

A photograph of library bookshelves filled with books, viewed through a circular frame. The books have various spines, some with titles like 'PROJECT MANAGEMENT' and 'Negotiation'.

LIBRARY

ANNUAL REPORT

2023



FIJI NATIONAL
UNIVERSITY



Care | Honesty | Accountability | Service | Excellence

www.fnu.ac.fj

Contents

03	The University Librarian's Message
04	Vision, Mission, Values
05	Goal 1
11	Goal 2
14	Goal 3
18	Goal 4
19	Goal 5
25	Goal 6



The University Librarian's Message



Dear valued Fiji National University community members, I am pleased to present the Annual Report for the year 2023 and, highlighting the accomplishments and progress of our Fiji National University Library. This past year has been one of the growth, adaptation, and innovations as we continued to serve our students, staff and researchers amidst unprecedented challenges.

In response to the evolving needs of our community, we have expanded our online and printed resources and invested over \$1 million dollars to be the leading information and knowledge hub. We have continuously offered digital literacy sessions of databases, referencing and statistical tools to our patrons and maintained our library website to make it

easier for our users to access our services from anywhere in the world. In addition to our digital collections, the University Library has a rich physical collection of more than 1 million books, more than 2 thousand periodicals subscriptions and, other resources spanning a range of disciplines. Our social media pages are regularly updated with all our experiences, events, and celebrations. We have continued to leverage technology to make it easier for our patrons to find what they need in our stacks. We are working smartly with technology providers to achieve zero glitches in self-service printing, photocopying, and scanning through paper cuts services.

We continued to collaborate closely with academic staff to support their teaching, research, and scholarly needs. From assisting with course material selection to providing guidance on open access publication and APC's (Article Processing Charges) waivers, we remained dedicated to empowering faculty in their academic endeavors.

We reaffirmed our commitment to fostering a diverse, equitable, and inclusive environment within the library and beyond. Through initiatives such as diverse collection development, and training on cultural competency, we worked towards creating an environment where all members of our community feel valued and respected.

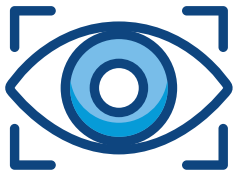
Our staff is our most valuable resource, and we are proud to have attended a two-day workshop at Tokatoka Resort to sharpen our skills to serve you in a more advanced manner. Our talented and dedicated team of professionals is now more committed and responsible for providing our patrons with the highest level of service and support. In addition, I want to convey my deep appreciation to the FNU Senior Leadership Team (SLT) and Pro-Vice Chancellor's for their support rendered to the Library Services to continue with its service delivery.

Thank you for your ongoing support, and I invite you to explore the full Annual Report to learn more about our achievements in 2023.

Sincerely,

Dr. Udyia Shukla

University Librarian



Vision

To be a dynamic, inclusive, and competitive library, excellence to learning, teaching, research, and community endeavors of the FNU.



Mission

To stimulate the University's mission and intellectual inquiry by providing robust collections, sustainable digitization, user-focused services and programs in a conducive environment for the wider communities of the FNU.



Values

The library supports and delivers wide values that shape and strengthen the University's mission.

The library values are:

- Professional & ethical behavior
- User-focused resources and services
- Consultative partnerships with stakeholders
- Individual and team contributions from staff for the creation of cultural excellence; Commitment to the personal development of its staff.
- Flexibility, innovation and responsiveness
- Forward-thinking & planning and positive energy for success
- Participation in decision-making
- Reflection and self-evaluation



Goal 1

Serve as a gateway to the world of knowledge by offering a wider spectrum of information and resources to cultivate a skilled society

Resource Capacity

The Fiji National University Library system serves the informational needs of students, staff, researchers, visitors, alumni and the public. The University has a total of 16 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 2023.

Resuorces	Total
Total number of Printed Books	158167
Electronic and Online Database Subscription	26
eBooks	434,426
Full Text Journal Titles	88,169
OPAC Terminals	17
Internet Enabled Workstations	495
Number of Branch Libraries	16



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Electronic Information Resource Contains

The transition from print to electronic formats continues to shape the landscape of scholarly journals and serial publications. At Fiji National University Library, most journal and database subscriptions are now accessible online, reflecting this ongoing shift. The library currently offers access to over 88,169 e-journal titles. Despite the financial and technical challenges in converting print materials to digital formats, FNU Library has significantly expanded its e-book collection, now providing access to nearly 434,426 e-books. Usage of the library's major electronic journal packages has steadily increased over the past three years, demonstrating the growing demand for digital resources. To support this expansion, the library has invested over a million dollars in subscriptions for e-journals and e-books.

The following tables indicate the existing e-journal capacity in the library.

Subscribed Electronic Database		No. of eJournals
Cambridge Core		420
Dynamed		3,300
EBSCOHST – CINAHL Ultimate		5,400
EBSCOHST- Dentistry & Oral Sciences		284
EBSCOHST Medline Ultimate		5,400
EBSCOHST Medline		5,400
Ebsco super package		38,369
Emerald		340
IEEE (CETVET)		410
JSTOR		2,800
Oxford Academic Journals		500
Proquest		20,114
Research4Life	Hinari	14,718
	Agora	12,243
	Oare	8,507
	GOALI	2,266
	ARDI	4,094
SAGE		1,100
Science direct (CETVET)		4,987
Science direct (CMNHS)		4,987
Taylor and Francis		840
UpToDate (CMNHS)		10,500
Wiley Online Journals		1700
Total		148,679

The tables given below indicate the existing eBook and videos capacity in the library.

Subscribed Electronic Database		No. of eBooks
Access Engineering		413,581
Cambridge Core		49,000
Clinical Key – (CMNHS)		389
Clinical Key–Nursing		663
Knovel		7,751
Research4Life	Hinari	62,897
	Agora	50,903
	Oare	32,318
	GOALI	15,011
	ARDI	48,323
Total		680,836

Subscribed Electronic Database	Videos	Others
Access Engineering	1,334	
Akexander Street Premium	80,126	
Clinical Key – (CMNHS)	633	
Clinical Key–Nursing	4,598	
Knovel	5	
LexisNexis NZ Legal	–	629
Safety Care (CEST)	148	
UpToDate (CMNHS)	4	
Total	86,848	629

E-Resource Trail Access

Following trial accesses were granted for some prestigious e-resources

E-Resource Trail Access	Trial Period
HeinOnline Database	5th October to 5th December 2023



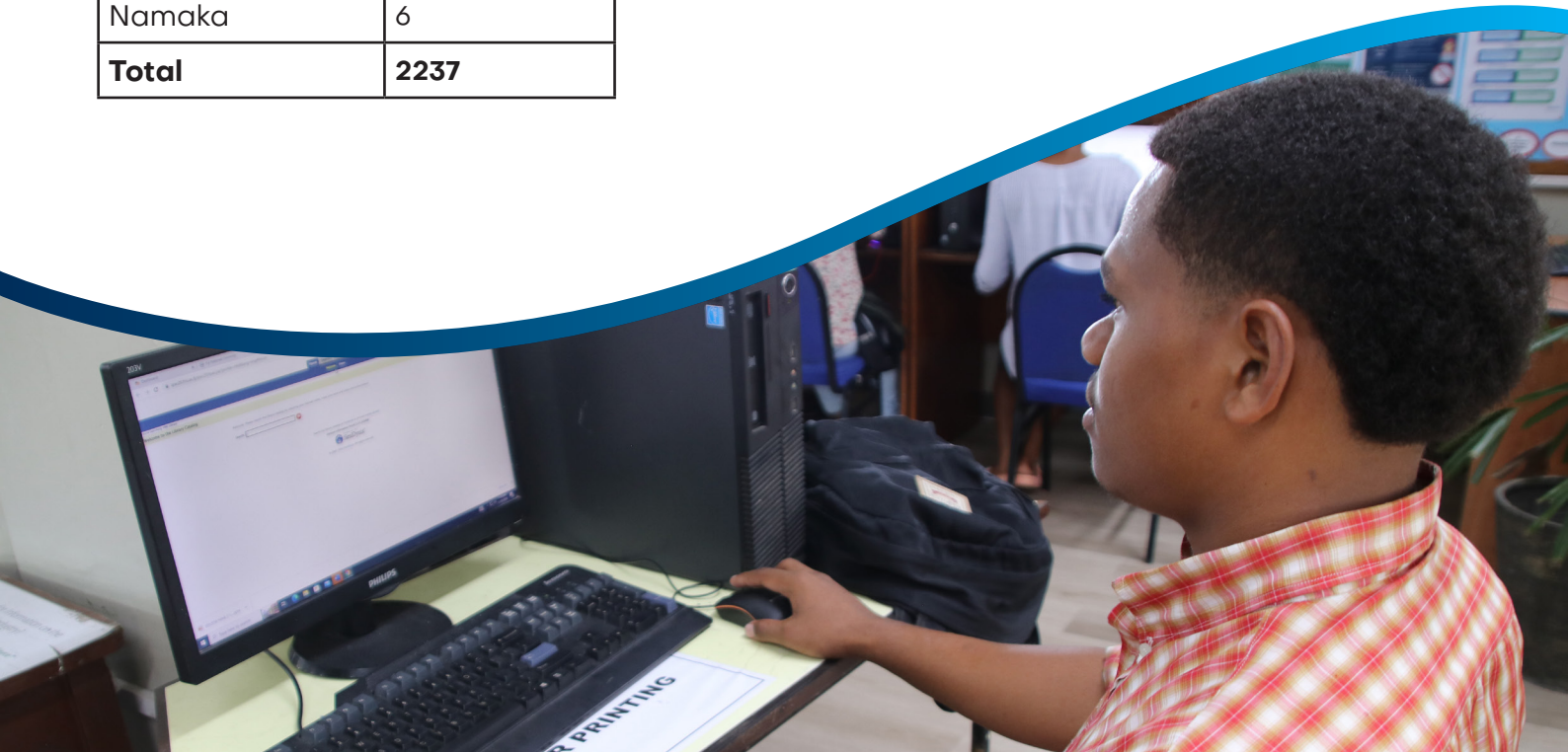
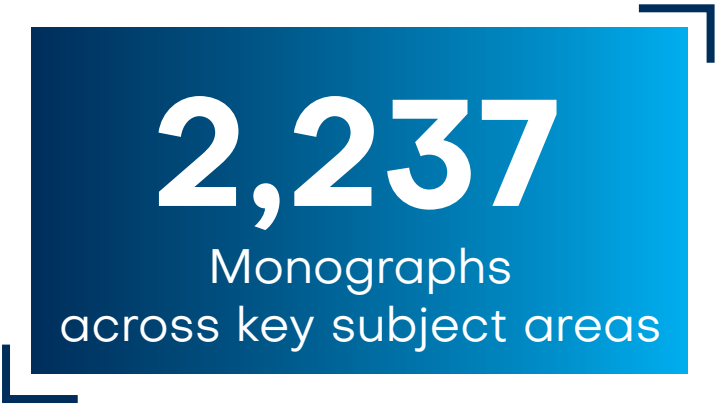
Monograph Acquisitions

The library’s print collection continues to expand, with the acquisition of new books steadily increasing over the past three years. In the past year alone, the library has acquired 2,237 monographs across key subject areas, reflecting the diverse academic disciplines at Fiji National University. These include fields such as Economics, Medicine, Banking, Nursing, Marine Sciences, Engineering, Humanities, and Education.

The table below provides a detailed breakdown of the resources purchased for each campus library.

Campus	No. of eBooks
Pasifika	1490
FSN – Tamavua	375
Nasinu	129
Labasa	22
Ba	1
Lautoka	74
Koronivia	6
Samabula	11
TCL	48
Maritime	70
Nasese	1
Narere	4
Namaka	6
Total	2237

Resources	2020	2021	2022	2023
Total number of Printed Books	119262	119540	120592	123177



Donations

As a hub of knowledge, culture, and communication, the Fiji National University Library relies on the support of its well-wishers to shape its present and future. To strengthen our services, we offer multiple ways for individuals and institutions to contribute to the library's mission. We warmly welcome donations of published and unpublished works that enhance our collection. In 2023, the library received generous donations and endowments from prominent figures and institutions, including listed below. These contributions enriched the library's resources, adding 5,321 books valued at \$945,705.75 to broaden the scope of knowledge available to our students.

Name of Donor	No. Of items donated	Value of the Donations (FJD)
Mr. Shymal Saga Kumar	11	\$1,506.05
Dr. Subashni	12	\$960.00
Ms. Sandra Kraushaar, Regional Representative, The Asia Foundation –Pacific Islands	4538 (8 Pallets)	\$882,499.61
Ms. Sandra Kraushaar, Regional Representative, The Asia Foundation –Pacific Islands	574 (20 cartons)	\$38877.69
Delegates from Republic of China Embassy China	16	\$1,252.38
Prof. Paul. A. Iji	1	\$44.56
Rotary Australia – Veena. Tilly. Rotary Australia, partner with Library Aid International, Australia	138	\$15,735.59
Mr. Ram Rajesh Sharma	1	\$87.84
New Caledonia – Received by post	1	\$107.38
Elsevier – Heather Anderson	13	\$2,034.91
Mr. Kapoor (Labasa)	13	\$2,515.98
Dr. Ravi Dutt Sharma	3	\$83.76
Total	5,321	\$945,705.75

***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	Total Books
Nasinu	87
Samabula	2
Lautoka	14
Pasifika	1389
FSN	329
LBACL	11
NMK	5
TCL	56
NASCL	1
Total	1894

Current Awareness Services (CAS)

Year	Books/CDs/DVDs	E-Resources and other display	Total
2023	12	197	209



Goal 2

Leverage E-learning developments by providing appropriate and adequate physical and techno-based library infrastructure facilities to support learning, teaching and research.

ICT Facilities In The Library

Information technology plays a crucial role in improving the integration of library services, boosting efficiency, and providing users with enhanced access to information. Fiji National University Library utilizes Horizon, a globally recognized integrated library management system developed by SirsiDynix in the USA. This system supports all key library management activities, streamlining operations and service delivery.

The table below outlines the current ICT infrastructure within the library.

Campus Library	Computer with Internet	Papercut – Printers/ Photocopier/ Scanner	16Electronic Security Gates	Wi-Fi availability
Pasifika	50	2	1	Yes
FSN – Tamavua	47	1	1	Yes
Nasinu	46	1	1	Yes
Labasa	13	1	1	Yes
Nadi	38	1	1	Yes
Ba	26	1	1	Yes
Lautoka	75	2	1	Yes
Nabua	25	1	1	Yes
Koronivia	47	3	1	Yes
Samabula	41	2	1	Yes
Tamavua	25	2	1	Yes
Maritime	15	1	1	Yes
Nasese	19	1	1	Yes
Narere	10	1	1	Yes
Naduna	11	1	1	Yes
Naceva	11	1	1	Yes
Total	512	Total	16	

Online Learning

The library team has proactively developed comprehensive resources to support both on-campus and remote learning, teaching, and research. These resources include guidelines for book renewals, borrowing access, and e-resources for remote users through Open Athens. The library website also provides user manuals to guide users on accessing and utilizing various library services. To ensure seamless communication, library staff's key contact details are readily available, allowing users to identify the appropriate point of contact for each service or section. This information is prominently displayed through FNUPR and via social media platforms, keeping users informed and ensuring efficient support. As the demand for remote access to library services continues to grow, the library has consistently promoted its online services through FNUPR, the library website, and social media platforms. These initiatives have made it easier for users to stay connected and access essential information from the comfort of their own space. To maintain high levels of service, strategies are in place to ensure the library team remains aligned and responsive, even when working remotely and aiding beyond regular working hours. The library continues to actively promote its extensive database offerings and other services via FNUPR and social media. In addition, regular webinars are conducted on critical topics such as database usage, information literacy, bibliographic referencing, EndNote, RefWorks, and Turnitin. These online sessions are designed to empower users and support their academic success.

User Oriented Interactive Web Page

FNU Library is committed to continuously updating its services across its webpage, FNUPR, and social media platforms to stay connected with users through all available communication channels. For inquiries regarding book renewals, returning materials, off-campus database access, RefWorks, Turnitin, or other general services, we encourage you to visit our website at <https://www.fnu.ac.fj/library/>. There, you will find contact information for dedicated staff members who are ready to assist with any queries.

User Statistics For E-Databases In 2023

In 2023, more than 855, 047 full text articles and books have been downloaded by our users for their teaching and learning purposes. These statistics show only full text downloads but viewing abstracts and reading pages have not been included in the following figures.

Subscribed Electronic Database	Usage
Access Engineering	6,368
IEEE Xplore Digital Library	8,014
Knovel	1032
Safety Care	8
Science Direct Physical Science	55,420
EBSCOHost Super Package	332,334
Emerald (Insight)	7,282
LexisNexis	504
Clinical Key Student- Medicine, Dentistry, Physiotherapy, and Pharmacy Clinical Key Student Nursing	130,547
Up to date	148,610
EBSCO-Medicine	33,919
Cambridge Core	3558
JSTOR	10252
Oxford	29699
ProQuest: eBook Central	21,232
Sage Journal and Sage Research Methods	9016
Taylor and Francis	13,524
Wiley	43,082
Research4Life	646
Total	855,047



Goal 3

Embrace a learning- centered paradigm by being educators for enacting the learning mission of the institution.

Webinar Series

The FNU Library has engaged with various database vendors and conducted Webinar series to inspire students and academicians to enhance the utilization of electronic resources. In the year 2023, 31 webinar series were conducted whereby the students and academicians had the opportunities to learn the various features of databases, advances searching techniques, and were trained on how to read and publish the journal articles etc.

Webinar Series			
Name of the Webinar	Name of the presenter	Topics Covered	Date Conducted
Webinar 2: surviving my first year @FNU	Ms. Luisa Fapiano	Library services, opening hours and library training.	16/2/ 2023
How to Engage Students in Socially Constructed Qualitative Research Pedagogies Confirmation	Ronald Chenail, Janet C. Richards, Audra Skukauskaitė	Research Pedagogies socially and qualitative construction.	22/2/2023
EBSCO Discovery Service	Nadia Davis	EBSCO Discovery Service	23/2/2023
HeinOnline	Tim Hooge	Reaching the history of Immigration & Forced Migration	28/2/2023
ClinicalKey student Medicine, Dentistry, Physiotherapy and Pharmacy	Melinda Fitzgibbon	Medical books, videos, images, and Question Bank.	9/3/2023
EBSCOhost	Kelly Harris	Multidisciplinary database	17/3/2023
IEEE	Alex Liu Yupeng	Scientific content/ Electrical engineering	17/3/2023
UptoDate webinar	Fran Mkurzhizha	Live presentation of the database and its features.	20/3/2023
Harnessing the Power of HeinOnline's Journal Database.	Steve Roses	Genealogy	29/3/2023

Webinar Series

Name of the Webinar	Name of the presenter	Topics Covered	Date Conducted
ClinicalKey Series	Heather Anderson	Nursing and Medical content	13/4/2023
Wiley Webinar	Autumn Tay	Education and research and navigate use of Wiley Online.	15/5/2023
Science Direct	Amanda Robertson, Nicole Godfrey, Sally Murray Walsh	Lunchtime Open Door session	16/5/2023
Japan Economic Outlook	Stefan Augrick	Stumbling forward	23/5/2023
Newest ASTM	Mr. Mark Reese and Greg Crone	Newest ASTM Compass Features	23/5/2023
Emerald Publishing & Platform	Mr. Gion Erispe and Tim Clynes	Emerald Publishing and addition in the collection.	25/5/2023
ASCILITE-Australian Society for Computers in Learning in Tertiary Education with Turnitin	Ling Mei Cong, Dr. Kevin Argus, Danielle Logan-Fleming, Dr. Jessica Leung	Combining edtech with education theory.	18/7/2023
Elsevier eBook Forum ANZ 2023	Elsevier	Going beyond research	31/8/2023
Knovel Plus for Engineering [ELS-SYD]	Mr. Rajan Vinesh	Engineering materials science	9/8/2023
LexisNexis	Ms. Carolyn Freeman	Collection of case law, statutes, and regulations.	15/9/2023
Research Integrity in the Age of Artificial Intelligence.	Dr. Mathew Salter, Mr. Daichi Tanaka, Mr. Chukwudi Ogoh	Provides expert guidance on how to detect Turnitin AI	11/9/2023
EndNote 21 unleashed: the art of building and managing your perfect library - Clarivate	Jimmy McColery	EndNote	11/10/2023
Getting the Most out of your ASTM Compass License	Creg Crone, Mark Reese, Ian Scott	ASTM information	11/10/2023
EndNote 21 Revolutionize your research: ultimate guide to file attachments and PDF annotations in EndNote 21	Jimmy McColery	EndNote – filing attachments and PDF annotations.	18/10/2023
EBSCO DYnaMed	MonicaDing	DynaMed features	24/10/23

Webinar Series

Name of the Webinar	Name of the presenter	Topics Covered	Date Conducted
ASTM Compass	Mark Reese, Greg Crone	Understand the Compass features.	26/10/23
Live demo of Scopus AI alpha (ANZ) Confirmation.	Adrian Raudaschl-Senior Product Manager/Yoshiko Kakita-Senior Director Product Management (Scopus) Elsevier	Features of AI Alpha in Scopus.	8/11/2023
Research Integrity in the age of artificial intelligence.	Dr. Matthew Salter-Founder & CEO / Daichi Tanaka-Senior Training & Implementation Consultant Turnitin/ Mr. Chukwudi Ogoh-Senior Solutions Engineering, APAC Turnitin.	Educators should reevaluate and incorporate dynamic, holistic assessment methods as AI proficiency increases.	9/11/20
Advancements in Mixed Methods Research Integration	Stacy Penna	Explore several emerging design advancements for the requisite integration of qualitative and quantitative data and findings within mixed methods research.	29/11/2023
SMS Research Proposal-Research Skills	Ms. Luisa Fapiano- FNU Senior Librarian	research skills & navigate the database.	5/12/2023
EIFL Webinar: SCITE	EIFL- Igor Osipov	The webinar explores scite Assistant which can validate ChatGPT and see how scite. ai utilize generative AI and Large Language	12/12/2023
			31 webinars

Language And The Personality Development Programme (PDP)

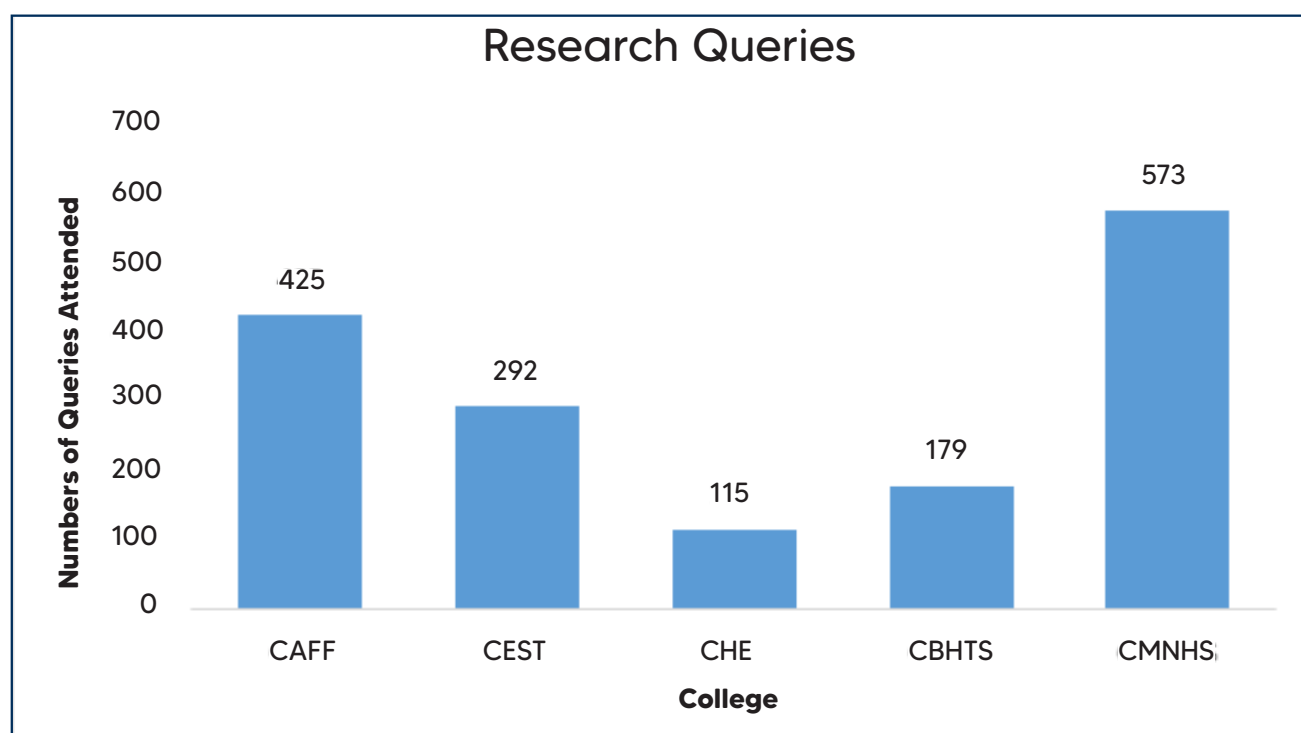
As part of library's operational plan to develop Language and Personality Development Programme Lab (PDP) for the students and research scholars, library initiated its first phase by liaising with the embassies in Fiji. Request with the embassies was made to develop PDP hub allowing our students to attain scholarship every year from their esteemed country as well as help our researchers to coordinate and understand different

languages. Library had particularly requested hard copy of language/culture resources including CD and DVDs etc. that would benefit our students/researchers for academic and self-preparation purposes. Few embassies had responded to which library coordinated with and later in the following year some resources were donated by the embassies in the pursuit of students' academic advantage. The library's further development plan of PDP lab has been brought forward in 2025.

A total of 53 titles were ordered, out of which 30 titles were received. Of the 225 copies ordered, 110 copies were received, including books and supplementary CDs, at a total cost of \$12,758.30. The aim of the Language and Personality Development Programme (PDP) is to enhance students' and researchers' linguistic and cultural knowledge through a dedicated PDP lab. This collection, which is dispersed around the five major larger campuses, focuses on scholarly literature and multimedia resources that support university-level study in a range of subjects to enhance student learning and research.

Research Consultation Service

The research consultation service connects researchers and academics to the information and skills needed to support their learning, teaching, and research. This service provides support to researchers searching for scholarly information related to their area of study, offers guidance on advanced search tools from the library's specialist databases, assists with planning search strategies, and helps locate relevant resources. The graph below shows the research queries attended by the user engagement librarians.



Goal 4

Offer excellent research environment to help shape new ideas, meeting the challenges of information society and knowledge economy.

E-Learning And Engagement Services

The e-learning and engagement services provides instructional sessions needed to broaden understanding of digital literacies and what it looked like in practice when dealing with emergency remote teaching to a diverse university community. Through collaboration with the faculties, the User engagement librarians (UEs) were able to effectively create awareness about the FNU digital library platform to students and staff through Information Literacy Session. Developing relationships with the user communities is important and at FNU libraries it is increasingly two-way, transparent, and user friendly. A proactive approach to reach out to our users in all possible means is one of our goals. Users are invited to engage in information literacy training either face to face or via zoom. The below table indicates the training sessions conducted for academic staff.

Trainings conducted for Academic Staff

	No. of RefWorks 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	SPSS sessions	Staff Attended	Sessions	Staff Attended
CAFF	25	25	32	32	22	22	19	19	2	2	100	100
CMNHS	47	47	23	23	45	45	60	60	1	1	176	176
CBHTS	13	13	2	2	12	12	14	14	0	0	41	41
CEST	29	29	2	2	29	29	29	29	6	6	95	95
CHE	6	6	2	2	1	1	25	25	0	0	34	34

The below table indicates the training sessions conducted for the students

Trainings conducted for Students

	No. of RefWorks sessions for Student.		No. of Endnote Session for student		No. of Turnitin sessions for students		No. of Information Literacy sessions for student		Others FNU Orientation		Statistical Tools		Total	
	Sessions	Student Attended	Sessions	Student Attended	Sessions	Student Attended	Sessions	Student Attended	SPSS sessions	Student Attended	SPSS sessions	Students attended	Sessions	Staff Attended
CAFF	110	550	30	120	110	550	110	550	0	0	1	10	361	1780
CMNHS	120	827	5	5	120	806	120	1671	0	0	0	0	365	3309
CBHTS	38	815	4	17	19	488	62	1662	0	0	0	0	123	2982
CEST	210	992	27	72	203	931	209	962	0	0	1	10	660	2968
CHE	109	1642	7	16	109	1641	109	3307	0	0	0	0	334	4941

Goal 5

Respond to user needs through student engagement initiatives that complement the holistic student experience.

Inter Library Loans – Books

Inter Library Loan requests from users have decreased slowly over the past three years. 40 books were delivered to campus offices as part of the Campus Delivery programme.

Campus	ILL requested by the library	ILL received by the library	Total
Nasinu	2	2	4
Nabua	0	0	0
Maritime	0	0	0
Pasifika	1	0	1
Koronivia	0	0	0
Labasa	0	0	0
Lautoka	1	5	6
Samabula	1	1	2
Nadi	4	6	10
Ba	2	2	4
FSM-Tamavua	1	1	2
FSN-Tamavua	0	0	0
NTPC Naceva	0	0	0
NTPC Narere	0	2	2
NTPC Nasese	1	1	2
Naduna Campus	2	1	3
Total	19	21	40

In 2023, new library registration was 957 members

Month	Number of new Registrations on month basis
January	18
February	259
March	262
April	137
May	62
June	10
July	33
August	79
September	41
October	34
November	21
December	1
Total	957

Library	No. of Registrations on campus basis
Nasinu	154
Pasifika	126
Samabula	51
Nadi	42
FSN Tamavua	183
Lautoka	109
Koronivia	44
Nabua	65
FSM Tamavua	51
Ba	14
Labasa	34
NTPC Nasese	18
Maritime	22
NTPC Narere	0
NTPC Naceva	44
Total	957

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 13292 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
Nasinu	481	493	974
Pasifika	1698	1683	3381
Samabula	231	233	464
Nadi	115	116	231
FSN Tamavua	2332	2301	4633
Lautoka	612	569	1181
Koronivia	176	172	348
Nabua	71	67	138
FSM Tamavua	417	390	807
Ba	34	40	74
Labasa	137	158	295
NTPC Nasese	102	102	204
Maritime	226	220	446
NTPC Narere	0	2	2
NTPC Naceva	59	55	114
Total	6691	6601	13292

User-LED Ethnographic Data

The need to investigate whether library users visited the library for academic purposes became imminent. Thus, our objective was to try and establish if they were engaged in their studies when using the library and to see if the library nurtured academic engagement in its study areas. The University library is in the opinion that it is important to capture this information as it emerges in our libraries and use it to modify our services and activities. It is important that libraries develop enhanced capacities to sense the changing information landscape and possess the capacity to change with new environments and user needs. Thus, the library captured headcounts in each hour during the library's operation to collect data on below criteria.

Task	Nasinu	Samabula	Pasifika	Koronivia	Natabua	Namaka	Tamavua	Nursing	Labasa	Nabua	Maritime	Nasese	Narere	Ba	Naceva	Naduna	Total Users
Total number of users in the library	118,023	205,313	148,281	117,599	83,108	50,728	24,592	23,131	27,107	8,533	3,756	6,453	11,793	46,610	1,983	11,565	888,575
No of users who read library material in the library	6,717	11,626	34,637	10,115	3,783	452	1,390	1,533	417	207	66	227	1,112	2,508	61	404	75,255
No of users who work with their own documents	36,049	58,158	29,685	19,344	14,349	15,298	3,604	7,160	7,394	1,171	272	525	4,101	17,961	95	3,264	218,430
No of users who access to e-information/Internet in the library for academic work	17,577	33,693	27,132	23,969	18,624	11,571	4,325	7,247	7,316	2,226	649	2,801	2,879	10,297	419	3,076	173,801
No of users who use computers for their assignments in the library	16,148	31,020	16,201	24,458	16,237	9,143	5,654	3,759	5,608	3,786	1,902	573	1,410	7,878	360	2,542	146,679
No of users who use computers for their own Personal work purposes	193	193	0	2,425	4,487	923	93	62	79	0	98	0	33	480	817	30	9,913
No of users who read newspapers and magazines in the library	3,010	5,697	3,374	3,245	1,644	588	246	351	466	178	452	615	978	2,863	209	319	24,235
No of users who asked reference queries	81	4,654	1,371	777	428	45	124	70	110	36	0	0	752	313	16	102	8,879
No of users who use their own laptops in the library	22,529	39,244	13,634	11,025	10,182	6,485	4,760	2,343	4,988	810	148	1,145	414	1,865	0	1,265	120,837
No of users who discuss academic work in the discussion area of the library	15,719	21,028	22,247	22,241	13,374	6,223	4,396	606	729	119	169	567	114	2,445	6	563	110,546

Reference Queries

Personal reference sessions (one-on-one sessions) with a student or a staff, continued to be fashionable and well-liked. 1960 reference queries were received in 2023 as indicated below. In the coming year the reference service will add Instant Messaging reference to its existing methods. Currently the library facilitates walk-up, telephone, e-mails to reach out to our users to help them with their informational needs.

Campus	No of reference queries received	No of reference queries attended
Narere	470	470
Koronivia	777	777
Labasa	110	110
Naduna	102	102
Ba	313	313
Namaka	45	45
Nasinu	71	71
Lautoka	428	428
FMA	0	0
Nabua	36	36
Samabula	4654	4654
FSN	0	0
Pasifika	92	92
TCL	7	6
Total	1960	1960

User Survey

This report provides an analysis of user demographics, library services, and feedback gathered from the users of 16 Library centers at Fiji National University. The report identifies key aspects such as user demographics, purpose of library use, rating of library services and facilities, challenges in finding information, awareness of library databases, promptness of library responses, effectiveness of online consultations, barriers to information access and use, awareness of library information literacy training, expectations for additional services and facilities, and additional comments/suggestions.

Aspect	Analysis	Recommendation
User Demographics	Most campuses have a diverse age distribution, with a significant number of students below the age of 20 and a mix of students in the 21-40 age range. Predominantly undergraduates. Some professional staff and academic staff.	Tailor services and resources to cater to these age groups. Ensure gender-inclusive services and spaces. Offer specialized support for undergraduates. Develop specific services for staff members.
Purpose of Library Use	Primary purposes: study and research.	Enhance resources and support for these purposes.
Rating of Library Services and Facilities	Mixed ratings, indicating room for improvement.	Focus on areas with poor and fair ratings for enhancement.
Challenges in Finding Information	Challenges related to resource availability and e-databases.	Expand resource collection and database options.
Awareness of Library Databases	Majority is aware of databases.	Promote databases and provide training for effective use.
Promptness of Library Responses	Generally positive responses.	Maintain and improve prompt communication.
Effectiveness of Online Consultations	Positive feedback on online consultations.	Continue and promote one-on-one online support.
Barriers to Information Access and Use	Identified barriers include poor telecommunications and seating.	Address infrastructure issues and improve seating.
Awareness of Library Information Literacy Training	Moderate awareness.	Promote information literacy training programs.
Expectations for Additional Services and Facilities	Varied expectations for additional services.	Consider adding services based on user preferences.
Additional Comments/ Suggestions	Evaluate the feasibility of adding services like self-service kiosks, a kids' corner, a coffee shop, video games, and live rugby coverage based on user preferences.	Act on suggestions for service improvement.

This report serves as a foundation for addressing the needs and preferences of our library users, enhancing our services, and ensuring a positive user experience. Through the feedback shared via the library newsletter, it is evident that the library progressed in meeting user's information needs and was productive as well as efficient in its service delivery.

Goal 6

Adopt a financial diversification strategy that advocates budgetary support towards improved performance and organizational efficiency.

Revenue

The following tables shows the revenue for 2023.

Library					Binding	Scanning	Lost Book Fine	Overdue Fine	Mobile Fine	Others	Total
Nasinu	\$ -	\$ -	\$15,265.38	\$184.50	\$222.50	\$ -	\$1,027.50	\$2,117.70	\$ -	\$200.00	\$19,017.58
Koronivia	\$ -	\$ -	\$6,896.35	\$92.00	\$362.50	\$ -	\$ -	\$355.00	\$10.00	\$ -	\$7,715.85
Natabua	\$ -	\$ -	\$22,130.35	\$232.00	\$811.70	\$0.50	\$137.20	\$698.00	\$ -	\$ -	\$24,009.75
Pasifika	\$ -	\$ -	\$41,179.39	\$17.50	\$1,138.00	\$136.00	\$1,332.73	\$2,576.35	\$ -	\$ -	\$46,379.97
Sam-abula	\$ -	\$ -	\$12,501.03	\$29.00	\$909.00	\$20.50	\$137.20	\$963.28	\$20.00	\$100.00	\$14,680.01
Namaka	\$ -	\$ -	\$7,905.28	\$68.50	\$55.50	\$3.00	\$723.60	\$107.90	\$ -	\$10.00	\$8,873.78
FSM Tamavua	\$ -	\$ -	\$2,938.55	\$25.00	\$66.00	\$8.50	\$ -	\$929.50	\$ -	\$ -	\$3,967.55
FSN Tamavua	\$ -	\$ -	\$13,378.69	\$127.50	\$593.00	\$ -	\$711.60	\$4,373.00	\$ -	\$ -	\$19,183.79
Labasa	\$ -	\$ -	\$2,351.15	\$23.50	\$77.00	\$ -	\$ -	\$156.00	\$ -	\$ -	\$2,607.65
Nabua	\$ -	\$ -	\$1,488.90	\$10.00	\$1.50	\$10.00	\$ -	\$57.50	\$ -	\$ -	\$1,567.90
Naduna	\$491.70	\$441.35	\$ -	\$ -	\$ -	\$0.50	\$ -	\$5.00	\$ -	\$ -	\$938.55
Ba	\$ -	\$ -	\$2,470.75	\$ -	\$22.50	\$44.00	\$132.85	\$145.00	\$ -	\$ -	\$2,815.10
Maritime	\$ -	\$ -	\$1,570.90	\$10.00	\$216.50	\$ -	\$ -	\$200.20	\$ -	\$ -	\$1,997.60
NTPC Narere	\$1,767.40	\$1,491.60	\$ -	\$ -	\$42.00	\$8.50	\$ -	\$ -	\$ -	\$ -	\$3,309.50
NTPC Naceva	\$17.50	\$103.05	\$ -	\$2.50	\$14.00	\$ -	\$340.45	\$10.00	\$ -	\$ -	\$487.50
NTPC Nasese	\$ -	\$ -	\$1,037.85	\$ -	\$190.50	\$ -	\$ -	\$69.00	\$ -	\$ -	\$1,297.35
Total	\$2,276.60	\$2,036.00	\$131,114.57	\$822.00	\$4,722.20	\$231.50	\$4,543.13	12,763.43	\$30.00	\$310.00	\$158,849.43

Conclusion

In conclusion, this year has been one of progress and adaptation for the library. We have successfully expanded our collections, improved user services, and enhanced our digital infrastructure to better meet the evolving needs of our patrons. The feedback from our users has been invaluable, guiding our efforts to create a more accessible, resource-rich, and welcoming environment for all.

Our focus on innovation, particularly in digital resources and user engagement, has positioned the library as a critical hub for academic support and lifelong learning. Despite challenges, including resource constraints and the need for continuous upgrades, the library team remains committed to improving the overall experience for our users.

As we look ahead, our priorities will include further developing our collections, investing in new technologies, improving space utilization, and ensuring that our services remain inclusive and adaptable to future demands. The ongoing support from the university and our stakeholders will be vital in helping us achieve these goals.

We are confident that, together, we can continue to make the library a center for knowledge, collaboration, and innovation in the years to come. Thank you for your ongoing support and contributions toward our mission.





FIJI NATIONAL UNIVERSITY

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