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PUBLICATIONS @USP BOOK CENTRE



EDITORIAL

VOLUME 16 | NUMBER 2 (JUNE 2020)

ISSN 1815-3240 HARD COPY 1815-3259 ELECTRONIC COPY

A "NEW NORMAL" APPROACH TO LIBRARY SERVICES



USP librarians at a meeting

Libraries are continuing to re-think what could work best in terms of operations and services for users during this COVID-19 pandemic period. As aptly put by the Australian Library Association:

“Reopening will not mean going back to the way things were pre-COVID-19; it will mean putting in place the ‘new normal’ approach to library services”.

Irrespective of the type of library we work for, this is a good time to re-look at our current services and refocus our investment on services that are mostly valued by users.

Obviously, a first step towards protecting the health and well-being of library users and staff is preventing contact with those who are already sick. Temperature checks are being widely used to screen library users before allowing admittance to libraries. Once inside the library, care must be taken to limit contact between library staff and users, and each library will have to decide what to do.

To reduce contact between staff and users, some libraries have encouraged users to borrow and return items through self-services kiosks whenever available, eliminating the need for un-necessary human interaction. Hand sanitizer stations are available at self-checkout stations to reduce contamination of surfaces. In some libraries, users can borrow materials directly from their own mobile devices with cloud Library checkout, reducing fear or anxiety for library users.

The impact of remote learning for universities during lockdown periods when libraries are closed mean that academic libraries are now investing heavily in online databases and e-book services best able to

support online learning from various locations. The network of University of the South Pacific Libraries has already been providing these services, as they allow users to have access to e-resources from any place and any time.

Some school libraries have been working hard to support childrens’ education at home. Others have launched online platforms to continue to support reading among adolescents, while some have created packs of digital resources that are distributed to students and parents.

One of the key areas that libraries should be concerned about is the risk of infection through contact with materials carrying coronavirus. While research continues to be carried out in this area, the IFLA (International Federation of Library Associations and Institutions) website contains some advice on how to handle physical library materials, as research in this area continues.



USP library staff practice social distancing

In times like this, library staff could be agitated trying to find out what best fits their individual libraries. Nervousness and trying to reinvent the wheel will not help. As library staff and researchers, we need to continue to capitalise on the research findings conducted by fellow librarians and other researchers, in order to find how best we could meet the challenges of operating in a ‘new normal’ library environment, that is conducive to our individual libraries. Two helpful websites that we could refer to are <https://alia.org.au/australian-libraries-responding-covid-19> and <https://www.ifla.org/covid-19-and-libraries>.

Liviana Tabalala

REGIONAL CONNECTIONS

REGIONAL CAMPUS LIBRARIES PHASE 2 SYMPHONY ILS CIRCULATION TRAINING

A Regional campus libraries online training on the Symphony ILS Circulation module was conducted via the zoom app. The training began on Monday 13 and ended on 20 July. It was the first session held after the COVID-19 USP lockdown period.

All paraprofessional library assistants, library officers, and a few librarians from the region attended the training. The training was a joint collaboration of the four sections – Customer Services, Regional Libraries, Technical Services and the Systems team.

Trainers for various sessions include librarians and library assistants from Reader Services, Technical Services and Regional Libraries. Topics range from circulation of items, registration of borrowers, reserve items maintenance, managing holds and management of fines and lost items.



Reader Services and Regional Libraries sections, USP conducting Symphony training for regional campus libraries

Ela Qica, Senior Librarian Customer Services and Vilimaina Vakaciwa, Regional Librarian were the training co-ordinators.

USP AND USPSA JOINT SUBMISSION TO FIJI PARLIAMENT-STANDING COMMITTEE ON FOREIGN AFFAIRS AND DEFENCE



USP staff and students at Fiji Parliament

The University of the South Pacific Association was invited by the Chair of the Standing Committee on Foreign Affairs and Defence – Hon. John O'Connor earlier this month to make submissions to the committee regarding the 2011 Asia Pacific Convention on the Ratification of Higher Education Qualification.

A joint submission by the USP and USPSA (University of the South Pacific Students Association) was presented to the Committee on 23 January 2020. In addition to the 2011 Asia Pacific Convention on Ratification of Higher Education Qualification, the USP also made submissions on: Adoption and Ratification of the Kigali Amendment to the Montreal Protocol on Substances that Deplete the Ozone Layer and Council of Europe Convention on the Manipulation of Sports Competition.

The submission highlighted to the Committee that the Convention provides a mechanism for countries in the Asia-Pacific region to facilitate recognition of higher education qualifications through increased information provision and transparency. Becoming a Party to the Convention would demonstrate Fiji's commitment to improved mobility of students, academics and workers within the Asia-Pacific while also building on developments in recognition of practices and international cooperation resulting from Fiji's membership of other UNESCO regional recognition conventions.

The three key reasons outlined as to why Fiji should ratify the Convention are:

1. To facilitate the mobility of students, academics and workers within the Asia-Pacific by providing a platform from which to enhance the national qualification, accreditation and quality assurance frameworks of Parties to the Convention;
2. To facilitate offshore experiences for Fijian higher education students and improve employment prospects for individual holders of Fijian higher education qualifications within the region;

USP PROVIDES 700 TABLETS TO STUDENTS ACROSS THE REGION

At the initial time of this report, about 500 tablets were dispatched to campus libraries for students' use. Alafua (Samoa), Labasa, Lautoka, Nauru, Solomon Islands and Tonga Campuses received and started circulating tablets to students through the USPLN ILS Sirsi Dynix, Symphony circulation system.

The tablets will assist both students who live in remote areas in the USP region and those who may not have the technology in their online learning during the COVID-19 period.

Reader Services, Regional Libraries and Technical Services sections of the main Laucala Library facilitated the cataloguing, processing, packing and delivery of the tablets to the regional campuses.

Tablets are made available from campus libraries and are issued and borrowed in the same manner as other library items. Students needing a tablet are encouraged to enquire at their nearest campus library.

The Senior Librarian Customer Services, Ela Qica and Ravishel Naicker from the USP's Information Technology Services section coordinate the project jointly. The remaining tablets will be sent to other regional campuses once borders and flights for freight services are re-opened.



USP library staff packaging tablets for the regional campuses

REGIONAL CONNECTIONS

3. To become a Party to the Convention will demonstrate Fiji's commitment to UNESCO's agenda of strengthening engagement between countries and regions through higher education.

The Vice-Chancellor & President - Prof. Pal Ahluwalia presented USP's main submission on the Higher Education Convention. USP's

Administration & Research Officer, Aneet Kumar made a submission on behalf of USP Students. Dr. Francis Mani, Associate Dean (Planning & Quality) and Senior Lecturer in Chemistry, Faculty of Science, Technology and Environment made the submission on Kigali Amendment to the Montreal Protocol. The Council of Europe Convention on the Manipulation of

Sports Competition submission was made by Ms. Elizabeth Fong, University Librarian. The three conventions were recommended by the delegation to be ratified by the Republic of Fiji.

[Source: USPSA Secretariat. Joint Submission, January 2020]

DEVELOPMENTS AND FEATURES

INTERNATIONAL PARTNERSHIP ON DISTANCE AND ONLINE LEARNING FOR COVID-19 LAUNCHED

An impact of COVID-19 is the closure of educational institutions around the world. According to UNESCO, over 90% of the world's student population is unable to attend classes and is required to stay at home. The most vulnerable are learners in developing countries who do not have access to electricity, electronic devices, neither connectivity to take part in online classes.

The Commonwealth of Learning (COL) focuses on collaboration and sharing as a means to carry through the adverse impact of the economic, social and health challenges faced today. The unprecedented impact of COVID-19 on teaching and learning is a far reaching concern with over 1.5 billion learners not attending schools. It is the responsibility of all stakeholders in education to work in partnership and share

resources to keeping the doors of learning open. In recognition of the need for collaboration to meet these demands, COL has launched the **International Partnership of Distance and Online Learning for COVID-19** to bring together institutions/organisations committed to supporting learning at this time of crisis.

This international partnership is based on shared values and a win-win framework for all. Access to pooled resources, shared expertise, and online training through [a common gateway](#), is the strategy for creating a win-win situation for all. The international partnership includes intergovernmental organizations, universities and educational institutions and associations and networks. The University of the South Pacific is a partner.

The partnership initiatives are:

- (i) to bring together partnering stakeholders committed to supporting learning during this time of pandemic;
- ii) to share open educational resources (OER) and learning content;
- (iii) to provide tools for implementing affordable learning;
- (iv) to identify concrete collaborative activities;
- (v) to build capacity in institutions offering distance and online learning and;
- (vi) to develop innovative solutions for reaching the unreachable.

[Source: <https://opendoor.col.org/about/> <https://opendoor.col.org/objectives/>]

COL'S NEW MENTORING PROGRAMME TO EMPOWER YOUNG WOMEN LEADERS

The impacts of globalisation, technological advancement, climate change and now COVID-19 have challenged organisations to find ways to contribute to sustainable leadership, while working towards gender equality. COL has launched CommonwealthWiseWomen to help young women and girls become successful in their field of interest and build the future generation of leaders.

This new mentoring programme offers unique networking opportunities to women and girls from underserved communities across the Commonwealth. By pairing mentees with successful and influential women in leadership roles for a period of at least six months, COL will help these women and girls to map their future path through seeing (what leadership looks like), doing (using tools and skills recommended by the mentor) and networking (engaging with others).

CommonwealthWiseWomen provide mentors and mentees with access to a safe forum where they can share ideas and learn from each other.

USP Librarian Reader Services and IRS Coordinator, Vasiti Chambers attended a

webinar monthly series forum held on Tuesday, 7th July, on the topic "The Role of Mentoring in Leadership Development." Vasiti mentioned that "the exposure through discussions led by CommonwealthWiseWomen mentors inspired me to renew my motivation in pursuing my goals; also, to engage and listen to renowned and successful female leaders whose mentoring role is inspiring to the young generation of women leaders here in the Pacific."

The Commonwealth of Learning (COL) has identified women's empowerment as one of its main strategies to achieve sustainable development.

COL, through a mentoring project, promotes change by empowering girls and women to not only become leaders but also to influence the next generation of leaders.

Speakers included:

- Dr Lily Chan, Chief Executive and Vice-Chancellor of Wawasan Open University (WOU) in Penang.

- Professor Asha Singh Kanwar, President and Chief Executive Officer of the Commonwealth of Learning.
- Dr Emma Kruse Va'ai from Samoa who served on the COL Board of Governors as Pacific Representative.
- Ms Frances Ferreira Commonwealth of Learning (COL) as Education Specialist, Basic Education, and Open Schooling.

[Source: <https://www.commonwealthwisewomen.org/>]



DEVELOPMENTS AND FEATURES

LIBRARIES AND GOOD GOVERNANCE / by Vilimaina Vakaciwa



USP library staff in solidarity

The information world is now more often than before being engulfed by global challenges and dilemmas, the most recent is the ongoing global threats of COVID 19 pandemic. Its impact has transformed the perception, culture and behavior of business in the workplace, the profession or livelihoods. We are now embraced with a “new normal” paradigm as a result. The transition of having to live a new normal is shifting our boundaries and spaces of thinking, visioning and doing things in our everyday lives. It has dramatically changed our role from being what we are, who we are to what we perceive ourselves to be.

Libraries as an element of the information world is immersed in redirecting and realigning work and services to equitably provide and meet the demands of library users'. Living through the pandemic in these unprecedented times the demand and cry for information and knowledge research to guide and assist in decision-making for individuals, government, workplace, community or home is soaring.

Students, teachers, leaders and decision makers need to access relevant information, develop the skills and confidence to apply it to reach better decisions and answers to queries. Libraries enable people to find the right information, teach and instill in people the skills and competencies to help them know how to search, where to find them and what to select and judge from sources available.

How does this augur good governance? Libraries play a crucial role in promoting development from the bottom-up. Libraries help citizens become enablers and with the provision of relevant and factual information, people are able to find the right type of job, stay healthy, maintain a sustainable environment, interact with family and friends through the use of technologies and also deepen individuals' understanding of their rights.

At a bigger scale, governments and institutions alike need to become effective at all levels. They need to be well informed and to implement policy goals ensuring accountability to the people they serve. Good governance rests in leaders and decision makers who have the ability to make informed decisions, function and govern fairly and justly in the best interest of the institution. Institutions need to be able to call on evidence and expertise where libraries in particular are at the heart of the response. Government libraries for instance, whose core role is intermediary are the link between officials, ministries and the public. Libraries feed decision makers with the latest ideas and views evidenced and well substantiated in credible reference sources which contribute towards better informed policy-making. This in turn lead to good effective governance.

The turbulent twist of USP governance in the past recent weeks has placed USP library and the profession in the fore stand for good governance, accountability and ethics. Information and knowledge was intelligently and emotionally imparted through main stream and alternative media platforms by University staff, students, scholars, politicians and University alumni. The University Librarian, Elizabeth Fong appeared in several live interviews in newspapers, radio and TV broadcasts informing the public of what transpired and resulted in the suspension of the University Vice Chancellor & President Professor Pal Ahluwalia by the Audit & Finance Committee of the USP Council.



L-R: Dr Morgan Tuimalealiifano, Lecturer; Lice Mavono, Journalist; Elizabeth Fong, University Librarian

University statutes, policies and governance process were openly debated and discussed, University leadership; former and current were questioned from all segments of the community. Good governance as theoretically perceived by some, a discipline and subject of contention in academia. Not necessarily in the practical sense of its meaning, good governance is a practice that is mandatory and expected to be applied across all levels of (governance) authority or leadership.

Libraries being the information source link between institutions and people also have a voice through Librarians for the collective, whose values beliefs and ideals are centered on good governance. In essence, the Library's role is beyond the walls of collections and services. It has changed and is rapidly changing in the new normal, that is actively engaging and connecting with people for development, prosperity and better livelihood.



USP Alafua students

PEOPLE AND FOCUS



SKYE RAVENSCROFT, USP EMALUS CAMPUS LIBRARIAN VANUATU

SKYE RAVENSCROFT from Australia joined as Emalus campus librarian on 17 February 2020. Skye was previously a Liaison Librarian for the School of Health and Human Sciences, Southern Cross University's Coffs Harbour Campus Library, NSW, Australia. She has worked in libraries for over

10 years starting as a volunteer in her childrens' school library. She spent 8 years working in public libraries with a range of roles including reference, public programming, childrens' services and house-bound library services. Skye then moved to academic libraries to diversify her skills and experience. She has acquired a subject research interest and library experiences in support of Allied Health research which includes Psychology, Nursing, Midwifery and Exercise Science. Her

PEOPLE AND FOCUS

undergraduate studies were in Arts including Fine Arts, Philosophy and Sociology which are subjects of interest to her. Skye is also passionate about community histories, indigenous languages and environmental research.

In terms of professional library qualifications, she graduated with a Graduate Diploma in Library and Information Management in 2014 from Charles Sturt University.

When asked about her reasons for choosing USP and Vanuatu, Skye mentioned: "I love the feeling of 'doing something good every day' being a Librarian. I have always wanted to take my skills to a developing nation to support equity in access to knowledge." Skye has been wanting the experience of living and learning a different culture for herself and her two teenage children who are staying with her and attending a local school. Why Vanuatu? "It's what the Universe threw at me at the right time!"

As for her dream and vision of being the campus librarian, Skye would like to develop a great team that works together and enjoys the role of supporting teaching, learning and research at the Emalus Campus.

The challenge for her when she first joined Emalus campus library was that it was not fully staffed for some time and that the collection was only partially included in the new ILS Symphony. "I am taking it day by day (although this nasty virus is getting in the way!) to get the collection weeded and sorted so that all items can be included in the LMS to be accessed throughout USP." Skye is adamant and determined that once all staff are on board, the team will be ready to do what they do best, providing the right information and skills to the University community at the right time for their teaching, learning and research needs.



DR BRAD CARTE, NEW CAMPUS DIRECTOR MARSHALL ISLANDS

DR BRAD CARTE, formerly the Head of College Science and Technology at Pacific TAFE's arm of the University of the South Pacific has been appointed as the new Campus Director, Marshall Islands. Dr Carte took over from Dr Irene Taafaki who is now the Vice Chancellor at the College of Marshall Islands (CMI). Brad is currently serving from Fiji during the COVID-19 lockdown

period, and will move to Marshall Islands once the borders are reopened for flights.

The USP library team including Elizabeth Fong, University Librarian, Liviana Tabalala, Deputy University Librarian and Vilimaina Vakaciwa Librarian Regional Librarian met with Dr Carte on Wednesday 18th June in the Library Conference room for an introductory and library orientation meeting.

CONFERENCES AND WORKSHOPS

IFLA WORLD LIBRARY AND INFORMATION CONGRESS 2020 CANCELLED

"The IFLA Governing Board and Irish National Committee have made the difficult decision to cancel the 2020 World Library and Information Congress (WLIC). Dublin will instead welcome the 2022 Congress, following confirmation that the New Zealand International Convention Centre in Auckland – the previous planned venue – is unlikely to be ready on time."

WLIC as we all know is a library calendar that fosters great opportunities for learning, networking, building and continuing friendships. This brings inspiration and energy to the Library field. It will be the first year since 1946 without such a meeting, due to the COVID-19 pandemic.

PACIFIC LIBRARIES NETWORK

"The Pacific Libraries Network is a dynamic group of emerging and experienced leaders from across the Pacific including library practitioners, innovators and mentors, representatives of library associations and partnering institutions focused on developing leadership and priorities in library services across the Pacific region. The purpose and aims are laid out in the Pacific Libraries Summit Compact and Phase 1 activities as agreed in the Strategic Action Plan."

[Source: <https://www.pacificlibrariesnetwork.com/>]

LIBRARIES AND THE SUSTAINABLE DEVELOPMENT GOALS: A STORYTELLING MANUAL

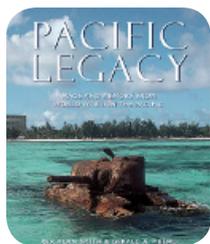
"The Libraries and the Sustainable Development Goals (SDGs) – a storytelling manual is a guide for librarians and library advocates that will support you in your advocacy efforts. The Library Map of the World (LMW) team have compiled some tips and useful information to help you write compelling stories about your library activities, projects and programmes, and their impact on communities. Consequently, we would like to share your story about your library's contribution to the SDGs through the LMW website."

Matt Finch (PhD in modern Intellectual History from the University of London, gave a presentation on strategic storytelling at the global IFLA President's Meeting 2018, where he said, "Storytelling in a library context means capturing the initial spark of inspiration, then allowing that spark to guide you. Together we surface new ideas, build relationships, and deliver sustained community engagement." From 2016-2017 he was the first ever Creative in Residence at the State Library of Queensland and a Creative/Researcher British Library Labs.

[Source: <https://www.ifla.org/files/assets/hq/topics/libraries-development/documents/sdg-storytelling-manual.pdf>]

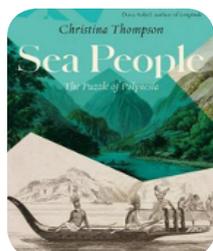
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Pacific legacy : image and memory from World War II in the Pacific / Rex Alan Smith [and] Gerald A. Meehl; Joe Foss (Forward). [New York] : Abbeville Press, 2019. 2nd ed., ISBN: 9780789213334 300 p. hardcover F\$147.95

“The classic photo book about the battlegrounds of the Pacific Theater then and now—updated with new information about the preservation and accessibility of these historic sites. Pacific Legacy offers an unprecedented record of the relics of World War II that have survived on the islands of the Pacific: American landing craft rusting on the reefs where they were stopped by enemy fire; shell-pocked Japanese fortifications; fallen aircraft overgrown by jungle; packed-coral landing strips still as good as new. These evocative color images are paired with archival photographs that show the same tropical battlegrounds as they appeared in wartime. The text covers the entire war in the Pacific, from the attack on Pearl Harbor to Japan’s surrender in Tokyo Bay. The principal battles are recounted hour-by-hour, drawing heavily on firsthand accounts. This vivid narrative helps the reader visualize what it was really like to be at war in the Pacific, doggedly island-hopping to victory.”



Sea people : the puzzle of Polynesia /

Christina Thompson. [London] : William Collins, 2019. ISBN: 9780062060877 365 p. paperback F\$50.50

“Diving deep into the history of the Pacific, Christina Thompson uncovers who these voyagers were, where they came from, and how they managed to colonise every habitable island

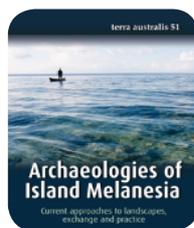
in Remote Oceania. A thrilling intellectual detective story, Sea People combines the thrill of exploration, the wonder of pursuit, and the drama of a gripping historical puzzle.”



Big Pacific: an incredible journey of exploration and revelation /

Rebecca Trasley. [Canberra, A.C.T.] : CSIRO Publishing, 2017. ISBN: 9781486308125 239 p. hardcover F\$72.00

“The Pacific Ocean has been the focus of our fascination for as long as we have lived beside and on it. It covers one-third of Earth’s surface — greater than all of the planet’s landmasses combined. It contains half of the world’s water, hides its deepest places, and is home to some of the most dazzling creatures known to science. Big Pacific presents the Pacific Ocean and its inhabitants as you have never seen them before, blending a wealth of Ultra HD colour photographs with spellbinding storytelling to take you into a realm teeming with exotic life rarely witnessed up close — until now.”



Archaeologies of Island Melanesia : current approaches to landscapes, exchange and practice / Mathieu Leclerc(ed). Canberra, A.C.T. : ANU Press, 2019. ISBN: 9781760463021 215 p. paperback F\$78.00

“The island world of Melanesia—ranging from New Guinea and the Bismarck’s through the Solomon’s, Vanuatu, and New Caledonia—is characterised more than anything by its boundless diversity in geography, language and culture. The deep historical roots of this diversity are only beginning to be uncovered by archaeological investigations, but as the contributions to this volume demonstrate, the exciting discoveries being made across this region are opening windows to our understanding of the historical processes that contributed to such remarkably varied cultures. Archaeologies of Island Melanesia offers a sampling of some of the recent and ongoing research that spans such topics as landscape, exchange systems, culture contact and archaeological practice, authored by some of the leading scholars in Oceanic archaeology.”—Professor Patrick Vinton Kirch Professor of Anthropology, University of Hawai‘i.”



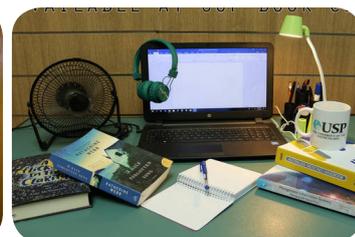
Let the conch speak : a journey through poetry / Nikhat Shameem. [S.l.] : Nikhat Shameem, 2019. ISBN: 9789821010450 79 p. hardcover F\$45.00

“In her first collection of poetry, Nikhat Shameem writes of the costs and benefits of her long journeys and travels, some through the force of circumstances, others through choice. Her journey through poetry is interwoven with other stories, those of her father’s and her son’s as they impacted on her life. The poems span her life from Fiji, Aotearoa, England, Nigeria, Zimbabwe, Sudan and back to Fiji. Her narratives are interwoven with feelings and experiences, love and loss, happiness and pain, fear and hope, sunshine and rain. They tell her story.”



Tales of Niue Nukututaha / Zora Feilo. Auckland, NZ : Little Island Press, 2016. ISBN: 9781877484148 191 p. paperback F\$67.50

“A collection of twelve stories in both English and Niuean set on the island of Niue, this is the author’s reinterpretation of myth, legend and storytelling from her native land. Each story is lavishly illustrated by Niuean artist Lange Taufelila.”



ACKNOWLEDGEMENTS

VOL. 16, NO.2 (JUNE 2020)

LIBRARIES PA-C-FIKA REPLACES CENTRE LIBRARIES UPDATE AND PICNEWS. A QUARTERLY NEWSLETTER PRODUCED BY REGIONAL LIBRARIES AND PACIFIC COLLECTION, USP LIBRARY

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LIBRARIES PA-C-FIKA CONNECTS THE LIBRARIES AROUND THE PACIFIC REGION KEEPING THEM ABREAST OF THE LATEST LIBRARIES AND ICT DEVELOPMENT AND PROGRESS IN THE REGION AND ABROAD. PUBLISHED IN BOTH PRINT AND ELECTRONIC VERSIONS.

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LAYOUT & DESIGN SEREIMA RAIMUA, ITA TEAM, CFL USP PRINTING QUALITY PRINT