

LINCOLN UNIVERSITY

George Forbes Memorial Library

Te Wharepūrākau o te whare wānaka o aoraki



ANNUAL REPORT 2007





Lincoln University Library Mission Statement

The Library participates directly in the University's commitment to teaching, research and the development of new knowledge by:

- Providing the University community with equitable access to information and recorded knowledge
- Acquiring, organising and making available information resources appropriate to the University's educational purpose
- Teaching information skills to all Library users as the basis for life-long learning
- Promoting information services in a manner which reflects the distinctive character of the University

Front Cover:
Painting by Maurie Angelo
MONTE CASSINO, Feb. 15th, 1944
Gifted to the University by Maurie Angelo,
August 2007
Library Foyer



Main Events for 2007

- Refurbishment of Levels 0 and 1 with a range of new teaching, computing and study spaces including the establishment of the iZone (information commons)
- Library refurbishment celebration, coinciding with an art exhibition featuring the works of Maurie Angelo
- Establishment of the Lincoln University Research Archive to store, index, preserve and redistribute in digital format the research outputs of Lincoln University's staff and students
- The retirement of Sue Colyer, Information Services Librarian and Deputy University Librarian
- Merging of the Information Services and User Services Departments into a single department

1. Electronic library infrastructure

The Lincoln University Research Archive was formally established and Lincoln University researchers can now deposit their research outputs in digital form.

The Library participated in the OARiNZ project, funded under the Government's eLearning Collaborative Development Fund, which aimed at designing and building the infrastructure necessary to connect all of New Zealand's digital research repositories.

An Electronic Data Interchange interface (EDI) was developed for monographic invoicing. Both orders and invoices, for our major suppliers, now use EDI thus enabling increased efficiency in the ordering and processing of new titles.

The Voyager integrated library system was upgraded to the Voyager 6.5.3 software release.

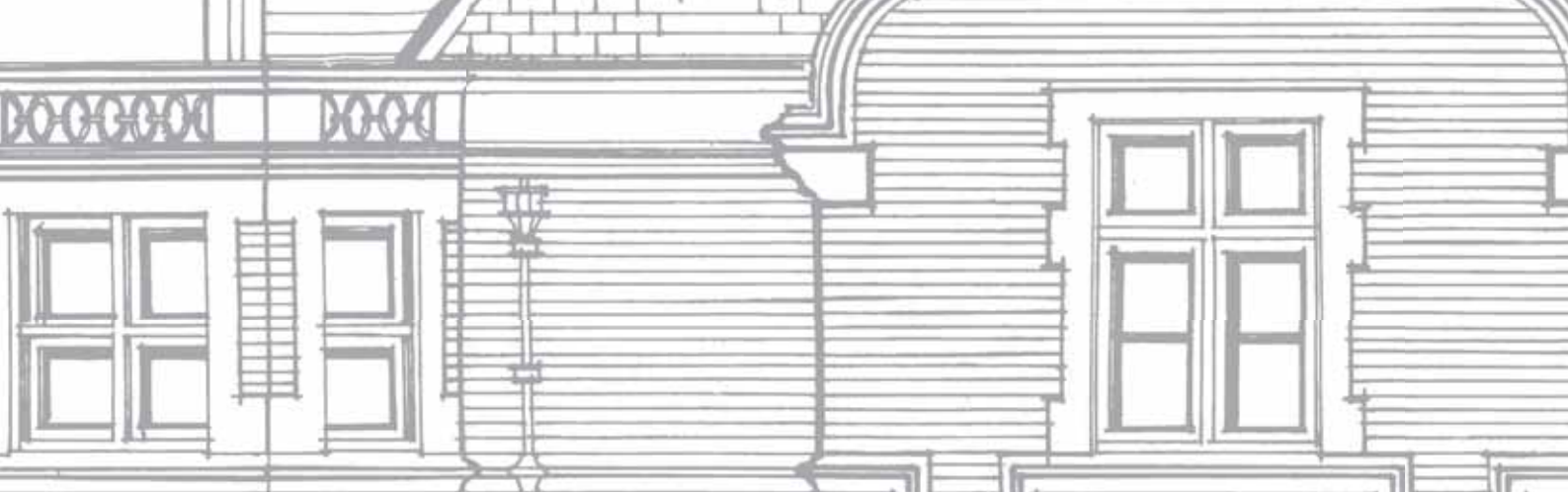
Room booking software was implemented. Leading to a more efficient and effective system compared to the previous manual recording of Library study room bookings.

2. Building

Levels 0 and 1 were refurbished as phase two of the building project that had begun in late 2005 and resulted in the commissioning of Level 2 in early 2006. This two-phase refurbishment was the most extensive renovation carried out within the library building since the rear extension was completed in 1992. The refurbishment opened up additional floor space and added new study, computing and teaching spaces that greatly enhanced the Library and complied with modern approaches to teaching and learning. The bulk of the phase two work was begun in November 2006 and was completed in February 2007. Carpeting in the Level 0 and 1 book stack areas was undertaken in the November - December 2007 period.

New or refurbished facilities included:

- New carpet
- Painting a number of spaces in Levels 0 and 1
- Refurbished foyer with new furniture and art work lighting
- A social space, "The Lounge" on Level 0 where food and drink are permitted
- The development of the 50-seat iZone (Information Commons) on Level 0
- New ID Card / Copy room facilities on Level 0
- Electronic notice boards on Level 0
- Two teaching labs on Level 0 providing 45 seats
- Dedicated space on Level 0 for the Maori collection (Nga Kete e Toru)



- A dedicated 35-seat computer suite on Level 2
- An additional four study rooms on Level 2
- A staff meeting room on Level 1
- A 25-seat computer suite for student use on Level 1
- Additional toilets on Level 1 so that all floors of the Library have toilet facilities
- An enclosed silent study room on Level 1

As part of the Phase One building project in 2006 the book and serial collections were integrated into one sequence. During 2007 the Thesis Collection was also integrated into this sequence. Consequently users can now find all print material in a particular subject area, shelved together.

On 22 August a celebration was held to mark the two phase refurbishment of the Library. To coincide with the celebration, an art exhibition of 15 works by Maurie Angelo, who studied landscape architecture at Lincoln and who is a past staff member in the Landscape Architecture Group, was held. He generously gifted a painting - Monte Cassino, Feb. 15th, 1944 depicting an air attack on Cassino - to the University to commemorate the Library refurbishment. Maurie noted at the opening of the exhibition: "Young people, some from Lincoln College, had their lives and futures shattered as they were plucked out for active service and the horrors of war. I think it appropriate that this work is dedicated to them".

3. Services

Issue figures for the print collection

During December 2006 and January to early February 2007, access to some parts of the physical collections was not always possible, due to the renovation work that was taking place. Library users were, for the most part, tolerant of the disruption, and the fact that there were no noise-free zones in the Library. Memorial Hall was made available for study and some areas were made available in the Union building. These areas provided the quiet study environment throughout the summer semesters and meant that students were often not in the Library. All work was finished by the start of semester, and there was an upturn in patronage of the newly refurbished building.

Use of the print serials continued to decline throughout the year, as the use of electronic serials increased. The majority of the borrowing of print serials for 2007 was by the undergraduate students who are more likely to be using titles not yet available in electronic form. Use of the Library's Restricted Loan collection also declined as more required reading and textbook supplements were made available electronically for student use via the course pages on Learn@Lincoln. Library staff will be investigating further digital integration with the Learn@Lincoln pages in 2008.

After the integration of the Thesis Collection into the main collection towards the end of the year a decision was made to alter the collections loan period to match the book/poster loan for 2008.

Focus Groups and other patron feedback

A series of five focus groups were held in the Library's group studyrooms over two weeks during September 2007. Most of the attendees were undergraduate students, with limited attendance from staff and postgraduates. The major themes that came from the discussions and feedback were: Building and layout, computers, collections, eating, hours, /Zone and teaching, library staff, loan periods and noise control. Revisions began on some library policies based on these sessions and on the feedback that arrives regularly via email and written comments in the suggestions box and book.

ID Card and Copy Services

Staff appreciated being able to provide a much improved service from the new, purpose-built ID Card and Copy Centre area, but there was still no upgrade to the ID Card system by the end of the year, producing some risk management concerns should the system fail completely. There were a number of occasions when the system fell over unexpectedly, but fortunately it was always able to be recovered.

Main Events for 2007

iZone

The repositioning and staffing of the iZone Help Desk enabled it to meet its purpose of being the Library's central point to access information resources and information technology for research and study with library staff assistance. While staff were pleased with the quality of the interactions that took place, a review of the first year of operation made a number of recommendations for change and improvement which will be implemented during 2008. The closure of the University's Student Contact Centre meant that the iZone, and the Library in general, were identified on campus as the first point of contact for help with any type of query for undergraduate students. There was an increase in questions relating to information technology and these queries were mainly responded to by staff providing iZone support (some of whom were students for peer to peer assistance), and by staff at the ID Card and Copy Centre and the Service Desk. Staff from Information Technology Services were invaluable, both in working specifically with students in the iZone during the first two weeks of each semester and in providing training for the Library staff taking on some new tasks.

Initially the iZone desk was not as well used as was hoped. Reasons identified for this included lack of publicity, lack of signs and the popularity of the iZone PCs for purposes other than research and study. After these issues were addressed there was a noticeable increase in enquiries during the second semester. Another contributing factor to the downturn in enquiries was the introduction of a self-service system for study room bookings. Students valued the ability to be able to plan to work together in a group and during term-time, rooms were booked from 9.30am – 3.30pm most days.

Copy and Printer Services

Implementation of default double siding for the student multi-functional device print queues began in the first week of semester one. Though the savings were appreciated by students, it presented a difficult learning curve for everyone in understanding how the settings could be changed and what the cost differentials were.

Interloans

Interloan figures showed an increase in items borrowed from other libraries for the first time in some years. An increase in the number of international requests was possibly a result of the Library's catalogue holdings being made available on OCLC's WorldCat.

Restricted Loan

Due to an upgrade bug in the library system software identified in early 2007, we were unable to offer forward bookings for Restricted Loan items. This was certainly a contributing factor to the reduction of the collection usage; although staff at the Service Desk could place holds for those patrons who asked, many students did not use this facility. The bug was fixed in the 6.5.3 library system upgrade.

Copyright Licensing Limited Survey

The User Services Librarian and Restricted Loan staff were heavily involved in the Copyright Licensing Limited Copyright Compliance Audit, which covered material copied for use in print course-books and provided online via Learn @ Lincoln. Some Lincoln University staff had not realised that there was a requirement to identify the source of 3rd party copyright material used in their course material.

Teaching

As well as the usual first year and library skills teaching, staff taught many specific classes and tutorials.

Library orientation programme for new staff	47
Staff and Postgraduate seminars	36
Student seminars	81
External groups	5
Participants in group presentations	2609



Postgraduate Liaison

Postgraduate Services web pages were created and proved helpful to postgraduates at all stages of the research process. Library staff were pleased to be able to participate fully in the Postgraduate Conference in August 2007, attending sessions and providing a staffed information resource desk for the participants. In response to a notable increase in the use of EndNote as bibliographic/referencing software the user guide was updated and additional training sessions were held.

4. Collections

Collections staff focussed on meeting the challenges highlighted in the four themes of the Collection Management Plan which was completed during 2007.

Print collections and Library space – retaining the strengths of the heritage collections and improving access by use of online tools and integrated electronic resources

With excellent exchange rates during the year staff ordered, processed and catalogued a record number of new titles. Significantly, changes to cataloguing workflows reduced the backlog of titles awaiting description and ensured that new titles were available within a couple of weeks of arriving. Access to OCLC WorldCat via a national consortium also improved access to catalogue records. EDI invoice procedures which were introduced during 2007 contributed to further streamlining of acquisitions processes.

The monographic series retrospective cataloguing project was completed, improving the description of physical items in the collection as well as enabling links to be made to both related items and digital versions. The work on full records for Lincoln monographic publications also contributed to the development of the Lincoln University Research Archive.

Several high priority series in core Lincoln subject areas have been identified for full cataloguing and linking in 2008.

Lincoln agreed to retain Food Science and Technology Abstracts (FSTA) in perpetuity as our contribution to the

national distributed print collections retention project initiated by CONZUL. CAB abstracts in print will be permanently retained at Massey University. Future work in this area includes assessing the need to retain print journals which are both available and archived in online versions.

Electronic resources – managing for seamless access

Records and links to our collection of over 22,000 electronic journals are maintained using an outsourced software solution, which provides regular monthly record updates to the library catalogue and the e-journals finder list. Collections staff continued to add records with links to freely available full text online reports and journals. These have replaced print titles in many cases.

Over 34,000 academic and research e-book titles were loaded into the catalogue.

Database use statistics show a continued growth in the use of online full text resources, from both on and off campus, with articles downloaded per EFT increasing from 48 in 2006 to 58 in 2007. Several databases regularly show use peaking between 11.00 pm and midnight.

Resources for research – to strengthen the depth and range of resources

Key subscriptions were placed to extend both the research framework and to provide increased full text content including early volumes of key journals.

Web of Science indexing, abstracting and citation database was extended to provide access to research literature from 1980 to the present.

Full text journals in key subject areas from JSTOR collections, Taylor and Francis, Wiley Interscience and Blackwell publishing were added to the collection.

Commerce resources were also extended with subscriptions to Kompass worldwide and IRG and archive and campus wide access to the Butler Group computing and company reports.

Government initiatives to allow wider access to national databases, including NIWA's Cliflo (New Zealand climate database) and Statistics New Zealand INFOS were welcomed.

Main Events for 2007

Digitization – funding, managing, curating and publishing digital collections

The two key developments during 2007 were

- the mandate for digital deposit of one copy of each thesis from 2008 and
- the establishment of the Lincoln University Research Archive.

Staff promoted the new requirement for thesis deposit at the Postgraduate Conference, followed by workshop sessions over the summer to provide detailed information on the process and copyright requirements. Policy and procedure documents have been updated and staff have been available to support all postgraduate students through the new deposit process.

The Lincoln University Research Archive was developed completely in house, with library staff developing the framework, collections, policy, process and guidelines. The Archive is an institutional repository for Lincoln University, a place to store, index, preserve and redistribute in digital formats the research outputs of the University's staff and students. Extensive liaison with academic and administration staff has resulted in the regular deposit of current Lincoln University series. There is strong interest from academic staff keen to showcase their research profile in the archive. Selective retrospective Lincoln University publications were scanned by Collections staff over the summer period and also added to the Research Archive. Records for items in the Archive are being indexed by a number of web services including Google, OAlster and KRIS (Kiwi Research Information Service, nzresearch.org.nz) where the top ten most popular articles regularly include works by Lincoln researchers.

Plans to scope the funding for retrospective development of the Research Archive will be considered in 2008.

5. Staffing

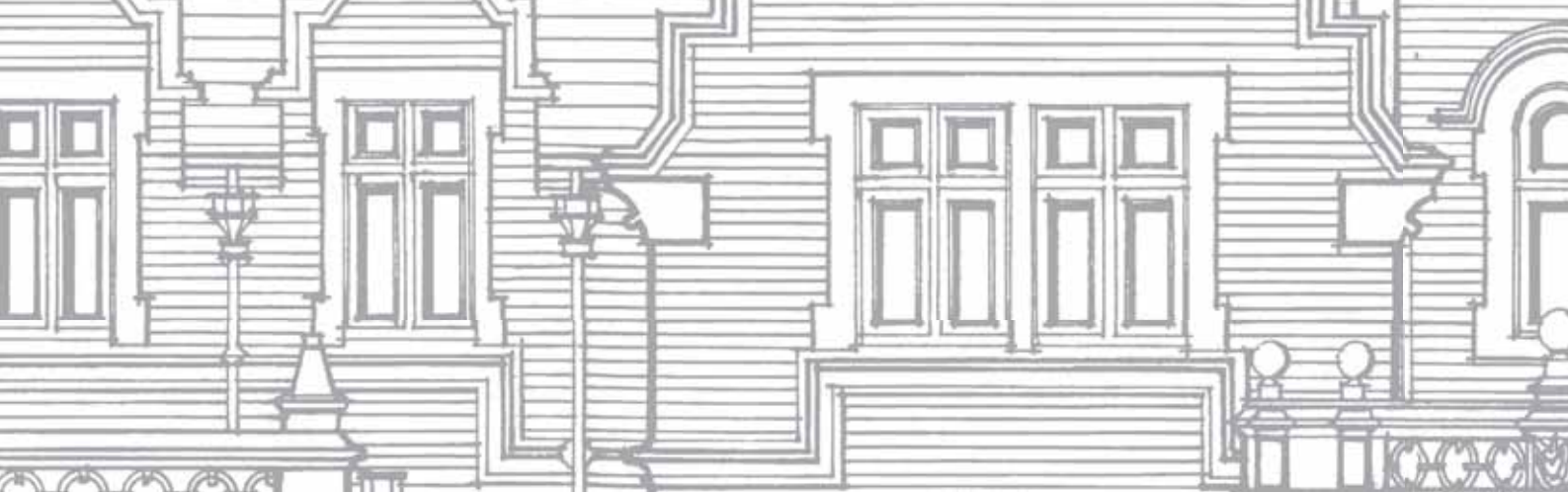
The start of the year saw the retirement of Deputy University Librarian and Information Services Librarian, Sue Colyer. Since Sue took up her position at Lincoln University in 1995 the Library and its users have greatly benefited from her expertise in reference and information services, her superb administration and planning skills as well as her in-depth knowledge of policy and procedure. She contributed to a number of university-wide committees and working groups, including the Salary Review Committee and the Art Committee. Sue's contribution to the wider library profession was recognized with the award of a Fellowship to LIANZA in 2003.

Sue's retirement provided an opportunity to review the management structure of the Library and address other staffing issues in the context of changes to service delivery brought about by the establishment of the iZone, developments in eLearning and remote access to an increasing range of electronic resources.

A restructuring proposal was developed that acknowledged the gradual blurring of the lines of responsibility between the two public service departments and the cross-over of responsibilities since basic information services were being provided from the Service Desk and a wider range of staff were providing information services on the iZone desk. The proposal also provided for continued development of the Library's teaching services and the need for the Library to promote its services more extensively to the University community.

Key points of the proposal

- The position of Deputy University Librarian/Head of Information Services would be disestablished and the Heads of the Departments of Collection Management, User Services and Management Services would share the overall role of deputising for the University Librarian.
- The University Librarian and the Management Services Librarian would share other tasks previously associated with the Deputy's position, primarily staff training and professional development.



- The Information Services Department would be merged with the User Services Department to form a single department with a public services focus.
- All staff in the newly formed User Services Department would report to the User Services Librarian.
- To support the User Services Librarian a qualified librarian would be assigned an operating/strategic role in each the following areas:
 - o Teaching and Liaison – all teaching programmes, information literacy and relevant liaison with Teaching and Learning Services, academics, postgraduates and external groups
 - o Reference and Information – all reference and information services provided from the iZone and Service desks, including relevant training of all desk staff, recruitment and supervision of student assistants
 - o Lending and Circulation – all circulation services, restricted loans, distance services, interloans, shelving and new book displays
- In order to maintain the current level of equivalent full time staff, a separate application would be made to request approval to recruit an assistant librarian for the User Services Department.

After a formal change process was undertaken under the auspices of Human Resources and AUS, the proposed changes were adopted. Lyndsay Ainsworth was confirmed in the role of User Services Librarian, John Arnold as Teaching and Liaison Librarian, Claire Lewis as Lending and Circulation Librarian, Craig Murray and Caroline Henderson as Reference and Information Librarians. In November Hadrian Taylor was appointed as Undergraduate Teaching Librarian, a new position created to maintain overall staff numbers and support ongoing development of the Library's teaching programme.

Extending the practice adopted as part of the change process, position titles for all the Library's qualified staff were reviewed and changed to better indicate to library users the role and responsibilities of individual staff. This had the added advantage of eliminating confusion caused to external bodies by previously similar sounding titles such as Library Assistant and Assistant Librarian.

A proposal was put to and accepted by Senior Management Group to increase the number of continuing staff working evenings and weekends, extending the range of services available at these times and improving security. Aspects of the proposal will be put in place during 2008, including re-assigning a percentage of the casual staff budget to the permanent salaries budget and creating two continuing, seasonal, part-time library assistant positions whose normal hours of work will be primarily evenings and weekends. The number of student assistants employed on fixed term contracts will be reduced from 25 to ten which should alleviate the workload for the Reference and Information Librarian who has primary responsibility for recruiting, training and co-ordinating the student assistants.

Otherwise staffing remained fairly stable throughout the year. At the start of the year Amanda He was appointed as a library assistant in the User Services Department replacing Emily Cooke. Caroline Henderson and Sarah Jung both took parental leave during the year and were replaced during those periods by Jane Oakden and Emma Beech respectively.

Lyndsay Ainsworth, Roger Dawson and Adriana de Groot were awarded Associateships by the Library and Information Association Aotearoa New Zealand (LIANZA) in recognition of their long-standing contribution to the profession.

Statistics and Key Performance Indicators

Table 1 Library Statistics

	2007	2006	2005	2004	2003
CLIENT SERVICES					
Circulation					
Book/serials	61,779	61,636	75,830	130,599	128,054
Restricted loan	13,664	20,681	24,873	36,757	34,865
Time out collection	3,686	2,887	4,417	7,118	6,880
Total issues	79,129	85,204	105,120	174,474	169,799
Number of full-text articles accessed online	191,380	179,054	196,709	157,993	157,784
Interloans (including overseas)					
Borrowed	1,446	926	1,095	1,413	2,101
Lent	2,283	2,620	2,331	2,993	3,647
Teaching sessions delivered					
Library orientation programme	47	45	59	72	78
Staff and Post Grad. seminars	36	34	42	40	39
Student seminars	81	106	142	155	127
External groups	5	7	2	5	5
Participants in group presentations	2,609	3,076	2,035	2,924	3,019
Reference enquiries					
Directional (Level 1)	5,891	7,545	6,677	6,669	5,051
Reference & Research (Level 2 & 3)	3,289	3,253	5,386	5,273	4,722
Total number of reference enquiries	9,180	10,798	12,512	11,942	9,773
COLLECTION DEVELOPMENT					
Books, AV, Maps					
Number of volumes added	5,675	5,247	5,273	5,189	4,324
Number of unique titles added	4,877	4,653	4,314	4,471	3,670
Links to online (book) titles	43,397	28,844	22,575	17,683	15,004
Total number of print volumes	108,368	103,127	99,340	96,742	91,844
Serials					
Number of print volumes added	1,899	2,578	2,569	2,562	2,761
Total number of serial volumes	114,661	112,669	110,119	109,907	107,381
Number of unique titles received & catalogued (print/electronic)	24,106	19,258	15,007	13,344	5,065
Total current serials accessible (incl. uncatalogued e-collections)	35,679	19,587	15,212	13,556	9,906
Total number of print volumes in collection (including withdrawals)	223,029	215,796	209,459	206,649	199,225
Number of databases available	220	187	174	163	169
Number of student EFTS	2,674	3,094	3,396	3,649	3,382



Table 2 Key Performance Indicators

	Lincoln 2006	2006 NZ University Average	Lincoln 2007
SERVICES			
Opening hours per week	81	91.8	81
Seats/EFTS	0.28	0.16	0.32
Total loans/FTE	23.6	32.2	24.7
Ordinary loans/FTE	20.8	25	18.7
Restricted loan as % total loans	23.5%	22.5%	16.8%
Electronic full-text articles accessed online/FTE	48.2	58.8	58.13
Interloans/Doc supply as % total loans	2.9%	1.2%	2.8%
Information enquiries/FTE	2.9	N/A	2.79
Participants in group presentations/FTE	1.0	0.69	0.79
COLLECTION RESOURCES			
Volumes per FTE	58.1	95.8	67
Volumes added/FTE	2.1	2.2	2.3
Collection expenditure/FTE	\$367	\$392	\$409
Turnover (loans as % of total volumes)	40%	N/A	35.5%
STAFFING			
Total loans/no. Library staff	2,990	5,011	2,813
Library staff per 100 FTE user population	1.26	0.64	1.13

* FTE = full-time equivalent staff plus students (2,674+618=3,292)

Contribution to the University's Operational Plan

2.6 Investigate the establishment of an 'institutional repository' for Lincoln University.

At the start of 2007 a system for the voluntary deposit of digital theses was in place and Lincoln University was an active member of the Australasian Digital Theses project (ADT). The necessary procedures for changing regulations to establish mandatory deposit of digital theses were identified.

A range of institutional repository software options were reviewed and a decision made to proceed with an open source solution called DSpace. Datacom were contracted to install the software on the library server.

A successful application was made to the TEC funded OARINZ Project for funding to cover the cost of the software installation and backfill of staff working on data population of the repository.

A pilot Institutional Repository was set up with a working title of Lincoln University Research Archive. Work progressed on populating the repository with theses and a range of Lincoln University publications produced by various departments and centres on campus.

A recommendation to mandate the deposit of digital theses was taken to the Academic Board meeting on 13th June. Further discussion was deferred to the next meeting scheduled for 11th July when the recommendation was eventually approved.

A draft policy was developed and comments and feedback on the pilot and policy were invited before 14th September 2007.

Formal establishment of the Research Archive was approved by the University's Senior Management Group on 5th December. Priorities for ongoing development will be developed in 2008.

4.1 Establish the information commons.

The *iZone* (information commons) opened at the start of semester one and was extremely popular with students from day one. The adjacent teaching labs were used for the Library's semester one teaching programme and proved to be a considerable improvement on the previous teaching facilities.

The Library's information desk was moved to the *iZone* and staff rostered on the desk were trained to provide a wider range of services, including basic IT and applications support together with more traditional library services. Logs were kept of the number and type of enquiries received with the intention of reviewing and possibly adjusting service delivery mid-year.

After reviewing enquiry logs and statistics, rosters for staffing the desk were adjusted to better accommodate busy times of day. The types of enquiries were also analysed, relevant competencies in staff were assessed and some additional training was provided, where required, during the mid-semester break. Concern about the noticeable absence of general IT competency amongst undergraduates was referred to Teaching and Learning Services. Online enquiry logs were developed and installed on PCs at both the *iZone* and Service desk so that enquiry logs reported for semester two could be more detailed and wide-ranging.

At the end of semester two a report on the *iZone* was prepared. The report incorporated extensive analysis of enquiry logs and statistics together with recommendations that informed planning for staffing and service delivery in 2008.



7.6 Develop a Library collection strategy.

The Library Collection Strategy identifies for the University the financial and resourcing implications relating to future collection management and development. It was presented to Senior Management Group as a separate report which summarised the Library's Collection Management Plan.

The key principles underlying the Collection Management Plan are access to information and preservation of content to support the learning, teaching and research directions and initiatives at Lincoln University.

That the current collection now successfully supports students and staff across a wide range of disciplines whether they are working on campus or from a distance is a result of:

- Collection Development Policy developed in 1990
- Increased University funding for collection resources, both capital and lease
- Online publishing trends
- Collaborative purchasing via library consortia
- Development of technical expertise to ensure interoperability of systems
- Improved network speed and security

Additional investment is required to:

- Strengthen the framework for access to research resources
- Preserve Lincoln research publications and datasets in perpetuity by developing the Lincoln University Research Archive collections
- Provide seamless access to online full text (using article linking software and Moodle)
- Provide access to international company, financial and marketing resources
- Provide online access to journal back files and other digital collections
- Provide archival access to Lincoln's core digital collections

Wider library issues include:

- Reviewing the systems available and required to manage electronic resources
- Developing the information management and information technology skills of library staff
- Developing the information literacy and information management skills of students & academic staff
- Marketing and promoting collections through liaison and outreach programmes
- Evaluating and reporting use of online collections
- Ongoing development of the network infrastructure

Library Staff



University Librarian

Teresa Chitty BA (Ealing) ALIANZA, RLIANZA

User Services

User Services Librarian

Lyndsay Ainsworth BA (Cant)MLIS(Well)NZLSCert ALIANZA

Teaching and Liaison Librarian

John Arnold BA,BSc,PGDipLib(Well)CertAdultTchg ALIANZA

Lending and Circulation Librarian

Claire Lewis NZLSCert

Reference and Information Librarian

Craig Murray BScHons(Cant)MLIS(Well)CertMgmt(CPIT)

Reference and Information Librarian

Caroline Henderson BSc(Cant)MLIS(Well)

Jane Oakden (from May until October)

Postgraduate Liaison Librarian

Sarah Tritt BA(Cant)DipLib(Well)

Undergraduate Teaching Librarian

Hadrian Taylor (from Nov)BSc(Hons)(Cant)MLIS(Well)

Interloans Librarian

Shona McCartin NZLSCert

Library Assistants

Emma Beech (from July)

Colleen Davis

Liz Hamilton

Amanda He (from April)

Jenny Heffer

Patty Hill

Glennis Hilston

Dayle Kerr BA(Cant)NZLSCert

Sarah Jung

Jan Thompson NZLSCert

Collection Management

Collections Librarian

Adriana de Groot BSc(Hons)(Cant)DipLib(Well)ALIANZA

Serials Collection Librarian

Roger Dawson MA(Hons)(Cant)MLIS(Well)CertAdultTchg ALIANZA

Cataloguer

Gavin East MA(Cant)DipNZLS

Acquisitions Librarian

Carol Brandenburg NZLSCert

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Serials Librarian

Lois Cocks NZLSCert

Library Assistant

Lourdes Sanches Sangkop

Management Services

Management Services Librarian

Graham Penwell MA(Hons)(Cant)DipLib(Well)NZDipBus ALIANZA RLIANZA

Information Technology Librarian

Andrew White BSc(Cant) NZLSCert, GradCertAppIComp

Library Administrator

Sandra Haydon

Secretary

Glennis Hilston NZQACert BusAdmin4,NZQACertComp.3
(also User Services)





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