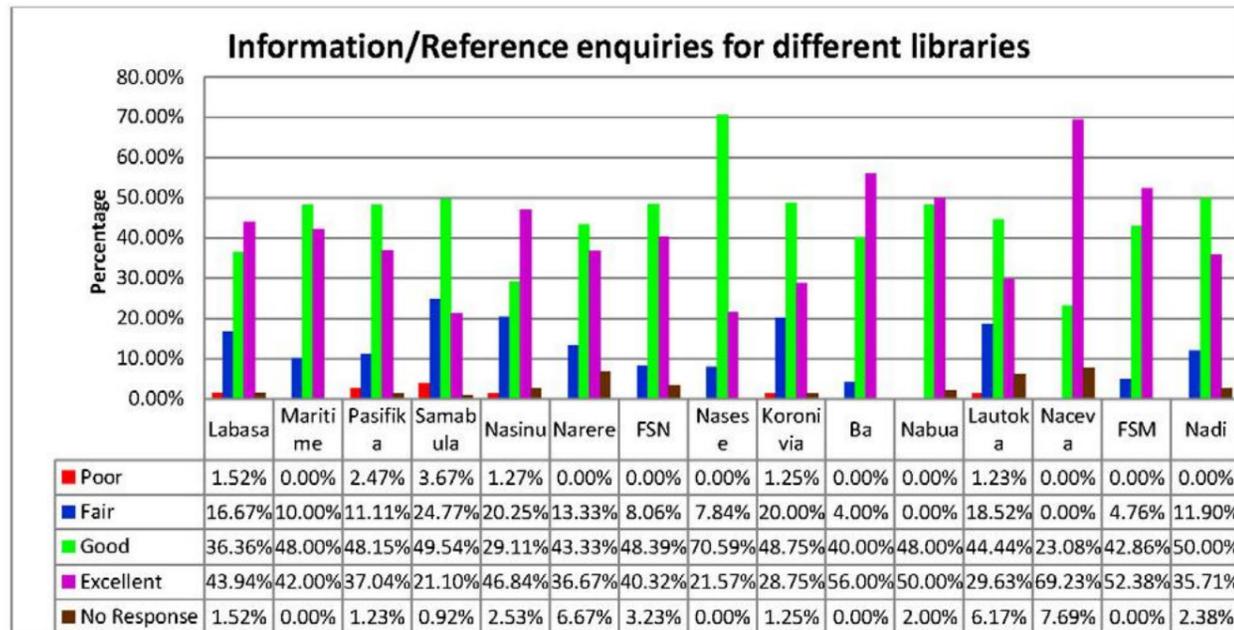
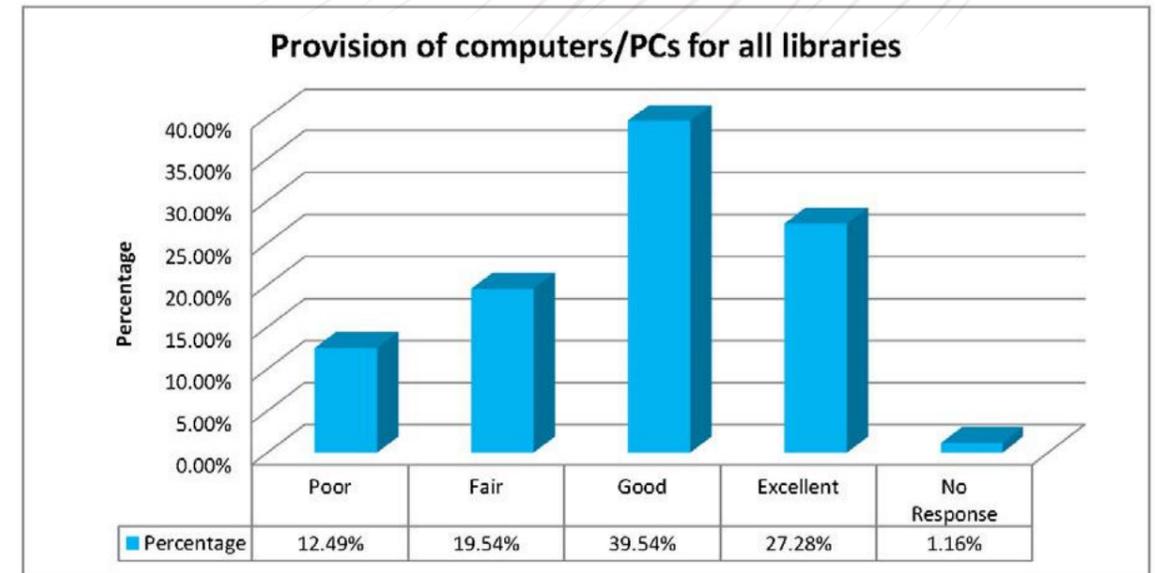


Figure 5.13: Provision of computers/ PCs

Out of the 865 respondents, 39.54% specified that computers provided were good in range, 27.28% rated as excellent, 19.54% sated it as being fair. However, 12.49% said that computers provided were poor when compared to 2018 whereby 15.36% rated as poor. This analyses there has been improvement in the provision of computers for the library users. The reasons for poor rating provided was that some computers were not working, some were very slow, and others had some equipment/part missing. Moreover, respondents expressed disappointment on the internet being slow and log in



issues with the computers.

Figure 5.14: Provision of computers/ PCs for different libraries

Majority respondents have rated provision of computers as good for all the libraries. However, Lautoka, Naceva, Nasinu, Samabula, FSM, Pasifika, Ba, Koroni via have high poor rating in terms of this service. The reason for poor rating as expressed by the users was due to poor access to internet, unavailability of PC's, PC's not regularly checked and upgraded on time until any user identifies and the computer mouse not available when they want to use the computers.

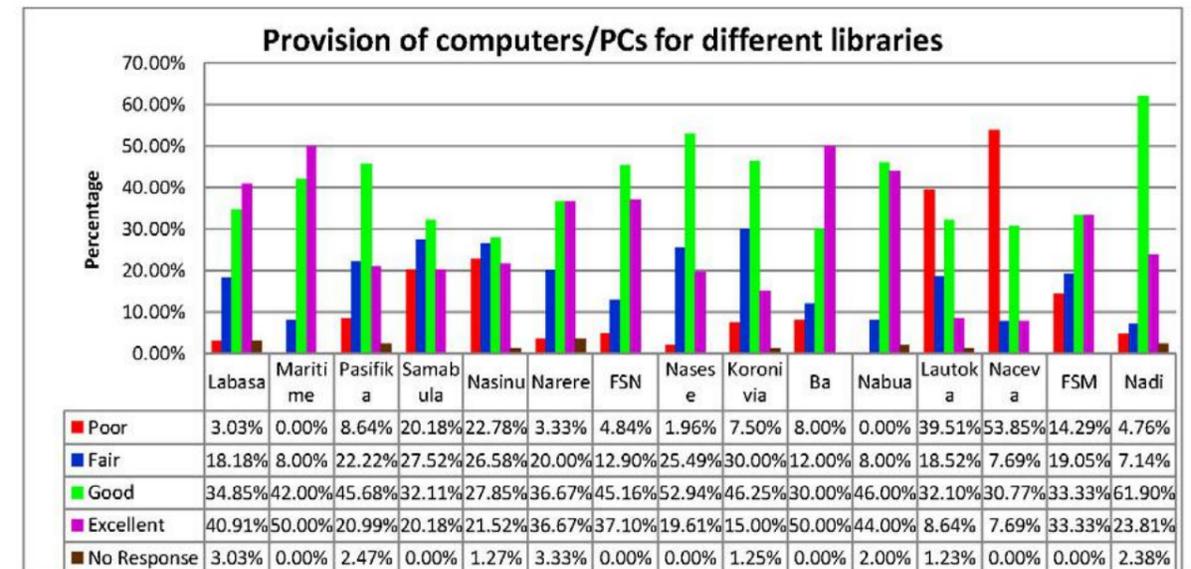


Figure 5.15: Library Catalogue

A higher number of the respondents (47.86%) stated that the FNU library catalogue provided good service, 15.14% considered it as being fair and 28.90% thought that the catalogue is excellent. On the other hand, 4.05% claimed it to be poor. Respondents' displeasure was because of the server going down at times and them not being able to access the catalogue. Consequently, they conveyed that some books had no proper labels thus caused frustration while searching for books.

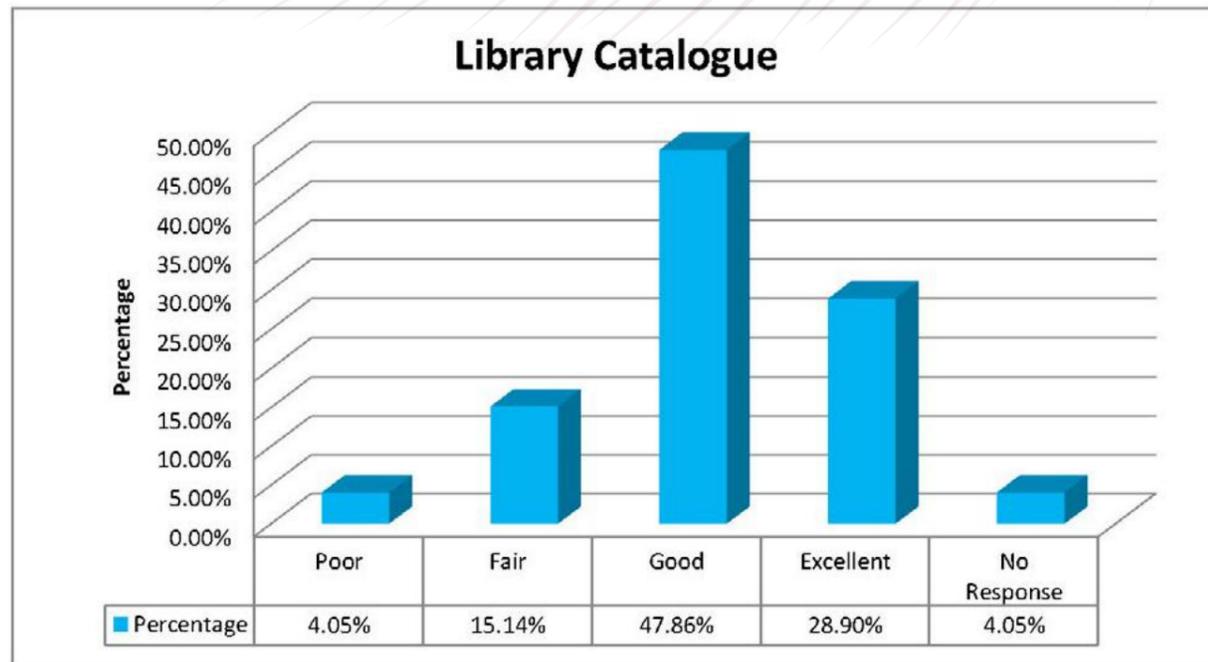


Figure 5.16: Library Catalogue for different libraries

A higher number of the respondents for all the libraries stated that the FNU library catalogue provided good service. However, there is a need to improve on this especially for Nasinu, Naceva, Nadi and Samabula libraries that has quite high poor rating, the users expressed that they faced difficulties at time when searching for the books.

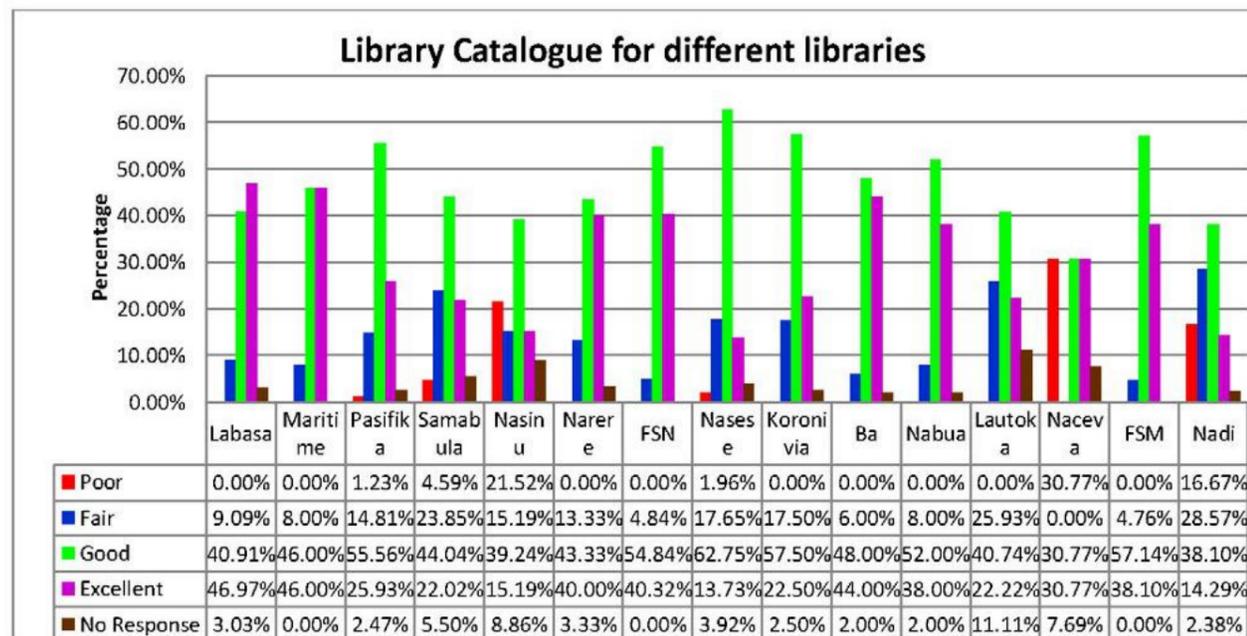


Figure 5.17 Range of Electronic Information services (e.g. Emerald, Internet etc.)

The range of electronic services in the library was indicated as being good by most (40.35%) of the respondents, 18.73% stated it being fair while 30.17% said it was excellent. Conversely, 1.73% said that electronic information services were poor when compared to 2018 rating as 11.59%, indicating improvement. The negative rating of 1.73% stated by users is due to poor access to the internet, some users lacking knowledge on searching for information.

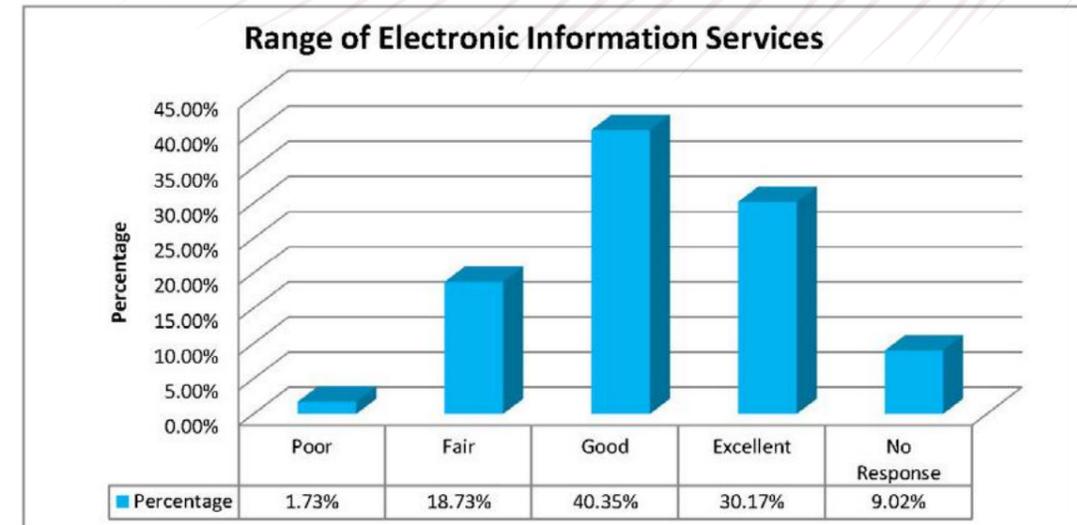


Figure 5.18 Range of Electronic Information services for different libraries (e.g. Emerald, Internet etc.)

Figure 5.18 indicates that there is a high poor rating for the range of electronic information services at Naceva campus library, reason being users are not aware as to how to retrieve information via different e-databases.

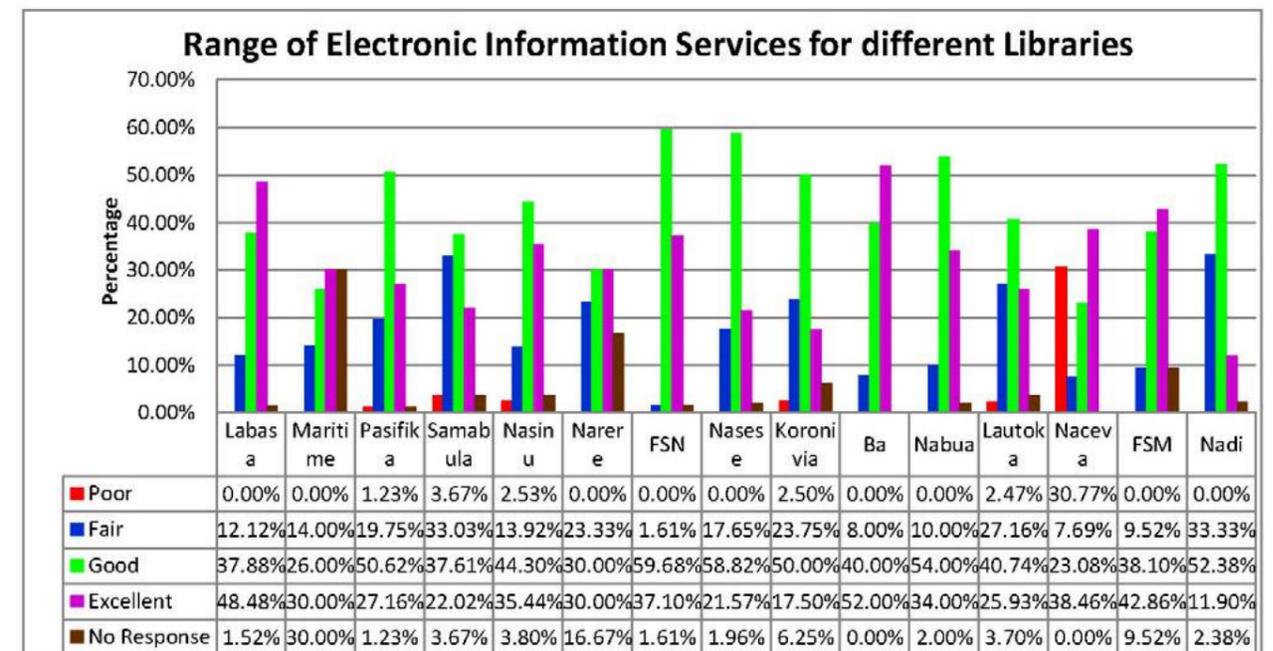


Figure 5.19: Accessing Library Services Electronically Off Campus

46.94% of the respondents expressed that accessing the library services electronically off campus was good, 27.98% said it was excellent and 21.73% stated it as being fair. The least number of respondents (2.43%) said that it was poor. The reasons conveyed by these 2.43% respondents were that pages took time to load and were not aware how to access the library services off campus.

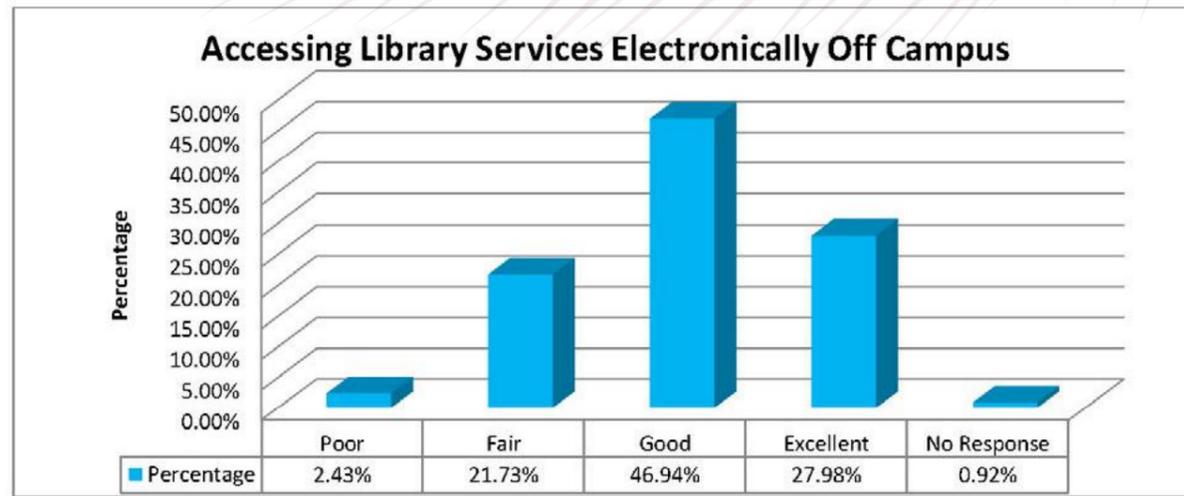


Figure 5.20: Opening Hours

Out of the 865 respondents, 48.55% stated that the library opening hours were excellent, 35.72% indicated that it was good and 9.36% said that it was fair. On the other hand, only 2.77% said that it is poor. Some students were discontent with the library hours as they preferred library to be open 24 hours to do their assignments.

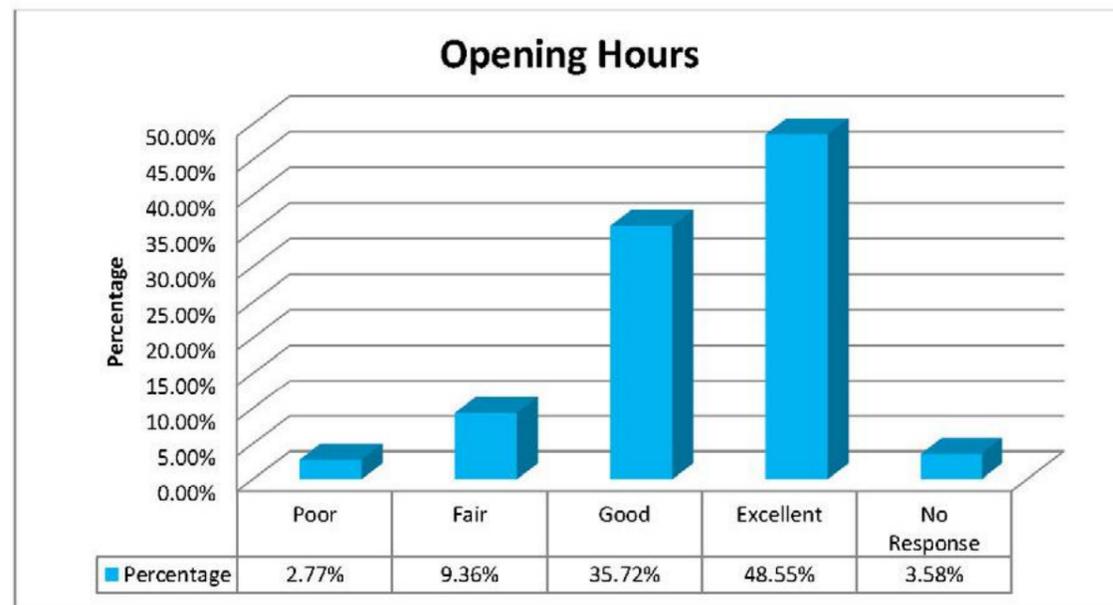


Figure 5.21: Opening Hours for different libraries

Majority users are satisfied with regards to the libraries operating hours as per the graph above as almost all of the campus libraries have been rated excellent and as good by the users.

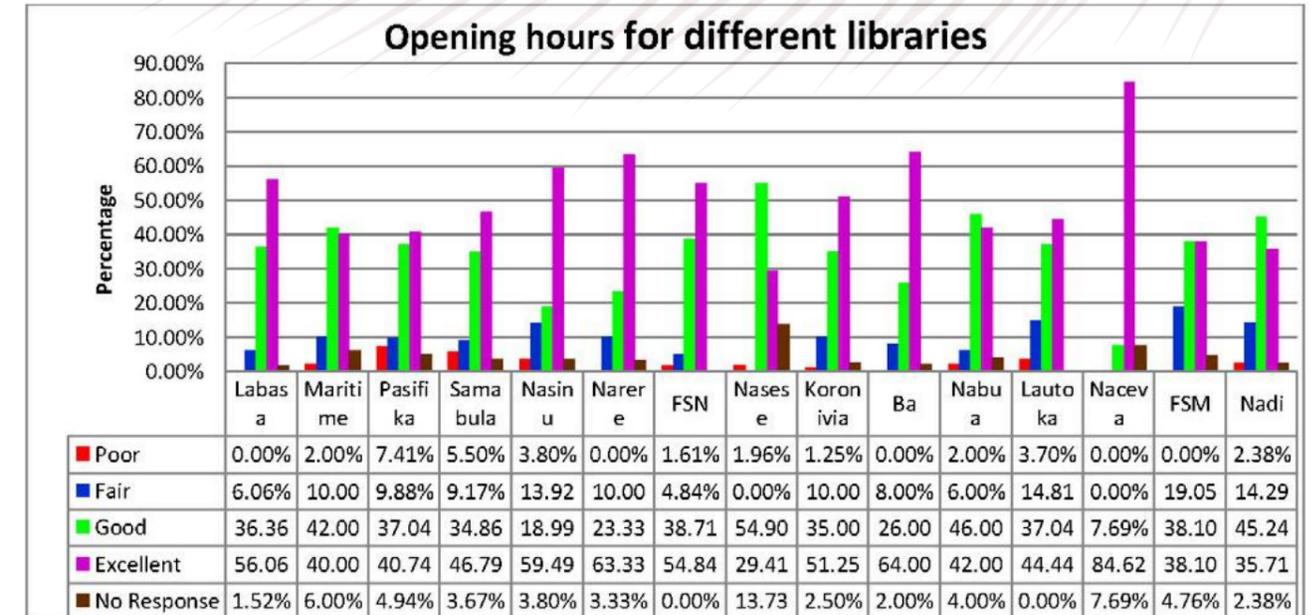


Figure 5.22: Library Environment (e.g. noise, space, heating, ambience, etc.)

A higher number of respondents (36.76%) stated that the library environment was excellent, 36.42% said it was good while 17.34% specified it as being fair. However, 8.09% claimed it to be poor because there is some noise in the library since the private and discussion study rooms are not separate. Moreover, respondents complained of space problems since they are not able to get a place. Others expressed their views on the air condition problems.

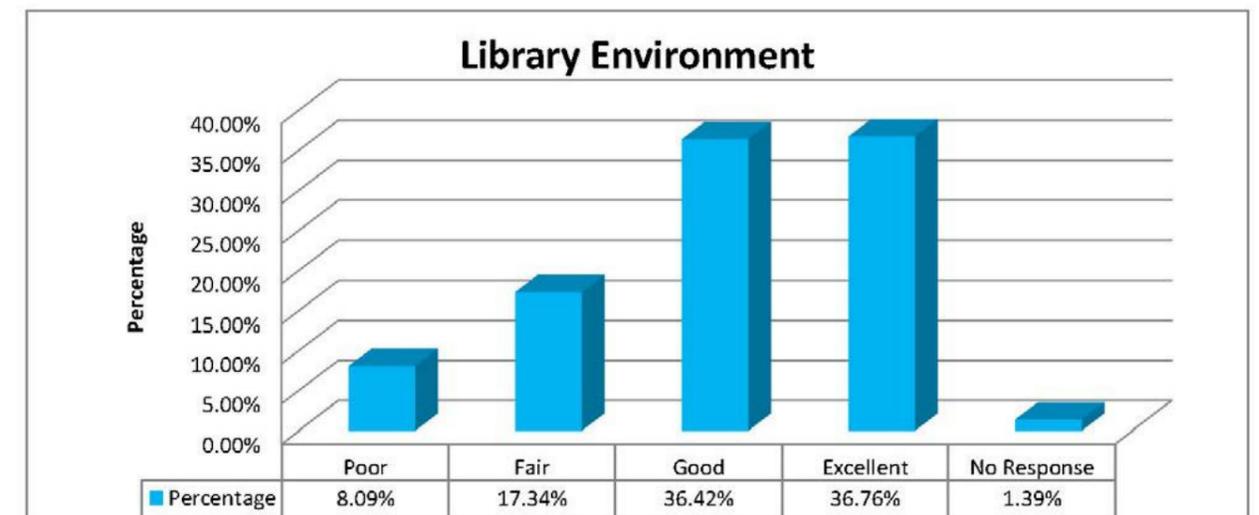


Figure 5.23: Library Environment for different campus libraries (e.g. noise, space, heating, ambience, etc.)

The graph indicates there is more good and excellent response from the users for FNU Library environment. Samabula, Nasinu, Koronivia and Lautoka have more poor rating compared to other campus libraries reason being that all the space in the libraries used to be occupied especially during exam period and so users had to either wait or leave. On the same, users have expressed that Nasinu campus library needs to be air conditioned as during humid weather perspirations is intolerable.

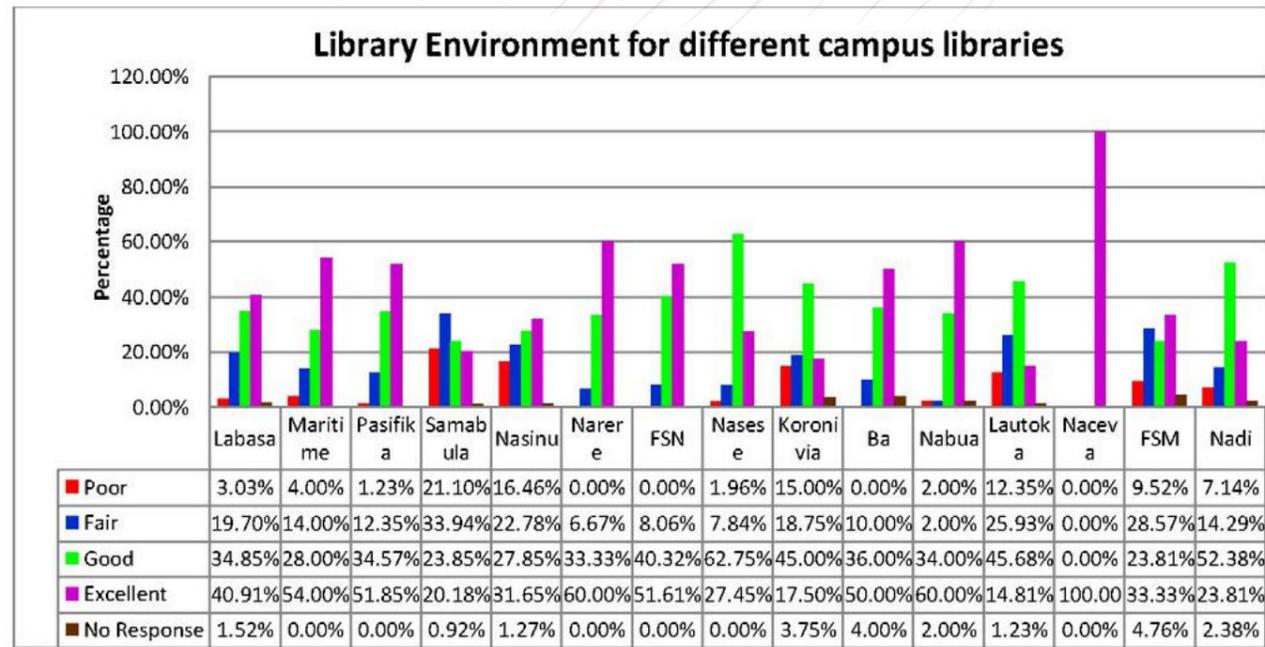


Figure 5.24: Communication with Users (e.g. publicity materials, signage, and user education)

Out of the 865 respondents, 48.55% said that the publicity materials, signage and other communication tools were good, 35.95% indicated it to be excellent and 12.72% specified it to be fair. However, 0.81% stated that the library had poor communication tools because there are many rules to follow.

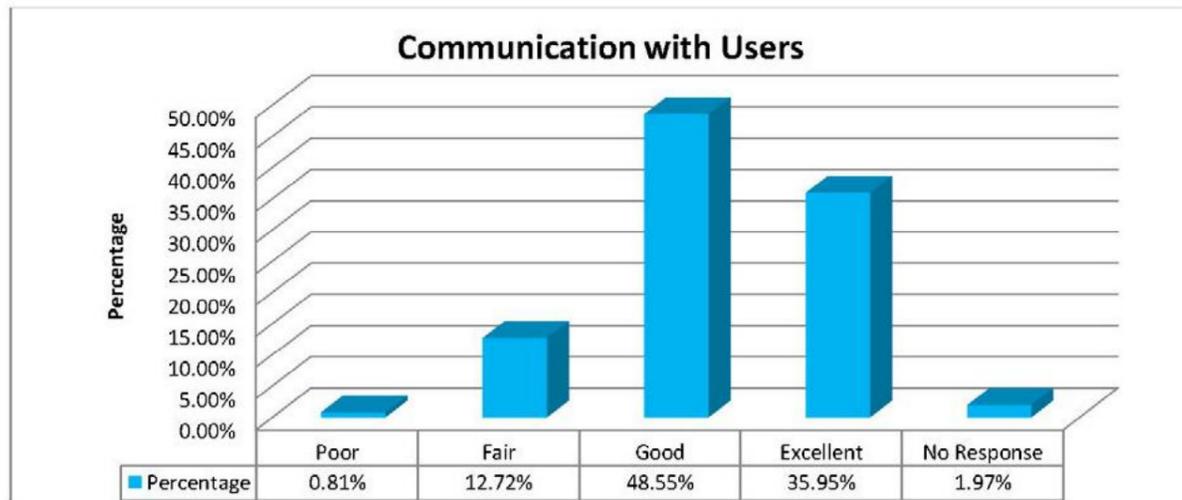


Figure 5.25: Communication with Users for different libraries (e.g. publicity materials, signage, and user education)

The communication with users is good and excellent as per the graph above, which indicates that users are reaching out to the librarians for assistance with regards to library services.

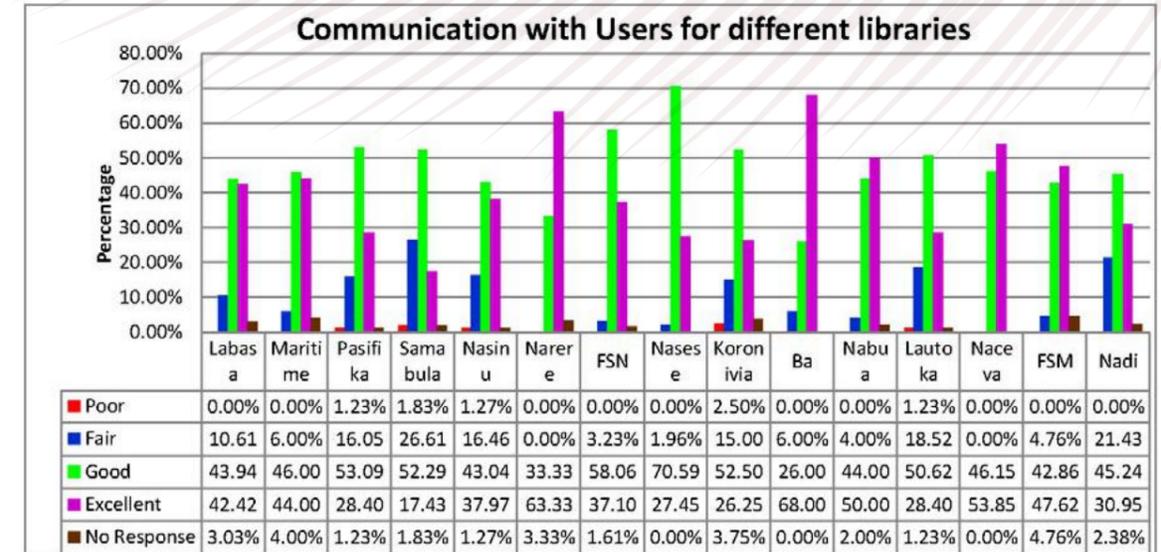


Figure 5.26: Helpfulness of the library staff

A majority number (59.24%) of respondents stated that the staff in the library was excellent with their jobs, 30.40% conveyed it to be good and 7.51% expressed that it was just fair. Only a handful (1.85%) 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.

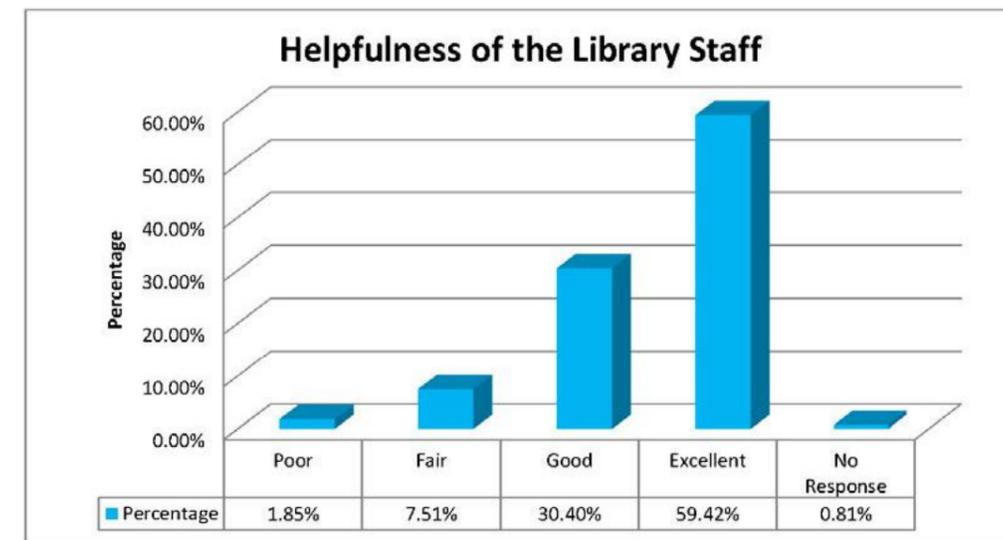
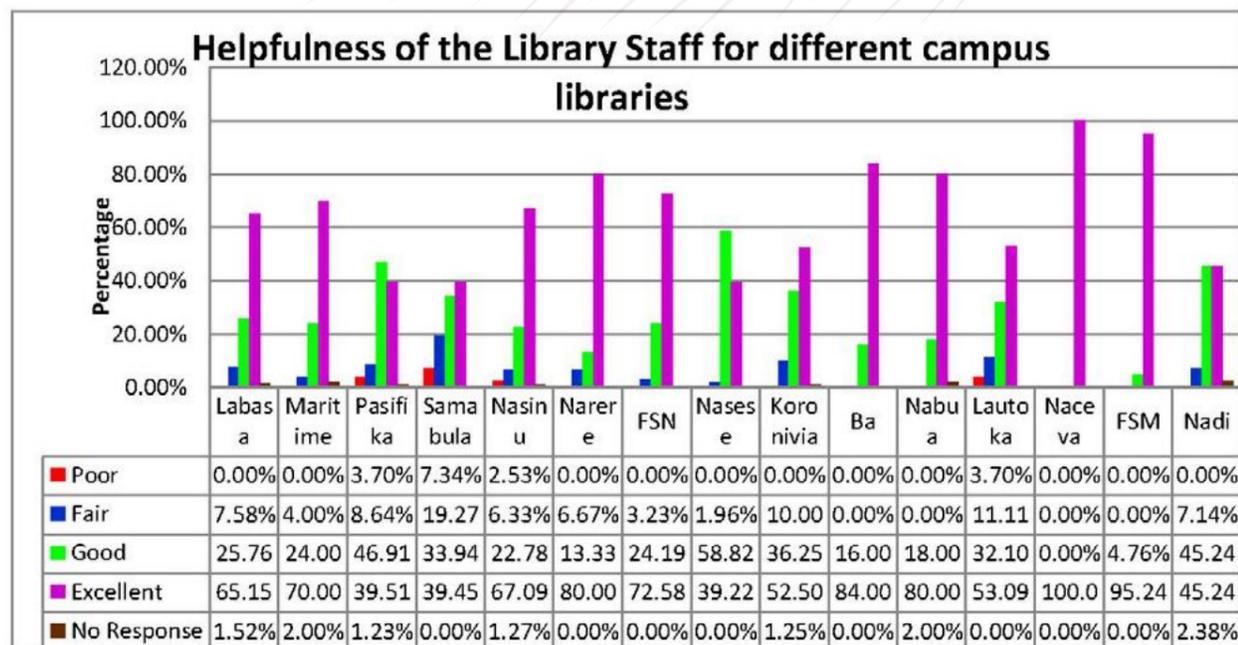


Figure 5.27: Helpfulness of the library staff for all campus libraries

The users are very much satisfied for the help provided by the library staffs, as the graph indicates that majority users have rated helpfulness of library staffs as good and excellent for all the campus libraries. Only a handful said this service was poor as specified by the red bars on the graph above. Reasons being stated by the users for poor rating is that staffs are at times unwelcoming with no smile and turn to be little rude at times. Out of the 714 participants' majority number (52%) of respondents stated that the staff in the library were excellent with their service while 35% conveyed it to be good. 1% voted this service as poor.



Internal Control & Risk Management

To be prepared for uncertain circumstances with effective precautionary measures, it is important to maintain the risk register. Library has a risk register as well as external and internal issues register for all campus libraries. Both the register is prepared in consultation with the library staff identifying problems that poses risk to the department. The register is supervised and monitored by the supervisor in charge and this has helped library address the concerns and gear up for future with similar situations. It has been proven as an effective method and one of the very good control measures thus maintaining the requirements of being ISO 9001:2015 certified department.

ISO 9001:2015 Certification

Fiji National University Library has maintained its ISO 9001:2015 certification. 2019 surveillance audit was conducted by the auditor from Bureau VERITAS, New Zealand between 26th – 30th August with some stimulating observations made. Library has been performing well and is in compliance to the quality management system (QMS) practices. The department also welcomes complaints openly and resolves it in sensible manner applying corrective and preventative measures. Additionally, all FNU libraries are internally audited and during 2019 internal audit, minor issues identified or any observations made for the respective campus libraries have been attended by the campus in charge and verified by the supervisor. The FNU library staff have been collaborating towards meeting the strategic goals of the library to ensure that best practices are maintained while at the same time assuring that the service deliveries are not affected.

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 decreased from last year. 47 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	4	9	13
Nabua	1	1	2
Maritime	Nil	Nil	0
Pasifika	Nil	3	3
Koronivia	2	2	4
Labasa	2	4	6
Lautoka	14	3	17
Samabula	Nil	Nil	0
Nadi	Nil	Nil	0
Ba	Nil	Nil	0
FSM -Tamavua	3	3	6
FSN- Tamavua	2	2	4
NTPC Naviti	1	1	2
NTPC Narere	3	3	6
NTPC Nasese	2	2	4
Total	20	27	47

(Table: 13)

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 46 articles requested in 2019 for the research purposes of our members. Only one article requests were not fulfilled.

Campus	Article delivery	
	No of article requested	No of article delivered
Samabula	4	4
FSM Tamavua	15	15
FSN Tamavua	12	12
Koronivia	15	15
Total	46	46

(Table: 14)

Internal Quality Circle Convention 2019

It was an overwhelming moment for the Library team 'Wild West' to achieve another milestone in the Internal Quality Circle Convention (IQCC) 2019. The team presented its project titled "Sustainable Productivity through Digital Learning Space and Resources" at IQCC hosted on 27th September 2019 at FNU Namaka Campus where the team won "Innovative Team Award" and "Best Team Facilitator Award". The Team also participated and presented its project titled "Sustainable Productivity through Marketing for better Mileage" at 2019 Team Excellence Symposium at FNU Namaka Campus on 5th July 2019 and won a Star Ranking Team Excellence Award. This incredible experience gained by the team through the participation in such events provided a vision as to how to take the advantages of this technological revolution which has changed the information resource delivery format from print to digital. The libraries have acknowledged this paradigm shift because of tech-savvy user's behaviour and incredible advantages of digital resources that have improved business performance. The team continues with quality circle projects and library anticipates to support and involve more library staff in such projects for continuous improvement.

The Best Innovation Team Award



The Best Facilitator Award



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 - Sunday: 7.00am - 11.00pm Public Holidays: 7.30am - 5.30pm	Kings Road, Nasinu	679 3394000 Ext:2809
Samabula	Monday - Sunday: 7.00am - 11.00pm Public Holidays: 7.30am - 5.30pm	1, Princess Road, Samabula	679 3389297 Ext:1800
Koronivia	Monday - Sunday: 7.00am - 11.00pm Public Holidays: 7.30am - 5.30pm	10, Miles, Kings Road, Nausori	679 3479200 Ext:5006
Lautoka	Monday - Sunday: 7.00am - 11.00pm Public Holidays: 7.30am - 5.30pm	Natabua, Lautoka	679 6662833 Ext:7037
Pasifika	Monday - Sunday: 7.00am - 11.00pm Public Holidays: 7.30am - 5.30pm	Extension Street, Suva	679 3311700 Ext:3313
Labasa	Monday - Friday: 7.00am - 10.00pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Local Timber Building, Main ST, Labasa	679 8818050 Ext:8800
Nadi	Monday - Friday: 7.00am - 10.00pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Queens Road, Namaka	679 6724889 Ext:6018
FSN-Tamavua	Monday - Friday: 7.00am - 10.00pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Princess Road, Tamavua, Suva	679 3321499 Ext:3633
FSM - Tamavua	Monday - Friday: 7.00am - 10.00pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Princess Road, Tamavua, Suva	679 3233000 Ext:3830
NTPC-Narere	Monday - Friday: 7.00am - 6.00pm Saturday & Sunday: Closed Public Holidays: Closed	Lot 1, Beaumont Road. Narere	679 3392000 Ext:4801
Nabua	Monday - Friday: 7.00am - 6.00pm Saturday & Sunday: Closed Public Holidays: Closed	Jerusalem Road, Nabua	679 6665021 Ext:4360
Maritime	Monday - Friday: 7.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Maritime, Laucala Suva	679 3315115 Ext:5801
Nasese	Monday - Friday: 7.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Queen Elizabeth Drive, Nasese	679 3389297 Ext:4012
Ba	Monday - Friday: 7.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Tauvegavega Ba.	667 4699 Ext. 7732
NTPC-Naceva	Monday - Friday: 7.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Naviti Street, Lautoka	679 6665021 Ext:7308

TABLE: 15

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 49,226 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	8512	8513	17025
FSN Tamavua	7720	7730	15450
Samabula	941	921	1862
Nasinu	1491	1462	2953
Nadi	642	633	1275
FSM Tamavua	1312	1255	2567
Lautoka	1542	1542	3084
Koronivia	825	818	1643
Nabua	174	172	346
Labasa	216	227	443
Ba	74	77	151
NTPC Nasese	39	37	76
Maritime	1141	1165	2306
NTPC Narere	8	9	17
NTPC Naceva	13	15	28
Total	24650	24576	49226

(Table: 16)

USER STATISTICS FOR E-DATABASES IN 2019

In 2019, more than 840116 text articles and books have been downloaded by our users for their teaching and learning purposes. These statistics shows only full-text down loads but viewing abstracts, reading pages have not been included in the following figures.

Database	Number of full- texts Downloads
EBSCO Super Package	357575
TEEAL	478
ProQuest Central	36322
Edward Elgar' Journals	22
Cambridge Core	5027
JSTOR	7263
IMF Library	37
Knovel	1726
Science Direct (Physical, Health and Life Science)	50504
Wiley Online Library	18737
UpToDate	157,649
LexisNexis	84
Research4Life	2399
Access Medicine	11812
Access Physiotherapy	2451
Emerald	9101
Taylor and Francis	8812
Safety Care	69
IEEE	4193
Sage	6057
Oxford Journals	9412
Total	840116

(Table: 17)

NEW REGISTRATION IN 2019

In 2019, new library registration was 3, 498 members.

Month	Number of new Registrations on month basis
January	199
February	370
March	401
April	298
May	152
June	60
July	255
August	255
September	824
October	305
November	188
December	221
Total	3498

(Table: 18)

Library	No. of Registrations on campus basis
Nasinu	572
Pasifika	653
Samabula	394
Nadi	287
FSN Tamavua	408
Lautoka	407
Koronivia	202
Nabua	70
FSM Tamavua	180
Ba	28
Labasa	127
NTPC Nasese	11
Maritime	147
NTPC Narere	2
NTPC Naceva	10
Total	3,498

(Table: 19)

TRADE SERVICES REVENUE

Campus	Photo-copying	Printing (B/W)	Printing (Color)	Paper Cut	Binding	Laminating	Scanning	Total
Labasa	-	-	-	5,237.65	24.50	-	-	5,262.15
Koronivia	-	-	-	21,176.15	1,100	88	-	22,364.15
Samabula	1.80	-	-	17,365.15	2,303.00	98.00	78.00	19,845.95
NTPC Naceva	83.60	336.90	-	-	34.00	12.50	-	467.00
Namaka	-	-	-	28,403.27	1,754.00	91.00	2.50	30,250.77
Pasifika	-	-	-	51,863.15	1,526.00	2.50	-	53,391.65
Lautoka	-	0.90	-	53,708.00	1,185.20	112.00	78.00	55,084.10
Ba	-	-	-	7,309.85	152.5	20.00	-	7,482.35
Nasinu	67.10	-	-	40,606.00	1,182.00	47.75	665.00	42,690.25
NTPC Narere	301.90	561.95	-	-	73.00	-	14.00	950.85
NTPC Nasese	-	-	-	1,220.55	63.20	-	-	1,283.75
Maritime	-	1.20	-	2,171.20	1,063.00	-	-	3,235.40
FSM -Tamavua	-	-	-	7,534.40	354.50	22.50	59.00	7,970.40
FSN-Tamavua	-	-	-	27,862.60	578.50	197.50	377.50	29,016.10
Nabua	-	-	-	8,725.95	328.50	132.50	-	9,186.95
Total	900.95				736.25	1274	260,855.50	

(Table: 20)

LIBRARY FINES

Campus	Overdue Fines	Lost Books	Exam Papers	Mobile Fines	Others	Total
Labasa	78.50	-	-	-	-	-
Koronivia	484.00	-	-	-	-	-
Samabula	1,519.00	637.60	-	40.00	-	-
NTPC Naceva	2.00	-	-	-	-	-
Namaka	1,348.35	-	-	-	10.00	10.00
Pasifika	9,844.82	348.75	-	-	100.00	100.00
Lautoka	1,131.05	57.60	-	-	-	-
Ba	20.05	-	-	-	-	-
Nasinu	1,706.35	346.40	-	90.00	122.10	122.10
NTPC Narere	47.47	-	-	-	-	-
NTPC Nasese	24.50	-	-	-	-	-
Maritime	251.50	50.00	-	-	-	-
FSM- Tamavua	925.50	-	-	-	-	-
FSN- Tamavua	6,469.50	1,019.30	-	6.50	-	-
Nabua	90.00	-	-	-	-	-
Total	23,942.59	2,459.65	-	136.50	232.10	232.10



USER-LED ETHNOGRAPHIC DATA - A). LAUTOKA LIBRARY

Indicators (This indicates the every hour head counts of the full months)	Months											
	Jan	Feb	March	April	May	June	July	Aug.	Sept	Oct	Nov	Dec
Total number of users in the library.	3865	17319	20770	14044	20939	8562	9294	11519	12110	20164	16765	1697
No of users who read library material in the library.	691	3053	3124	2742	3435	1037	2085	2296	2604	3438	3363	367
No of users who work with their own documents.	536	2453	3359	2509	4793	1384	1240	2410	1907	2484	3343	287
No of users who access to e-information/ Internet in the library for academic work.	1772	3676	5053	3939	4793	2447	2420	3571	3510	3117	3631	722
No of users who use computers for their assignments in the library.	495	3063	3728	2254	4386	1689	1496	1600	1227	3728	3711	245
No of users who use computers for their own entertainment purposes during the stay at the library.	107	633	568	440	359	184	177	194	251	133	213	153
No of users who read newspapers and magazines in the library.	563	3053	628	577	723	231	2082	353	379	684	658	71
No of users who asked reference queries.	25	316	189	100	162	106	552	98	102	611	426	29
No of users who use their own laptops in the library.	33	940	1480	501	1791	433	364	394	577	1374	1516	287
No of users who discuss academic work in the discussion area of the library.	117	2432	3141	1241	2792	962	449	599	890	4794	2564	447

B). KORONIVIA LIBRARY

Indicators (This indicates the every hour head counts of the full months)	Months											
	Jan	Feb	March	April	May	June	July	Aug.	Sept	Oct	Nov	Dec
Total number of users in the library.	2638	18460	21571	20926	15331	3753	5189	11615	11620	9664	3674	896
No of users who read library material in the library.	147	1161	1317	1178	912	124	359	529	771	492	16	2
No of users who work with their own documents.	647	8006	8952	8752	5932	971	1448	4706	3709	2766	1301	285
No of users who access to e-information/ Internet in the library for academic work.	753	2481	2906	3075	2733	1200	973	2154	1702	2141	1059	315
No of users who use computers for their assignments in the library.	495	2860	3486	3167	1835	663	1050	1966	2403	1757	650	83
No of users who use computers for their own entertainment purposes during the stay at the library.	9	2	9	44	40	11	5	9	55	15	13	14
No of users who read newspapers and magazines in the library.	337	1291	1514	1382	1324	460	618	825	1087	782	270	101
No of users who asked reference queries.	34	440	500	476	247	43	163	153	338	222	46	5
No of users who use their own laptops in the library.	120	1038	1645	1724	1507	224	362	876	1004	952	241	37
No of users who discuss academic work in the discussion area of the library.	64	942	968	856	706	36	140	297	290	382	64	52

C). NASINU LIBRARY

Indicators (This indicates the every hour head counts of the full months)	Months											
	Jan	Feb	March	April	May	June	July	Aug.	Sept	Oct	Nov	Dec
Total number of users in the library.	1676	23335	30333	32989	36845	7369	17628	28214	29545	30480	8704	1173
No of users who read library material in the library.	49	2009	2494	2459	2910	334	1312	1958	1055	1494	310	17
No of users who work with their own documents.	507	6608	8714	1004	11099	1903	4867	8572	7848	9011	2490	447
No of users who access to e-information/ Internet in the library for academic work.	518	3539	3816	3695	3672	1720	2213	3215	3259	4204	2512	270
No of users who use computers for their assignments in the library.	29	1787	3368	2774	2237	418	1578	2201	2234	3340	336	0
No of users who use computers for their own entertainment purposes during the stay at the library.	0	0	0	0	4	0	0	0	8	0	0	0
No of users who read newspapers and magazines in the library.	207	716	803	763	690	202	493	602	508	530	160	81
No of users who asked reference queries.	0	43	0	1	2	0	0	15	0	0	0	0
No of users who use their own laptops in the library.	235	4600	6007	7560	8972	1720	4085	6351	5414	6553	1951	311
No of users who discuss academic work in the discussion area of the library.	117	3903	4771	5488	7061	966	29	995	4087	5208	822	27

D). SAMABULA LIBRARY

Indicators (This indicates the every hour head counts of the full months)	Months											
	Jan	Feb	March	April	May	June	July	Aug.	Sept	Oct	Nov	Dec
Total number of users in the library.	1736	25877	36243	40728	56836	13787	23640	36612	26611	45690	15865	503
No of users who read library material in the library.	136	3532	4361	6062	6627	1486	3095	7857	3335	5386	1835	10
No of users who work with their own documents.	518	9436	13004	11776	20495	4296	7894	12175	8868	16557	4908	166
No of users who access to e-information/ Internet in the library for academic work.	345	1506	2556	5031	4894	1531	2095	3513	3022	4307	1951	59
No of users who use computers for their assignments in the library.	286	3959	5111	4327	5149	1584	2336	3609	3175	4331	1844	21
No of users who use computers for their own entertainment purposes during the stay at the library.	6	474	538	515	758	296	432	556	365	754	449	155
No of users who read newspapers and magazines in the library.	7	686	453	632	614	243	483	567	454	604	270	35
No of users who asked reference queries.	8	62	23	201	37	18	12	63	40	35	12	5
No of users who use their own laptops in the library.	11	4986	7220	7790	11110	2961	4695	7578	5542	10109	3339	49
No of users who discuss academic work in the discussion area of the library.	88	2376	4278	5094	7072	1647	2810	4456	3019	5686	1599	6

E). PASIFIKA LIBRARY

Indicators (This indicates the every hour head counts of the full months)	Months											
	Jan	Feb	March	April	May	June	July	Aug.	Sept	Oct	Nov	Dec
Total number of users in the library.	862	18709	20668	23747	26187	27503	26577	28935	29038	28124	16609	1029
No of users who read library material in the library.	231	6642	5621	9865	9812	12302	8562	6452	12431	10110	4531	435
No of users who work with their own documents.	113	4621	5982	2800	6421	5163	8321	5482	5623	7514	3210	345
No of users who access to e-information/ Internet in the library for academic work.	236	2135	3992	3821	2060	3125	2536	5641	4652	3211	3152	145
No of users who use computers for their assignments in the library.	36	2433	3212	3664	3962	1703	2314	6421	3120	2400	1661	45
No of users who use computers for their own entertainment purposes during the stay at the library.	0	0	0	0	0	0	0	0	0	0	0	0
No of users who read newspapers and magazines in the library.	55	1452	397	365	345	370	340	730	261	280	1102	35
No of users who asked reference queries.	105	16	25	1	0	0	0	0	0	0	0	7
No of users who use their own laptops in the library.	76	890	623	1599	1895	1625	1362	2666	1165	1989	1432	5
No of users who discuss academic work in the discussion area of the library.	10	520	816	1632	1692	3215	3142	1543	1786	2620	1521	12

WEBINARS

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

1. Webinar on Managing References & Creating Bibliographies with EndNote
Presenter: Ben Currie, Director at Crandon Services (NSW) PTY LTD.

Topics Covered:

- Creating an EndNote Library and manually adding references
- Adding references from databases and other sources
- Selecting bibliographic styles
- Inserting references into Word documents
- Searching and grouping references within an EndNote library
- Creating bibliographies
- Basic tips about managing libraries
- Presentation of the latest features in EndNote X9 and EndNote Online
- New workflows - how to get the best out of the latest versions
- Advanced tips for managing libraries, working with documents, modifying styles and using EndNote collaboratively
- The most common FAQs and discussion about training and support for EndNote

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	16			1	16			Dr. Tanveer Naqvi
FSN Tamavua					3	79			Ms. Sushila Lal Ms. Luisa Fapiano
FSN Tamavua	1	19			1	19			Ms. Sushila Lal
Koronivia	3	67			3	67			Ms. Shally S. Devi
Labasa	4	142	1	1	4	142	1	1	Ms. Bimla Devi
Lautoka	23	1195	3	7	23	1195	3	7	Dr. Tanveer Naqvi
Nadi	6	311	1	3	6	311	1	3	Dr. Tanveer Naqvi
Pasifika			2	24	2	24	2	24	Ms. Sushila Lal
Nabua					1	22			Ms. Sushila Lal
NTPC Naceva	1	25			1	25			Dr. Tanveer Naqvi

(Table: 27)

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	1	16	-	-	Dr. Tanveer Naqvi
Labasa	4	142	1	1	Ms Bimla Devi
Lautoka	23	1195	3	7	Dr. Tanveer Naqvi
Nadi	6	311	1	3	Dr. Tanveer Naqvi
Maritime	-	-	1	8	Dr. Udy Shukla
Samabula	1	6	-	-	Ms. Titilia Palako
Pasifika	8	134	2	38	Ms. Sushila Lal
FSN Tamavua	8	239	2	3	Ms. Sushila Lal Ms. Luisa Fapiano
FSM Tamavua	1	19	-	-	Ms. Sushila Lal
Nasinu	17	311	-	-	Ms. Shally S. Devi
NTPC Nasese	1	24	-	-	

(Table: 28)

REFERENCE QUERIES

Personal reference sessions (one-on-one sessions) with a student or a staff, continued to be fashionable and well-liked. 6937 reference queries were received in 2019 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	61	61
Nabua	150	150
Maritime	233	233
Pasifika	154	154
Koronivia	2667	2667
Labasa	858	858
Lautoka	648	648
Samabula	800	800
Nadi	68	68
Ba	784	784
FSM -Tamavua	136	136
FSN- Tamavua	243	243
NTPC Narere	10	10
NTPC Naviti	53	53
NTPC Nasese	72	72
Total	6937	6937

(Table: 29)

OUR BOOK BINDERY

During 2019, 2478 items in our collection were strengthened, rebound and repaired; including 2408 books and 70 new resources. The work included in the books was strengthening of the book covers, replacing end-papers, securing loose pages, and replacing torn pages. In addition to this work, the bindery also produced 13 newspaper holders for respective libraries on request, and 40 newspapers for CAFF library, 40 newspaper board holders for Derrick library. Compiled money verification forms and fine forms were also bound for respective libraries. Monthly binding statistics for 2019 is given below.

Months	No of items
January	170
February	215
March	281
April	185
May	224
June	252
July	230
August	189
September	199
October	195
November	141
December	197
Total items repaired	2478

(Table: 30)

UNACCEPTABLE BEHAVIOUR CASES

Following table indicates the unacceptable cases happened from 2015 to 2019. It is apparent from the statistics that cases are getting lesser.

Libraries	2016	2017	2018	2019
Maritime	0	0	0	0
FSN Tamavua	3	3	0	0
Koronivia	4	3	0	0
Lautoka	5	11	0	1
NTPC Naceva	0	0	0	0
Nadi	0	1	0	0
Ba	0	0	0	0
NTPC Narere	0	0	0	0
Samabula	2	2	7	3
Nabua	0	0	0	0
Nasinu	2	17	0	0
FSM Tamavua	0	0	0	0
Labasa	0	0	0	0
NTPC Nasese	0	0	0	0
Pasifika	2	1	0	0
Total	18	38	7	4

(Table: 31)

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	Photocopiers	Papercut	Electronic Security Gates	Wi-Fi availability
Ba	31	2	1	-	1	1	1	yes
FSM Tamavua	25	1	3	2	2	1	1	yes
FSN Tamavua	46	3	2	none	1		1	yes
Koronivia	45	1	2		2	1	1	yes
Labasa	11	3	3	0	2	1	1	yes
Lautoka	77	2	2	-	2	1	1	yes
Maritime	15	2	1	1	1	1	1	Yes
Nadi	34	2	1	1	1	1	1	Yes
Nabua	26	1	2	-	1	1	1	yes
Nasinu	46	2	3	2	1	1	1	yes
NTPC Narere	12	2	1	1	1	1	1	yes
NTPC Nasese	16	1	2	2	1	1	1	yes
NTPC Naceva	1	1	1	-	1	-	-	-
Pasifika	61	2	2	2	2	2	1	Yes
Samabula	47	1	2	1	1	1	1	yes
Total	493	25	29	11	20	14	14	

(Table: 32)

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 & Semester in 2019	Unit	Lecturers
Semester 1	LIS 501 Introduction to Library Science	Ms. Sushila Lal
Semester 1	LIS 502 Bibliographical Control-1	Dr. Tanveer Naqvi
Semester 1	LIS601 Introduction to Library Management	Dr. U. C. Shukla
Semester 1	LIS602 Information Sources and Services	Dr. U. C. Shukla
Semester 2	LIS503 Information & Communication Technology in Libraries	Ms. Sushila Lal
Semester 2	LIS604 Managing Library Automation Projects	Dr. Tanveer Naqvi
Semester 2	LIS605 Collection Development and Management	Dr. Tanveer Naqvi
Semester 2	LIS606 Digital Libraries and Open Access	Dr. U. C. Shukla
Trimester 1	LIS 603 Bibliographical Control- II	Dr. Tanveer Naqvi
Trimester 1	LIS 703 Information Policy	Dr. U. C. Shukla
Trimester 2	LIS704 Knowledge Management	Dr. U. C. Shukla
Trimester 2	LIS705 Business Information	Dr. U. C. Shukla
Trimester 3	LIS701 Research Methods for Information Work	Dr. U. C. Shukla
Trimester 3	LIS702 Records Management	Dr. U. C. Shukla

(Table: 33)



DEVELOPING AND OPTIMIZING LIBRARY STAFF

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

Sl. No	Name of the staff	LIS Courses	Library Professional Development Training	Information Literacy	Training conducted by other entities
Pasifika Library					
1.	Sangeeta Singh	LIS 703			
2.	Ajeshni Devi	LIS 703			
3.	Nileshni Narayan	LIS 702			
FSN Library					
4.	Kirti Mala				Science Direct & Knovel Elsevier Training Webinar
5.	Shareeta Devi				Science Direct & Knovel Elsevier Training Webinar
6.	Luisa Fapiano				Endnote – Crandon Services NSW Elsevier Training Webinar [Science Direct & Knovel]
FSM Library					
7.	Ashika Nand	MGT702, MKT703			
8.	Nirmala Chand	LIS501/Lis503/CIN502			
Labasa Library					
9.	Leela Wati Naidu	LIS703/MGT702/LIS503/CIN506/LIS704	None	Awareness and Searching of available electronic and online databases	5 S training
10.	Usha Kanta	None	None	Awareness and Searching of available electronic and online databases	End note training 5 S training Horizon, Paper Cut
11.	Moveena Mudaliar	LIS503	None	Referencing using Rework flow, Endnote	End note training 5 S training Horizon, Paper Cut
12.	Bimla Devi	MGT702/MKT703/LIS503/LIS604/LIS702	None	Plagiarism for maintaining academic integrity	End note training 5 S training
Nasinu Library					
13.	Simon Naidu				Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
14.	Upashana Goundar				Managing References & Creating Bibliographies with EndNote - Webinar Session on Science Direct & Knovel
15.	Susana				Webinar Session on Science Direct & Knovel Managing References & Creating Bibliographies with EndNote
16.	Arun Lata	LIS702, LIS703, LIS704, LIS705			Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel

17.	Sangeeta Shankar	LIS601, LIS602, LIS605, LIS606			Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
18.	Sangeeta Prasad	LIS702, LIS704			Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
19.	Asenaca Taufu				Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
20.	Umer Ghani				Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
21.	Namrata Chand	LIS501			Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
22.	Fareena Khan				Managing References & Creating Bibliographies with EndNote - Webinar Session on Science Direct & Knovel
23.	Riteshni Prasad	LIS501			Refresher Training on Horizon & Database Training Webinar Session on Science Direct & Knovel
24.	Shaleshni Singh				Managing References & Creating Bibliographies with EndNote - Webinar Session on Science Direct & Knovel
25.	Nilma Devi				Managing References & Creating Bibliographies with EndNote
26.	Francies Shankar				Webinar Session on Science Direct & Knovel
27.	Sandhya Deo				
Lautoka Library					
28.	Mousmin Lata			Awareness and Searching of available electronic and online databases Referencing using Rework flow, Endnote Plagiarism for maintaining academic integrity	Webinar Session on Science Direct & Knovel HR Recruitment Module EBSCO& Elsevier Webinar
29.	Krishneel Prasad				EBSCO Training
30.	Ashna Chand			Awareness and Searching of available electronic and online databases	Science Direct / Knovel EBSCO Elsevier Training Webinar
31.	Abane Makei			Referencing using Rework flow, Endnote	
32.	Eileen McComber			Plagiarism for maintaining academic integrity	Science Direct/ Knovel Webinar
33.	Ela Davuilevu			Awareness and Searching of available electronic and online databases	EBSCO & Elsevier Webinar

34.	Shivneel Raj		Plagiarism for maintaining academic integrity	Science Direct / Knovel Webinar
35.	Anita Prasad		Referencing using Refwork flow, Endnote	Science Direct/ Knovel Webinar
36.	Sonal Nadan		Awareness and Searching of available electronic and online databases	EBSCO Webinar
Ba Library				
37.	Prezia Prasad	LIS 501, LIS 502, LIS 503	Plagiarism for maintaining academic integrity	5S Training
38.	Keresi Saro	LIS 501, LIS 502, CIN 501	Referencing using Refwork flow, Endnote	Fire Warden Training
Nadi Library				
39.	Subhashni Reddy	LIS 701, LIS 702, LIS 703, MGT 701, MKT 703	Plagiarism for maintaining academic integrity	
40.	Ilasapeci Qiqiwaqa	LIS 502	Awareness and Searching of available electronic and online databases	
41.	Sangita Kumar		Awareness and Searching of available electronic and online databases	
42.	Pritika Chand	LIS 701, LIS 702, LIS 703	Referencing using Refwork flow, Endnote	
Koronivia Library				
43.	Anju Udit	LIS701, LIS702, LIS703, LIS704, LIS705		
44.	Sanjeevni Kumar	MGT702 ETH501		
45.	Matelita Kabure	CEL52 CEL53 CEL54 CEL56		
Samabula Library				
46.	Anisa Hussain	CEL55, CEL57, CEL54, CEL56, CEL58,		
47.	Dhan Kumar	MKT 702, LIS 602		
48.	Ronika Narayan	LIS 502, LIS 602, LIS 503		
49.	Subashni Naicker	CEL51 at USP CEL55 at USP LIS604Sem at FNU CEL58 at USP		
50.	Suman Raj	CEL 53, CEL55, CEL 56, CEL 57		
Fiji Maritime Academy Library				

51.	Geeta Narayan	LIS701 LIS702 LIS703 LIS704 LIS503		Elsevier Training Webinar- Science Direct and Knovel
Nabua Library				
52.	Vandana Devi	LIS 603 LIS 503 LIS 606		Elsevier Training Webinar Session – Science Direct & Knovel by Robertson, Amanda & Lim, Su Min
53.	Rejieli Tawaketini			Elsevier Training Webinar- Science Direct and Knovel

(Table: 34)

LIBRARY EVENTS & ACTIVITIES

IQCC: Team Excellence Symposium

RESEARCH AND PUBLICATIONS BY LIBRARIANS

Naqvi, Tanveer Haider (2019). *Social Media and Networking Sites status and impact on College of Medicine Nursing and Health Sciences' students of Fiji National University*. DESIDOC Journal of Library & Information Technology. 39(4), 187-191. (pISSN: 0974-0643, eISSN: 0976-4658). Q2 SCImago and Scopus Ranking.

SERVED INTERNATIONAL CONFERENCE

Shukla, Udaya Chandra (2019) 'EIFL Consortium at American University Central Asia, Bishkek, Kyrgyzstan' August 8th -10th 2019.

Awards

Innovative Team Award 2019 - Team Wild West presented its project entitled *"Sustainable Productivity through Digital Learning Space and Resources"* and won this award at FNU Internal Quality Circle Convention (IQCC) 2019, Namaka Campus, Nadi, on 27th Sept. 2019.

Best Facilitator Award 2019 - Team Wild West presented its project entitled *"Sustainable Productivity through Digital Learning Space and Resources"* and won this award at FNU Internal Quality Circle Convention (IQCC) 2019, Namaka Campus, Nadi, on 27th Sept. 2019.

Team Excellence Award 2019 - Team Wild West presented its project entitled "Sustainable Productivity through Marketing of



Better Mileage” and won this award at FNU Team Excellence Symposium, Namaka Campus, Nadi, on 5th July 2019.

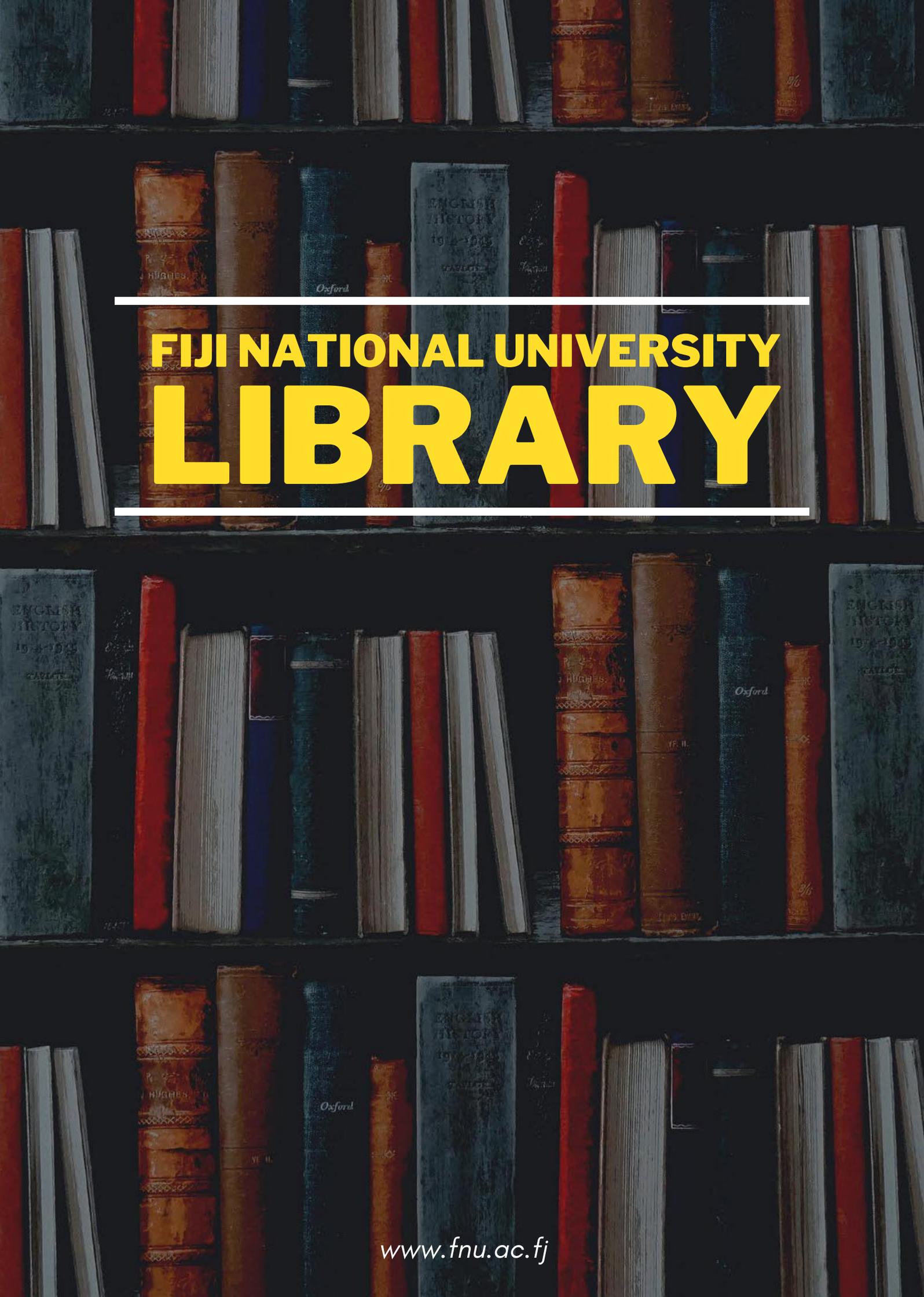
NEW ARRIVAL AND DEPARTURE OF STAFF

In 2019 there were no new recruitment however following existed staffs were fare-welled during the year.

EXITED STAFF

EXITED STAFF		
Name	Designation	Library
Ranjeeta Lata Singh	Library Attendant	Lautoka
MD Sohail	Principal Librarian	Nasinu
Roseleen Narayan	Library Assistant	Ba
Ashani Premadasa	Library Assistant	Nasinu
Beverly Ratukula	Library Assistant	FSN
Ranjana Devi	Librarian	Nabua
Sera Caroline Sokiyele	Library Assistant	FSM
Epeli Baleiveidogo	Clerical Officer	Pasifika
Melvin Prasad	IT Officer	Nasinu

(Table 35)



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