FNU
FIJI NATIONAL
UNIVERSITY
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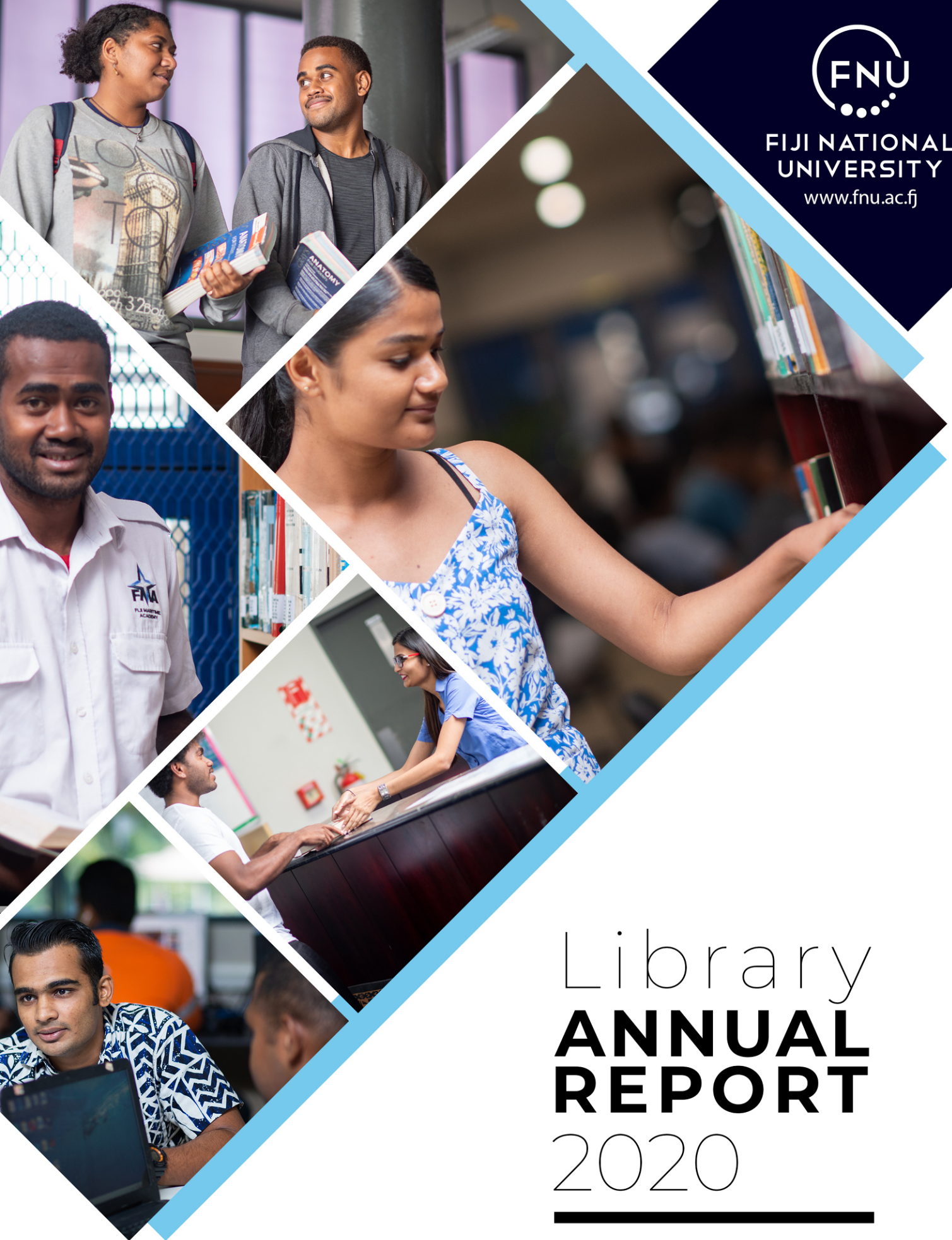
Library
**ANNUAL
REPORT**
2020

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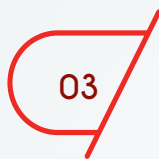# The Pro Vice Chancellor (Learning & Teaching)
Message

This Annual Report needs to be read in the context of the COVID19 pandemic that imposed number of challenges for higher education around the world. FNU generally has responded to these challenges positively and creatively and this includes the University Library.

One major challenge has been the fact that a number of students from remote areas have no access to the internet and electronic devices. FNU has responded to this situation with maximum flexibility in the spirit of no student being left behind in their education. The library has played a significant role in this response by ensuring that staff and students have the type of access they need to assist them in their learning, teaching and research.

Despite being, in what amounts to a lockdown situation, the library has been able to offer both staff and students access to information and resources from home. Fortunately, the library had already moved into digitalization that enabled this to be possible. The library continues to provide training to staff and students through zoom and to build the e-resources collection through their strong relationship with vendors. This is all done with the objective of supporting users in their academic endeavours.

In summary, the library has responded positively during this time of uncertainty and is fully prepared to address future challenges in the same way. This annual report

The University Librarian's
Message

Fiji National University Library endeavours to provide unique blend of services to our academicians and students in this fast-paced changing profession of our informative librarianship. The department unveiled its new organization structure with new job portfolios for the staff in 2019, however we got this rolling in 2020 whereby the staff were fit to the new job role as per their qualifications and experience. While we were on the peak implementing our major strategic plans especially our learning commons project, we were afflicted by COVID19 global pandemic resulting in closure of our campuses and spaces.

The year 2020 endured us with unimagined challenges whereby we encountered some turbulences through the journey yet managed to fight against the odds. The plans projected for 2020 was reconsidered and placed on waiting list. Nevertheless, as an academic library, we continued to ensure that our all services did not upset our users. All the library staff were committed towards necessitating our students and staff queries and requirements by providing required information, resources and assistance to support their learning, teaching and research needs through emails, zoom trainings, virtual workshop and other source of communication medium.

Taking through some of our activities for 2020, we underwent renovation for Pasifika, Samabula, Nasinu and Koronivia campus libraries that included modified tiling, painting and replacement of doors and windows. There were some delays to complete this process at few campuses due to the impact of COVID19, yet we were able to accomplish our targets. Looking at January, staff meeting with all the library staff was conducted to relocate them as per their new JDs. The new roles required some training and motivation for the staff and so we organized an informative session for all the library staff delivered by Mr. Mark Halabe, Chairman and Managing Director of Mark One Apparel and Halabe Investment and Panel of Review Chairman for the Fiji Business Excellence Awards.

In first quarter of the year, the pandemic led us to close our building premises in March leaving staff to work from home. Despite this tuff times, the library staff worked from home and ensured that all queries of our users were attended to. Some of our database vendors also provided free access to certain databases during this phase and we ensured that our users could access e-databases outside FNU from any location via EZproxy. As we all resumed duties from our office in June and facilities being made accessible to our users from 30th June, our library information assistants, subject research liaison officers and user engagement librarians began having face to face interaction and on-hands training session for staff and students throughout semester 2 to help students prepare and catch up with the missing sessions to learn more and become more productive in their studies. Even user satisfaction survey was carried out to fulfill our user's requirements and further improve our abilities and services.

Since many activities was performed working from home during campus closure, thus having everyone back to work made things much easier, smoother and faster as many things were up to par. To ensure that our services live up to the requirements of the University and the increasing needs of our users, we underwent policy review with the senior library management and the relevant stakeholders. We also have had changeover of our library webpage with tidied information which is much more user friendly. Additionally, keeping in mind the curfew restrictions we opened our major campus libraries in extended hours during study break and exam period to allow our students to prepare well for their exams. These are few of our functions we performed as a team to maintain the quality of our services as an academic library.

We still have a long way to mend things as this global pandemic crisis settles, however throughout 2020 the Department of Library Services proceeded with resilience, and I must commend everyone who have contributed towards FNU library's successful journey in 2020. Thus, I would like to pen my appreciation to each one of you, our stakeholders, FNUSA, faculty and all the library staff for your continuous support and effervescent partnership.

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
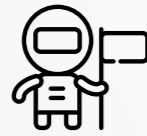
The mission of the FNU library is to stimulate and support intellectual inquiry by developing collection and delivering quality services and conducive ambience for the wider communities of the FNU.
world class library, catalyst to scholarship and excellence to teaching, learning, research and community endeavors of the FNU.

OUR
VALUE

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. Udya 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)

Ms. Sushila Lal
(Senior Librarian)
DLIS (USP, Fiji) & MIM (Curtin, Australia)

Mrs. Nilma Devi
(Executive Officer)
B.Com (Accounting and Management & 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

PROFESSIONAL STAFF

Ba Campus
Mr. Shivneel Krishna Raj
Ms. Keresi Saro

FSM Tamavua Campus
Ms. Nirmala Kumar
Ms. Ashika Nand
Ms. Elenoa Rokonaivalu

FSN Tamavua Campus
Ms. Namrata Chand
Ms. Kirti Mala
Ms. Shareeta Devi
Ms. Victoria Hill

Koronivia Campus
Ms. Eleni Bai
Ms. Sanjeevni Kumar
Ms. Kinisimere Luveniyali
Ms. Vandana Kumar
Ms. Anju Udjit
Ms. Ronita Shyam
Ms. Matelita Korobure

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

Lautoka Campus
Ms. Mousmin Chand
Ms. Monita Sharma
Ms. Prezia Prasad
Ms. Sonal S. Nadan
Ms. Anita Prasad
Ms. Ilisapeci Nava
Ms. Eileen M. McComber
Mr. Krishneel Prasad
Ms. Abane Makai

Nabua Campus
Ms. Rejieli Tawaketini
Ms. Ela Davuilevu

Nadi Campus
Ms. Sangita Kumar
Ms. Pritika Chand
Ms. Ashna Chand
Ms. Subhashni Reddy

Nasinu Campus
Ms. Susana Vedei
Ms. Roshni Devi Lal
Ms. Upashna Goundar
Ms. Asenaca Taufa
Ms. Sangeeta Prasad
Ms. Geeta Swamy
Ms. Sangeeta Shankar
Ms. Sushila Deo
Ms. Irene Lata

Pasifika Campus
Ms. Luisa Fapiano
Mr. Umer Ghani
Ms. Nileshni Narayan
Ms. Ajeshni Devi
Ms. Sunila Prasad
Ms. Sangeeta Singh
Ms. Riteshni Lata Karan
Ms. Mereseini Draunibaka

Samabula Campus
Ms. Titilia Palako
Ms. Shally Devi
Ms. Anisa Hussain
Ms. Ronika Narayan
Ms. Suman Raj
Ms. Subashni S Lal
Ms. Dhan L Kumar
Ms. Eleni Tira

Maritime Campus:
Ms. Suman Nand

Narere Campus:
Mr. Jone Tuikoro

Nasese Campus:
Ms. Arun Lata

Naceva Campus:
Ms. Elenoa Cakausese

Technical Staff:
Ms. Fareena Khan
Mr. Simon Naidu
Ms. Shaleshni Singh
Mr. Francis Shankar

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 2020.

Resources	Total
Total number of Printed Books	170
Electronic and Online Database Subscription	147,979
eBooks	31963
Full Text Journal Titles	2658919
OPAC Terminals	19
Internet Enabled Workstations	476
Number of Branch Libraries	15

(Table: 1)

ELECTRONIC INFORMATION RESOURCE CONTAINS

Name of the E-Journal Database	No of e-journals
Access Medicine Video	1023
Access Physiotherapy	793
Alexandra Street Premium (Videos)	9999
ARDI	9036
Cambridge Journals	403
CINAHL Plus	5679
Dentistry and Oral Science Sources	359
EBSCO Medline	2206
EBSCOHOST Super Package	48705
Elgar	13
Emerald	3653
GOALI	1150
Hinari	500
JSTOR	637
Nature Publishing Group Journals	3115
OARE	14583
Oxford Journals	484
Pediatric Neurology Briefs	3673
PROQUEST CENTRAL	32118
Safety Care (Video)	82
SAGE	5129
Science Direct	2262
Taylor and Francis	745
TEEAL – The Essential Electronic Agricultural	556
Wiley Online Library	1076
Total	147979

(Table: 2)

Subscribed electronic books	No of books
Access Medicine	166
Access Physiotherapy	53
AGORA books	7015
EBSCO e-books	3045
Edward Elgar's eBooks	5187
Emerald open access	395
GOALI	400
GIDEON	430
JSTOR	7015
Knovel	6088
ProQuest Ebook Central	2564
Total books	**31963**

(Table: 3)

E-RESOURCE TRAIL ACCESS

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

E-Resource Trial Access	Trial Period
Harvard Business Review - E-Books	27th March - 4th June 2020
Access Engineering	31st March - 30th May 2020
Knovel Trail on Additional 21 Subjects	15th May - 14th July 2020
The New York Times	1st - 28th August 2020
Knovel Trial on Additional 21 Subjects	1st August - 31st October 2020
The American Society of Mechanical Engineering	1st August - 30th September 2020
LISREL	14day trial after installation
Statista	28th October - 2nd December 2020

(Table: 4)

MONOGRAPH ACQUISITIONS:

Over the year, the library has acquired 170 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 2020 as:

Campus Library	Books	Accompanied CD's	DVD's
Pasifika	69		
FSN - Tamavua	28		
Nasinu	28		
Labasa	2		
Nadi	6		
Ba	2		
Lautoka	8		
Nabua	2		
Koronivia	4		
Samabula	4		
Tamavua	10		
Maritime	7		
Total	**170**	**0**	**0**

(Table: 5)

DONATIONS

The Library is a hub of knowledge, culture, and communication. The support of well-wishers of the library determines what the Library is today and what it should be in years to come. Thus, we have created a number of ways for our well-wishers to get involved with our library service. We welcome donations of published and unpublished works that will enrich our collection.

As an effort to broaden students' knowledge and to enrich the Library's collection, a donation was given by the Embassy of the United States of America in Fiji which consisted of 177 books, revealing the knowledge of different disciplines in the university. All materials were the latest editions of new books. The total value of the donated items in 2020 was FJD 111, 990.85 for 925 books.

Name of Donor	No of items donated	Value of the Donations(FJD)
Vicky Vinesh Narayan	30	$2,057.36
JPIC Foundation	38	$ $2,930.67
Joslin Ashna Singh	17	$2,185.43
US Embassy Suva	177	$39,193.60
Pasifika Bookshop	651	$64 620.94
Mita Pene	1	$122.85
DR Udya Shukla	1	$80.00
FNU Bookshop	10	$800.00
Total	**925**	**$111 990.85**

*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	24			
Samabula	12			
Lautoka	16			
Pasifika	623	56		14
FSN	101	10		9
TCL	45	10		9
Nabua	61			
NMK	38			
FCAL	4			
Narere	1			
Total	**925**	**76**		**32**

(Table: 7)

CURRENT AWARENESS SERVICES

Year	Books/CDs/DVDs	Print Periodicals	E-Resources and other display	Total
2020	11	-	59	70

(Table: 8)

PROCUREMENT EXPENSES FOR E-RESOURCES IN 2020

The flowing table shows the procurement expenses incurred in 2020 for subscribing electronic information resources.

Database	Invoice Amount USD	Amount Paid in FJD
JSTOR	8239.50	17935.35
Access Physiotherapy	7642.24	16109.27
Knovel	20125.02	42120.75
Proquest including Ebrary	27065.28	56632.49
Taylor and Francis	25696.44	58507.38
Science Direct(CEST/CMNHS)	38323.35	83420.44
Hinari ,Agora and Oare	1500.00	3265.13
IEEE	31842.30	59999.91
Ebsco Medicine	925	$111 990.85
Ebsco super package	27104.00	49080.53
Uptodate	27712.00	60852.00
Access Medicine	40222.00	88225.49
Wiley	14336.95	32966.08
Sage	17850.00	41043.92
Vat and WHT		190294.87
Total		**909,874.92**

(Table: 9)

Database	Invoice Amount USD	Amount Paid in FJD
Safety Care	3245.00	4436.09
Emerald	47211.00	67213.84
Vat and WHT		20096.35
Total		**91746.28**

(Table 10)

Database	Invoice Amount USD	Amount Paid in FJD
LexisNexis	10551.31	15073.30
Vat and WHT		4407.74
Total		**19481.04**

(Table 11)

PROCUREMENT EXPENSES FOR RESEARCH TOOLS IN 2020

Research Tools	Invoice Amount USD	Amount Paid in FJD
Turnitin	54353.88	122861.39
Refwork	2435.81	5600.85
Endnote	5408.00	11378.08
EZ proxy	1074.96	2426.00
Ebsco Discovery	3456.00	6394.42
Vat and WHT		39287.89
Total		**187948.63**

(Table: 12)

OUR GOAL 2:

To adhere the international Standards needed for World-Class library status.

USER SURVEY

The Library User Satisfaction Survey conducted in 2020 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

	CAFF	CBHTS	CEST	CHE	CMNHS	NTPC
students	10.08%	18.58%	25.30%	10.18%	20.06%	2.67%
staff	0.00%	0.69%	0.10%	0.10%	0.30%	0.30%
others	0.59%	0.10%	0.10%	0.00%	0.30%	0.10%
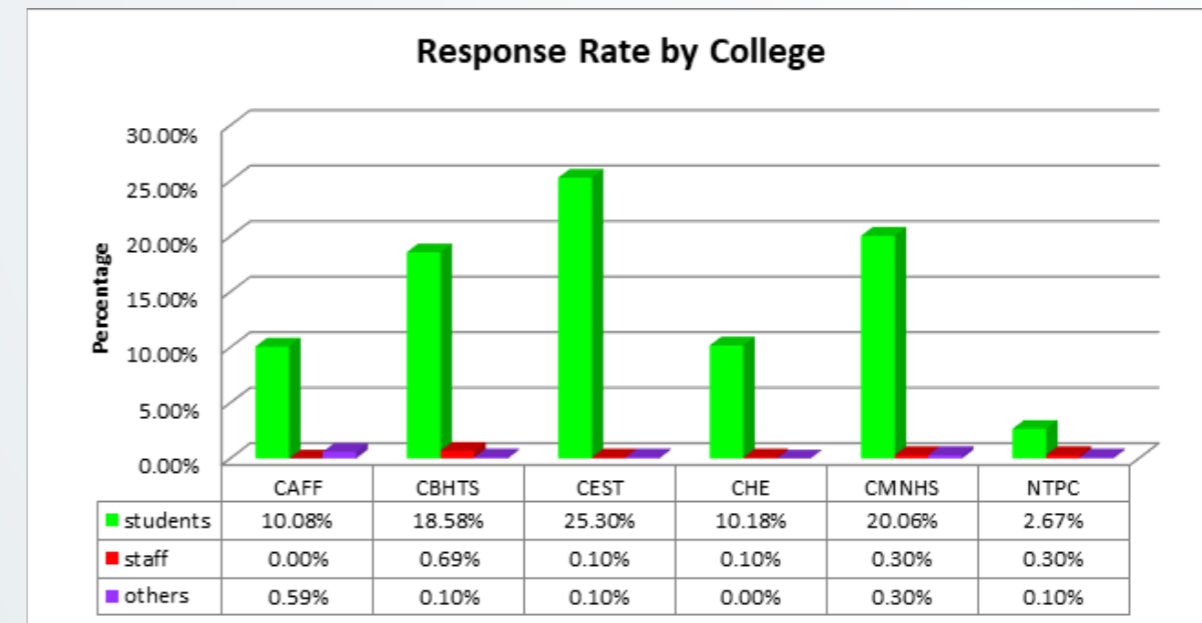
There were 1012 respondents to the survey; Figure 1.1 shows percentage of respondents by college. The majority users of library services were students; comprising of 86.86%, while 1.48% of the respondents were staff and there were few respondents classified as others (1.19%) while 10.47% was no response from the three categories.

Figure 2.1: Frequency of Use by Campus

	nasinu	koronivia	samabula	pasifika	nadi	lautoka	labasa	ntpc nararere	nabua	fsm	fsn	maritime	nasese	naceva	ba	No Response
Percentage	8.70%	10.67%	8.40%	9.88%	6.23%	8.10%	10.47%	0.59%	1.68%	6.92%	5.73%	0.79%	5.63%	0.40%	4.94%	10.87%
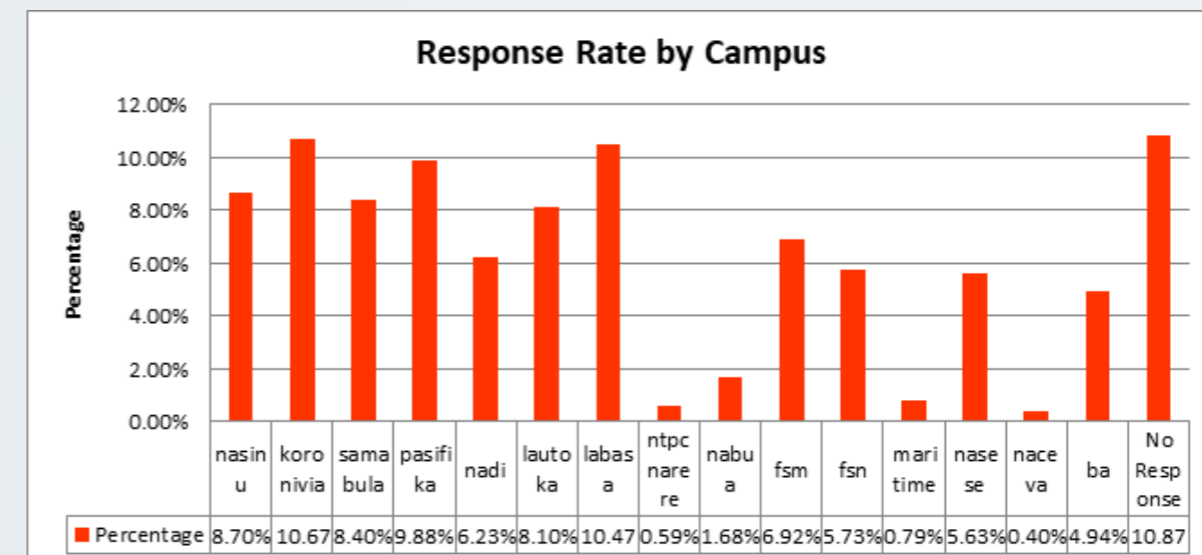
Figure 2.1 shows the response rate received from FNU campus, the highest response was received from Koronivia followed by Labasa campus. Figure 2 also displays that Nasinu, Samabula, Pasifika, Lautoka and FSM were the most frequently visited libraries by users during the week of survey.

Figure 3.1: Frequency of Use

Frequency of Use

- Daily — 47.73%
- A few times per week — 38.93%
- Once a month — 4.15%
- A few times per semester/ trimester/penster — 7.21%
- Never — 0.40%
- No response — 1.58%
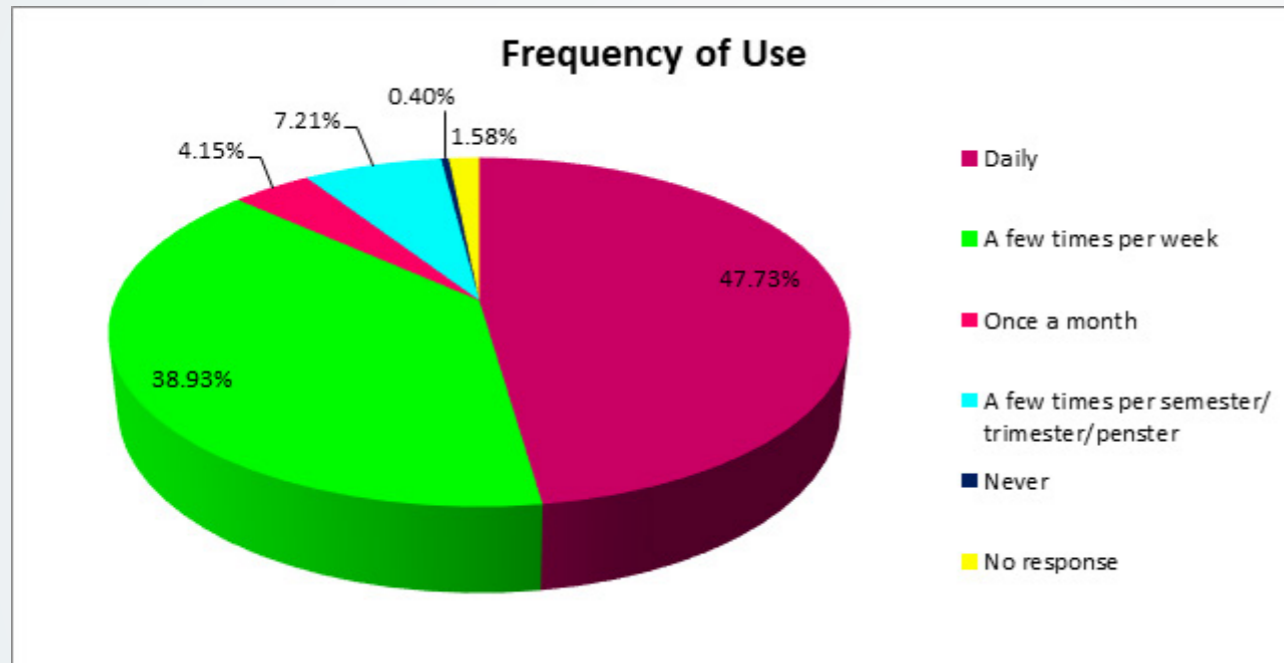
Out of 1012 respondents, 47.73% stated that they visited the library daily, while 38.93% responded that they visited the library a few times per week. However, there were few users who stated that they visited the library once a month or never. Despite the classes being offered online, students still visited library to access the facility and use the resources.

Figure 4.1: Library Services Usage

Library Services Usage

	Study [alone/group/quiet]	Research [for class, journal]	Use group study rooms	Use the [computers/printers/copiers/scanners]	Get research assistance at the reference desk	Check-in or check out library materials	Relax/socialize	Other	No Response
Percentage	11.56%	11.86%	4.15%	24.01%	9.39%	24.31%	9.68%	4.74%	0.30%
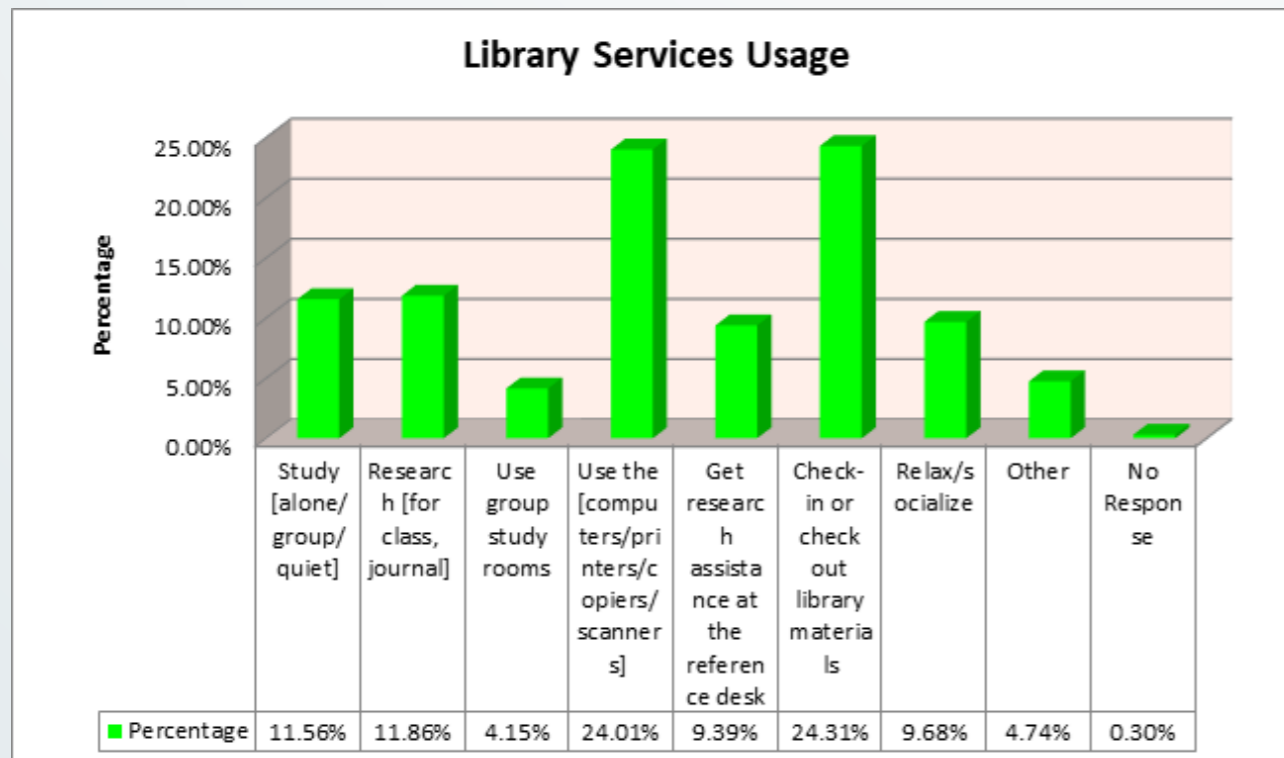
Library users are basically interested in borrowing library resources and using the computers for research efficiency and printing and photocopying notes and exam papers as majority of the respondents stated that they mostly used the library for access to computer, printing and photocopying purposes.

Most of the users find library as a conductive environment to study either alone or in groups. Furthermost, 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 to check out library materials, use of computers, printers, photocopiers, scanners, to research, and to study alone/group/quiet and to relax or socialize as library provides collaborative learning environment for all.

Figure 5.1: Range of Books for All Libraries

Range of Books for all Libraries

	Poor	Fair	Good	Excellent	No Response
Percentage	1.09%	16.50%	49.21%	28.26%	4.94%
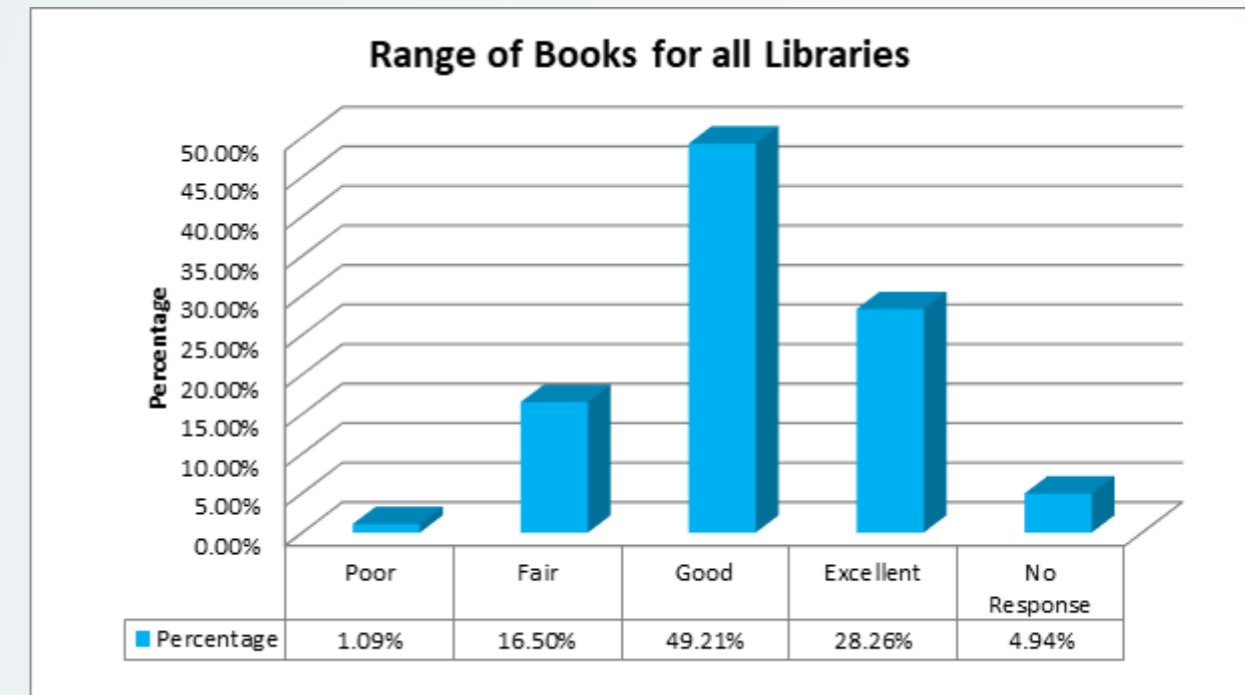
Out of 1012 respondents, 49.21% stated that range of books are good, 16.50% stated that it is fair, while 1.09% of the total respondents indicated that it was poor. Students specified that there are not enough copies of text books; moreover.

Figure 5.2: Range of Books for different Library centers

Range of Books for different Libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	0.00%	0.00%	2.88%	2.04%	1.00%	0.00%	1.67%	0.00%	0.00%	0.00%	0.00%	3.00%	0.00%	1.45%	0.00%
Fair	10.00	10.00	24.04	17.35	21.00	10.00	11.67	1.67%	13.76	22.00	0.00%	28.00	12.00	24.64	7.32%
Good	36.36	10.00	54.81	44.90	54.00	60.00	61.67	30.00	50.46	46.00	62.50	54.00	60.00	53.62	41.46
Excellent	52.73	80.00	17.31	14.29	23.00	30.00	25.00	68.33	34.86	32.00	25.00	10.00	26.67	20.29	51.22
No Response	0.91%	0.00%	0.96%	21.43	1.00%	0.00%	0.00%	0.00%	0.92%	0.00%	12.50	5.00%	1.33%	0.00%	0.00%

Figure 5.2 indicates that the range of books for all the fifteen campus libraries is 'good and 'excellent''. There are very few users who indicated poor range of books and certain users stated fair collection of books available in the libraries.

Figure 5.3: Range of periodicals for all Libraries

Range of Periodicals for all Libraries

	Poor	Fair	Good	Excellent	No Response
Percentage	1.68%	19.07%	47.73%	27.77%	3.75%
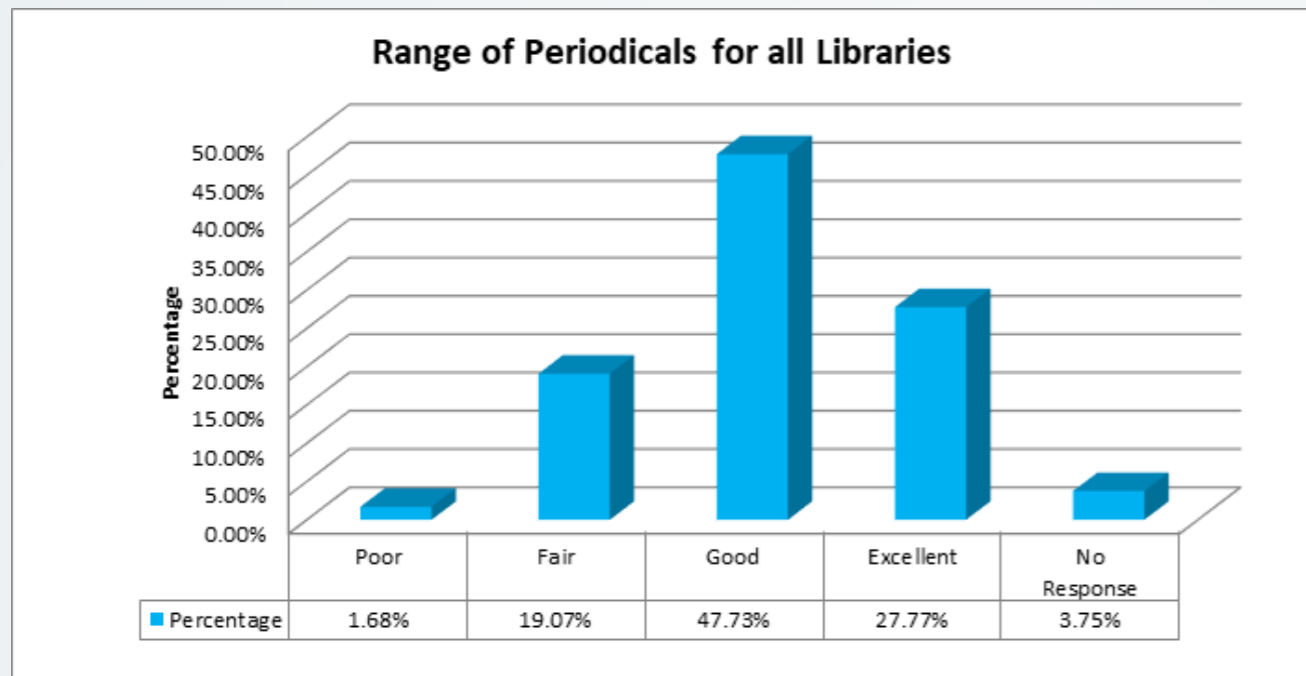
The highest percentage (47.73%) of the respondents indicated that the range of periodicals are good, 27.77% indicated that it is excellent, while 19.07% indicated that it is excellent. 1.68% stated that it was poor, since they faced difficulties in locating latest (updated) periodicals.

Figure 5.4: Range of periodicals for different Libraries

Range of Periodicals for different Libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	0.00%	0.00%	1.92%	2.04%	6.00%	0.00%	1.67%	0.00%	1.83%	0.00%	0.00%	3.00%	1.33%	0.00%	0.00%
Fair	6.36%	10.00	30.77	20.41	21.00	20.00	13.33	3.33%	10.09	32.00	0.00%	43.00	18.67	15.94	12.20
Good	43.64	30.00	46.15	50.00	50.00	60.00	55.00	33.33	55.96	40.00	62.50	39.00	49.33	59.42	43.90
Excellent	48.18	60.00	13.46	26.53	21.00	20.00	23.33	63.33	28.44	26.00	12.50	7.00%	26.67	24.64	41.46
No Response	1.82%	0.00%	7.69%	1.02%	2.00%	0.00%	6.67%	0.00%	3.67%	2.00%	25.00	8.00%	4.00%	0.00%	2.44%

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 Koronivia, Pasifika, Samabula. 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

Range of e-resources for all Libraries

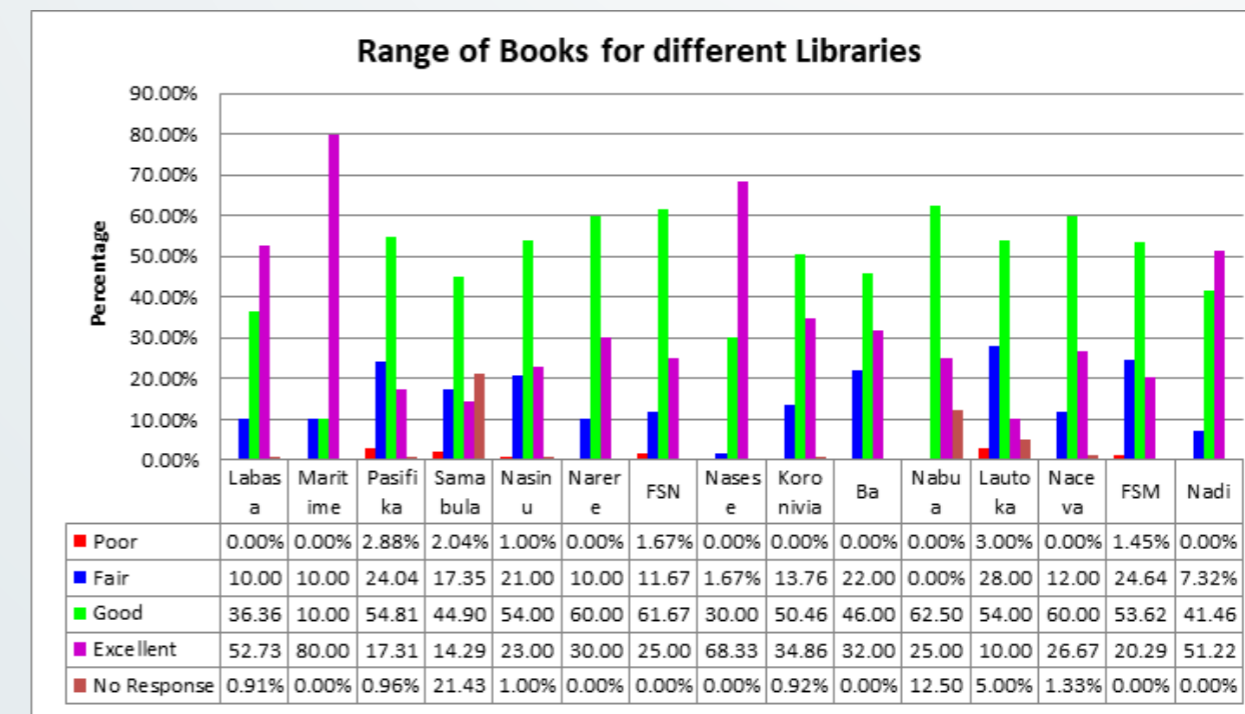|	Poor	Fair	Good	Excellent	No Response
Percentage	0.79%	15.81%	45.65%	34.09%	3.66%
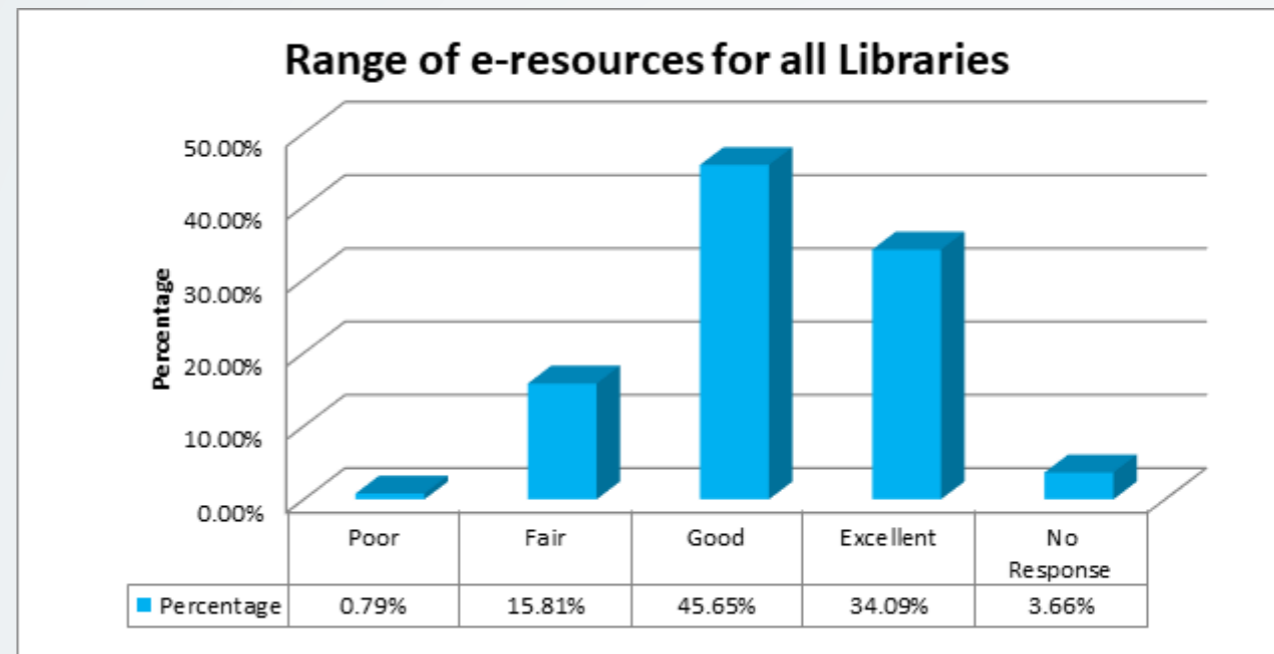
Most of the respondents indicated that range of e- resources was good, there were only 0.79% of who stated that range of e-resources is poor. Respondents specified that there has been an increase in the collection of e-resources.

Figure 5.6: Range of e- resources

Range of e-resources for different Libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	0.00%	0.00%	0.00%	2.04%	1.00%	0.00%	1.67%	0.00%	0.92%	0.00%	0.00%	1.00%	1.33%	1.45%	0.00%
Fair	6.36%	0.00%	32.69	15.31	19.00	10.00	11.67	1.67%	11.93	22.00	12.50	28.00	8.00%	20.29	4.88%
Good	32.73	50.00	43.27	41.84	50.00	70.00	61.67	40.00	51.38	34.00	37.50	52.00	42.67	50.72	46.34
Excellent	56.36	50.00	19.23	36.73	29.00	10.00	20.00	58.33	33.03	42.00	31.25	13.00	45.33	24.64	46.34
No Response	4.55%	0.00%	4.81%	4.08%	1.00%	10.00	5.00%	0.00%	2.75%	2.00%	18.75	6.00%	2.67%	2.90%	2.44%

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. This is also good indicative as during COVID19 University closure, all the users were dependent on the online library resources. There are very few users who rated the service poor.

Figure 5.7: Course books and essential texts for all libraries

Course books and essential texts for all libraries

	Poor	Fair	Good	Excellent	No Response
Percentage	4.55%	16.50%	46.05%	29.74%	3.16%
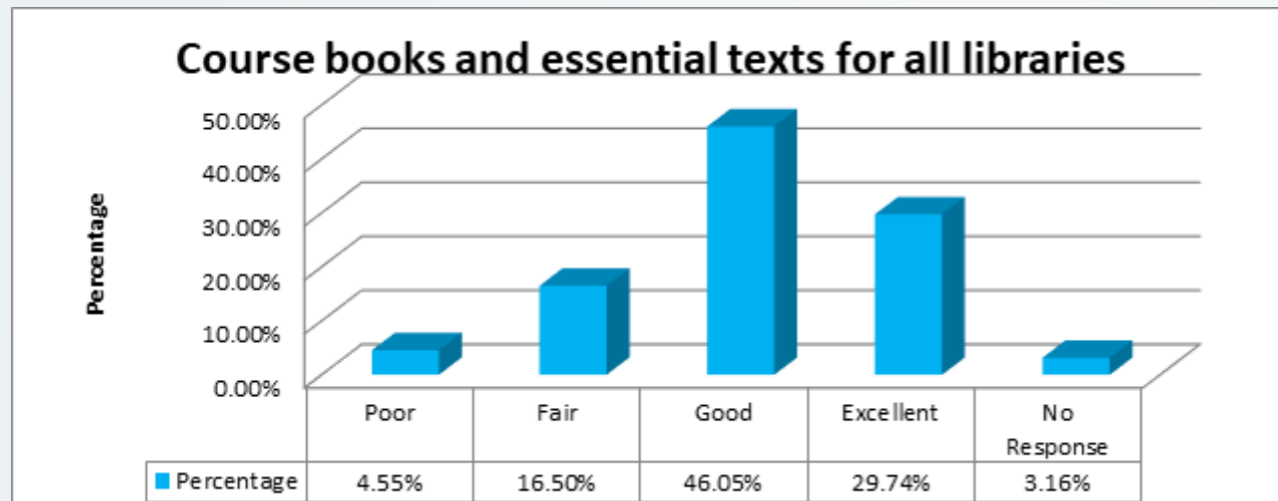
Out of 1012 respondents, 46.05% stated that there was a good collection of range of course books and essential texts where else 4.55% stated this as poor. Students stated that there were relevant course text books available to cater for student demand.

Figure 5.8: Course books and essential texts for different libraries

Course books and essential texts for different campus libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Nacerva	FSM	Nadi
Poor	7.27%	0.00%	0.00%	3.06%	0.00%	0.00%	3.33%	0.00%	3.67%	2.00%	0.00%	7.00%	0.00%	30.43	0.00%
Fair	5.45%	0.00%	25.96	12.24	28.00	10.00	15.00	3.33%	12.84	16.00	12.50	30.00	14.67	15.94	14.63
Good	40.00	30.00	41.35	52.04	50.00	70.00	58.33	48.33	57.80	46.00	37.50	39.00	50.67	27.54	39.02
Excellent	39.09	70.00	22.12	21.43	19.00	20.00	21.67	46.67	18.35	36.00	25.00	8.00%	28.00	24.64	41.46
No Response	8.18%	0.00%	10.58	11.22	3.00%	0.00%	1.67%	1.67%	7.34%	0.00%	25.00	16.00	6.67%	1.45%	4.88%

The range of course books and essential texts is rated 'good' and 'excellent' for all the fifteen library centers. However, FSM library users have given high rating for poor, this was because due to COVID19, procurement of latest editions were delayed. Nevertheless, library staff assisted users with required information through other physical resources and e-resources whereby the good and excellent rating for FSM justifies this. For the rest of the campuses, 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
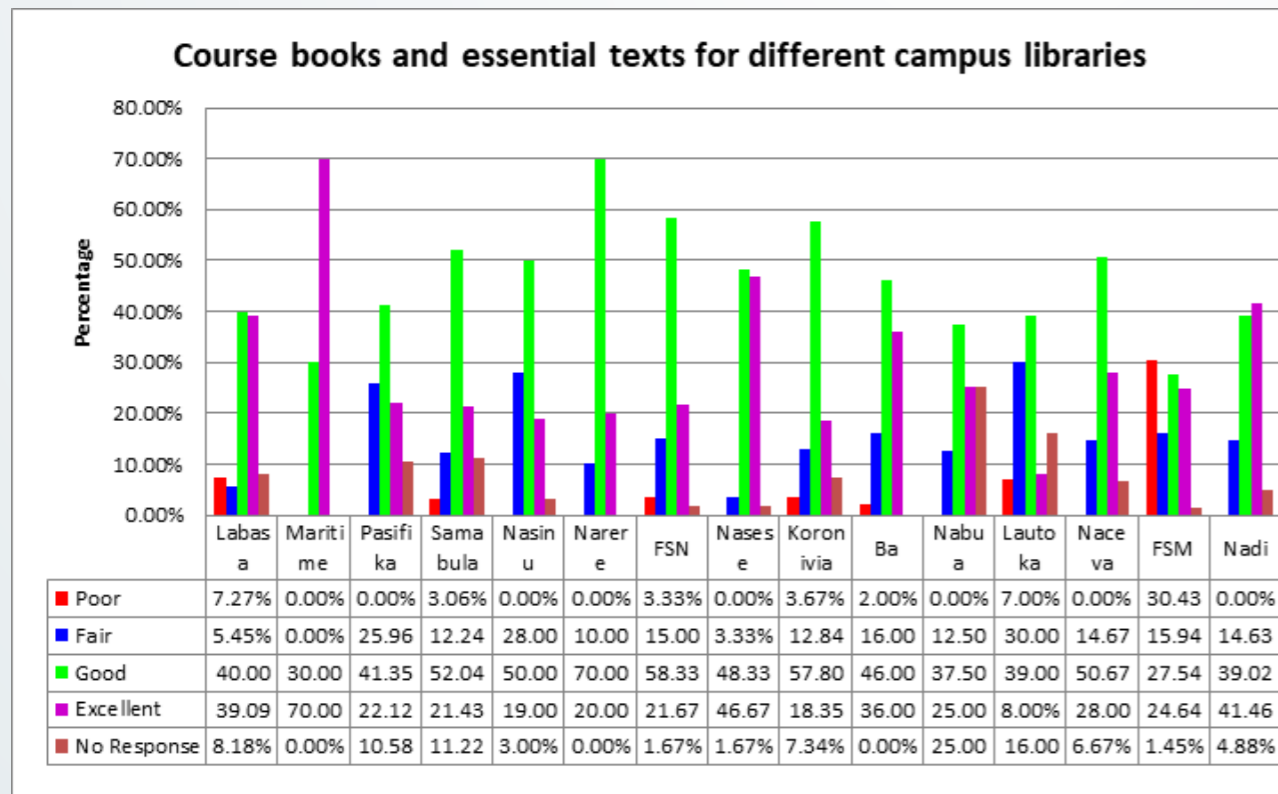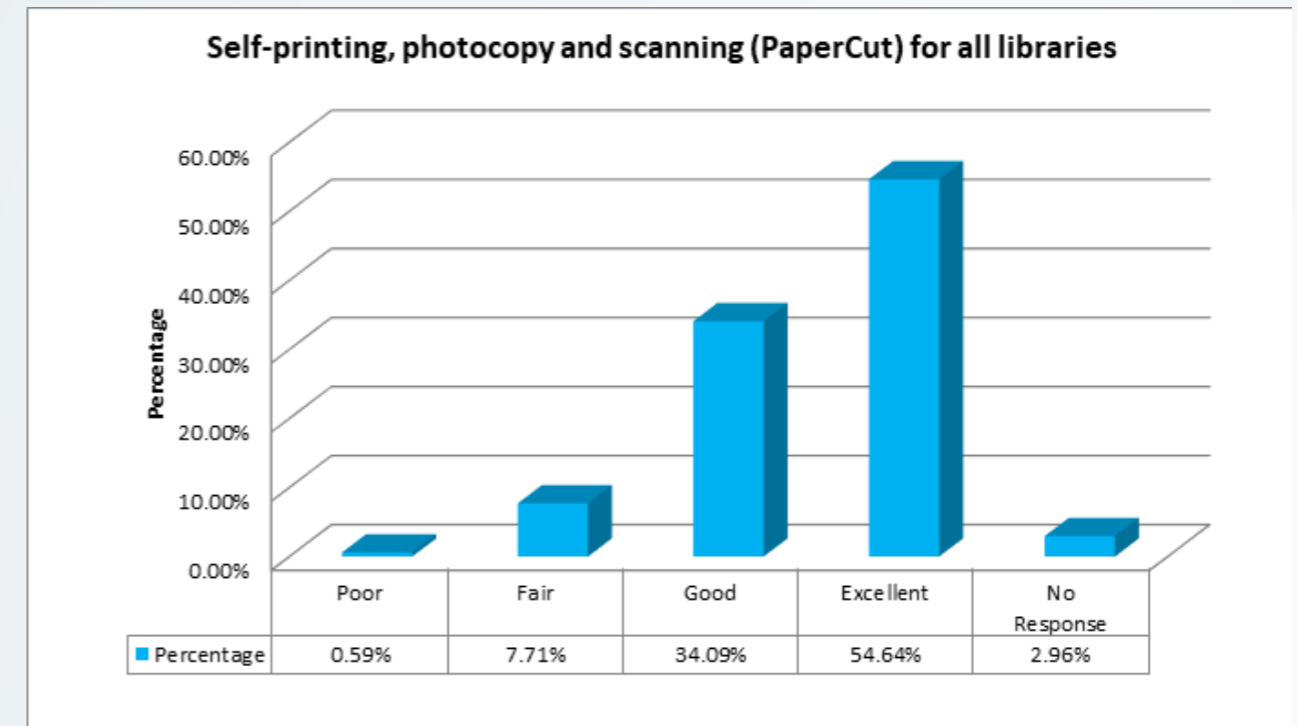

Self-printing, photocopy and scanning (PaperCut) for all libraries

	Poor	Fair	Good	Excellent	No Response
Percentage	0.59%	7.71%	34.09%	54.64%	2.96%

An overall 54.64% of the respondents rated the printing services in the library as being excellent; 34.09% indicated good service while 0.59% claimed it to be poor. The rating for the papercut service has improved from 2019 survey results

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

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

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Nacerva	FSM	Nadi
Poor	0.00%	0.00%	1.92%	1.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.00%	1.33%	0.00%	0.00%
Fair	1.82%	0.00%	13.46%	17.35%	4.00%	10.00%	5.00%	5.00%	11.01%	4.00%	0.00%	11.00%	5.33%	5.80%	2.44%
Good	28.18%	30.00%	39.42%	36.73%	36.00%	60.00%	41.67%	35.00%	37.61%	28.00%	18.75%	44.00%	25.33%	23.19%	21.95%
Excellent	66.36%	70.00%	41.35%	41.84%	58.00%	30.00%	48.33%	56.67%	46.79%	66.00%	68.75%	41.00%	68.00%	68.12%	75.61%
No Response	3.64%	0.00%	3.85%	3.06%	2.00%	0.00%	5.00%	3.33%	4.59%	2.00%	12.50%	2.00%	0.00%	2.90%	0.00%

Majority respondents have provided 'excellent' and 'good' rating for papercut services for all the campus libraries. The survey results reflect that students are happy doing printing, photocopy and scanning on their own. Users expressed that it was efficient for them to print from anywhere in FNU and release their prints from any FNU libraries. However, students expressed need for more printers during busy period as they have to wait since have one printing machine only.

Figure 5.11: Information/ reference enquiries for all libraries

Information/Reference enquiries for all libraries

	Poor	Fair	Good	Excellent	No Response
Percentage	0.89%	9.98%	44.17%	41.70%	3.26%
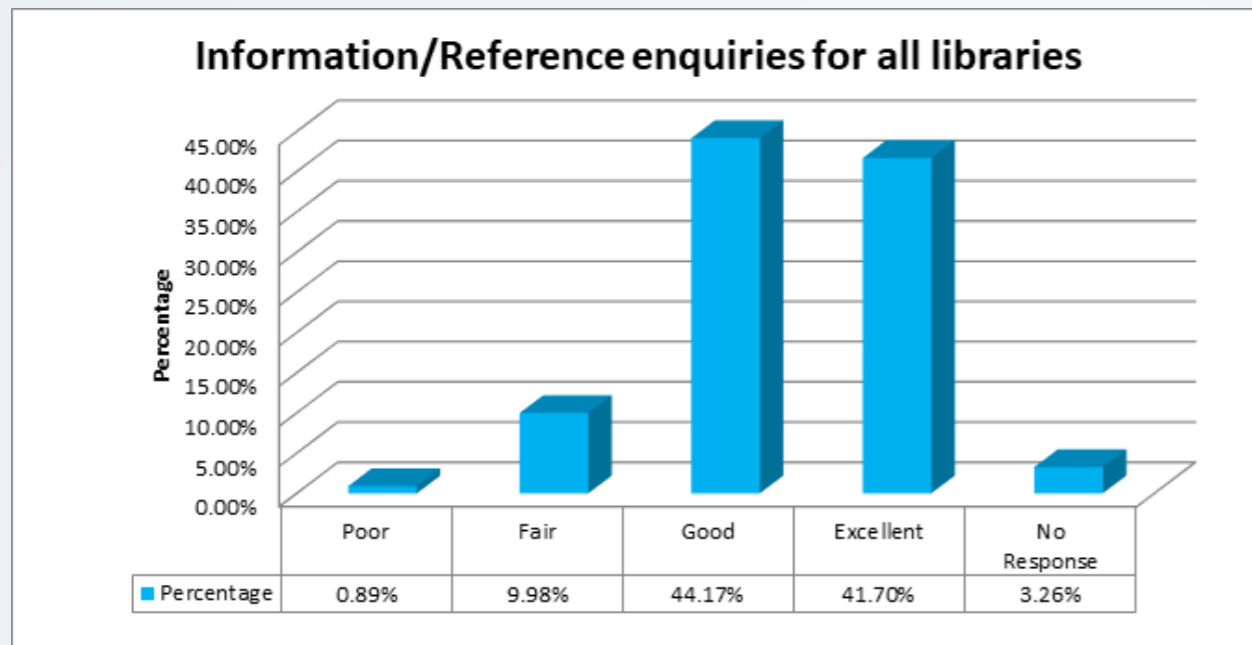
44.17% of the respondents expressed good satisfaction regarding enquiries on information and reference, 41.70% stated as being excellent, only 0.89% specified it as being poor. The users were satisfied with this service as library staff even during COVID19 on work from home addressed all users queries via emails and through other social networking means such as Viber, Facebook.

Figure 5.12: Information/ reference enquiries for different libraries

Information/Reference enquiries for different libraries

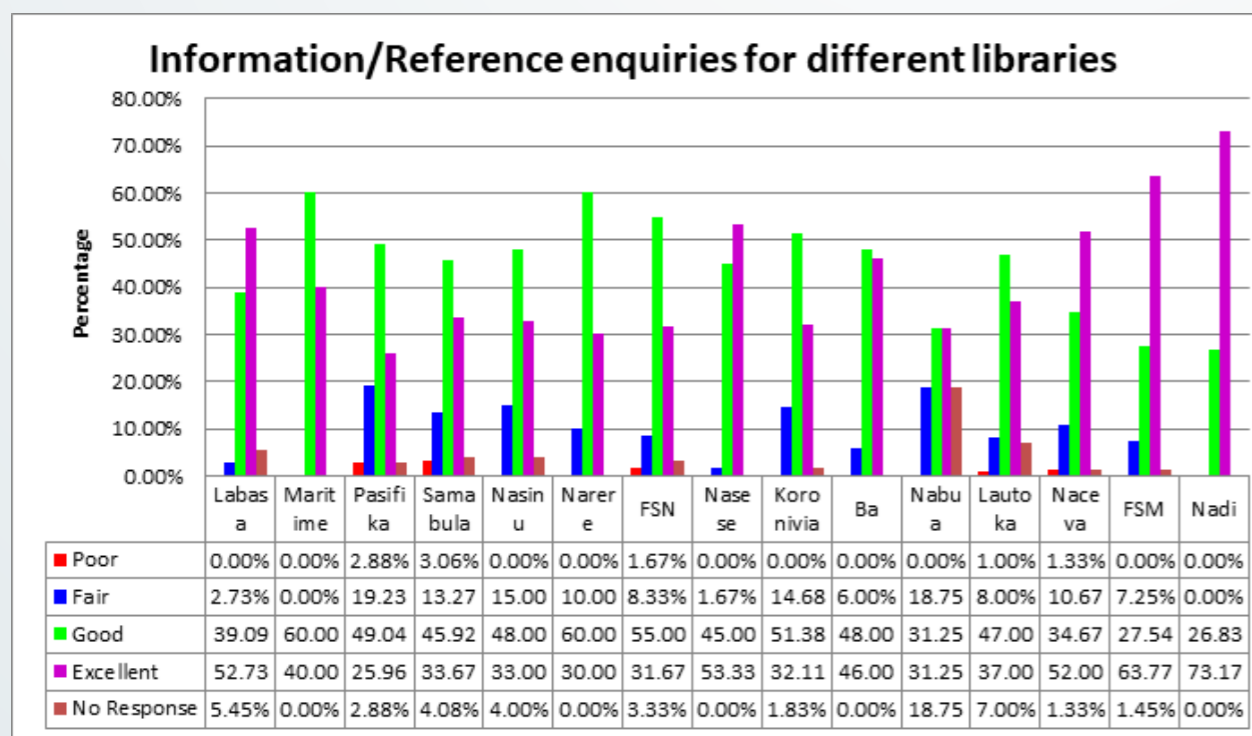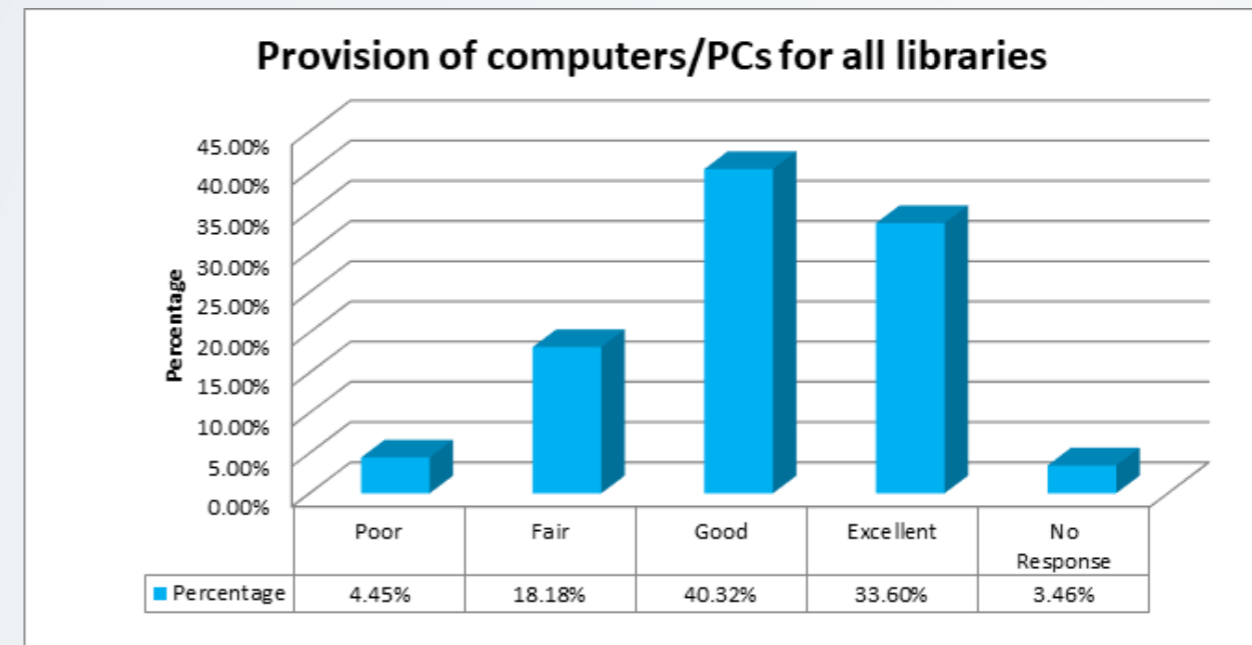|	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	0.00%	0.00%	2.88%	3.06%	0.00%	0.00%	1.67%	0.00%	0.00%	0.00%	0.00%	1.00%	1.33%	0.00%	0.00%
Fair	2.73%	0.00%	19.23	13.27	15.00	10.00	8.33%	1.67%	14.68	6.00%	18.75	8.00%	10.67	7.25%	0.00%
Good	39.09	60.00	49.04	45.92	48.00	60.00	55.00	45.00	51.38	48.00	31.25	47.00	34.67	27.54	26.83
Excellent	52.73	40.00	25.96	33.67	33.00	30.00	31.67	53.33	32.11	46.00	31.25	37.00	52.00	63.77	73.17
No Response	5.45%	0.00%	2.88%	4.08%	4.00%	0.00%	3.33%	0.00%	1.83%	0.00%	18.75	7.00%	1.33%	1.45%	0.00%

Overall all the campus libraries have been rated excellent and good in terms of information and reference queries for all the campus libraries with very few users providing poor rating.
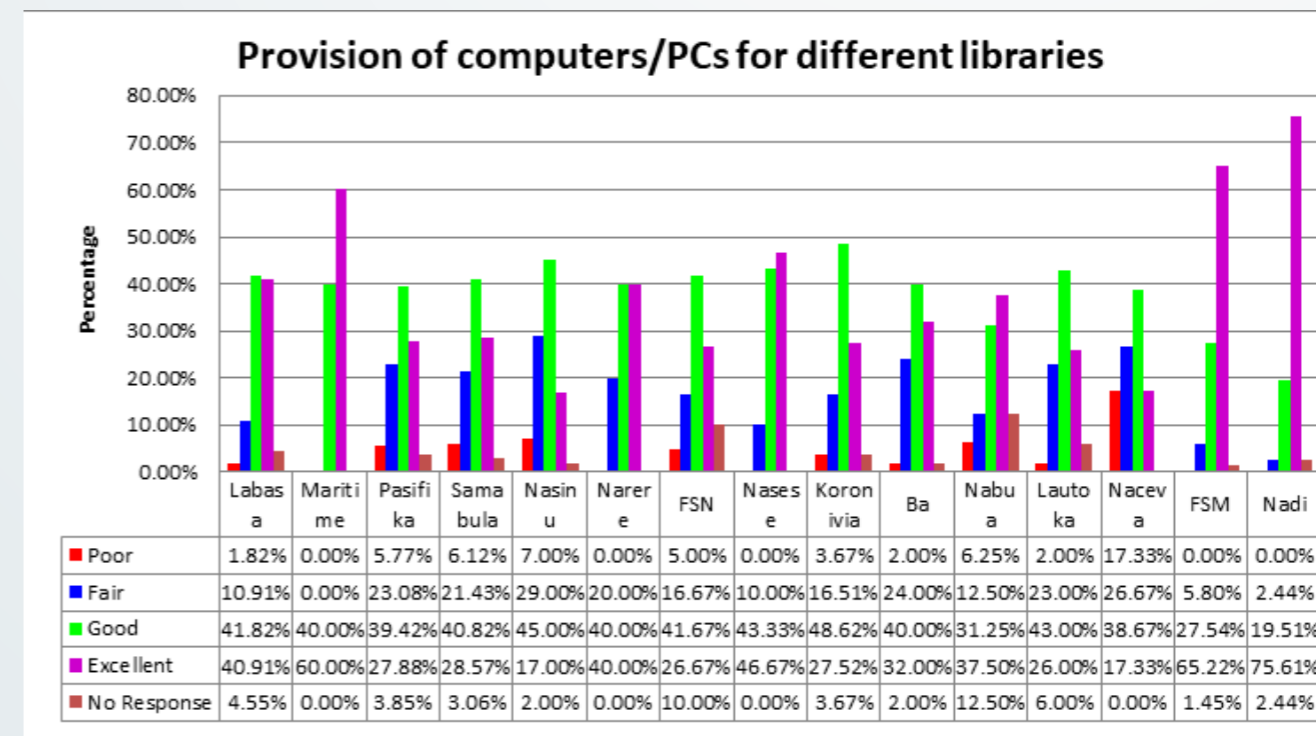
Figure 5.13: Provision of computers/ PCs

Provision of computers/PCs for all libraries

	Poor	Fair	Good	Excellent	No Response
Percentage	4.45%	18.18%	40.32%	33.60%	3.46%

Out of the 1012 respondents, 40.32% specified that computers provided were good in range, 33.60% rated as excellent, 18.18% sated it as being fair. However, 4.45% said that computers provided were poor when compared to 2019 whereby 12.49%. rated as poor. This analyses shows improvement in the provision of computers for the library users. Computers that were not working and was very slow and had some equipment/part missing was repaired by the ICT in timely manner. However, the 4.45% poor rating was due to slow internet and log in issues with the computers as expressed by the respondents.

Figure 5.14: Provision of computers/ PCs for different libraries

Provision of computers/PCs for different libraries

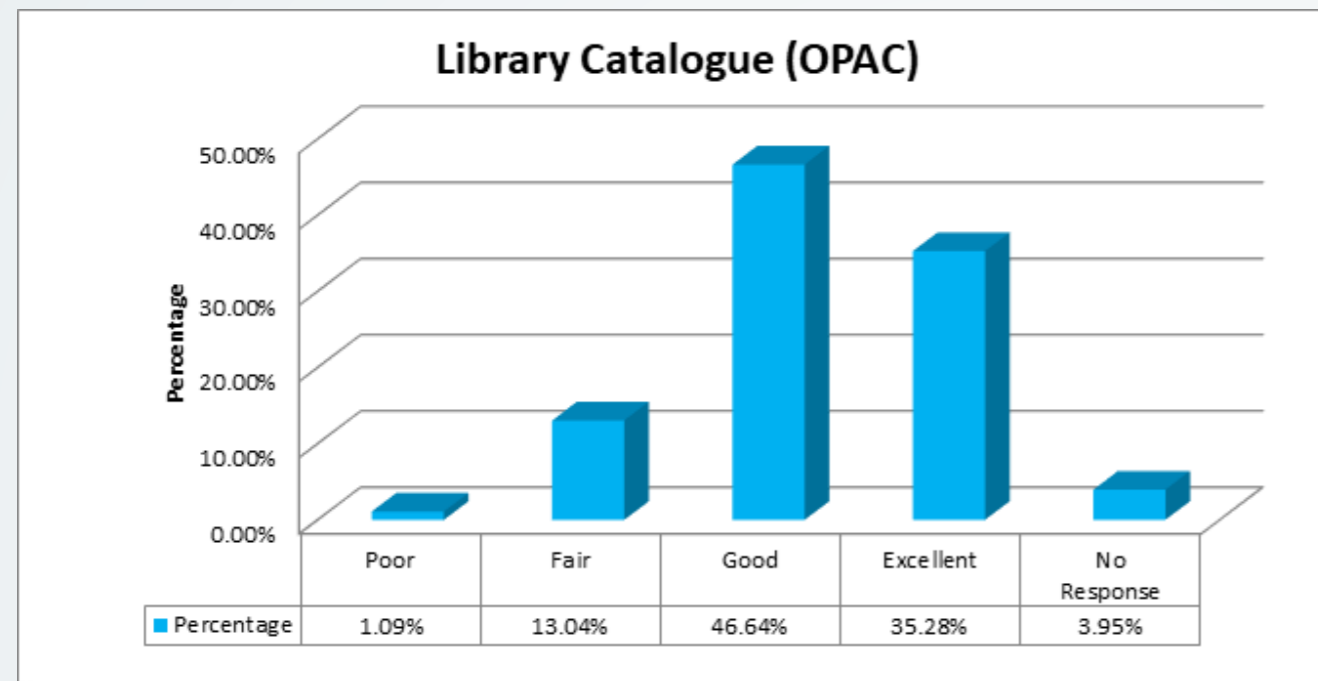|	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	1.82%	0.00%	5.77%	6.12%	7.00%	0.00%	5.00%	0.00%	3.67%	2.00%	6.25%	2.00%	17.33%	0.00%	0.00%
Fair	10.91%	0.00%	23.08%	21.43%	29.00%	20.00%	16.67%	10.00%	16.51%	24.00%	12.50%	23.00%	26.67%	5.80%	2.44%
Good	41.82%	40.00%	39.42%	40.82%	45.00%	40.00%	41.67%	43.33%	48.62%	40.00%	31.25%	43.00%	38.67%	27.54%	19.51%
Excellent	40.91%	60.00%	27.88%	28.57%	17.00%	40.00%	26.67%	46.67%	27.52%	32.00%	37.50%	26.00%	17.33%	65.22%	75.61%
No Response	4.55%	0.00%	3.85%	3.06%	2.00%	0.00%	10.00%	0.00%	3.67%	2.00%	12.50%	6.00%	0.00%	1.45%	2.44%

Majority respondents have rated provision of computers as good and excellent for all the libraries. However, Pasifika, Samabula, Nasinu, FSN, Koronivia, Nabua and Naceva have high poor rating, it was expressed by the users that there was poor access to internet and unavailability of PC's.
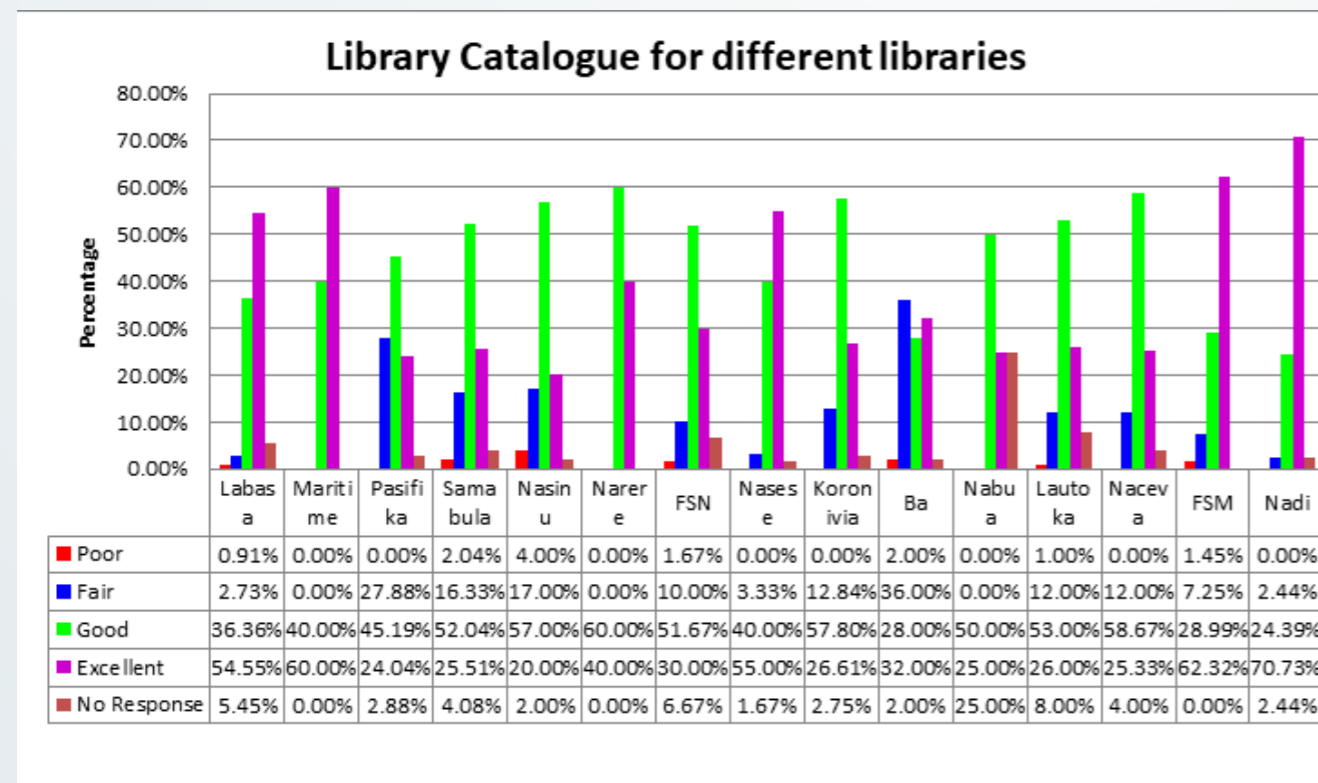
Figure 5.15: Library Catalogue

Library Catalogue (OPAC)

Percentage	Poor	Fair	Good	Excellent	No Response
Percentage	1.09%	13.04%	46.64%	35.28%	3.95%

A higher number of the respondents (46.64%) stated that the FNU library catalogue provided good service, 13.04% considered it as being fair and 35.28% thought that the catalogue is excellent. On the other hand, 1.09% 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.

Figure 5.16: Library Catalogue for different libraries

Library Catalogue for different libraries

	Labasa	Mariti me	Pasifi ka	Sama bula	Nasin u	Narer e	FSN	Nases e	Koron ivia	Ba	Nabu a	Lauto ka	Nacev a	FSM	Nadi
Poor	0.91%	0.00%	0.00%	2.04%	4.00%	0.00%	1.67%	0.00%	0.00%	2.00%	0.00%	1.00%	0.00%	1.45%	0.00%
Fair	2.73%	0.00%	27.88%	16.33%	17.00%	0.00%	10.00%	3.33%	12.84%	36.00%	0.00%	12.00%	12.00%	7.25%	2.44%
Good	36.36%	40.00%	45.19%	52.04%	57.00%	60.00%	51.67%	40.00%	57.80%	28.00%	50.00%	53.00%	58.67%	28.99%	24.39%
Excellent	54.55%	60.00%	24.04%	25.51%	20.00%	40.00%	30.00%	55.00%	26.61%	32.00%	25.00%	26.00%	25.33%	62.32%	70.73%
No Response	5.45%	0.00%	2.88%	4.08%	2.00%	0.00%	6.67%	1.67%	2.75%	2.00%	25.00%	8.00%	4.00%	0.00%	2.44%

A higher number of the respondents for all the libraries stated that the FNU library catalogue provided good and excellent service. There have been number of trainings and awareness created for user to access library catalogue (OPAC) due course which very few users rated it is poor as many users are aware of the service and thus have shown good indication.

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

Range of Electronic Information Services

Percentage	Poor	Fair	Good	Excellent	No Response
Percentage	0.89%	14.03%	49.01%	32.61%	3.46%
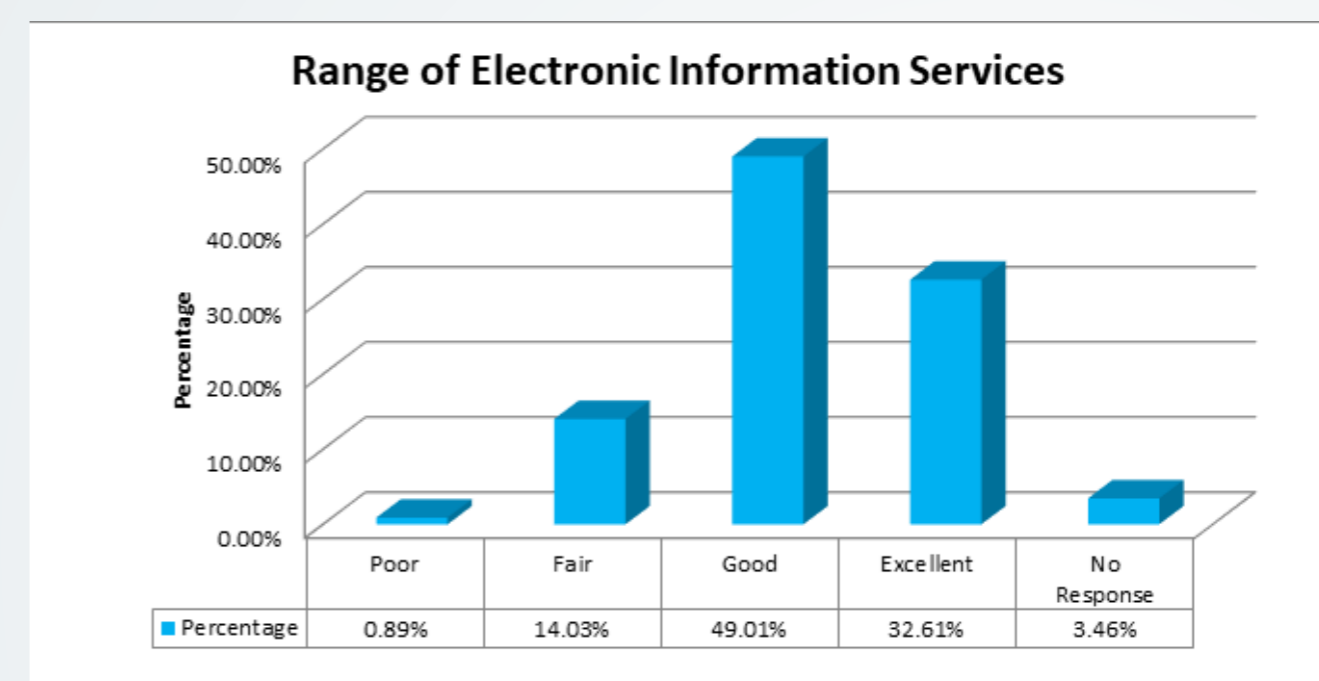
The range of electronic services in the library was indicated as being good by most (49.01%) of the respondents, 14.03% stated it being fair while 32.61% said it was excellent. Conversely,0.89% said that electronic information services were poor when compared to 2019 rating as 1.73%, indicating improvement. As per impact of COVID19, classes were offered online and thus enormous awareness on the e-resources was created, as a result satisfactorily results have been achieved by the library.

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

Range of Electronic Information Services for different Libraries

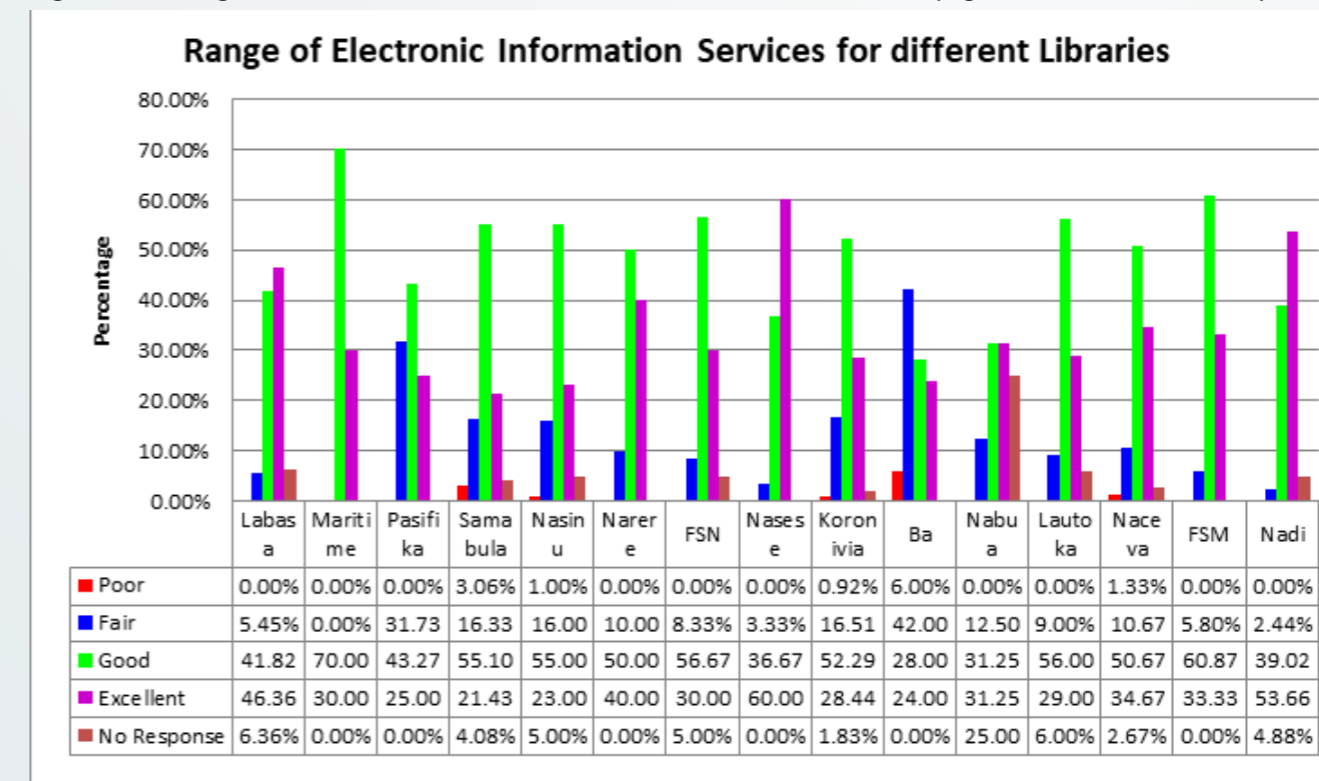|	Labas a	Mariti me	Pasifi ka	Sama bula	Nasin u	Narer e	FSN	Nases e	Koron ivia	Ba	Nabu a	Lauto ka	Nace va	FSM	Nadi
Poor	0.00%	0.00%	0.00%	3.06%	1.00%	0.00%	0.00%	0.00%	0.92%	6.00%	0.00%	0.00%	1.33%	0.00%	0.00%
Fair	5.45%	0.00%	31.73	16.33	16.00	10.00	8.33%	3.33%	16.51	42.00	12.50	9.00%	10.67	5.80%	2.44%
Good	41.82	70.00	43.27	55.10	55.00	50.00	56.67	36.67	52.29	28.00	31.25	56.00	50.67	60.87	39.02
Excellent	46.36	30.00	25.00	21.43	23.00	40.00	30.00	60.00	28.44	24.00	31.25	29.00	34.67	33.33	53.66
No Response	6.36%	0.00%	0.00%	4.08%	5.00%	0.00%	5.00%	0.00%	1.83%	0.00%	25.00	6.00%	2.67%	0.00%	4.88%

Figure 5.18 indicates that the users are aware of the electronic information services provided at all the campus libraries and are satisfied with the service as the survey results reflects high good and excellent rating.

Figure 5.19: Accessing Library Services Electronically Off Campus

Accessing Library Services Electronically Off Campus

	Poor	Fair	Good	Excellent	No Response
Percentage	1.98%	15.61%	46.94%	30.53%	4.94%
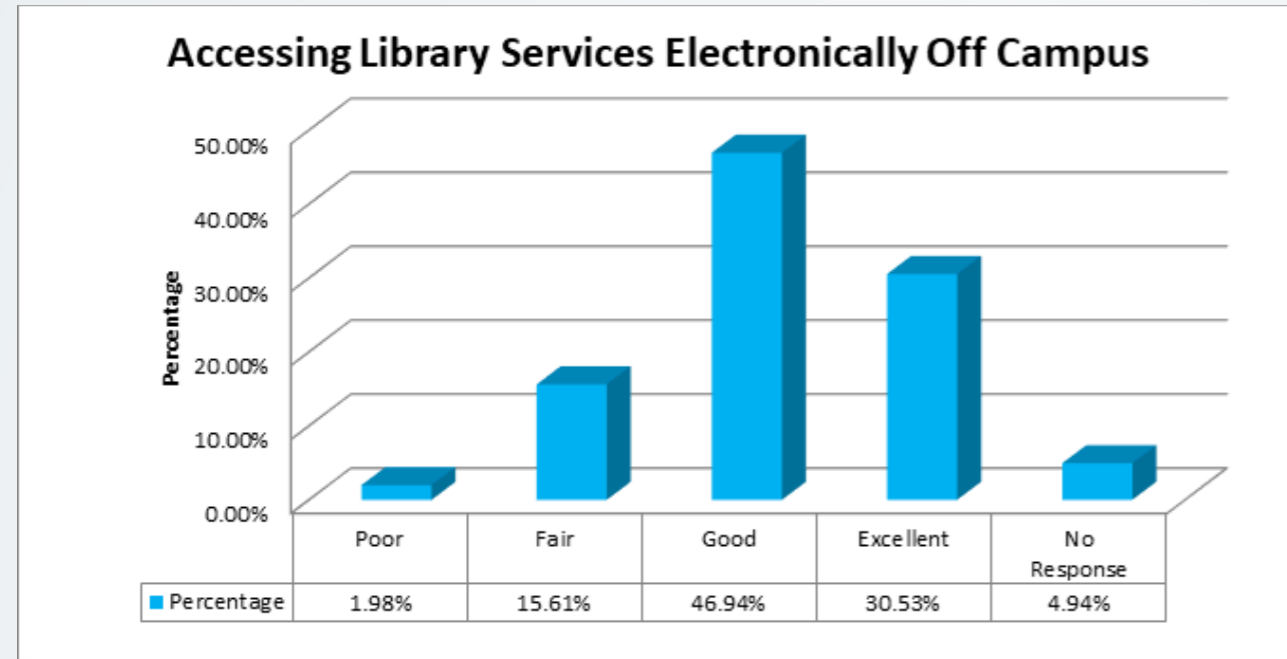
46.94% of the respondents expressed that accessing the library services electronically off campus was good, 30.53% said it was excellent and 15.61% stated it as being fair. The least number of respondents (1.98%) said that it was poor. The reasons conveyed by these 1.98% respondents that they were not able to access the services off campus and the reason for this is mostly due to log in issues
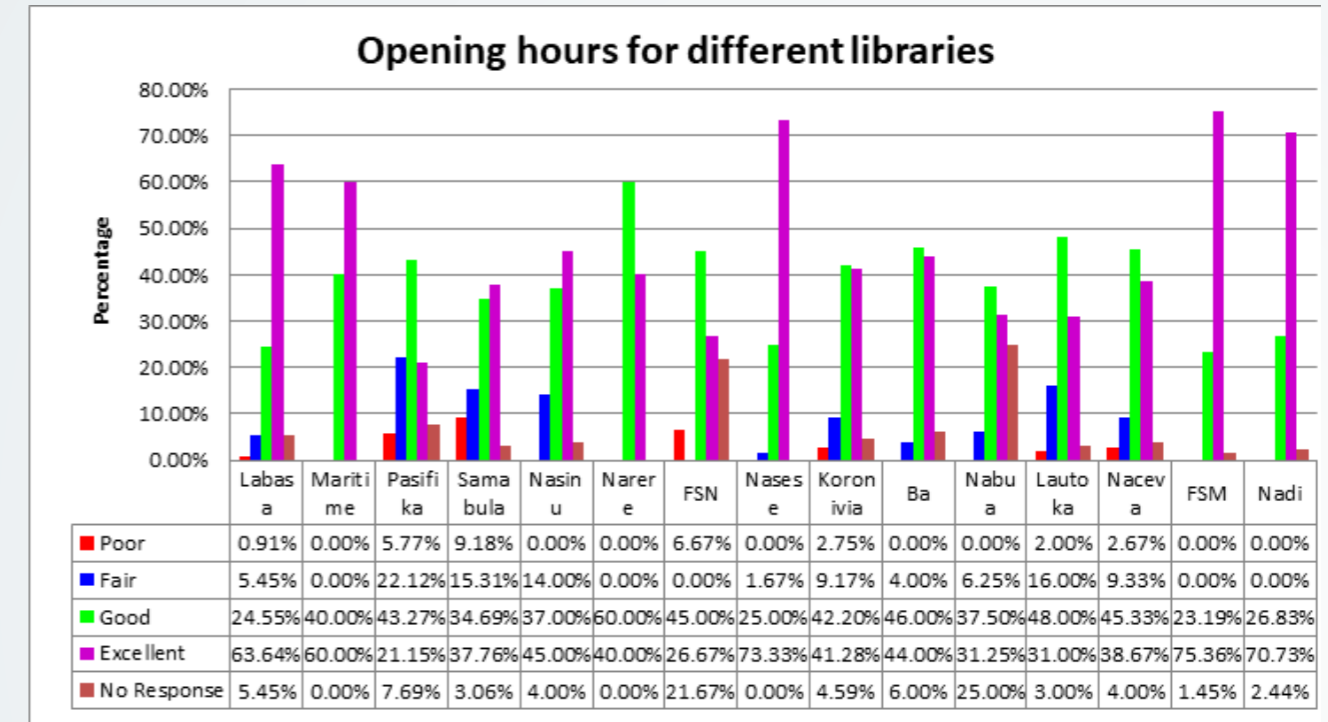
Figure 5.20: Opening Hours

Opening Hours

	Poor	Fair	Good	Excellent	No Response
Percentage	2.67%	10.38%	37.45%	45.16%	4.35%
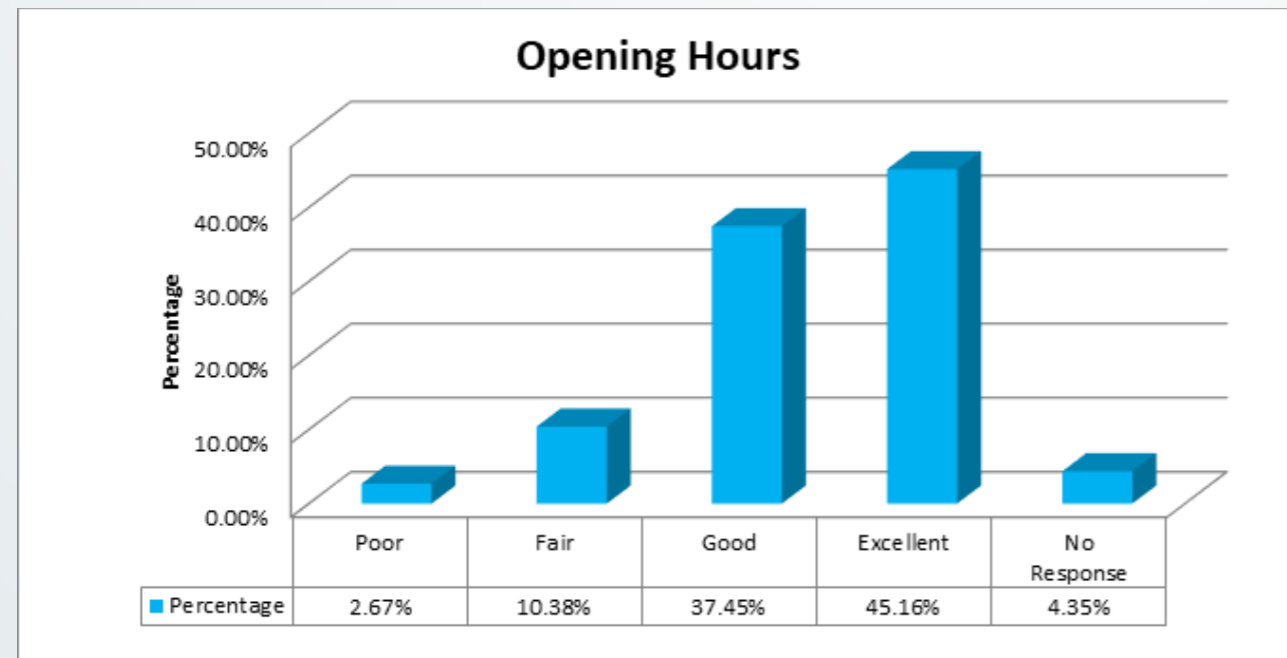
Out of the 1012 respondents, 45.16% stated that the library opening hours were excellent, 37.45% indicated that it was good and 10.38% said that it was fair. On the other hand, 2.67% said that it is poor, and the reasons expressed by the users was reduced hours and the reduced operating hours was due to COVID19 and curfew hours.

Figure 5.21: Opening Hours for different libraries

Opening hours for different libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Nacevaa	FSM	Nadi
Poor	0.91%	0.00%	5.77%	9.18%	0.00%	0.00%	6.67%	0.00%	2.75%	0.00%	0.00%	2.00%	2.67%	0.00%	0.00%
Fair	5.45%	0.00%	22.12%	15.31%	14.00%	0.00%	0.00%	1.67%	9.17%	4.00%	6.25%	16.00%	9.33%	0.00%	0.00%
Good	24.55%	40.00%	43.27%	34.69%	37.00%	60.00%	45.00%	25.00%	42.20%	46.00%	37.50%	48.00%	45.33%	23.19%	26.83%
Excellent	63.64%	60.00%	21.15%	37.76%	45.00%	40.00%	26.67%	73.33%	41.28%	44.00%	31.25%	31.00%	38.67%	75.36%	70.73%
No Response	5.45%	0.00%	7.69%	3.06%	4.00%	0.00%	21.67%	0.00%	4.59%	6.00%	25.00%	3.00%	4.00%	1.45%	2.44%

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. However, Samabula, FSN, Pasifika had high poor rating in comparison to other campus libraries, the reason was due to the reduced library operating hours due to curfew hours.

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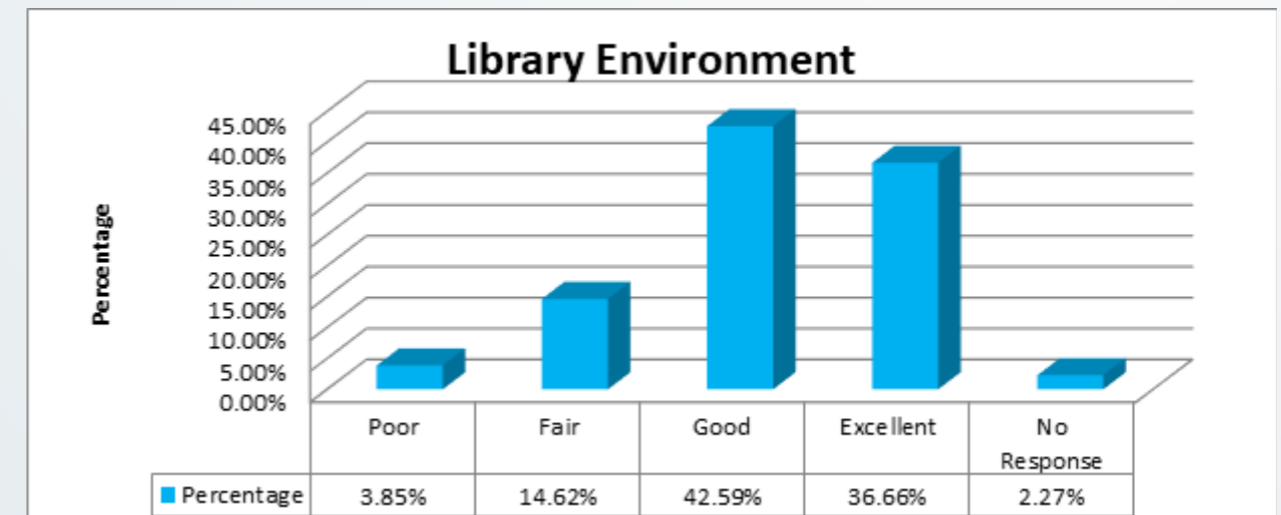
Library Environment

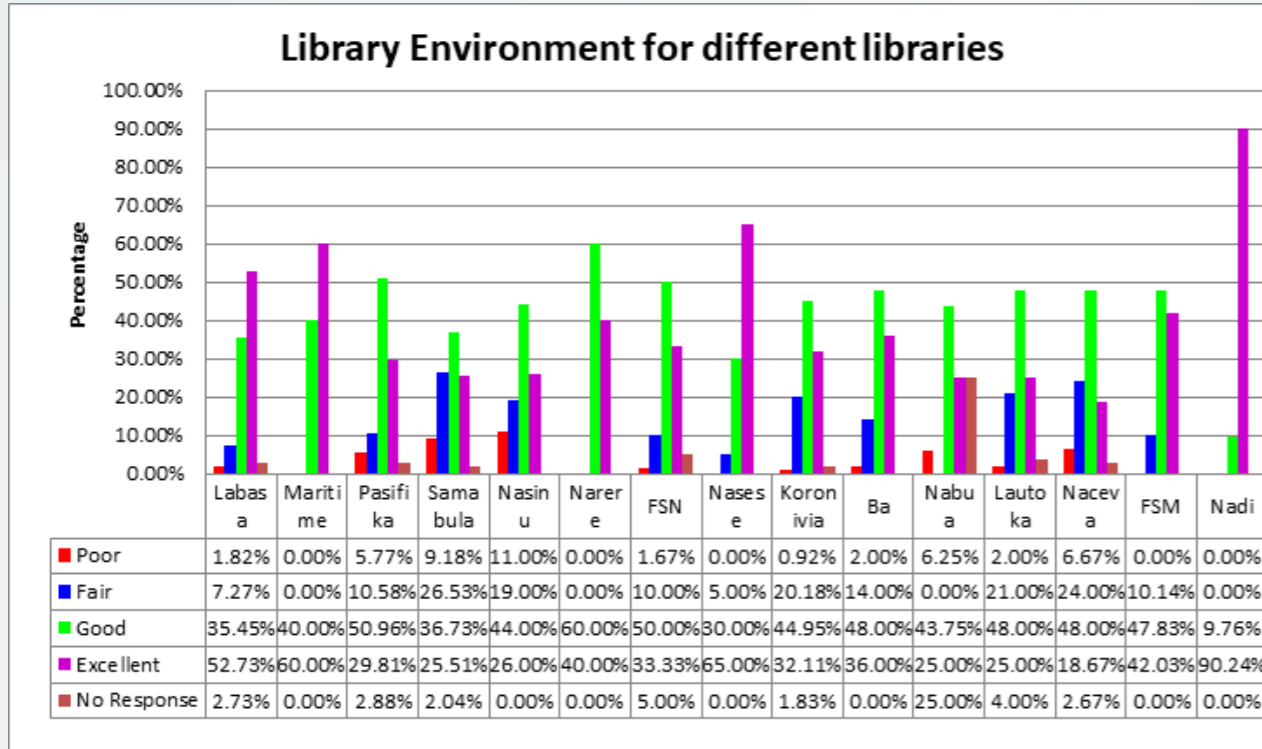|	Poor	Fair	Good	Excellent	No Response
Percentage	3.85%	14.62%	42.59%	36.66%	2.27%

A higher number of respondents (42.59%) stated that the library environment was good, 36.66% said it was excellent while 14.62% rated it as being fair. 3.85% claimed it to be poor while in 2019, 8.09% stated it as poor. There has been improvement in noise level in the library and furniture's such as sofa sets has created more seating capacity and comfortable environment for the students. However, need for air condition still remains to be a concern for some users.

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

Library Environment for different libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	1.82%	0.00%	5.77%	9.18%	11.00%	0.00%	1.67%	0.00%	0.92%	2.00%	6.25%	2.00%	6.67%	0.00%	0.00%
Fair	7.27%	0.00%	10.58%	26.53%	19.00%	0.00%	10.00%	5.00%	20.18%	14.00%	0.00%	21.00%	24.00%	10.14%	0.00%
Good	35.45%	40.00%	50.96%	36.73%	44.00%	60.00%	50.00%	30.00%	44.95%	48.00%	43.75%	48.00%	48.00%	47.83%	9.76%
Excellent	52.73%	60.00%	29.81%	25.51%	26.00%	40.00%	33.33%	65.00%	32.11%	36.00%	25.00%	25.00%	18.67%	42.03%	90.24%
No Response	2.73%	0.00%	2.88%	2.04%	0.00%	0.00%	5.00%	0.00%	1.83%	0.00%	25.00%	4.00%	2.67%	0.00%	0.00%

The graph indicates there is more good and excellent response from the users for FNU Library environment. Pasifika, Samabula, Nasinu, Nabua and Naceva have more poor rating compared to other campus libraries reason being that the space in the libraries are occupied while Nasinu upstairs was under maintenance thus space was a concern and as well as some users have expressed that Nasinu campus library needs to be air conditioned.
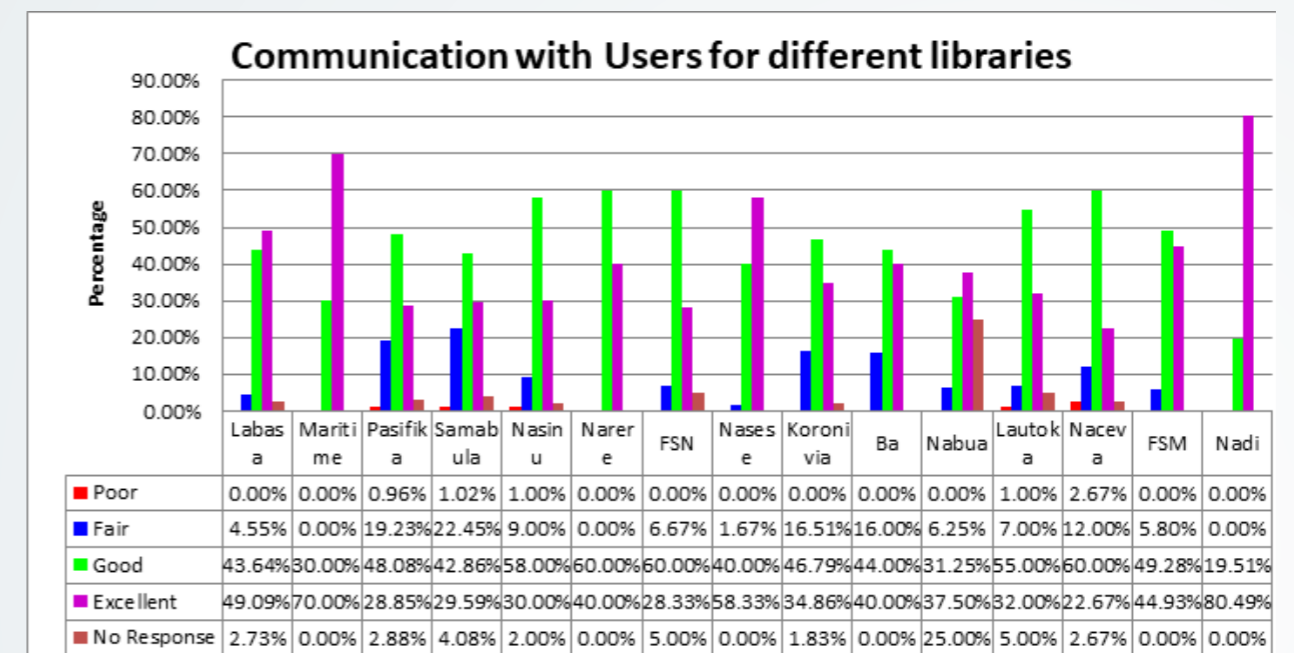
Figure 5.24: Communication with Users (e.g. publicity materials, signage, and user education)

Communication with Users

	Poor	Fair	Good	Excellent	No Response
Percentage	0.59%	10.67%	48.12%	37.85%	2.77%
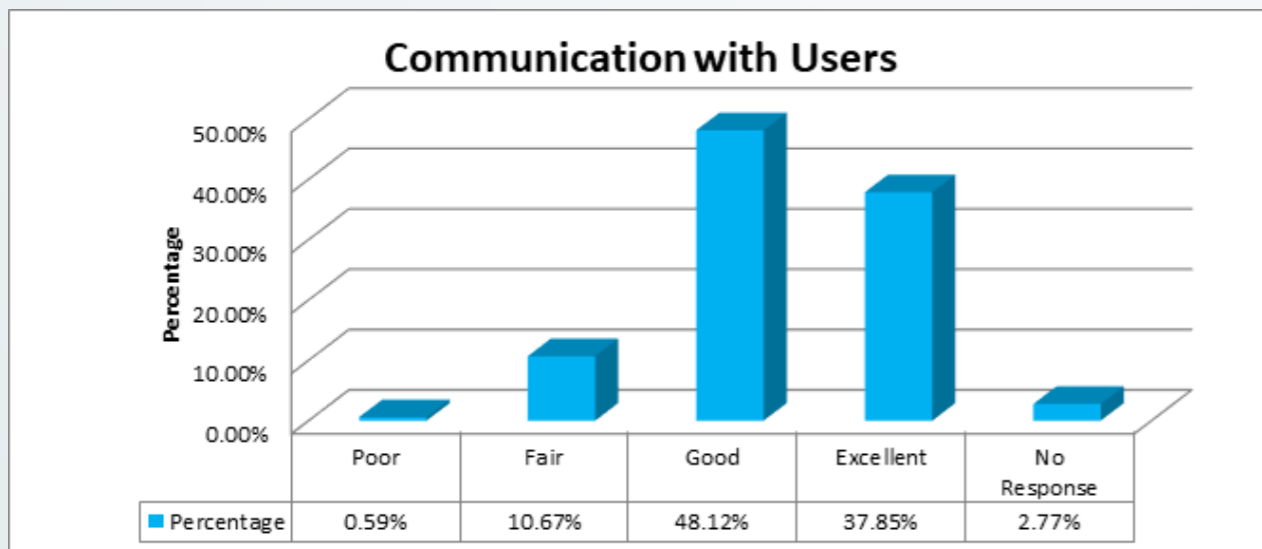
Out of the 1012 respondents, 48.12% said that communication was good in terms of the publicity materials, signage, and advertisements via FNUPR, social networking sites while 37.85% indicated it to be excellent and 10.67% specified it to be fair. However, 0.59% stated that the library had poor communication as some were not able access the FNUPR for information.

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

Communication with Users for different libraries

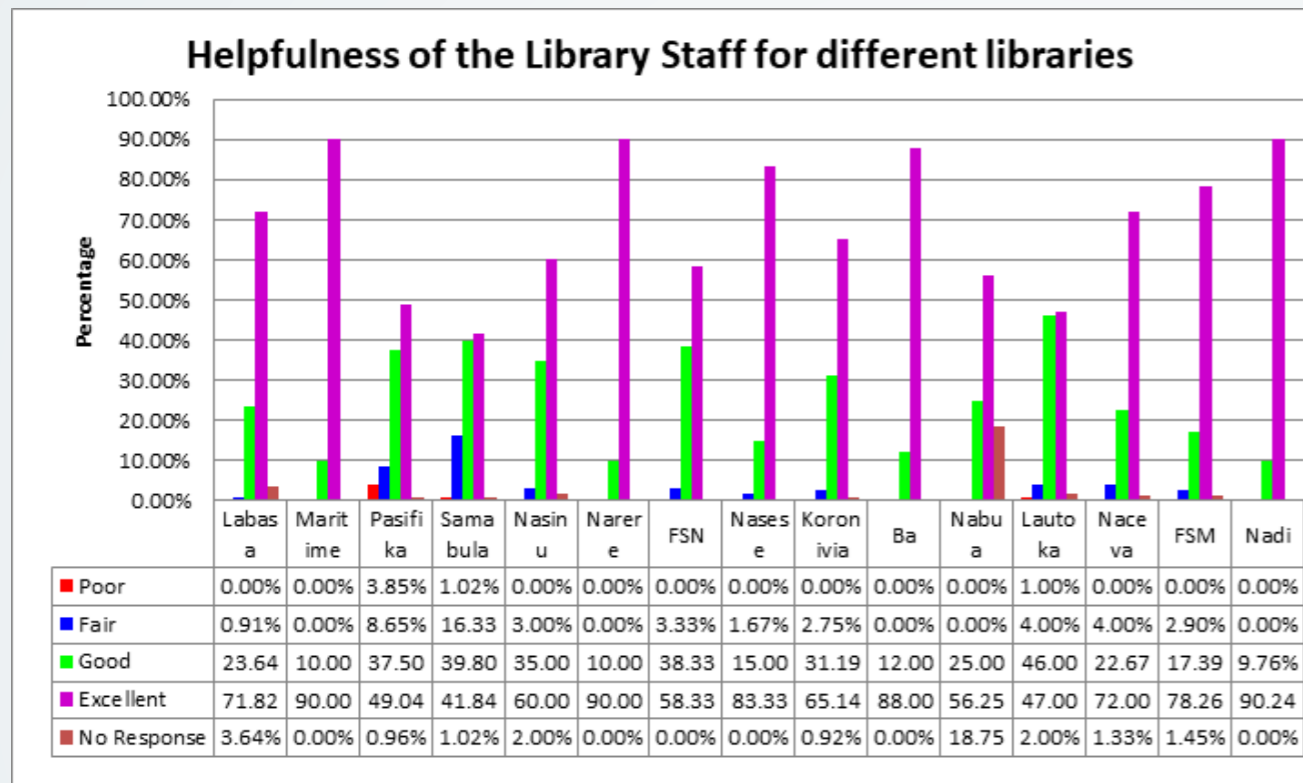|	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	0.00%	0.00%	0.96%	1.02%	1.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%	2.67%	0.00%	0.00%
Fair	4.55%	0.00%	19.23%	22.45%	9.00%	0.00%	6.67%	1.67%	16.51%	16.00%	6.25%	7.00%	12.00%	5.80%	0.00%
Good	43.64%	30.00%	48.08%	42.86%	58.00%	60.00%	60.00%	40.00%	46.79%	44.00%	31.25%	55.00%	60.00%	49.28%	19.51%
Excellent	49.09%	70.00%	28.85%	29.59%	30.00%	40.00%	28.33%	58.33%	34.86%	40.00%	37.50%	32.00%	22.67%	44.93%	80.49%
No Response	2.73%	0.00%	2.88%	4.08%	2.00%	0.00%	5.00%	0.00%	1.83%	0.00%	25.00%	5.00%	2.67%	0.00%	0.00%

The communication with users is good and excellent as per the graph above, which indicates that information is reached out to the users and they are approaching the librarians for assistance on library services.

Figure 5.26: Helpfulness of the library staff

Helpfulness of the Library Staff

	Poor	Fair	Good	Excellent	No Response
Percentage	0.59%	4.35%	29.25%	64.23%	1.58%

A higher number of respondents (42.59%) stated that the library environment was good, 36.66% said it was excellent while 14.62% rated it as being fair. 3.85% claimed it to be poor while in 2019, 8.09% stated it as poor. There has been improvement in noise level in the library and furniture's such as sofa sets has created more seating capacity and comfortable environment for the students. However, need for air condition still remains to be a concern for some users.

Helpfulness of the Library Staff for different libraries

	Labasa	Maritime	Pasifika	Samabula	Nasinu	Narere	FSN	Nasese	Koronivia	Ba	Nabua	Lautoka	Naceva	FSM	Nadi
Poor	0.00%	0.00%	3.85%	1.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.00%	0.00%	0.00%
Fair	0.91%	0.00%	8.65%	16.33	3.00%	0.00%	3.33%	1.67%	2.75%	0.00%	0.00%	4.00%	4.00%	2.90%	0.00%
Good	23.64	10.00	37.50	39.80	35.00	10.00	38.33	15.00	31.19	12.00	25.00	46.00	22.67	17.39	9.76%
Excellent	71.82	90.00	49.04	41.84	60.00	90.00	58.33	83.33	65.14	88.00	56.25	47.00	72.00	78.26	90.24
No Response	3.64%	0.00%	0.96%	1.02%	2.00%	0.00%	0.00%	0.00%	0.92%	0.00%	18.75	2.00%	1.33%	1.45%	0.00%

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 excellent and good for all the campus libraries. Only a handful said this service was poor. Reasons being stated by the users for poor rating is that staff are unwelcoming with no smile and little rude at times.

Internal Control & Risk Management
Library has always focused on ensuring and entailing best service delivery for its users, whereby managing the risk register have always played pivotal role towards the department's success. While it is significant to focus on the risks, it is also important to understand the corrective and preventative measures taken to address the risks. Since the department maintained this practice, with emergence of COVID19 resulting in staff to be placed on work from home, immediate measures in response to risks were taken ensuring no discord or delays in service delivery. All the campus libraries continue to monitor and maintain the risk register and it has helped the department to be ever prepared to conquer the risks identified

ISO 9001:2015 Certification
While the FNU Library had been maintaining the ISO 9001 certification, dismally the department was not able to renew its certification in 2020 mainly due to the financial downturn resulting from the global pandemic COVID19. Nevertheless, since the department have practiced quality management standards as per ISO 9001:2015, all the FNU library centers continued to follow the set processes. The department continued to audit its processes against its SOPs as well as ensured that the statutory and regulatory requirements were met with no non-conformances. The library has devised a plan to continue following the QMS practices to maintain productivity and continually improve its service delivery and in near future with COVID19 situation normalizing, the department will renew their ISO 9001 certification.

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. 61 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	15	7	22
Nabua	2	4	6
Maritime	Nil	Nil	0
Pasifika	1	2	3
Koronivia	1	1	2
Labasa	1	1	2
Lautoka	4	1	5
Samabula	1	Nil	1
Nadi	Nil	Nil	0
Ba	3	2	5
FSM -Tamavua	2	2	4
FSN- Tamavua	2	Nil	2
NTPC Naceva	Nil	Nil	0
NTPC Narere	2	1	3
NTPC Nasese	3	3	6
Total	**37**	**24**	**61**

(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 299 articles requested in 2020 for the research purposes of our members.

Article delivery		
Campus	No of article requested	No of articled delivered
Koronivia	292	292
Ba	3	3
Lautoka	4	4
Total	299	299

(Table: 14)

⊙→ 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	15 Monday - Sunday: 7.30am - 7.30pm Public Holidays: 7.30am - 5.30pm	Kings Road, Nasinu	679 3394000 Ext:2809
Samabula	Monday - Sunday: 7.30am - 7.30pm Public Holidays: 7.30am - 5.30pm	1, Princess Road, Samabula	679 3389297 Ext:1800
Koronivia	Monday - Sunday: 7.30am - 7.30pm Public Holidays: 7.30am - 5.30pm	10, Miles, Kings Road, Nausori	679 3479200 Ext:5006
Lautoka	Monday - Sunday: 7.30am - 7.30pm Public Holidays: 7.30am - 5.30pm	Natabua, Lautoka	679 6662833 Ext:7037
Pasifika	Monday - Sunday: 7.30am - 7.30pm Public Holidays: 7.30am - 5.30pm	Extension Street, Suva	679 6662833
Labasa	Monday - Friday: 7.30am - 7.30pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Local Timber Building, Main ST, Labasa	679 3311700 Ext:3313
Nadi	Monday - Friday: 7.30am - 7.30pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Queens Road, Namaka	679 6724889 Ext:6018
FSN-Tamavua	Monday - Friday: 7.30am - 7.30pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Princess Road, Tamavua, Suva	679 3321499 Ext:3633

FSM - Tamavua	Monday - Friday: 7.30am - 7.30pm Saturday & Sunday: 8.00am - 5.00pm Public Holidays: 8.00am - 5.00pm	Princess Road, Tamavua, Suva	679 3233000 Ext:3830
NTPC-Narere	Monday - Friday: 8.00am - 5.00pm 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: 8.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Maritime, Laucala Suva	679 3315115 Ext:5801
Nasese	Monday - Friday: 8.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Queen Elizabeth Drive, Nasese	679 3389297 Ext:4012
Ba	Monday - Friday: 8.00am - 5.00pm Saturday & Sunday: Closed Public Holidays: Closed	Tauvegavega Ba.	667 4699 Ext. 7732
NTPC-Naceva	Monday - Friday: 8.00am - 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 25,768 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
Ba	66	66	132
Koronivia	382	387	769
Nursing	5182	5122	10304
Pasifika	3740	3538	7278
Labasa	102	103	205
Lautoka	666	667	1333
Maritime	435	368	803
Nabua	95	92	187
Nasese	5	3	8
Naceva	16	15	31
Nadi	239	241	480
Narere	20	20	40
Nasinu	955	1110	2065
Samabula	438	429	867
Tamavua	650	616	1266
Total	**12991**	**12777**	**25768**

(Table: 16)

USER STATISTICS FOR E-DATABASES IN 2019

In 2020, more than 2,460,529 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	319156
Therapeutic Guidelines eTG	2984
ProQuest Central	1944387
Edward Elgar' Journals	30
Sage	7146
Sage Research Methods	572
Oxford	545
Cambridge Core	1099
JSTOR	27288
The Cochrane Library	4082
Ebrary	62192
Knovel	6260
Science Direct (Physical, Health and Life Science)	46334
IOP Science	142
Wiley Online Library	15543
UpToDate	183,352
LexisNexis	145
Access Medicine	11,443
Access Physiotherapy	1890
Emerald	6118
Taylor and Francis	11797
Safety Care	91
IEEE	3407

Research4Life (AGORA, ARDI, GOALI, Hinari, OARE)	2916
Total	**2658919**

(Table: 17)

NEW REGISTRATION IN 2020

In 2020, new library registration was 2661 members.

Month	Number of new Registrations on month basis
January	101
February	192
March	372
April	16
May	34
June	107
July	395
August	200
September	122
October	151
November	935
December	36
Total	**2661**

(Table: 18)

Library	No. of Registrations on campus basis
Nasinu	383
Pasifika	503
Samabula	313
Nadi	171
FSN Tamavua	403
Lautoka	344

Koronivia	165
Nabua	54
FSM Tamavua	100
Ba	44
Labasa	77
NTPC Nasese	10
Maritime	88
NTPC Narere	2
NTPC Naceva	4
Total	**2661**

(Table: 19)

TRADE SERVICES REVENUE

Campus	Photo-copying	Printing (B/W)	Paper Cut	Binding	Laminat-ing	Scan-ning	Total
Labasa	-	-	2,291.25	12.00	-	-	$2,303.25
Koronivia	-	-		862.50	17.50	3.00	$13,170.05
Samabula	20.00		8,621.55	$1,289.00	24.50	1.00	$9,956.05
NTPC Naceva	50.50	211.90	-	24.00	-	-	$286.40
Namaka	-	-	22,170.95	418.50	7.50	83.00	$22,679.95
Pasifika	-	-	35,830.21	671.00	3.00	-	$36,504.21
Lautoka	-	-	22,388.70	465.25	43.50	64.00	$22,961.45
Ba	-	-	4,001.15	78.50	11.50	-	$4,091.15
Nasinu	20.70	-	19,363.80	351.50	55.00	210.50	$20,001.50
NTPC Narere	94.90	163.10	-	18.50	-	-	$276.50
NTPC Nasese	0.20	-	521.15	33.00	-	-	$554.35
Maritime	2.20	-	1,210.95	292.50	5.00	-	$1,510.65
FSM -Tam-avua	-	-	3,591.40	56.00	20.00	272.00	$3,939.40
FSN- Tam-avua	-	-	21,536.55	734.00	55.00	86.00	$22,411.55
Nabua	-	-	4,028.60	66.50	2.50	31.00	$4,128.60
Total	**$188.50**	**$ 375.00**	**157,843.31**	**$5,372.75**	**$245.00**	**$750.50**	**$164,775.06**

(Table: 20)

LIBRARY FINES

Campus	Overdue Fines	Lost Books	Mobile Fines	Others	Total
Labasa	166.00	-			176.00
Koronivia	290.00	277.40	10.00	2.50	579.90
Samabula	721.15	1,042.45	50.00	215.00	2,028.60
NTPC Naceva	1.00	-	-	-	1.00
Namaka	1,214.58	-	10.00	-	1,224.58
Pasifika	2,376.20	649.75	-	-	3,025.95
Lautoka	1,397.60	50.00	-	-	1,447.60
Ba	357.00	-	-	10.00	367.00
Nasinu	941.40	2,874.55	30.00	40.00	3,885.95
NTPC Narere	-	-	-	-	-
NTPC Nasese	-	-	-	-	-
Maritime	138.50	-	-	-	138.50
FSM -Tamavua	1,046.00	-	-	-	1,046.00
FSN- Tamavua	3,540.50	-	-	10.00	3,550.50
Nabua	260.20	-	-	-	260.20
Total	**12,450.13**	**4,894.15**	**100.00**	**287.50**	**$17,731.78**

(Table: 21)

USER-LED ETHNOGRAPHIC DATA

A). LAUTOKA LIBRARY

This indicates the hourly head counts of the full months	Month											
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of users in the library	0	17762	842				2260	11193	11139	11039	3739	92
No of users who read library material in the library	0	3679	271				144	1004	1768	1792	760	8
No of users who work with their own documents	0	4256	240				536	1522	2186	2185	2185	0
No of users who access to e-information/Internet in the library for academic work	0	3672	323				469	2592	2101	2165	743	3
No of users who use computers for their assignments in the library	0	2450	389	Library Closed Due to COVID 19 lockdown			361	2636	1983	1952	625	10
No of users who use computers for their own entertainment purposes during the stay at the library	0	320	32				12	254	409	465	177	5
No of users who read newspapers and magazines in the library	15	272	35				102	549	456	462	219	5
No of users who asked reference queries	0	229	10				204	293	460	547	140	3
No of users who use their own laptops in the library	35	40	0				47	82	72	46	68	30
No of users who discuss academic work in the discussion area of the library	31	110	1				74	70	101	41	78	28

(Table: 22)

B). KORONIVIA LIBRARY

This indicates the hourly head counts of the full months	Month											
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of users in the library	834	8802	10462				4948	12189	7893	18213	4852	317
No of users who read library material in the library	10	860	1084				174	521	250	8740	59	20
No of users who work with their own documents	125	2444	2995				1090	2525	1167	222	1066	135
No of users who access to e-information/Internet in the library for academic work	349	2378	2348				1735	3383	2456	1354	1484	71
No of users who use computers for their assignments in the library	73	1543	2230				1187	2953	2306	2545	1092	19
No of users who use computers for their own entertainment purposes during the stay at the library	7	0	14	Library Closed Due to COVID 19 lockdown			6	63	25	2436	76	0
No of users who read newspapers and magazines in the library	203	589	454				189	314	319	70	262	69
No of users who asked reference queries	20	108	88				21	42	33	305	19	1
No of users who use their own laptops in the library	0	0	0				0	0	0	0	0	0
No of users who discuss academic work in the discussion area of the library	10	766	682				280	882	776	1128	453	22

(Table: 23)

C). NASINU LIBRARY

This indicates the hourly head counts of the full months	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of users in the library	109	14071	14905			44	4382	11850	7451	10275	4760	311
No of users who read library material in the library	0	1108	1204			0	372	837	380	680	160	0
No of users who work with their own documents	27	6869	5989			9	1620	4606	2661	3324	1923	98
No of users who access to e-information/Internet in the library for academic work	1	366	592			8	317	616	610	839	416	37
No of users who use computers for their assignments in the library	1	238	624	Library Closed Due to COVID 19 lockdown		1	51	605	653	812	295	6
No of users who use computers for their own entertainment purposes during the stay at the library	3	0	0			0	0	0	0	0	0	0
No of users who read newspapers and magazines in the library	76	793	612			3	230	498	297	413	133	81
No of users who asked reference queries	0	292	59			0	6	5	2	12	0	28
No of users who use their own laptops in the library	2	3680	3678			6	939	2595	1552	2266	937	29
No of users who discuss academic work in the discussion area of the library	0	970	3589			0	629	2031	1253	1816	847	32

(Table: 24)

D). SAMABULA LIBRARY

This indicates the hourly head counts of the full months	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of users in the library	0	7345	16504				6857	16594	14591	14591	15390	1048
No of users who read library material in the library	0	886	2747				886	2062	1697	1697	1755	17
No of users who work with their own documents	0	2147	5796				1659	3934	2923	2923	4363	207
No of users who access to e-information/Internet in the library for academic work	0	974	2076				974	2464	2284	2284	1958	171
No of users who use computers for their assignments in the library	0	982	1858				982	2349	1911	1911	1720	83
No of users who use computers for their own entertainment purposes during the stay at the library	0	104	423	Library Closed Due to COVID 19 lockdown			104	273	453	453	479	131
No of users who read newspapers and magazines in the library	0	181	304				181	390	404	404	273	109
No of users who asked reference queries	0	10	0				10	7	19	19	9	12
No of users who use their own laptops in the library	0	1601	3718				1601	3323	3402	3402	3442	298
No of users who discuss academic work in the discussion area of the library	0	948	2559				948	1906	1351	1351	1430	7

(Table: 25)

E). PASIFIKA LIBRARY

This indicates the hourly head counts of the full months	Month												
	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Total number of users in the library	852	22477	18174			102	11397	17170	16909	19661	8920	1278
No of users who read library material in the library	236	5313	3714			8	2793	3878	3517	3809	2219	248
No of users who work with their own documents	123	4478	3353			1	2522	3500	3134	3623	2272	278
No of users who access to e-information/Internet in the library for academic work	97	4615	3600			35	3117	3991	3618	3762	1975	351
No of users who use computers for their assignments in the library	36	2868	2492			0	762	2125	2159	2539	519	29
No of users who use computers for their own entertainment purposes during the stay at the library	0	0	0	Library Closed Due to COVID 19 lockdown		0	12	0	0	0	0	0
No of users who read newspapers and magazines in the library	74	388	244			5	179	368	311	351	68	26
No of users who asked reference queries	9	522	125			0	205	180	161	209	8	11
No of users who use their own laptops in the library	198	1885	1669			21	1032	2146	1783	2016	674	52
No of users who discuss academic work in the discussion area of the library	79	1129	1622			0	0	0	726	1689	641	27

(Table: 26)

WEBINAR

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

Name of the Webinar	Name of the Presenter	Topics Covered	Date Conducted
Free Excel Productivity seminar	Dr. Errol Wirasinghe	• Data-driven and analytical decision making	13 /05/2020
Academic and Research support Services with ProQuest	Dr. Monawwer Eqbal (Tezpur University, India.)	• Navigating the site, saving searches, exporting search results and bibliographic details - Has a multidiscipline subject area.	17/06/2020
Knovel	Ms. Su Min Lim	• Search Optimized for Engineers and Scientists • Data search & data analysis tools integrated into Engineering Workflow • Interactive Tools – Graph Digitizer & Equation Plotter	31/07/2020
Scopus – Science Direct	Scopus Team	• Introduction to Scopus and Science Direct • Navigating the site, Saving searches, Exporting search results- Subject area covered Science	07/08/2020
Knovel	Ms. Lim, Su Min	• Engineering Reference Resources providing best practice insights, validated equations and materials and substance data from over 150+ recognized societies and publishing partners including Wiley, Elsevier, IET, AIChE, ASME and etc. through a unified platform with powerful search and analytical tools.	12/08/2020
ProQuest Central	Ms. Leane Whykes	• Introduction to ProQuest Central searching, and viewing results on the ProQuest platform.	25 /08/2020
Taylor & Francis	Ms.Caroline Blake / Ms Boyd – Reynolds, Julie	• Navigating the site. Creation of personal login, setting alerts, saving searches & exporting search results	09/09/2020
Selerity webinar SAS 9.4M7	Mr. Michael Dixon	• Data analysis using M7 Upgrade. Refine your engine to get more accurate findings Pull from a variety of data sources Reduce time and effort taken to create your engines	05/11/2020

(Table: 27)

INFORMATION SESSION

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

Trainings conducted for Academic Staff

College	No of Refwork sessions for Academic Staff		No of Endnote sessions for Academic Staff		No of Turnitin sessions for Academic Staff		No of Information Literacy sessions for Academic Staff		Others		Total	
	Sessions	staff Attended	Sessions	staff Attended	Sessions	staff Attended	Sessions	staff Attended	Sessions	staff Attended	Sessions	staff Attended
CEST	6	6	3	8	3	6	6	6	4	5	22	5
CBHTS	3	3	2	12	1	2	3	3	1	1	10	21
CMNHS	1	1	4	21	3	5	1	1			9	28
CAFF	1	2	2	13	2	7	1	6			6	28
CHE	7	7	1	3	2	9	7	7			17	26

(Table: 27)

Trainings conducted for Academic Staff

College	No of Refwork sessions for Academic Staff		No of Endnote sessions for Academic Staff		No of Turnitin sessions for Academic Staff		No of Information Literacy sessions for Academic Staff		Others			Total	
	Sessions	Students Attended	Sessions	Students Attended	Sessions	Students Attended	Sessions	Students Attended	Sessions (Orientatio / Zoom)		Students Attended	Sessions	Students Attended
CEST	8	340	3	58	1	1	8	340	2		675	10	1016
CBHTS	87	350	3	42	1	271	87	350	4	1	571	92	1192
CMNHS	56	395	5	38	56	395	56	395	3		1500	78	1920
										19	25		
CAFF	7	176	2	23	1	1	7	176			600	10	777
CHE	40	602	1 zoom	15	40	602	40	602	3		2000	56	3465
										16	863		

(Table: 28)

REFERENCE QUERIES

Personal reference sessions (one-on-one sessions) with a student or a staff, continued to be fashionable and well-liked. 4201 reference queries were received in 2020 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	404	404
Nabua	0	0
Maritime	0	0
Pasifika	1430	1430
Koronivia	191	191
Labasa	505	505
Lautoka	1886	1886
Samabula	86	86
Nadi	33	33
Ba	77	77
FSM -Tamavua	7	7
FSN- Tamavua	67	67
NTPC Narere	18	18
NTPC Naceva	2	2
NTPC Nasese	0	0
Total	**4201**	**4201**

(Table: 29)

OUR BOOK BINDERY

During 2020, 1716 items in our collection were strengthened, rebound and repaired; including 1281 damaged books and 435 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, Compiled money verification forms and fine forms were also bound for respective libraries. Monthly binding statistics for 2020 is given below.

Months	No of items
January	203
February	158
March	179
April	35
May	84
June	150
July	154
August	117
September	319
October	123
November	87
December	107
Total items repaired	**1716**

(Table: 30)

UNACCEPTABLE BAHAVIOUR CASES

Following table indicates the unacceptable cases happened from 2016 to 2020. It is apparent from the statistics that cases are getting lesser.

Libraries	2016	2017	2018	2019	2020
Maritime	0	0	0	0	0
FSN Tamavua	3	3	0	0	0
Koronivia	4	3	0	0	0
Lautoka	5	11	0	1	0
NTPC Naceva	0	0	0	0	0
Nadi	0	1	0	0	0
Ba	0	0	0	0	0
NTPC Narere	0	0	0	0	0
Samabula	2	2	7	3	0
Nabua	0	0	0	0	0
Nasinu	2	17	0	0	0
FSM Tamavua	0	0	0	0	0
Labasa	0	0	0	1	0
NTPC Nasese	0	0	0	0	0
Pasifika	2	1	0	0	0
Total	**18**	**38**	**7**	**5**	**0**

(Table: 31)

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	Papercut Copier	Electronic Security Gates	Wi-Fi availability
Ba	32	1	1	0		1	1	yes
F S M Tamavua	26	1	1	0		1	1	yes
F S N Tamavua	45	2	1	0		1	1	yes
Koronivia	47	1	1	1	1	1	1	yes
Labasa	13	3	1	0	0	1	1	yes
Lautoka	75	2	2	0	0	2	1	yes
Maritime	14	1	1	0		1	1	yes
Nadi	32	3	1	1	1	1	1	yes
Nabua	26	1	1	0		1	1	yes
Nasinu	25	1	2	0	1	1	1	yes
N T P C Narere	12	1	2	0	1		1	yes
N T P C Nasese	14	1	2	1	1	1	1	yes
N T P C Naceva	10	1	3	0	1		-	yes
Pasifika	71	2	2	0		2	1	yes
Samabula	34	1	2	0	1	1	1	yes
Total	**476**	**22**	**23**	**3**	**7**	**15**	**14**	

(Table: 32)

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:

Semester -2020	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 1	LIS 603 Bibliographical Control- II	Dr. Tanveer Naqvi
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. U. C. Shukla
Semester 2	LIS606 Digital Libraries and Open Access	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		Training conducted by other entities
1	Keresi Saro		Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S&6S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding , Writing procedures and work instructions, Improve Staff Morale and Productivity through Leadership for achieving the Business Goals		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
2	Monita Sharma				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
3	Shivneel Raj				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
4	Anju Udit	MGT 703, LIS 605, LIS 602, LIS 603			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
5	Matelita Korobure	CEL 52, 53, 54, 56			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
6	Ronita Shyam	CEL 41, 42, 44, 45			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
7	Namrata	LIS 502, LIS 503,CIN 502	Search techniques for print and electronic resources using OPAC & EDS, Resources links in Moodle for students through Principal Lecturer, Manage references in assignments/research projects/ unit descriptors as well as in Moodle, Aware and search well-reputed library catalogues, Legal Issues: copyright and licensing for print and electronic resources ,Horizon Administration Some Essentials Issues, Copyrighted materials and its Fair Use, Weeding of resources in Horizon, Writing procedures and work instructions, Improve Staff Morale and Productivity through Leadership for achieving the Business Goals		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
8	Shareeta Devi	CEL 55	Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding ,		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
9	Kirti Mala	LIS 602,CIN 506,LIS503,CIN 502	Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding ,		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
10	Ms. Bimla	LIS 603, CIN 501			
11	Ms. Leela	CIN 501			
12	Ms. Moveena	LIS 603 LIS 604 & LIS			
13	Ms. Usha		SRLO Training Integrating and enhancing quality initiative for Academic Libraries.		Excel Productivity Training,
14	Krishneel Prasad		Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S&6S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding , Writing procedures and work instructions, Improve Staff Morale and Productivity through Leadership for achieving the Business Goals		
15	Ilisapeci Qiqiwaqa				
16	Eileen M Mccomber				
17	Anita Prasad				
18	Eileen M Mccomber				
19	Sonal Shivanjani				
20	Abane				
21	Suman Nand		Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, Quality Management system and ISO standard,5S or 6S Training, Select resources for weeding, OHS Training		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)

No	Name	Courses	Training	Webinar	Training
22	Ela Davuilevu				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
23	Elenoa Cakausese		Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S Training, , Select resources for weeding.		M-PAISA Training
24	Ashna Chand		SRLO Training		M-Paisa training ,Excel Productivity Training ,Performance Management System
25	Subhashni Reddy	LIS502, CIN506,LIS503, OAD509	Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S Training, , Select resources for weeding.	Webinar-ProQuest Central ,Webinar-Taylor and Francis	Performance Management System Training , M-Paisa training
26	Pritika Chand		Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S Training, , Select resources for weeding.		Performance Management System Training , M-Paisa training
27	Sangita Kumar		Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S Training, , Select resources for weeding.		Performance Management System Training , M-Paisa training
28	Arun Lata	LIS601, LIS602,-LIS604 ,LIS503	Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, Quality Management system and ISO standard,5S or 6S Training, Select resources for weeding, OHS		

No	Name	Courses	Training	Webinar	Training
29	Asenaca Taufa	LIS 606 LIS 503 CIN 502 MGT 501	Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S&6S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding , Writing procedures and work instructions, Improve Staff Morale and Productivity through Leadership for achieving the Business Goals		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
30	Geeta Narayan	MGT 702 MGT 703 MKT 703 LIS 604 CIN 506			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
31	Sangeeta Shankar	CIN 502 CIN 506 LIS 603 LIS 604			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
32	Sushila Deo	MKT 703 MGT 703 LIS 606			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
33	Irene Lata				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
34	Sangeeta Prasad				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
35	Roshni Lata		SRLO Training		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)

36	Mereseini Draunibaka	LIS 501 LIS502 LIS503 LIS501 LIS502 LIS503	Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S&6S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding , Writing procedures and work instructions, Improve Staff Morale and Productivity through Leadership for achieving the Business Goals		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
37	Nileshni Narayan	MGT 501 MGT 702 HRM 501 MGT 703			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
38	Sunila Prasad	CIN 544 MGT 702 MGT 501 HRM 501			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
39	Ajeshni Devi	MGT 501 MGT 702 HRM 501 MGT 703			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
40	Riteshni Prasad	LIS 503 LIS 606			Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
41	Sangeeta Singh				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
42	Umar Ghani	CEL 41 CEL 42 CEL 44 CEL 45	SRLO Training		Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
43	Nilma Devi				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
44	Nirupa Lal				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
45	Sandhya Deo				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)

46	Upashna Goundar				Child Protection, Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
47	Anisa Hussain	LIS602, LIS606	Searching Techniques, Exceptional Customer, OHS Training, QMS and ISO standards, 5'S, Weeding, OPAC, Horizon		
48	Dhan Kumar	LIS603, LIS604, LIS605, MKT705			
49	Eleni Tira	MKT703, MGT702			
50	Ronika	LIS603, LIS604			
51	Suman Raj	CEL52, CEL58			
52	Shally Devi		SRLO Training Searching Techniques, Exceptional Customer, OHS Training, QMS and ISO standards, 5'S, Weeding, OPAC, Horizon		
	Nirmala Kumar	MGT 501, LIS 604, MGT 703	Horizon, Awareness of searching techniques for available electronic resources using EDS, Exceptional customer services in academic libraries, OHS Training, Quality Management System and ISO Standard Others/ 5S&6S Training, MS-Excel, MS-PowerPoint, & MS-Publisher Training, Select resources for weeding , Writing procedures and work instructions, Improve Staff Morale and Productivity through Leadership for achieving the Business Goals		Child Protection Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC)
	Ashika Nand				Child Protection Policy
	Elenoa Rokonaivalu				Child Protection Policy

(Table: 34)

LIBRARY EVENTS & ACTIVITIES

Library Supports towards Mental Heath

Mental health is exceedingly important in this revolutionizing environment. FNU library provided their support towards creating awareness on mental health and also ensured that all library staff is provided proper guidance towards understanding and being compassionate about our user's needs. Mental health plays a vital role towards achieving desired results, good physic, good health, improving organizations productivity and also recuperate personally. Libraries around different locations created positive vibes towards mental health though attractive charts and successful stories via noticeboards.

RESEARCH AND PUBLICATIONS BY LIBRARIANS

Newspaper Publication:
1. Naqvi, Tanveer Haider (2020). Transformation of academic library services: Threats and challenges. The Fiji Times. 2 September, 2020.

Reviewed Manuscripts for Journals:
1. Web Discovery Tools: An Overview - DESIDOC Journal of Library & Information Technology. 2020. (pISSN: 0974-0643, eISSN: 0976-4658). Q2 SCImago Ranking, Scopus.
2. Meeting user expectations in the modern age: Impact of progressive initiatives taken by the Information Centre for Armament Technology (ICAT) - DESIDOC Journal of Library & Information Technology. 2020. (pISSN: 0974-0643, eISSN: 0976-4658). Q2 SCImago Ranking, Scopus.

NEW ARRIVAL AND DEPARTURE OF STAFF
In 2020 there were no new recruitment and staff exit.

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