



VATL Annual Report 2011

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EXECUTIVE REPORTS

Convenor's Report

2011 highlights from the Chair, VATL

2011 was a solid year for VATL with a number of important achievements. A second consortia arrangement with Informit saw the availability of strong Australian online content to 11 Victorian TAFEs. The project of digitizing VATL Archives was recognized as an important challenge to preserving and making available the rich documentary history of our association.



The TALC conference "Connections: the road ahead" held between July 28-29th at William Angliss Institute was attended by over 100 delegates. The theme of State differences and a national TAFE library direction, and specific issues facing the TAFE library sector, for example Higher Education and consortia/ collaboration, were very well received. The 2 day event featured library tours, interstate key note speakers, a facilitated panel question and answer session, as well as lunchtime entertainment.

Paul Kloppenborg

VATL Executive Committee 2011

President

Mr. Paul Kloppenborg
William Angliss Institute of TAFE

| | |
|--|--|
| Secretary Ms. Gayle Bray Kangan Batman Institute of TAFE | Treasurer Ms. Heather Coutts Swinburne University |
| TAFE Libraries Australia Representative Mr. Jim Badger Box Hill Institute of TAFE | CASS Convenor Mr. Colin Sutherland Chisholm Institute |
| LIT Convenor Mr. Dave Bradley NMIT | MIG Convenor Ms. Anthea Taylor Gordon Institute of TAFE |

Treasurer's Report

VATL 2011 financial summary for AGM - November 11, 2011

On January 1 2011, VATL had a bank balance of \$6569.93 and as of November 7, 2011 the balance was \$23,363.42.

Individual amounts are itemised in the accompanying table for VATL Finances 2011.

The main income and expenditures for the year were on the TAFE Australasia Libraries Conference (TALC) I have prepared a separate TALC financial statement which lists all TALC receipts and payments.

After all payments were made the conference had a surplus of \$14,293.62. This surplus would not have been possible but for the generous support of thirteen sponsors who donated a total of \$18,500.

Following a decision by the committee in 2010 all CASS, MIG and LIT workshops during the year were entirely funded by VATL.

Other miscellaneous payments include an Incorporation fee, fees for the maintenance of our statistics software, hosting fees for our website and payment to the State Library of Victoria for our Vicnet mailing list.

I will not be renominating for the Treasurer's position in 2012. It has been both enlightening and enjoyable to be part of such a dynamic committee and I wish the incoming treasurer the best of luck for 2012.

Heather Coutts
VATL Treasurer
11 November 2011

TALC FINANCIAL STATEMENT 2010-2011**INCOME:**

| | | |
|---------|---|-------------|
| Mar 18 | Insight Informatics Gold sponsorship TALC | \$ 1,500.00 |
| Mar 18 | Emerald Gold sponsorship TALC | \$ 1,500.00 |
| Apr 8 | OCLC Gold sponsorship TALC | \$ 1,500.00 |
| Apr 8 | EBSCO Gold sponsorship TALC | \$ 1,500.00 |
| Apr 13 | TALC registration x 1 | \$ 267.75 |
| Apr 15 | TALC registration x 2 Wodonga | \$ 535.50 |
| Apr 15 | TALC registrations x 4 | \$ 1,071.00 |
| Apr 15 | TALC registration – Graham Blundell | \$ 267.75 |
| Apr 20 | TALC registrations x 4 – Holmesglen | \$ 803.25 |
| Apr 20 | Ex Libris - Gold sponsorship TALC | \$ 1,500.00 |
| May 3 | TALC registration x 2 | \$ 535.50 |
| May 6 | EventBrite –registrations | \$10,772.31 |
| May 10 | TALC registration x 1 | \$ 267.75 |
| May 16 | TALC registration x 1 | \$ 267.75 |
| May 16 | NCVER-Silver sponsorship TALC | \$ 500.00 |
| May 20 | Civica- Platinum sponsorship TALC | \$ 2,500.00 |
| May 23 | iGroup – Gold sponsorship TALC | \$ 1,500.00 |
| May 24 | RMIT- Informit sponsorship TALC | \$ 1,500.00 |
| May 26 | TALC registration x 1 – Box Hill | \$ 329.25 |
| Jun 3 | ALIA- Silver sponsorship | \$ 500.00 |
| Jun 3 | EventBrite registrations | \$ 1,123.19 |
| Jun 9 | J. Bennett- Silver sponsorship | \$ 500.00 |
| Jun 15 | Sirsi Dynix-Gold sponsorship | \$ 1,500.00 |
| July 4 | TALC registrations | \$ 658.50 |
| July 5 | VEA sponsorship -TALC | \$ 2,500.00 |
| July 6 | Eventbrite - registrations | \$ 1,076.94 |
| July 7 | TALC registrations | \$ 329.25 |
| July 8 | TALC registrations | \$ 329.25 |
| July 12 | TALC registrations | \$ 645.50 |
| Aug 5 | Eventbrite – registrations | \$ 6,023.01 |

TOTAL INCOME**\$ 43,804.15****EXPENDITURE:**

| | | |
|---------|---|-------------|
| Sep 2 | C. S.- reimb. Jumba domain name reg'n-TALC | \$ 25.90 |
| Sep 24 | Jumba Online services hosting fees for talc.org.au | \$ 119.40 |
| Dec 21 | Chris Bathy- website design prize | \$ 250.00 |
| Feb 25 | Carlylse String Quartet - deposit | \$ 100.00 |
| Apr 12 | ALIA- inCite ad (April) | \$ 470.00 |
| May 20 | ALIA- incite ad (May) | \$ 470.00 |
| Jun 7 | C. Sutherland – rep't Office works –lanyard pockets | \$ 151.84 |
| Jun 8 | ALIA-inCite ad (June) | \$ 470.00 |
| Jun 14 | Creative Industries, VU.-Artspace hire TALC reception | \$ 605.00 |
| July 21 | C. Sutherland- reimb. Prizes TALC Harvey Norman | \$ 741.85 |
| Aug 1 | Frontline booth hire -TALC | \$ 3,990.00 |
| Aug 1 | James Steedham -Carlylse String Quartet | \$ 480.00 |
| Aug 1 | M.Dennerley - reimb. gifts TALC | \$ 531.90 |
| Aug 1 | C.Sutherland - reimb. Officeworks pouches | \$ 35.04 |
| Aug 1 | C.Sutherland - reimb. Accommodation | \$ 414.00 |
| Aug 1 | M.Dennerley – reimb. Accommodation | \$ 370.00 |
| Aug 1 | Klopponborg – reimb. Accommodation | \$ 370.00 |
| Aug 1 | D. Sutherland –Waitressing and photography | \$ 600.00 |
| Aug 3 | H.Coutts – reimb. Accommodation | \$ 432.00 |
| Aug 8 | Complete function Hire – stage hire | \$ 973.80 |
| Aug 12 | Mary and Steve caterers –Welcome reception | \$ 3,451.80 |
| Aug 15 | Hale signs – pull-up signs | \$ 649.00 |
| Aug 15 | Frontline Booth hire-GST | \$ 399.00 |
| Aug 18 | Marshall Breeding Consulting services | \$ 750.00 |
| Aug 22 | Tony Harding- TALC music Friday | \$ 300.00 |
| Aug 23 | Angliss Conference Centre - hire and food | \$12,192.00 |
| Sep 15 | H. Coutts-reimb. Jumba online-TALC website host | \$ 168.00 |

TOTAL EXPENDITURE**\$29,342.53****SURPLUS****\$14,293.62**

Heather Coutts
 VATL & TALC Treasurer
 Date: Nov, 2011

2011 Treasurer's Report continued

| | | | |
|---------------------------------------|-------------|--|-------------------|
| Opening balance:01/01/11 | | | \$6,569.93 |
| | \$ AMT | | \$ AMT |
| <u>JAN. Income</u> | | <u>JAN. Expenditure</u> | |
| | \$0.00 | CBA Merchant fee | \$11.00 |
| <u>FEB. Income</u> | | <u>FEB. Expenditure</u> | |
| | \$0.00 | CBA Merchant Fee | \$11.00 |
| | | Consumer Affairs- Incorporation fee | \$119.50 |
| | | Carlisle String Quartet- dep- TALC | \$100.00 |
| <u>MAR. Income</u> | | <u>MAR. Expenditure</u> | |
| Insight Informatics- Gold sponsorship | \$1,500.00 | CBA Merchant Fee | \$11.00 |
| Emerald- Gold sponsorship | \$1,500.00 | | |
| <u>APR. Income</u> | | <u>APR. Expenditure</u> | |
| OCLC- Gold sponsorship | \$1,500.00 | CBA Merchant Fee | \$11.00 |
| EBSCO-Gold sponsorship | \$1,500.00 | Colman & Assoc- stats software | \$300.00 |
| TALC registrations | \$267.75 | ALI- inCite ad | \$470.00 |
| TALC registrations | \$535.50 | Alliance catering- CASS workshop | \$579.10 |
| TALC registrations | \$1,071.00 | | |
| TALC registrations | \$267.75 | | |
| TALC registrations | \$803.25 | | |
| Ex Libris-Gold sponsorship | \$1,500.00 | | |
| <u>MAY Income</u> | | <u>MAY Expenditure</u> | |
| TALC registrations | \$535.50 | CBA Merchant Fee | \$11.00 |
| Eventbrite-TALC registrations | \$10,772.31 | ALIA inCite ad | \$470.00 |
| TALC registrations | \$267.75 | | |
| TALC registrations | \$267.75 | | |
| NCVER- Silver sponsorship | \$500.00 | | |
| Civica- Platinum sponsorship | \$2,500.00 | | |
| iGroup- Gold sponsorship | \$1,500.00 | | |
| Informit sponsorship | \$1,500.00 | | |
| TALC registrations | \$329.25 | | |
| <u>JUNE Income</u> | | <u>JUNE Expenditure</u> | |
| Interest | \$1.09 | CBA Merchant Fee | \$11.00 |
| ALIA-silver sponsorship | \$500.00 | CBA copy statement fee | \$2.50 |
| Eventbrite-TALC-registrations | \$1,123.19 | C. Sutherland-reimb.-TALC lanyards | \$151.84 |
| J.Bennett- Silver sponsorship | \$500.00 | ALIA- inCite ad | \$470.00 |
| Sirsi Dynix - Gold sponsorship | \$1,500.00 | Lib. Board of Vic- Vicnet mailing list | \$55.00 |
| | | Artspace hire- Welcome reception | \$605.00 |
| <u>JULY Income</u> | | <u>JULY Expenditure</u> | |
| TALC registrations | \$658.50 | CBA Merchant Fee | \$11.00 |
| VEA- Platinum sponsorship | \$2,500.00 | Colman and Assoc- Stats software | \$300.00 |
| Eventbrite- TALC registrations | \$1,076.94 | C. Sutherland-reimb.-Prizes TALC | \$741.85 |
| TALC registrations | \$329.25 | H. Coutts-reimb. Jumba VATL website | \$456.00 |
| TALC registrations | \$329.25 | | |
| TALC registrations | \$645.50 | | |

2011 Treasurer's Report continued

| | | | |
|---------------------------------------|--------------------|---|--------------------|
| <u>AUG. Income</u> | | <u>AUG. Expenditure</u> | |
| Eventbrite- TALC registrations | \$6,023.01 | CBA Merchant Fee | \$77.90 |
| Subs-RMIT, VU, Swin, Sunray, E. Gipps | \$1,550.00 | Frontline booth hire-TALC | \$3,990.00 |
| Subs-Chisholm | \$300.00 | Carlisle String Quartet-Welcome reception | \$480.00 |
| Subs-Wodonga | \$250.00 | M.Dennerley-reimb. Gifts TALC | \$531.90 |
| | | C.Sutherland-reimb. Pouches TALC | \$35.04 |
| | | C.Sutherland-reimb. Accommm.TALC | \$414.00 |
| | | M.Dennerley-reimb. Accommm. TALC | \$370.00 |
| | | P.Kloppenborg-reimb. Accommm TALC | \$370.00 |
| | | D.Sutherland-photography&waitressing | \$600.00 |
| | | H.Coutts-Accomm. TALC | \$432.00 |
| | | Complete Function Hire- stage hire | \$973.80 |
| | | Mary and Steve Caterers-Welcome reception | \$3,451.80 |
| | | Hale signs-pull-up signs TALC | \$649.00 |
| | | Frontline Booth hire-TALC-GST | \$399.00 |
| | | Marshall Breeding Consulting Services | \$750.00 |
| | | Tony Harding-TALC music-Friday lunch | \$300.00 |
| | | Angliss Conference Centre-hire & food | \$12,192.00 |
| <u>SEP. Income</u> | | <u>SEP. Expenditure</u> | |
| Subs-Box Hill, Goulburn ovens | \$550.00 | CBA Merchant fee | \$48.96 |
| Subs-Holmesglen | \$300.00 | H Coutts - reimb. Jumba host TALC | \$168.00 |
| Subs-GippsTAFE | \$250.00 | | |
| Subs-Gordon | \$250.00 | | |
| Subs-William Angliss | \$250.00 | | |
| Subs-Kangan Batman | \$300.00 | | |
| Subs-BRIT | \$250.00 | | |
| Subs-SW TAFE | \$250.00 | | |
| <u>OCT. Income</u> | | <u>OCT. Expenditure</u> | |
| Interest | \$2.58 | CBA Merchant Fee | \$61.26 |
| Subs-NMIT | \$300.00 | Lodge catering-LIT workshop | \$555.45 |
| | | Lodge catering-LIT workshop-GST | \$55.55 |
| <u>NOV. Income</u> | | <u>NOV. Expenditure</u> | |
| Interest | \$0.82 | CBA merchant fee | \$11.00 |
| Total income to 7/11/11 | \$48,607.94 | Total expenditure to 7/11/11 | \$31,814.45 |
| Closing balance: 7/11/11 | | | \$23,363.42 |

Heather Coutts
VATL Treasurer
7/11/2011

MEMBER LIBRARY REPORTS

Advance TAFE

Restructure, name change, staff changes and new library space – 2011 was a momentous year for East Gippsland TAFE.



In early 2011 after a review of all non-teaching services across the Institute, Library Services went from being a stand-alone team to being merged into Student Services. The position of Institute Librarian was made redundant and the Campus Librarians took over the joint decision making, reporting to the Manager of Student Services.

Kay Weaver, who was the Institute Librarian, departed for Northam Public Library in WA and Emily Hunt was welcomed as Bairnsdale Campus Librarian and Copyright Officer.

After being in cramped temporary accommodation for 18 months, where most of the collection was housed in boxes, the new Learning Hub was finally opened in Bairnsdale and Library staff could move into their lovely new home. The new space is an open plan with café, Library, Student Services and offices, all facing north with lovely views of the Mitchell River, farmland and distant hills.



We received a long overdue upgrade to our LMS Spydus and moved to Managed Services.

Finally we capped the year off with a name change—we are now known as Advance TAFE.



Bendigo Regional Institute of TAFE

An extended and renovated hair and beauty teaching salon was opened at the start of the 2011. Long serving CEO, Louise Harvey, resigned in August and was replaced by Board member, Maria Simpson as acting CEO in November. Unfortunately, Bendigo TAFE suffered a drop in enrollments in 2011 caused mainly by changes in the government funding model. Finance One was implemented in July.



Collaborative study tables Charleston Road Library

The year started well for the Library Unit with the move into our new Branch Library at Charleston Road Campus. This was followed by an unofficial morning tea on 24 May to welcome the students and staff. Charleston Road Campus has been growing since its establishment in 1997 and caters mainly for the technical trades and primary industry subjects. The original library was deemed too small for the expanding student population. The new library is larger and constructed in two sections with an open access computer area that can be used by the students when the Library section is closed for staff lunch breaks etc.

The City Campus Library had its share of excitement and interest when the library staff, headed by Narelle Stone, staged their own version of the wedding dress exhibition to coincide with the blockbuster event at the Bendigo Art Gallery.

Despite smaller enrolments the Library's Information Literacy program was delivered to more students than the previous year. The Information Services Librarian, Rosemary Kelleher, was employed within the Primary Industries School in a teaching role to deliver research skills training.

At the request of the Executive Director of Education, the Library produced an online *Education News Digest* of current education and training news edited by Charleston Road Branch Librarian Michael Todd. This bulletin was posted fortnightly to the intranet for the benefit of all Bendigo TAFE staff.



Staff wedding dresses on display in the Library

Other projects commenced in 2011 were –

- a program to remove or replace all video recordings with DVDs;
- the addition of a special collection of English language teaching materials to demonstrate compliance with the AMES standards;
- the establishment of a small reference collection at the Bendigo Clinical Training Centre for the nursing students;
- EZproxy software was installed successfully to authenticate remote users of online library resources.

Professional development centered upon VATL group events and the VATL TALC Conference in July. Library staff also participated in Library visits to Victoria University, City Library, William Angliss and the State Library of Victoria.

The beginning of 2011 also saw the commencement of a job-share for the Library Manager. Jenny McIntyre dropped back to half time and her co-manager Kay Smith divided her full-time hours between Manager and Regional Campuses Librarian duties.

Box Hill Institute of TAFE

Since 2007, BHI Library has been actively restructuring its services and facilities via a series of annual Change Proposals. Successive plans have seen the rationalisation of service outlets, the migration from campus-based to team-based operations, the introduction of a flatter organizational structure and the move from print-based to electronic-based collections.

By contrast, 2011 was envisaged as a year of consolidation, focusing on the bedding in of the far-ranging Change Proposal of the previous year:

- Since branches were no longer managed by Campus Librarians, new policies and procedures had to be developed to ensure that essential services were maintained;
- New branch operating hours were introduced and monitored;
- Front-line Customer Services staff commenced regularly-rostered work across Box Hill's three service outlets, sometimes working with minimal supervision for extended periods of time;
- Considerable attention was given to the establishment and operations of the Customer Services and Information Services teams and to the refocusing of the quarterly All-staff meetings to ensure that they operated as forums for wide-ranging discussion.

However, by mid-2011, the impact of the Victorian Government skills reform policy, together with the need for increased responsiveness to Federal and State-mandated Quality audit regimes meant that a new Change Proposal was required.

In order to provide staff to undertake a variety of new and expanded roles to support changing customer needs, it was proposed to outsource the Library's Technical Services operations (covering acquisitions, cataloguing and processing) and to redeploy staff whose roles were no longer required into the Library's Customer Services and Information Services teams. In addition, further changes were proposed to opening hours.

A variety of measures, such as walk-up PC Hubs and swipe card access to Library Study Halls were put forward for consideration at the same time in order to extend access to facilities as highlighted in studies such as successive Insync surveys.

It was a tribute to the new structures instituted by the 2010 Change Plan, with their emphasis on collegiate operations, that the Library-wide discussion on the 2011 Proposal was vigorous, well-considered and positive. By the end of 2011, a Change Plan for 2012 was agreed and ready for implementation.

Central Gippsland Institute of TAFE

The GippsTAFE Library and Information Service team continues its operation within the Corporate Services area under the Manager of Operational Services, including the Institute Bookshops, Central Print Room and Institute Records Management. The library operates from four campus locations, in Warragul, Leongatha, Morwell and Yallourn (Newborough) with the addition in 2011 of the new GippsTAFE Academy.

Additionally, Team Leader, Fran Dodd's role has now expanded to include responsibility for Student Services staff including Disability Liaison Officer and Apprenticeship Field Officers in addition to her existing roles as Library Team Leader and Institute Copyright Officer. Two other positions were reclassified to a higher level, including Library Coordinator and Systems Administrator.

In 2011 library services experienced sustained growth and increased uptake of information literacy sessions and improved liaison. Effective liaison has enhanced awareness among teaching staff of the range and relevance of the sessions the library offers their learners and this could account for the increased popularity of information sessions. There has been a growing demand for sessions on referencing in particular.

Library guides, (LibGuides) could be considered one of the main drivers of much of this improved uptake due to increased collaboration between library and teaching staff and the overwhelmingly positive response to the guides from many teachers, discovering the breadth of our services perhaps for the first time.

Databases have seen a pleasing increase of almost 40 per cent in use over the previous year; library information sessions and wider use of LibGuides are thought to be at least partly responsible for this.

At the Warragul campus, the library was relocated away from an IT lab area to a space previously occupied by the discontinued SkillsStores. An extensive weed was undertaken, downsizing the collection by around one third.

New in 2011: GippsTAFE Academy, Traralgon.



In August 2011 the 'Traralgon Academy' opened, offering a range of courses from business disciplines to hospitality and health and short courses, with plans to deliver higher ed. Degree programs in partnership with University of Ballarat for the first time in 2012. Initially there will be two programs offered: the Bachelor of Teaching (Early Childhood Education) and Bachelor of Applied Management.

The library plans to service the Academy remotely from its other campus locations to begin with, however a space will be developed at the Academy for an onsite library presence in the near future.

Wireless Connectivity

Students have received wi-fi connectivity with enthusiasm in 2011, following implementation by the ICT department the previous year. Many students have given positive feedback on this as they have enjoyed the flexibility and convenience of using their own devices both in class and in the library.

Yarn bombing at GippsTAFE

Students and staff came to the Yallourn GippsTAFE campus one day in June to find trees, fire hydrants, poles, and other stationary objects adorned in colourful knitted pieces, as part of a 'yarn bombing' exercise. Jacquie Hyett, our unofficial display coordinator initiated the project and she and other library staff embraced the challenge of working up knitted pieces in their own time, creating original and eye-catching displays in unexpected places.

Yarn bombing is part of a world-wide movement which could be considered a form of street art or graffiti knitting.



Chisholm Institute of TAFE

With the appointment of a new Library Manager in January 2011, an internal review was conducted focusing on a vision for the Library and to align the services with the Institute strategic directions. The emphasis was on providing relevant services at point of need using online environments and resources as well as creating a new Library image and profile within the institute.

The vision is to deliver to students and staff quality, dynamic and innovative services and programs aligned with the Institute vision and that meets current information requirements and anticipate future needs in a rapidly changing information environment. The library's strategies and objectives help the development, focus and consolidation of library services, collections and facilities over the next 2 years. We identified areas where the library must achieve change in order to fulfil its mission.

The following objectives will promote a new culture which supports new services, innovation and emerging technologies:

1. Effective Management of the library
2. Customer services
3. Resources
4. Teaching and learning
5. Library spaces

In 2011, the main focus for the Chisholm library was on repositioning itself as an Institute partner in the teaching and learning process. Setting up directions aligned with the institute and the change management process consumed most of the year. Small emphasis on collection development as many changes occurred in the sector, in particular with courses not been taught.

The Dandenong campus library changed the arrangement of the collection to focus on hubs with particular attention to subjects. This gave staff the opportunity to think outside their everyday routines and see from the user's perspective and in a creative way.

A close working relationship was developed between the library and the IT department. Library staff obtained training from IT staff with the view to take on some of the first tier IT support to students.

Gordon Institute of TAFE

The year began with a copyright audit! The Gordon was selected as the TAFE to commence the 2011 Copyright Agency Limited surveys. The six week survey period ran smoothly due to pre-arrangements set up late 2010. Teaching areas responded to any follow-up queries in a timely manner enabling all data to be assessed and sent to CAL within the required timeframe. The copyright education and professional development sessions delivered to staff over the previous years resulted in an improvement on The Gordon's compliance and liability.

To coincide with the excitement and exhilaration that a new year brings the Library promoted Library Lovers Day far and wide. A *Secret Admirer* email sent to all staff and students highlighted 5 quirky reasons to love the library, a You Tube clip of staff and students saying [what they love about the library](#), the *Wall of Love* provided the opportunity and avenue for anyone to declare their love for the library and all directors and managers received a heart chocolate in a strategic marketing move to place the library in their forethoughts.



Building on the success of Library Lovers Day, a fun You Tube video was created to promote the *We find stuff* theme for [Australian Library and Information Week 2011](#) along with a heavily contested trivia quiz and photographic competition.



The Gordon Library hosted the annual (Geelong) Regional Training Initiative's Emerging Technology Forum 2011. Over 120 library staff from Victorian academic and public libraries were enthralled with keynote speakers Stephen Abram and Simon Goodrich and hands-on emerging technologies workshops.

In addition the Regional Training Initiative offered staff a career development and resume workshop and a Myer-Briggs test and assessment along with the opportunity to further establish local networking opportunities with staff from Deakin University and Geelong Regional Library Corporation.

Along with a number of other Victorian TAFE libraries, The Gordon Library participated in the InSync benchmarking survey. With an overall result of 85.6% performance satisfaction rating, The Gordon Library was placed in the top quartile of academic libraries and out performed the overall benchmark database established over a 10 year period of library performance surveys. The challenge to the library is to improve or at least maintain this level of performance satisfaction.

iPads were purchased for library staff to trial as part of daily operations. They were used to replace notepads at meetings, seminars and conferences, store external articles and documents for eReading rather than printing, checking of reservations and roving reference. Staff blogged about their experiences and recommendations for using the iPad as an information management tool.



The first Monday of each term break was set aside for team planning and professional development. The days included guest speakers from Leading Teams, implementing a LEAN process, OHS activities, team building and communication and a Big Day Out visit to Victoria University's Footscray Park campus library, Melbourne City Library, State Library of Victoria, Department of Transport and Department of Justice libraries.

RFID was installed at the City campus library to complement the RFID system previously installed at the East campus late 2009. The automated issuing and returning at both libraries has enabled library staff to devote more time to customer engagement and better assist with the provision of reference and information services.

Collection management was a focus for the latter half of the year. The collection underwent a major overhaul as part of a review and assessment project. All items were assessed for currency, relevancy and usage. Items not meeting the established criteria were deselected resulting in approximately 20,000 being removed. Throughout the process, the librarians liaised with teaching staff to identify and analyse collection gaps in order to plan for 2012.



In addition to the review and assessment project, the art collection was assessed for items to be offered to Deakin Library due to the cessation of delivery of the Bachelor of Visual Arts at the end of 2011.

Divisional & Section staffing changes in 2011

Divisional Changes

At the end of July sadly Jeanne Norling, Vocational Pathways Executive Officer passed away and the Vocational Pathways division was restructured resulting in Information Access realigned to the Corporate Division and thus a change in reporting.

Norling, K. (2011, September 7). Champion of education for have-nots (Obituary) The Age. Retrieved from <http://www.theage.com.au/national/obituaries/champion-of-education-for-havenots-20110906-1jvpc.html>

Information Access - staffing

- 0.2 EFT staff retired at end of January 2011;
- Beginning of February, 2011 Systems librarian changed from full time to 0.5 TAFE and 0.5 La Trobe librarian;
- Full time La Trobe librarian became 0.5 librarian and 0.5 study support for La Trobe;
- 0.4 EFT staff member resigned end of February, 2011 and 0.8 librarian became full time.
- Mid April—the library had a teacher librarian join the team in a full time position that supports both Library and bookshop;
- 0.6 EFT staff member retired November, 2011;

Information Access Section operational review of 2011

Library

- With a large change in staffing over 2011 the manager, Anne Ritter expressed her appreciation to all of the team for being flexible in covering desk rosters and duties;
- Removal of shelves and resources at the entry of the library created an inviting open space;
- Removal of most hard copy journals and creation of a quiet study room has removed negative feedback between conflicting quiet and group study clients;
- Copyright Audit successfully completed May / June, 2011;
- Participation in 'O' week (Feb/Mar) and Info Week (end of Oct) were positive marketing opportunities;

Bookshop

- Successful year for budget outcomes minus the LTU sales, which ceased in 2010 and tough economic climate;
- Introduction of hairdressing supplies;
- Changes in staff supporting bookshop sales.



Holmesglen Learning Commons – 2011

Early in 2011 saw the completion of minor refurbishments to Chadstone's Building 8 Learning Commons. This refurbishment saw the number of student study and group discussion rooms increase from eight to eleven, by the subdivision of the three largest rooms into two each.

A large group study space was also established, to enable students to work on group projects in a large group without excessive noise impacting on the larger collaborative work space. A friendly, colourful and welcoming informal space was set up in place of the old information services desk, which has now been incorporated into a single service space with the lending services functions at the same desk.



Informal study space



Café style study spaces

The café style study spaces, which replaced some of the old study carrels, enable students to spread out newspapers, folios, etc. and there are multiple power points so they can recharge their devices easily.

The website was also revamped in 2011 and a section dedicated to Study Skills information for students was added. This is being continuously improved and updated and has been welcomed by both students and teachers.

Kangan Batman Institute of TAFE

The 2011 year for the Library & Learning Centre at Kangan Institute of TAFE focused primarily on system improvements and consolidation of campus libraries.

The key highlights, achievements and challenges included:

- The opening of the new Automotive Centre of Excellence at Docklands which houses a new library space, contemporary interiors and service desk and modern shelving units;
- The closure of Coburg campus library as automotive moved to Docklands;
- The closure of Moreland campus library due to courses no longer being run at the facility and the building being decommissioned;
- The closure of Craigieburn library due to Kangan no longer running courses from the campus;
- Selection of a new library management system (Liberty);
- Commenced a liaison librarian program to work closer with teaching departments;
- Kangan bookshop meets profitability target;
- Four professional development and planning days undertaken by the Library & Learning Centre team.



Service enhancements

A number of service enhancements were put into place during 2011 for Higher Education students. A children's Collection was created for the Early Years Studies cohort, the collection includes fully catalogued picture books and non-fiction titles.

Level 3 of the Fairfield library was opened as an extended hours space accessible by swipe cards. The facilities in the space include PCs, Macs, printing, copying and scanning. It is an independent use facility and no library staff are in attendance.

A dedicated HE room was created in the Preston library to support a range of learning styles and has been set up with group and individual study furniture as well as informal seating. A bank of PCs and the NMIT wireless network are accessible.

A Short Term Loan collection was created allowing for 7 day loans for items identified by Faculty Librarians as being in high demand.

Online initiatives

Two EBSCO services were purchased - LinkSource and A-Z. Both products were well received and have increased the accessibility of our online resources.

Social media, Blogger and Twitter were launched on the library webpage to broadcast library activities and events.

Senior library staff worked with the Higher Education's Flexible Learning Group to develop an Introduction to the Library accessible on Moodle.

NMIT became the first Australian TAFE to be on Google Scholar with our open url.

Online tutorials, using Captivate, were created on the use of Google Scholar and added to the library's webpage.

Archive Centre

Arising from the Institute's Centenary celebrations an Archive Centre was established as a repository of historical documents and artefacts of NMIT. A Faculty Librarian was seconded for a year to manage the project.

Client Satisfaction Survey

Mid-year the library participated in the Insync Client Satisfaction Survey. Completed surveys increased by 55% with online participation growing from 120 to 447 (i.e. by 272%). The library scored highest on the category of *Library staff* and achieved positive results for the overall and improved performance in comparison to the previous survey in 2009.

Spydus upgrade

The Library Management System was upgraded. Enhancements included the ability to add RSS feeds; improved Closed Reserve and Boxed sets functionality; additional security option of locking sessions; consistency in wording in payment screens, and option for orders to be fully online.

RMIT University

In 2011, the RMIT University Library initiated a number of improvements in student support, resource accessibility and facilities. The Library's resources for supporting research were also strengthened.

With the aim of providing study support at students' point of need, an "Ask a Librarian" live chat service was introduced, enabling students to receive instant responses to queries online. Also, library staff are "going mobile", using iPads to offer help in the Library spaces where students are working. Launch of iSearch tutorials reinforced this student-centred approach. The online resource helps students improve their research and referencing skills through a series of modules suited to self-paced learning.

Many of the Library's catalogue records have been transferred to databases for access via Google and Google Scholar. As students regularly utilise search engines for information, this project has made the Library's resources more readily accessible.

2011 saw an increased number of visits to the Library and a rising demand for study space, which is being met by regular archiving and reallocation of staff and teaching areas. Extended opening hours at Swanston and Brunswick libraries received positive feedback from students.

The RMIT Research Repository (managed by the Library) celebrated the milestone of its 10,000th record, reaching beyond 11,000 by the end of the year. This vital resource includes records for books, book chapters, journal articles, conference papers, digitised theses and creative works. With major search engines indexing repository material, these records get a great deal of exposure and downloads have approached 200,000.

South West Institute of TAFE

2011 was a year of both continuity and change. The Library hosted the traditional all staff morning tea in the Warrnambool branch early in February, for the 23rd consecutive year. It's always a good way to kick off the year, a time to renew contacts and meet new staff from across the Institute.

The Institute's participation in VATL's EBSCO and Informit consortia paid dividends in 2011. Statistics reveal that total database sessions increased by over 50% on the previous year. Access to the high quality journals was clearly appreciated by, and of benefit to staff and students.

The Papercut printing system was implemented at the beginning of the year, which proved to be an improvement on the previous system.

All Library staff participated in a full day workshop in April, 'Customer Service for Library Staff' (run by PICS), during the Institute's Staff Development Week. It provided a good chance to reflect on the way we deliver services, and the workshop resulted in several practical outcomes. Bryan and Kerry attended the TAFE Australasia Library Conference in July.

Copyright took centre stage in September and October with the six week CAL Monitoring period.

In 2011 Bryan's role expanded to include the organization of student activities, ranging from music and food during Orientation Week to activities during NAIDOC Week in June. In late October Bryan was seconded to work on the Student Management System Project, as the SMS Implementation Coordinator, and Kerry took on the role of Acting Team Leader.

In other staff changes we said farewell to four staff members towards the end of the year, Study Skills staff who also staffed our branch libraries; Sharyn (Glenormiston), Jan (Hamilton), Sha (Portland) and Tracey (Warrnambool), with the implementation of a new model for language and literacy support planned at the Institute for 2012.

Sunraysia Institute of TAFE

2011 was a busy year, which saw the retirement of our long-serving Bookshop Manager after 28 years at SuniTAFE, and subsequent promotion of another staff member to that role. Three staff completed existing worker traineeships at Certificate IV level in Library and Information Services, with two then going on to traineeships in Diploma of Business. All LRC staff nominated to be trained to back-up another role within the LRC team, which assisted with rosters.

Towards the end of 2011 the Institute implemented new student ID cards and revised the print management system, so Library staff were kept extremely busy re-issuing student and staff cards, and running training sessions on the copiers and printers.

There was an increase in students using the library for socialising – playing cards in the lounge areas, sitting and chatting, as well as spending time on social media sites on library computers.

Swinburne University of Technology

Changes in space, both physical and digital dominated the year. The Wantirna library began the year with the excitement of a new loans/consultation desk that has updated the look of the library and made it easier for staff to provide an efficient and friendly service. The Lilydale library opened a new training and meeting space and the Hawthorn library began the renovations of 2 floors to increase the space for students and move staff to higher offices. These renovations are due for completion early 2012. Library staff have continued to provide a great service despite having to move the entire resources collection on 2 occasions throughout the year and work around building sites.



Front Desk Service



In the digital environment the new Library website was launched with a more streamlined look and the most popular links only 1 click away. There has been an increase in study and research help offered through the website for the increasing number of Swinburne students studying online. There was also a successful collaboration with the University of Southern Queensland to produce *A Practical Guide to Harvard AGPS Referencing* as a video presentation with tips on referencing formats including books, book chapters, journal and newspaper articles and web documents as well as paraphrasing, using direct quotations and much more.

There have also been a number of innovations in 2011. Following the suggestion of a reference librarian a triage service was set up to manage the long queues that develop at the Hawthorn Library at the beginning of each semester.

Armed with an Ipad, staff were rostered between 11am and 2 pm at the beginning of each semester to walk the library desk queues to answer students' questions or refer them to other areas for help. This meant students got answers to quick questions easily and didn't wait in a long queue just to be directed somewhere else. This service was such a success it will be offered in 2012.

Another innovation has been the development of the Swinburne Commons, a new centralised service for the management and distribution of digital media content produced across the University. The Commons draws together quality digital media content to highlight the research strengths, teaching excellence, student accomplishments and unique aspects of Swinburne. The content is free to view and of interest to a wide audience including current and potential students and researchers (both local and international), alumni, industry partners and anyone with an interest in higher education.



Insider Dog

Throughout the year library staff celebrated a range of events on each of their campuses including Library Week and Harmony Day to name just two.

University of Ballarat

2011 saw the University of Ballarat Library consolidate a range of services that has arisen from all of the reviews that had taken place in earlier years. We saw staff settle into the routine of working across campuses in the Ballarat region between the Mt Helen Campus and the SMB campus. The TAFE campus libraries now support students from the trades and apprenticeships through to Applied Degrees and Higher Education courses which makes for a diverse group of students and staff that require the library services.

The library has also continued to support students based with our Partners – these students may be located in Melbourne, Sydney, Adelaide and Geelong. These students are mostly international and are studying in the areas of Business and IT. The library has a Partner Support Librarian whose role is to support the staff and students in these diverse locations. We have also seen the School of Business rolling out Applied Degrees in conjunction with other TAFEs around Australia in NSW and WA that require our ongoing support. The Dual Sector Project is also starting the roll out of Applied Degrees across six TAFEs within Victoria in 2012. All of these extra students impact on the work that is required by the Lending Services team as well as the Research, Education and Liaison team (REaL) as they continue to support the students regardless of their location or level of study.

Another ongoing pressure on the Lending Services team is the work required to support the BONUS+ service. This is an amazing service providing print resources to other libraries in Australia and New Zealand who are involved with the BONUS+ scheme. The University of Ballarat is a net lender which continues to surprise the library given that our collection is a smaller collection than most within the scheme.

The Library continues to engage and work with other areas of the University to ensure we are building strong relationships with these sections. Sessions are now being run in the library by Student Support for students who are having computer problems or would like some assistance with writing a CV for a job application. We are also hosting students from the Professional Writing and Editing course several times a year as they are required to undertake some public speaking as part of their studies and the library is the perfect place for this to take place, of course, concluding with a supper.

The library also continues to offer a number of excellence awards to students studying in the Diploma of Library and Information Services. The Library offers a short term fully paid position to one of these students to enable them to have relevant practical experience in the library work place.

In 2011 the SMB library finally received their promised refurbishment. This was undertaken within three months under great pressure, but the result is just amazing. Surprising what new shelving, new carpet, new furniture and a spot of paint will achieve.



2011 was an exciting year at the University of Ballarat SMB Library in that staff now have new library spaces in which to work with the students and also lovely new office spaces as well. The libraries have now completed the run of refurbishments for the moment, so it has become a time of enjoying the space and the new resources.

Victoria University

Notable achievements in 2011 include the completion of the building works at the Footscray Nicholson Learning Commons and the formal launch of the Footscray Park Learning Commons. Both facilities have positively improved the student experience on campus, providing learning and social spaces for students as well as a sense of community.

A major change plan was implemented across the Library early in the year which established a new organisational structure and new roles for a significant number of Library staff. The aim was a structure which would be effective for the purpose of implementing the Library's strategic plan and with the flexibility to evolve and adapt to meet new needs, processes and strategic priorities. The change plan initially put in place two new divisions each headed by an associate librarian and five new manager positions. Further work was undertaken in 2011 by the managers and associate librarians to extend the objectives of the change plan to the roles and activities of a broader range of staff in their units. A review of the change plan was commenced in 2011 and was finalised in 2012.

Finding full text resources in today's complex information landscape presents many challenges for undergraduates and novice researchers. To simplify search and discovery, we implemented the Summon Discovery Service at the start of second semester. This new generation search technology enables searching across many database platforms from a single, elegant search interface.

In August we ran our ninth Library Client Survey in partnership with Insync Surveys. We scored an overall performance score of 80%, placing us in the top quartile of libraries in the comparison group. It was very gratifying to see that students positively endorsed the changes implemented in areas such as printing and copying services and the University's expenditure on Library facilities. One of the key messages from the survey is that our clients' expectations of service delivery have increased since 2009. We will continue to explore different ways of improving our service delivery, including providing students with additional self-service and electronic service delivery options.

Wodonga Institute of TAFE

A major project during 2011 was to develop and publish online subject guides using the LibGuides product. By the end of 2011 23 LibGuides based on the subjects taught at Wodonga TAFE had been published. The LibGuides all have a consistent look and feel, and combine re-usable generic content and customized content.

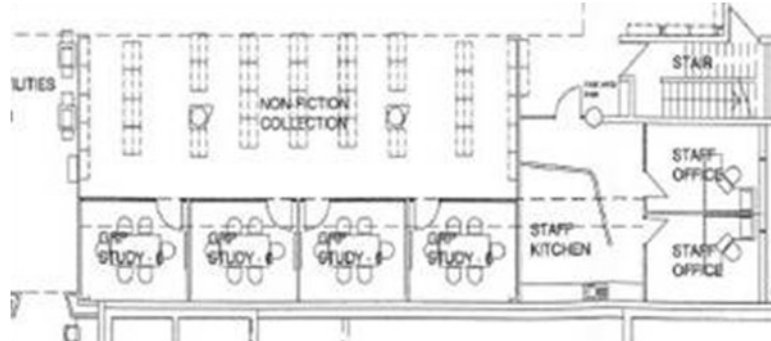
The weeding program continued with the audio-visual collection, the reference collection and the ceased and discontinued periodicals all coming under review.

Another major undertaking during 2011 was to provide Library reports for the portfolio review conducted by the institute. 24 reports were submitted which provided an assessment on the adequacy of the existing print, AV, periodical and electronic subscriptions to support selected qualifications and identified where new resources might be required. The impact of the qualification on library services such as information literacy, collection development, document delivery and workload were also considered.

The MOU between Wodonga TAFE and the La Trobe University Library was in need of refreshing and a new document outlining the current arrangements for the joint library service was produced.

William Angliss Institute of TAFE

For the Learning Resource Centre of William Angliss Institute, 2011 included highlights such as a successful tender for 4 study rooms to be built for student and group study. This was a major project involving collection moves and building works.



The image shows a promotional flyer for the 'Special Collections Research Room' at the William Angliss Institute. The flyer has an orange header with the logo 'Angliss Institute' and the tagline 'Specialised centre for books, research & community'. Below the header, it reads 'Special Collections Research Room' and 'Learning Resource Centre'. The main body of the flyer is divided into columns of text, each highlighting a specific book collection:

- Highlights of the Collections:**
 - The Robert Hood - Australian First Cook Book:** First and only edition 1863, written by Edward Hood (1812-1898). One of only two recent Australian antique recipes.
 - Published independently for 'An Australian Antiquary':** the book is a historical miscellany of the modern country and the colonial, and of Continental and Native history.
 - Beginnings include Robert Hood of Old England, 'humble tradesman' and 'hobby horse' a list of addresses, kangaroo breeds, fish, etc.**
 - Includes first recipe for 'Mutton' - Mrs. Maitland's 'Cook's Book' a 'Collection of Receipts, Receipts, and Receipts' - first published in Townsville, Hawaii 1862-1863. Includes recipe for 'Mutton' and recipe for 'Mutton'.**
 - There was also a London edition, a copy of which was presented to James Victoria, and some editions were published in Sydney and Melbourne.**
 - It all there were family editions of Mrs. Maitland's 'Cook's Book' with recipes or empanamiento. First listed in 1863, the last appearing in 1930. The copy in our Special Collections was the first edition published in 1863.**
 - Australian First Cook Book: first issued by T. J. Wilson.**
 - The Australian Cook's Manual - A Book of Reference for Butchers, Bakers, Carvers, Small cookery, and other instructions. Adapted with the 'Help and Provision' rights by T. J. Wilson 1932. One of only eight known copies in Australia.**
 - Resources:** The LRC would like to thank the CEO and business team for their vision and generosity in facilitating the 100th Anniversary project.

At the bottom right of the flyer is a photograph of a reading nook with a lamp, a chair, and bookshelves. At the bottom left, contact information is provided: 'William Angliss Institute is a learning community devoted to students with a passion for books, hospitality and tourism, preparing them and nurturing their careers with expert teaching, education and mentoring. 100 La Trobe Street, Melbourne VIC 3000. Call 03 9046 3121 or visit www.angliss.edu.au. Web: www.angliss.edu.au'.

With our Special Collections, the launch of the Special Collections Research Room in April was a big event, celebrating the library's Australian culinary collection, including the acquisition of Australia's first cookbook, the beyond rare Edward Abbott's The English and Australian Cookbook (1863).

A number of visiting fellows, including Professor Donna Brien, used our community cookbook collection to further their own research interest.

Hosting the first and very successful TAFE Australasian Library Conference in July was a big effort by a number of people. Visiting presenter Huong Huang from FPT University in Vietnam was also involved for a week with the LRC as part of a study visit. The digitization of VATL archives was also funded from the TALC conference.

The LRC also upgraded its remote access to ezproxy as well as photocopier/printers to MFDs with a popular print kiosk installed. Extension to mobile learning also continued with the LRC supporting wireless access to mobile devices.

HE accreditation of our HE programmes (and new degrees in 2012) for another 5 years translated into an expanded HE focus for the library, including Adobe Digital Editions to roll out the EBL e-book model and Infromit database consortia.