



VATL Annual Report 2010

Table of Contents

MEMBER LIBRARY REPORTS

| | |
|---|----|
| Bendigo Regional Institute of TAFE _____ | 3 |
| Box Hill Institute of TAFE _____ | 3 |
| Central Gippsland Institute of TAFE _____ | 4 |
| Chisholm Institute of TAFE _____ | 6 |
| East Gippsland Institute of TAFE _____ | 7 |
| Gordon Institute of TAFE _____ | 7 |
| Goulburn Ovens Institute of TAFE _____ | 8 |
| Holmesglen Institute of TAFE _____ | 10 |
| Kangan Batman Institute of TAFE _____ | 10 |
| North Melbourne Institute of TAFE _____ | 12 |
| RMIT University _____ | 13 |
| South West Institute of TAFE _____ | 13 |
| Sunraysia Institute of TAFE _____ | 14 |
| Swinburne University _____ | 14 |
| University of Ballarat _____ | 15 |
| Victoria University _____ | 16 |
| William Angliss Institute of TAFE _____ | 16 |
| Wodonga Institute of TAFE _____ | 17 |

MEMBER LIBRARY REPORTS

Bendigo Regional Institute of TAFE

Bendigo TAFE teaching departments went through several restructures in 2010. Executive responsibility for the Library shifted from the Executive Director of Organisational Support and Development to the Executive Director of Education and Training. This has been beneficial for the Library as we are now more closely connected with the teaching departments and have more opportunity to communicate and collaborate with teachers.

Library staff continued to develop our "Alignment Project" piloted in 2009. Librarians formally interviewed teachers from all our priority training areas and followed up on the valuable feedback gained.

Capital works at the Charleston Road and Echuca Campuses were completed this year vastly improving facilities for the trade areas. A new Library was included in the Charleston Road Campus project and the building was officially opened in September.

The usual Library Week mayhem ensued with a huge turnout to our morning tea. The theme "Access all Areas" was interpreted by the team to allow them to dress up as rock stars – go figure!

The Library had its first taste of international students in bulk when 40 teenaged boys from the United Arab Emirates came for a four week "Summer Abroad" cultural immersion program in July. Some of the lads made the Library their second home.

Box Hill Institute of TAFE

A key element in Box Hill Library's 2010 Library Centre Plan was the creation of a flatter management structure, built around teams: *Customer Services* (incorporating Lending functions) and *Information Services* (including Liaison portfolios). Chief amongst the impacts of this change are:

- The central focus of Branch operations in management thinking will gradually reduce;
- Changes were instituted to rosters to reflect the flatter structure, timetabling Customer Services staff on front desk duties for longer periods in order to free Information Service team members to expand their liaison role and rostering staff regularly across campuses, in order to develop a more collegiate element in the Library culture;
- Liaison Librarians commenced exercising control of budgets for collection development in their areas, rather than submitting requests through the Campus Librarian;
- It was decided not to replace a vacant Campus Librarian position;
- Savings were used to fund extra time in 2010 for a Liaison Librarian to run a system-wide Collection Conspectus project and to employ a contract Information Services specialist to work on the Library webpage;

The Library acquired two 3M self-check units for Whitehorse and Nelson libraries.

Acting on feedback from students in the 2009 *Insync* Survey, a Quiet Study room was set up at Elgar Library and the creation of similar facilities at other campuses will be a top priority.

The Library and ITS worked effectively on the rollout of the Wireless network, road-testing procedures designed to get student laptops and netbooks with their differing operating systems to work wirelessly.

2010 saw the rollout of new Institute-wide copier/printer fleet. Part of the tender covered the installation of an off-the-shelf automated PC booking system for the Library.

In 2010, all three Libraries provided desks and other facilities for Course Advisors and the Customer Relations Officer, who provided services to students on a regular schedule.

As part of its 2010 Centre Plan, the Library worked the development of a Communications policy.

An external consultant conducted in-depth interviews with staff, exploring concerns expressed from time to time about internal and external communication issues and conducted a workshop to developing solutions and strategies for further development. The consultant also worked with the Library Management team on refining and finding appropriate means for expressing the Library's Vision statement, as a means of facilitating the change process.

Central Gippsland Institute of TAFE

The GippsTAFE Library and Information Service team sits within the Corporate Services area under the Manager of Operational Services. The Team includes the Institute Bookshops; Central Print Room; Institute Records Management as well as the four Campus Libraries geographically dispersed in Warragul; Leongatha; Morwell and Yallourn (Newborough).

During 2010 the Team Leader, Library and Information Service – Fran Dodd – was seconded almost full-time to a project for implementing a new Records Management System – Technology One ECM – across the Institute. Jo Menzies acted in the role of Team Leader Library for this period.

Sirsi Upgrade

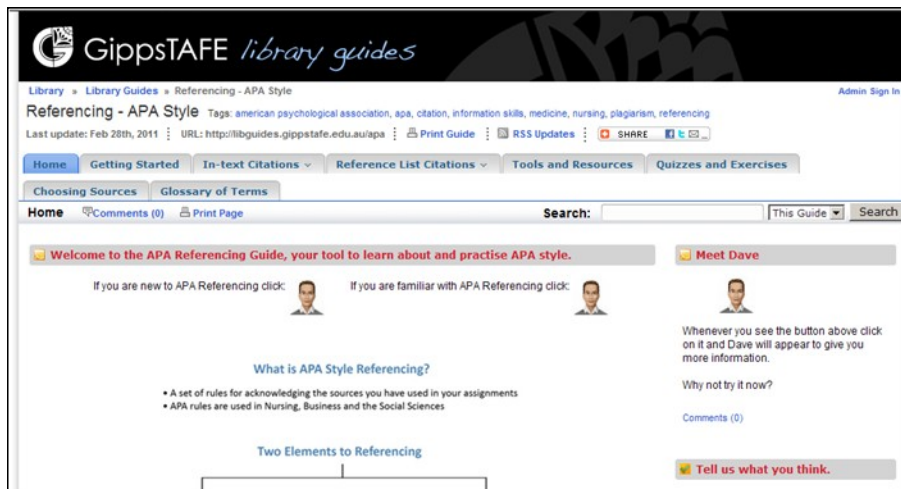
The Sirsi Dynix Symphony Library Management Software was upgraded in 2010 to Version 3.3.1.0.2652.12. The upgrade went very smoothly with minor enhancements to the system. As SaaS (Software as a Service) customers our system is on a hosted server rather than an onsite server. This has proved to be an excellent solution to the problem of down time experienced with onsite servers.

Major project for 2010: LibGuides

The major project for the Library in 2010 was the development of LibGuides, online subject guides, to support the teaching areas, replacing all paper based subject guides. Each staff member developed LibGuides for their Liaison areas. Permission to use RSS feeds in the guides was obtained from the feed owners. The LibGuides are available via links from e-library (catalogue); student portal and GippsTAFE website. Teaching staff have embraced the LibGuides embedding them into teaching delivery platforms such as TAFEVC. Feedback from students has been encouraging.

In line with our aims and project, two library staff – Sandra Curtis and Jo Menzies - participated in an E-works project "e-Nursing - Supporting Academic Learning". Sandy and Jo presented their project at ConVerge in November, 2010.

The project developed, delivered and embedded a customised program that provides GippsTAFE's Diploma of Nursing students with a user friendly, engaging e-learning solution available 24/7. The solution directly contributes to the skills and knowledge for specific nursing units. Interactive web-sourced content was utilised to provide learners with the opportunity to both acquire new knowledge and practise specific skills. The project incorporates Web 2.0 technology including the piloting of high end avatar technology. The Referencing – APA Style used CodeBaby avatar software <http://libguides.gippstafe.edu.au/apa> and was embedded in a Nursing LibGuide <http://libguides.gippstafe.edu.au/nursing>

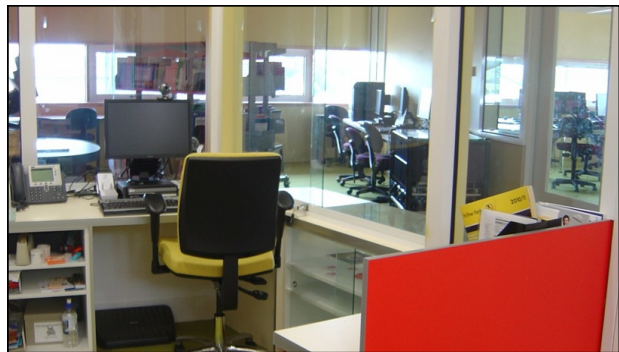


New Campus and Library: Leongatha

A new \$7 million Leongatha campus was completed in December 2010. The Five Star Green Star learning centre offers purpose-built teaching spaces for nursing, aged care, disability, hairdressing and beauty, along with a state-of-the-art industry standard training kitchen and restaurant for Hospitality. A new Library area was included which provides an area for students to have access to resources both physically and online. The open access area is staffed by a Librarian one day per week and supported by a self check out/in unit for loans.



The New Campus was built on a Greenfield site in Nerrena Road, Leongatha (South Gippsland)



The Library Service desk is integrated into one end of the L-shaped Reception area overlooking the open access library area and adjacent to the computer lab. If a Librarian is not onsite the desk is used by visiting student support staff ie. Disability liaison officer and Student Support Officer.

Chisholm Institute of TAFE

The Review of the library service in 2009 led to a number of initiatives in 2010 including:

Extra funding for collection renewal, some of which was directed to the acquisition of resources on employability skills

Implementation of an IT Rovers service — eight students studying in the Diploma of Business IT were employed to provide front-line IT support for students during peak hours at the Dandenong and Frankston campuses. There were dual benefits in freeing library staff to provide information services while giving students the opportunity to develop their “Help Desk” skills in a supportive work environment.

Library representation on the Institute’s Board of Studies.

Other activities included:

Preparation of documentation to support the Institute’s successful accreditation for its first Degree course (Bachelor of Community Mental Health).

Liaison support for the Deakin at your Doorstep program, an innovative program offered by Deakin University in partnership with Chisholm Institute. Students enrol in the Associate Degree of Arts, Business and Sciences, and combine it with a Diploma course at Chisholm.

Replacement of all Institute printer/copiers – while the number of these overall were reduced across the Institute, all libraries benefited with dual B&W/colour/scanning and collating machines being installed.

Five library staff taught units within the inaugural Certificate IV in Library/Information Services course, with the benefits of developing industry knowledge and enhanced training skills.

Subject Liaison staff developed course specific content using Sirsi/Dynix ‘Rooms’ with extensive promotion occurring within Orientation programs.

Library and Information Week was celebrated with the “Living Books” events being held at each campus. Chisholm’s new CEO, Maria Peters, officially opened the event, with the main purpose being...”to connect the Chisholm community through conversation whilst utilising the knowledge of our diverse staff and students.” Staff and students spoke about their passions and interests at lunch time sessions, with Q&A to follow with over 150 participating throughout the week.

An array of topics included: Growing up as child in Southern Sudan, Antarctic adventures, Claymation with a staff member who worked on “Mary and Max”, Intensive Care Nursing, the Seeing Eye Dog program, Rare Book Collecting, Working with Youth and Sustainable Living.



David at Dandenong—one of our Living Book presenters



Amy, Terri, Merryn, Janet and Yvonne who taught in the LIS course with Michele - Course Coordinator

Considerable recognition needs to be given to Adrian Shaw for his 36 years of service to TAFE Libraries beginning with the Moorabbin College of TAFE, Barton Institute and then Chisholm Institute from 1998. Adrian retired at the end of 2010, leaving a legacy of innovation, management and leadership in library automation, systems and service delivery as well as the implementation of Chisholm's Records Management unit and Digital Print Centre.

East Gippsland Institute of TAFE

East Gippsland TAFE Library Services continued to thrive in 2010.

The first of the three major projects mooted in 2009 came to fruition; the renovation to Forestech campus library was completed and the collection returned from its temporary home to its proper – and improved – space within the campus.

The second project, a major renovation of the Bairnsdale campus library commenced. The new building will incorporate a learning common housing library and student services. An extra storey will also be added and include teaching spaces. Completion of this project is scheduled for the start of 2012.

Under extraordinary space restrictions, Bairnsdale campus library has maintained on-campus services through its temporary home in Riverine St, operating an on-shelf collection, as well as one in accessible storage.

The third major project has also taken strides forward. Plans for the new Port of Sale campus are complete as behind the scenes progress is made to transform the plans to something concrete. After preliminary discussions with user groups, including library services, it is envisaged the new campus will incorporate a learning common to help provide a contemporary and relevant focus for our users' academic experience.

In 2010 EG TAFE Library services reaffirmed its commitment to ongoing learning through conferences and professional development opportunities, including workshops with Kevin Hennah, VATL, CASS, and the TAFE Development Centre.

Gordon Institute of TAFE

2010 focussed on staffing. There were new appointments, position changes, retirements and resignations. It began in January with Anthea Taylor, former Manager Operations and Corporate Services for Geelong Regional Library Corporation commencing as the new Institute Librarian and ended in December with Blanca Pizzani, Senior Manager, Knowledge Management resigning to take up her new position as Manager, Library and Information Management at Chisholm.

After lengthy discussions with the NTEU, implementation began on the new staffing structure which replaced the previous flat model structure. All the positions within the structure were new and incorporated Team Leader, Support Librarian, Technology and Resource Officer, Library Officer and Shelver positions. The change to the structure and positions within emphasised customer service and engagement, development of services using emerging technologies and aligned the structure to support the direction of the Institute.

The new East Campus Library was officially opened by Ian Tresize MP on 28 April 2010. Throughout the year it continued to be showcased as an example of innovative design and practice with many visits from industry colleagues from all sectors, including a meeting of the statewide Lending Services Interest Group. The library experienced an increase in usage especially from the trade students, who historically did not use the library.



The Library continued as a partner in the Regional Training Initiative with Deakin University Library and Geelong Regional Library Corporation. The collaborative program aims to maximise training and development opportunities for library staff in the Geelong area.

The 2010 program was launched at the annual Geelong area library networking evening held at the East campus library. A wide range of topics were offered and attended over the course of the year including: Presentation skills; Disaster recovery and response; Emerging themes in libraries; Emerging technologies for libraries and Developing Professional relationships.

A Library Management System workgroup was established to discuss and monitor the operation of the system to ensure maximum functionality and capacity. A beta test of Liberty4 Build7 was conducted on behalf of Softlink. The system was subsequently upgraded in July. A purge of non-active borrowers was undertaken in December, the first since the installation of Liberty in 2009.

All students and staff were encouraged to find love in the library with a *Blind date with a Book*, and red heart lollypops for Library Lovers Day. Library Week was celebrated with *Access all Areas* through the promotion of humorous library related YouTube clips and additional database presentations.

Goulburn Ovens Institute of TAFE

***Shepparton Library – Joint use library between Goulburn Ovens TAFE & La Trobe**

***Wangaratta Library – Joint use library between Goulburn Ovens TAFE & High Country Library Corporation (Wangaratta public library branch)**

Alan Bundy conducted joint use library service review at Wangaratta. Outcome generally favourable with a few tasks to be completed in 2011.

Thomas Greene retired and Information Access moved to new division (Vocational Pathways) aligned with Learning Skills, Multicultural, Koorie, Corrections, TEC centres, and Seymour campus. Closer alignment with Learning Skills unit ensures we can work together to support students to complete studies.

Staffing

At the end of 2010 the Shepparton library had two part time staff leave (2011 various roles merged into one full time staff member).

La Trobe (Shepparton campus) submitted application for a new learning commons through the Structural Adjustment Funding (SAF) initiative, but has not been successful.

Following is Media Release provided by Thomas Greene (retired General Manager, Vocational Education and Training)

MEDIA RELEASE

18 February 2010

NEW LIBRARY HAS THIRD BIRTHDAY

The Wangaratta Community Resource and Learning Centre – the library as it is still known to many – celebrated its **first 3 years** on Wednesday last.

The library is a joint initiative of the Rural City of Wangaratta, Goulburn Ovens Institute of TAFE and the High Country Library Corporation.

The library opened in **February 2007** following a year of construction.

The former administration building, and historically significant, building at GOTAFE (also the original Wangaratta Technical School) was renovated and extended to become the site of the new library. The library has a very modern and open interior.

The total cost of the project was **\$3.6m**.

Attendees at the celebration included management and staff from the High Country Library Corporation, GOTAFE and Rural City of Wangaratta, Friends of the Library and a number of interested persons.

The CEO of the High Country Library Corporation, Elaine Richmond, welcomed a number of guests to the celebration and referred to the initial planning, excellent relationships and continuing unity of purpose between the partners. 'The library', said Mrs. Richmond 'is the envy of many other councils and a large number of delegations have visited'. She also praised the enthusiasm and commitment of her staff. According to Mrs. Richmond the library 'caters for a diverse range of people; both the community and students and staff at GOTAFE'.

Guest speaker Alan Bundy, a world-renowned expert on joint use libraries, says that initiatives of this kind are not automatically successful. 'It can be challenging to combine an existing public and academic library' he said.

He said that the Wangaratta library, as a joint use library, could be placed in:

- the **top six** in Australia
- the **top one hundred** in the world

'The library of the modern era is also very much a meeting place for people generally and a hub of a town or city'.

Mayor Anthony Griffiths, in a speech on behalf of the Rural City, referred to some compelling library statistics:

In the first twelve months of the new library:

- **Loans increased by 35%**
- **Visits increased by nearly 50%**

Thomas Greene, General Manager at GOTAFE, stressed that 'people access information in an increasing variety of ways and the library will continue to be an advocate for, and practitioner of, the best-practice library services'.

Elaine Richmond
CEO High Country Library Corporation

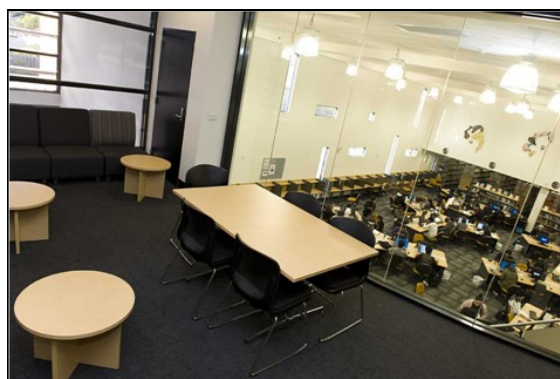
Thomas Greene
General Manager Vocational Education and Training

Holmesglen Institute of TAFE

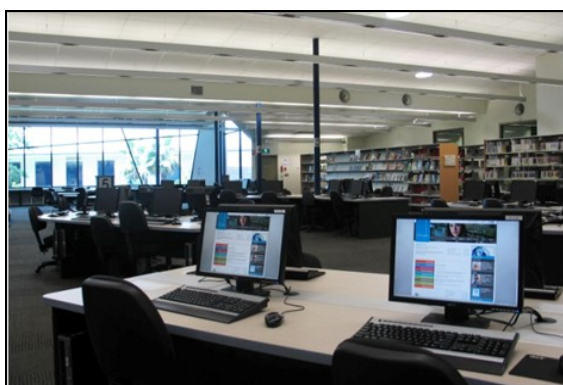
Holmesglen Learning Commons – 2010

2010 saw the completion of refurbishments to Learning Commons' branches at two Holmesglen campuses.

The Moorabbin Branch gained additional space on a floor above, overlooking the main body of the Commons, which has been fitted out with an additional 30 PCs. The space also allows for groups as well as quiet study space and has been embraced by students who use the space very enthusiastically.



The Waverley upgrade was an extensive project which involved totally gutting the existing space, then completely rebuilding with a fresh approach.



The new space has allowed a complete rejuvenation and is now a functional collaborative working space for staff and students at the Waverley campus. The entire project took approximately six months to complete, but the wait was well worth it. The new space has increased the capacity by approximately 40 percent, with the previous 2 student discussion rooms expanded to 8 and a substantially enlarged dedicated training room for information literacy sessions and other training as needed. The number of PCs for student use almost doubled, from 54 to 104 as part of the upgrade.

2010 also saw the further increase of Higher Education at Holmesglen and the resulting increase in electronic resources provided by the Learning Commons, in particular, to cope with the extra demand. Students now have access to resources such as EndNote Web and Turnitin, as well as other new databases.

Kangan Batman Institute of TAFE

2010 has been primarily about consolidating the Library and Learning Centre's (LLC) services and placing more focus on our on-line presence as well as outwardly focusing the LLC staff.

In conjunction with the Institute's Marketing Department, LLC completely redesigned the webpage. As part of the redesign, 43 Electronic Subject guides were developed. LLC continues to be hampered by the age of its catalogue in further efforts to develop its online services.

While LLC receives excellent customer feedback from our users, it was identified that while we're good at providing service to people who visit the LLC, we're not as strong in marketing ourselves to the rest of the Institute. Focus was placed on taking our services out to the customer. To achieve this Liaison Librarians were allocated specific departments and started working with senior educators to embed library services into their educational operations.

Kangan Institute is focused on "Lean management" and LLC is one of the leaders in this area as we were the first to pilot a significant project within the LLC. During 2010, Visual Management Boards were established at each campus. Technical Services area analysed the Acquisitions and Cataloguing process using lean principals. This helped us identify areas that were bottlenecks in the process, resulting in agreed structure modifications within the unit. Once again, functionality of the Library Management System was identified as a major barrier in gaining significant improvements within the Unit.

Kangan Institute is planning to migrate all its teaching resources online using EQUELLA. LLC has been working collaboratively with the project leader to be part of the process. It's envisaged that LLC will play a key role in maintaining and managing EQUELLA in the long term.

Digital Media Unit continues to reside within LLC. During 2010, Digital Media Unit was the key player in "standardising general classrooms" by overseeing the instalment of digital data projectors and related equipment through out the Institute.

LLC also has an enterprise arm. It operates the Institute's Bookshop. 2010 was one of its best years on record, achieving its best income and surplus.

At the end of 2010, LLC staff celebrated their achievements with a day at the Pakenham races.



Innovations and new technology, along with the opening of the Fairfield Student Centre resulted in an enhanced customer service for NMIT library clients in 2010.

The Library Network instigated MyPC, a computer booking system which provides students with fair and equitable access to PCs as they are able to plan ahead and book a PC via the library webpage on campus or remotely. The system also provides library management with PC usage information and enables the monitoring of peak use periods. The new service was promoted on Staff and Student Portals and was well received by library clients.

A further 29 laptops were purchased taking the total to 57 laptops available for loan to students, they have proved particularly popular at the larger campuses and students enjoy the Wifi connectivity across all NMIT campuses.

The introduction of the bulk loading of borrowers into the library management system, Spydus, from the student management system, Strata, has resulted in a reduction of data error and improved efficiency. Bulk loading involves the daily import of student name, contact details and course data. An added advantage is that students no longer need to register with the library after enrolling. It has also freed up library staff for more professional work particularly around collection development.

The Fairfield Student Centre, was opened in September after a planning and refurbishment period of 2 years. The Centre's layout was based on research into contemporary learning spaces and a clear understanding of current and emerging needs of students. Library services and Information Operations were co-located in one service point and counselling and study skills incorporated in the Centre to demonstrate a commitment to improving the student experience at NMIT. Creating a modern 21st C library in a building with a heritage overlay provided many challenges but it was successful as students now have access to project rooms, informal study areas, private quiet zones, a training room, large numbers of PCs, Macs and laptops.

The Higher Education program continued to grow at NMIT with the delivery of the Bachelor of Agriculture and Land Management, the Bachelor of Accounting and the accreditation of the Bachelor of Education (Early Years) and Bachelor of Early Years Studies. In 2010 NMIT was delivering 10 Degrees and 9 Associate Degrees. Faculty Librarians were closely involved with the development of the resource lists.

The reliance on e-resources for degree students' research and learning outcomes lead the library to acquire an increasing number of online journals and databases. In line with the Library's Operational Plan 2010, 30% of the Higher Education subscription budget was allocated to e-resources. The library has purchased a subscription to the EBSCO A-Z product to support searching across e-subscriptions in one search.

Library staff have represented NMIT at a range of professional associations and groups:

- the Systems Librarian, as a member of SPUN (Spydus Users Network), initiated and subsequently developed an online national survey to look at the types of reports used in Spydus to support recommendations for system enhancements.
- the Coordinator Library represented Victorian TAFE libraries on the CAVAL Executive.
- the Faculty Librarian for Further Education was selected as the Convener of the TAFE Liaison, Information and Training (LIT) Group.
- the Resources Librarian was actively involved with the Serials and Systems (CASS) Group for TAFE Libraries

RMIT University

The RMIT University Library continued to be a very popular student destination in 2010 with more than 2.4 million visits to our six Library sites during the year, an increase of six per cent from 2009. The number of students using the Library has increased every year since 2005, and catering to the increasing demand for student space is a consistent part of Library planning. An extensive review and consolidation of journals stored across City and Bundoora Library sites was undertaken in 2010, freeing up a large amount of floor space at Swanston Library.

The Library also took an active role in curating and exposing the University's intellectual assets. The Research Repository now has 7,000 records, increasing citation rates and making RMIT research available to the world.

The Library is also developing the Learning Content Management System, which is designed to provide a reliable central location for storing digital images and learning materials. Electronic use of the Library has grown at an even faster rate than the physical visitors. Use of the digital theses collection increased by 50 per cent against 2009 with more than 70,000 downloads, and use of electronic reserve items increased by 27 per cent.

The Library increased its teaching profile in 2010, with information skills classes constituting 21,000 student contact hours. The Library also spearheaded two Learning and Teaching Investment Fund Projects in collaboration with RMIT Vietnam. One project worked to develop close mentoring relationships between the two countries, while the other created an innovative online learning package (i-search) to teach students at all RMIT campuses efficient methods of locating and accessing information.

South West Institute of TAFE

2010 was another big year at the SWTAFE Student Learning Center. On a personal note the library celebrated the arrival of two babies - a second beautiful daughter for Bryan Amarant (Lexie Rose) and a beautiful daughter (Gemma May) for Gaylene Henderson, her fifth child.

The highlight of the year was delivering joint Professional Development with the Corangamite Library Corporations and Deakin University Library staff looking at RFID technologies. We had a great day and have since followed up with more collaborative PD activities. I would like to consolidate our city wide Library relationships further in 2011.

As a fun event Michael Schack organised the National story time reading in our library where we invited the kids from a local day care center to join us for the morning. Even though this is usually a public library event it was fun to experience something new and we may look to develop more activities using our child care students.



In July about 20 students from Lakeland College in Canada visited the Institute and participated in the Warrnambool Fun 4 Kids festival. SWTAFE has a partnership agreement with Lakeland where staff and student's travel and experience different cultures, even complete studies. On this occasion two library staff took in Canadian billets and it was enjoyable to have this large group descend on the library. For many the Library became a home away from home where they could hang out and communicate with their families via Facebook.

The bookshop had its first Trainee in 2010. Cara Hemphill quickly became a valued member of the SLC team. Cara has now completed traineeship and has returned to her University studies in Melbourne.

Sunraysia Institute of TAFE

2010 was the year of professional development opportunities for LRC staff. Three staff undertook existing worker traineeships at Certificate IV level in Library and Information Services, while others were successful in gaining Certificate IV level qualifications in Business and related disciplines through RPL. The majority of staff attended sessions on Customer Service for Library Staff, Mental Health First Aid, Cultural Diversity, Coaching and Mentoring, and Copyright Awareness. Library staff took on more of a role with room booking administration and added knowledge of the CELCAT timetabling package to their skill sets.

The LRC hosted morning tea for Library Lovers Day and received very positive feedback from the rest of the Institute on our hospitality and facilities.

Demand for study space and power-points were constantly on the rise, although circulation statistics remained steady. Demand for online resources grew steadily, as did demand on our meeting rooms by students doing group work.

Renovations to the library computer lab resulted in a domino-effect of furniture moving, and enabled us to create a casual reading area with couches, newspapers and latest journal issues.

Swinburne University

In January 2010 the library launched its new search and discovery system, Primo. Despite months of careful preparation the first moments of going live with any new system is always a little nerve racking. The live launch went well and the rest of 2010 was spent testing, improving and learning the foibles of the system. The new search features have been well received with staff and students embracing the change.

The library produced a short video to answer the question "how can we help students?" The students had an opportunity to share their stories about the library and what services they think are great.

Planning began on the Hawthorn Library expansion. With a view to increasing quiet study space and doubling the group study space these expansions will begin late in 2011 and are in response to student feedback. The library continues to be a space for study as well as providing access to increasing online material.

63 staff in 9 teams took part in the Global Corporate Challenge. With the average Australian worker walking only 3500 steps a day the GCC aims to inspire participants to aim for the minimum 10,000 steps over a 4 month period. One of the library teams was the highest performing Australian university team in the challenge, helped in part by moving the library collection from one side of a building to the other during the time of the challenge.

Finally this year saw the development of several working groups to review the liaison function of the library. Groups explore a range of liaison areas such as liaison plan, provision of subject materials and promotion of online tutorials with an aim to provide the best service to our diverse range of students, researchers and staff.

If 2009 was the year of the review then 2010 became the year that the recommendations emanating from these reviews were put in place. Firstly, the Circulation Services Review developed a set of consistent in processes, a team that could move across campuses (specifically the Ballarat campuses of Mt. Helen and SMB) and provided staff with cross-campus responsibility and knowledge. In order to enable new workflows and responsibilities a new reporting structure was put in place and continues to operate successfully.

Our other review was around the library's capability to support the university's researchers. Many recommendations have flowed from the final report. Some of these have included the development of a field librarian based at our Arts Academy and a review of the library acquisition policy in relation to research requirements. A further development will provide a Research Portal for our researchers.

We have also started to look closely at HOW we deliver to the many and varied delivery methods being utilised by our teaching schools. In a world where MOUs and partnerships are becoming common place the library has had to re-assess how and where it can support our staff and students, whether they are studying on one of our campuses or through a partnership with an RTO based somewhere else in the state, or overseas. To this effect the library has focussed its efforts on developing a sustainable and scalable model of library service delivery for each of these situations.

Over 2010 the refurbishment of the Mt. Helen library was finalised. This project focussed on providing students with a greater choice of study and learning spaces. As many libraries are finding, the opening up of space, creation of more collaborative, social spaces has seen an influx of students coming into the library to take advantage of the wonderful new environment.

UB library looks to engage with the wider community as part of our commitment to building stronger relationships. Towards this end we once again offered a number of excellence awards to the students in our Diploma of Library and Information Services. These awards include a short term work contract, which offers students the opportunity to gain experience in a larger library.

The library invited staff and community members to a number of "lunchtime talks" held at one of our campus libraries. Notable amongst these was a presentation on Zines from Anthony Woodward, a talented cartoonist and specialist cataloguer at the State Library of Vic. Our other guest speaker was Hazel Edwards, who most of you would know as the author of "There's a hippopotamus on my roof eating cake".



Finally, 2010 saw the library move strategically into a new portfolio. Previously we had been part of Information Services (Library and IT), now we are part of a broader group of services that look to support learning and quality across the university (Learning and Quality Portfolio). This move has been part of a much broader university restructure which began in 2010 but will only really begin to effect how we operate later in 2011 when the restructured schools come in to play.

Victoria University

2010 was a year of continued change and renewal, culminating with the implementation of a new organisational structure via a change plan process, enabling the implementation of the Library's new strategic plan over the next three years. The change process was designed to ensure no loss of jobs or reduction of HEW levels among Library staff.

The Library continued to support student learning throughout the year by employing more than 20 students as staff. This program provides students with an opportunity to apply skills gained through their studies or other experiences and in doing so identify a portfolio of skills relevant to their career goals. An extra feature this year was the secondment of one of our student employees to work at the University of Texas El Paso (UTEP) for 20 weeks in exchange for a UTEP student from Mexico, who worked at VU as a rover and library assistant throughout 2nd semester.

Building works continued on the Footscray Park Learning Commons throughout the year. In March the refurbished areas of level 4 of the library were re-occupied by Library staff and a new Special Collections area. In May, a new Research Student's Study Lounge was opened.



Footscray Park Learning Commons
(December 2010)

Staff also worked with faculties to develop blended learning programs that embed information literacy skills. Faculty librarians produced online learning materials for a foundation subject in the Nursing curriculum in conjunction with academic staff from the Faculty of Health Engineering and Science. An online guide to the Harvard referencing system was also produced and made available on the library and SNAPVU (online learning resources) websites. The Research Librarian also collaborated with staff from the Office for Research to adapt an online course for research students called "Research Connect".

The Library continued to engage with various communities in the west, such as the Western Region Library Group. New agreements were made with Suzanne Corey and University of Notre Dame to provide library services to their Werribee-based students while their library facilities are being built.

William Angliss Institute of TAFE

The LRC (Library) is the main responsibility of the Manager, whose other portfolios include the Bookshop and e-learning. The highlights for the LRC have been many. They range from extending our databases, to a number of "green" environmental initiatives, to the growth in our special collections, including the acquisition of Australia's first cookbook—the Abbott Book. There are only 6 known copies of this treasure and it is now one of the jewels of our special collection. 2010 also saw the LRC respond to student concerns about computer availability through introducing a booking system (MyPC) and substantial improvements to wireless connectivity. Improvements to the library system include email notification, online chat inquiry service, new book list generation and online book purchase requests. The library system itself shifted to a cloud hosted service. Remote access to library databases was a significant improvement to our offsite student cohort.

The LRC also moved more into the e-learning space, with a number of projects including podcasting and management of Higher Education reading on the student portal. The LRC also consciously sought to raise its profile both within the Institute and externally. This was achieved by increased marketing, conference attendance and publication and monthly newsletter and department representation.



The Abbott book (1864). Australia's first cookbook was written by Hobart landowner and member of the Tasmanian Parliament Edward Abbott (1801–1869), *The English and Australian Cookery Book: Cookery for the Many, as well as the 'Upper Ten Thousand'* was more a grab bag of colonial oddities than a definitive guide. It did, however have a section on game, which included kangaroo, emu, wombat, mutton birds and black swan.

Wodonga Institute of TAFE

Wodonga TAFE has a joint use library with Albury Wodonga campus of La Trobe University. During 2010 acquisitions and cataloguing functions were centralised at Bundoora campus as a result of a functional review by LTU. This included processing of Wodonga TAFE acquisitions, although funding of resources remains the responsibility of each institution. This centralisation did not result in any job losses at Albury Wodonga although a number of positions were redesigned. The new centralised processes took some bedding down and a number of compromises, but most issues were ironed out by the end of 2010. The most significant impact has been longer turn-around times which have impacted on service levels.

A selection of periodicals subscribed to by Wodonga TAFE were made available for loan for the first time and by the end of 2010 the majority of these had experienced loans.

Another major project was a weed of the entire TAFE print collection. It had been some time since a significant weed had taken place, but the project was also prompted by the space required to interfile the periodicals which were going into the loan collection.

Two TAFE library positions were successfully reclassified to a higher level, and some adjustments within the establishment made to provide for more hours for an Information Services Librarian to support TAFE Liaison.