



VATL Annual Report 2012

Table of Contents

EXECUTIVE REPORTS

Convenor's Report	3
VATL Executive Committee	4
Treasurer's Report	5
2012 VATL Finances	6

SUBSIDIARY REPORTS

Cataloguing Acquisitions Serials and Systems (CASS)	7
Liaison, Information & Training (LIT)	8
Management Interest Group (MIG)	8

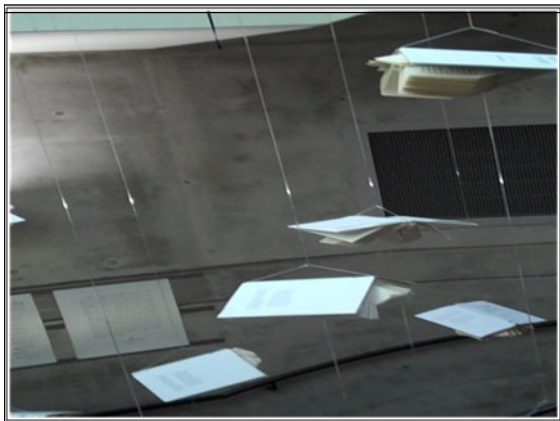
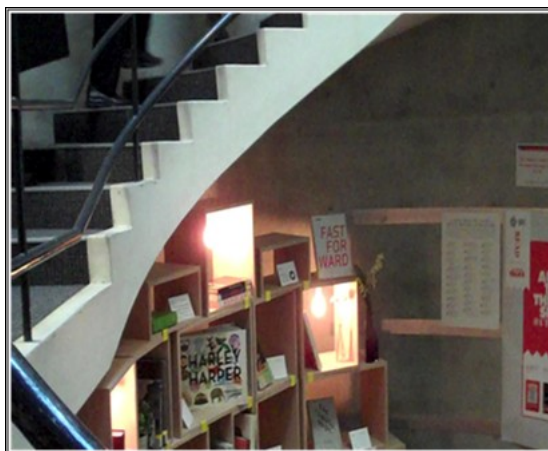
MEMBER LIBRARY REPORTS

Advance TAFE	9
Bendigo Regional Institute of TAFE	9
Box Hill Institute of TAFE	10
Central Gippsland Institute of TAFE	11
Chisholm Institute of TAFE	12
Gordon Institute of TAFE	12
Goulburn Ovens Institute of TAFE	13
Holmesglen Institute of TAFE	14
Kangan Batman Institute of TAFE	15
Northern Melbourne Institute of TAFE	16
RMIT University	17
South West Institute of TAFE	18
Sunraysia Institute of TAFE	19
Swinburne University	20
University of Ballarat	20
Victoria University	22
William Angliss Institute of TAFE	22
Wodonga Institute of TAFE	23

Convenor's Report

2012 is the 40th anniversary of VATL which had its first meeting as VATCL on the 14th August, 1972. As such, the professional development trip, which occurred on the last day of August this year, was both a celebration of VATL as well as a fabulous opportunity for our members to engage with a variety of libraries and colleagues interstate.

The trip to Sydney to see 5 different types of libraries—TAFE NSW, UTS, Jessie Street National Women's Library, State Library of NSW and Sydney City Library—all were appreciated by the 40 or so members who attended.





The year was also dominated by changes in government funding to TAFEs in the order of \$300 million. This equated to a removal of public sector full funding to TAFE, that is, the extra funding to cover TAFE's obligations as public providers of VET as well as changes to TAFE government public funding formula.

This threatens the viability of many TAFE institutions and the budgetary effect on library and learning services ranges from difficult to catastrophic — reduced budgets, reduced staffing, reduced opening hours, reduced

information access, and ultimately, reduced quality in educational and learning support for its staff and students — has been significant.

A lobbying and media campaign with Executive Director of ALIA, Sue McKerracher, has been proactive and consistent and rewarding. This witnessed press releases, prospectus publication, communication and activism for a review of the \$130m in reduced funding for courses and the reinstatement of the \$170m full service provider funding.

VATL also worked on a number of initiatives during 2012 including:

- Consolidated list of databases across member libraries
- Review of membership fees
- Presentation proposals by a number of vendors, including IBIS, Credo and Taylor and Francis
- VATL Banking online using Commbiz

I would like to thank Fran Dodd from [Central Gippsland Institute of TAFE](#) and Mehmet Tuncel from Kangan for their service to TAFE libraries. Thanks to all member committees (MIG, LIT and CASS) for their great work. Finally, thanks to all members for your support during an extremely difficult and demanding year.

Paul Kloppenborg, William Angliss Institute of TAFE

VATL Executive Committee 2012

President

Mr. Paul Kloppenborg William Angliss Institute of TAFE

Secretary Ms. Nancy Seeger Swinburne University of Technology	Treasurer Ms. Frances O'Neil Victoria University
TAFE Libraries Australia Representative Mr. Paul Kloppenborg William Angliss Institute of TAFE	CASS Convenor & Web Editor Mr. Colin Sutherland Chisholm Institute
LIT Convenor Ms Christine Ruddy NMIT	MIG Convenor Ms. Anthea Taylor Gordon Institute of TAFE

Treasurer's Report

ANNUAL REPORT – TREASURER 2012

Financial summary November 15, 2012

On 1 January 2012, VATL had a bank balance of \$19,380.41 and as of 15 November 2012 the balance is \$8,929.79

The largest expenditure for 2012 derived from the VATL 40th anniversary study tour of Sydney libraries. Other expenditure supported local professional development activities arranged by the special interest groups, CASS and LIT, consistent with the policy that all CASS, MIG and LIT workshops and other professional development activities be wholly funded by VATL. Other expenditure included website hosting fees and mailing list fee.

Detail of the budget and actual expenditure is included in the Annual VATL Executive Work-plan which is attached. The last quarter financial statement for 2012 will be circulated electronically.

Income for 2012 has been derived from co-contributions to the study tour (\$2,900) and sponsorship from Pearson/Equella of the CASS Equella workshop (\$500). In addition, the TALC web-site expenses have been transferred to the Queensland organising committee that is preparing for TALC 2013.

Annual subscriptions have not yet been collected because of the proposed change to fees due to be discussed at the AGM of 16 November, 2012.

A significant change for VATL treasury function in 2012 was the implementation of electronic bill-paying function, which has been especially useful in instances where creditors/suppliers do not accept cheques, which is increasingly common.

Frances O'Neil
VATL Treasurer
15 November 2012

ANNUAL STATEMENT SUMMARY				
Bank Interest Summary	\$5.43	Bank fees/charges	\$218.62	Comments
Sydney contributions	\$3,270.00	CommBiz	\$27.78	
Sponsorships	\$500.00	Workshops/meeting expenses	\$3,009.61	
TALC refund	\$183.95	Sydney trip	\$13,072.50	
		Subscriptions (Jumba, SLV)	\$254.90	
	\$3,959.38		\$16,583.41	

2012 VATL Finances

2012 VATL Finances				
Opening Balance 01/01/2012	\$19,380.41		\$19,380.41	
<u>JAN. Income</u>	\$ AMT	<u>JAN. Expenditure</u>	\$ AMT	Comment
Credit interest	\$0.65	CBA Merchant fee	\$11.00	
<u>FEB. Income</u>		<u>FEB. Expenditure</u>		
Credit interest	\$0.65	CBA Merchant Fee	\$11.00	
		Reimbursement - workshop catering	\$204.00	H Coutts
<u>MAR. Income</u>		<u>MAR. Expenditure</u>		
Credit interest	\$0.61	CBA Merchant Fee	\$11.00	
Membership - Wodonga	\$600.00	Reimbursement - workshop travel	\$352.05	P Kloppenborg
		Reimbursement - Syd airfare deposit	\$1,507.00	C Sutherland
		Paramount Tours - Syd bus hire deposit	\$100.00	
<u>APR. Income</u>		<u>APR. Expenditure</u>		
Credit interest	\$0.63	CBA Merchant Fee	\$11.00	
<u>MAY Income</u>		<u>MAY Expenditure</u>		
Credit interest	\$0.57	CBA Merchant Fee & credit card fee	\$15.70	
Workshop sponsorship - Equalla	\$500.00	Reimbursement - workshop gifts	\$55.65	K Derwinska
		BK Training solutions - w'shop catering	\$599.00	
		Reimbursement - workshop catering	\$64.65	K Dauksza
		All Suburbs - Syd lunches deposit	\$100.00	
		Reimbursement - Syd airfare	\$169.65	B Burr
<u>JUN. Income</u>		<u>JUN Expenditure</u>		
Credit interest	\$0.58	CBA Merchant Fee	\$11.00	
<u>JUL. Income</u>		<u>JUL. Expenditure</u>		
Credit interest	\$0.55	CBA Merchant Fee	\$11.00	
Syd contribution - Holmesglen	\$370.00	State Library - mailing list	\$55.00	
		CommBiz - set-up fee	\$27.50	
		Reimbursement - catering	\$59.76	C Ruddy
<u>AUG. Income</u>		<u>AUG. Expenditure</u>		
Credit interest	\$0.56	CBA Merchant Fee	\$11.00	
		Travelworld Parkdale - Syd airfare balance	\$9,454.00	
		Reimbursement - website fee (VATL)	\$15.95	F ONeil
		Reimbursement - website fee (TALC)	\$15.95	F ONeil
		Holmesglen - workshop catering	\$119.80	
		Holmesglen - workshop catering	\$320.50	
		Reimbursement - Syd accommodation	\$123.00	R Downs
		Bank cheque - Syd lunch	\$545.80	
		Reimbursement - workshop catering	\$60.00	M Todd
<u>SEP. Income</u>		<u>SEP. Expenditure</u>		
Credit interest	\$0.12	CBA Merchant fee	\$11.00	
Syd contrib. credit card	\$2,010.00	Paramount Tours - Syd bus hire balance	\$685.00	
Syd contributions cheque	\$840.00	Reimbursement - Syd accommodation	\$114.00	M Schack
Syd contributions SWTafe	\$50.00	Jumba (TALC)	\$168.00	
<u>OCT. Income</u>		<u>OCT. Expenditure</u>		
Credit interest	\$0.11	CBA Merchant Fee/direct debit	\$92.92	
TALC Website funds transfer	\$183.95	CommBiz - transaction fee	\$0.28	
<u>NOV. Income</u>	\$0.20	<u>NOV. Expenditure</u>		
Credit interest		CBA merchant fee	\$11.00	
<u>DEC. Income</u>	\$0.20	<u>DEC. Expenditure</u>		
Credit interest		CBA Merchant Fee	\$11.00	
		Reimbursement - Syd accommodation	\$274.05	J Menzies
		Reimbursement - workshop catering	\$614.50	C Ruddy
		Impressive Platters - AGM catering	\$559.70	
Total Income 31/12/2012	\$4,559.38	Total expenditure to 31/12/12	\$16,583.41	
Closing Balance 31/12/2012			\$7,356.38	

SUBSIDIARY GROUP REPORTS



Cataloguing Acquisitions Serials and Systems (CASS)

Committee

Colin Sutherland	Chisholm Institute (Convenor)
Michael Todd	Bendigo Regional Institute of TAFE (Secretary)
Kathleen Dauksza	Northern Melbourne Institute of TAFE (NMIT)
Krystyna Derwinska	RMIT University
Ruth Downs	East Gippsland TAFE
Giuliana Tarascio	Northern Melbourne Institute of TAFE (NMIT)

CASS Workshop I

Equella & Copyright Swinburne University Library

Friday 18 May 2012

50 Attendees

Equella product overview and demonstration – Simon Jones (Pearson)

Equella and the Chisholm Institute Project – Joanne Norbury (eWorks)

Case Study: Equella at Kangan – Max Richings and Rao Diwaker

Lunch sponsored by Pearson

An overview of copyright laws and your obligation & Swinburne case study – Robin Wright

Case study at Deakin University – Copyright & Equella – Susan Clarke

Case Study at Sunraysia Institute – Rachel Neumann

Case Study at Bendigo Regional Institute of TAFE – Michael Todd

VATL 2012 Professional Development Trip to Sydney – Friday 31 August 2012

CASS Workshop II

Special Libraries Tour

Location: Parkville and North Melbourne

Friday 30 November 2012

(max) 30 Attendees

Old Newman College Library (University of Melbourne)

Tour of the St. Mary's Academic Centre (University of Melbourne)

Tour of the Ormond College Library (University of Melbourne)

Tour of the Percy Grainger Museum (University of Melbourne)

Tour of the Public Record Office Victoria (North Melbourne)

Liaison, Information & Training (LIT)

The Liaison, Information and Training (LIT) sub-committee has hosted one event and is organising another to be held after the VATL Annual General Meeting.

The LIT group hosted the workshop 'Using the Best Technologies to Inform and Liaise' at Holmesglen TAFE on Monday, 9th July. It consisted of a library tour, three speakers on different aspects of new technologies in the library workplace, and an interactive session using the reference management program Mendeley.

The next event, to be held at the Kangan Batman Docklands campus on Tuesday the 11th December, is on the topic of information literacy, with three people scheduled to speak (TAFE and university representatives) and opportunity for questions and discussion.

TAFE libraries face many issues, many of which challenge the sector as a whole. It is hoped however, that the LIT group can continue to provide opportunities for professional development and collaboration to strengthen skills, broaden knowledge and improve services for students and teachers.

Management Interest Group (MIG)

The Managers' group met twice during 2012.

The first meeting was held at Bendigo TAFE on 25 May as part of an ongoing commitment to ensuring regional access, opportunity and participation in VATL events. The Victorian 2012/2013 State Budget released two weeks prior and the ensuing impact on TAFEs and their libraries was the main topic of discussion.

The second meeting, held at Victoria University (Flinders Street Campus) on 21 November also focussed on the funding cuts and concerns of managers about staffing and resource levels and services going into 2013.

Not wanting it to appear all doom and gloom, the Managers are up for the challenges and changes 2013 will bring.

MEMBER LIBRARY REPORTS

Advance TAFE

2012 was a difficult year for Advance TAFE and the whole Victorian TAFE community. Although change is constant and often welcome, some of the changes that were imposed have created an incredibly difficult working environment.

- 50% of Library staff were made redundant
- Remaining staff (less than 3 EFT) now move between 3 campus libraries which are unstaffed on many days and roles and processes have been reorganised
- Resource budget for new resources was frozen mid-year, subscriptions were honoured
- Forestec campus and library was closed, with the courses relocated to the SEAMEC campus at Lakes Entrance
- The Forestec collection was split between SEAMEC and Bairnsdale campus libraries
- Dual Sector Project with University of Ballarat commenced which led to further collaboration amongst regional institutes
- Purchased LibGuides and their development is 'under construction'
- Successful completion of copyright survey

Library usage continues to be strong and all staff felt proud that they could deliver programs and services in such trying conditions.

Bendigo Regional Institute of TAFE

Midyear 2012 saw dramatic staff redundancies across the whole of Bendigo TAFE, due to the cutback in Government funding. These cuts impacted on the library, with the loss of the Bookshop and 1.5 Bookshop staff, which also helped on the library loans desk during busy periods and lunch breaks, and also the closure of our Branch Library at Charleston Road on the Trade Campus. The Library at Charleston Road was relatively new and purpose built in the administration building and now houses the Finance Unit.

The Library was asked to reduce their staff by 38 hours, either 1 full time staff member or reduction in hours from a number of staff. As a result 5 staff agreed to reduce their hours, resulting in 3 F/T staff and 6 P/T staff and also a reduction in opening hours with evening hours from 8:00 pm to 6:00 pm. We continued to provide a daily service for 1 hour each morning to the Charleston Road Campus, delivering material to students and staff. This service has recently been reduced to 2 mornings per week.

The collection from Charleston Road Campus had to be packed and moved to the City Campus Library, and incorporated into that collection. This involved a massive weed and deleting of books to make space on the shelves, as well as a lot of material being moved to the Stack collection.

The staff had just recovered from all the moving of the Charleston Road collection, when we were notified just prior to the Christmas/New Year break that Bendigo TAFE would no longer be providing Library Services to Malmsbury Juvenile Justice Centre — so, another library to pack, with most of the collection re-allocated and the remainder deleted. Library services to Malmsbury are now provided by Parkville College.



Students utilizing the group study space where the Bookshop used to be.



Students using the Charleston Road Library (prior to its closure)

Since 2010, the Library Manager position had been job shared between Jenny McIntyre and Kay Smith, with Kay also performing the Manager position .5 and Regional Campuses role .5. In December 2012 Jenny McIntyre resigned, proposing Kay take on the Manager's role totally. This proposal was accepted, but there has not been a person appointed to fill the .5 Campuses role, with Kay currently continuing with that as well. Due to Jenny McIntyre's 19 hours not currently replaced, we have been able to negotiate for 2 lending services staff to utilize some of that time and increase their hours slightly, which has had positive outcomes.

The Library has been working on a document for the future to incorporate the changing demands of the current climate, and the move into a more technology driven society. As a 'taster' we are offering a Kindle for loan with pre-loaded titles and have another Tablet that has been extensively used in-house.

Box Hill Institute of TAFE

2012 was a tumultuous year for the Box Hill Institute Libraries, with substantial budgetary constraints leading to service and staffing changes.

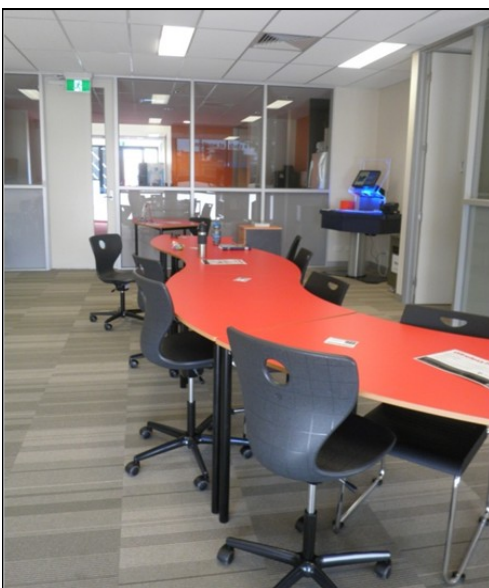
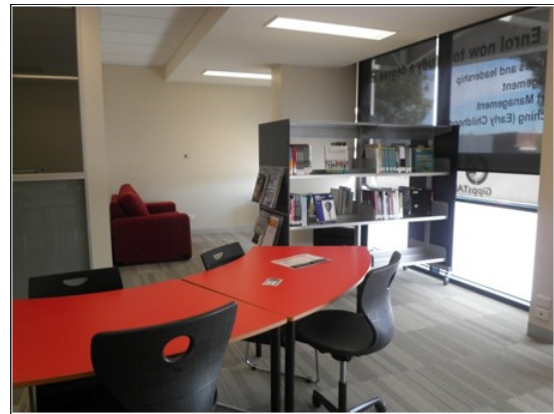
- Many long-serving staff members departed the Library
- The Executive Manager of the Library stepped down at the end of the year
- Two of the three campus libraries moved to a book-room model: the active portions of the collections were identified and housed, along with self-check machines, in rooms adjacent to the main library spaces. A substantial weed was undertaken and the remainder of the collections were relocated to a new closed stack.
- Our acquisitions and end-processing were outsourced at the end of the year. Purchasing decisions are still made by liaison librarians, but material arrives at the library shelf-ready.
- Hardcopy loans continued to decline, but use of electronic collections continued to grow.

Central Gippsland Institute of TAFE (GippsTAFE)

2012 was a year of upheaval for the library and the Institute as a whole. Starting in May with the announcement of state government funding cuts, the library was initially unaffected, except for the freezing of the book budget; staffing remained intact, as did funding for databases and some membership subscriptions, although all print journal subscriptions and all funded PD were ceased.

Towards the end of the year, staffing changes started to have an impact with the Team Leader resigning and the systems librarian taking extended leave to take on the temporary role of Information Librarian for the Dual Sector Partnership with University of Ballarat. With the departure of another part-time staff member, staffing was effectively reduced from 6.2 to 3.8 EFT. It was further reduced as two more staff were redirected to other roles in the Institute, leaving the equivalent of 2 EFT staff to service 4 campuses.

To date, no staff have been lost to redundancy and none have been replaced. There have been no campus closures, although visits to campuses have been drastically reduced. Demand for induction, information and referencing sessions remains strong, particularly for those supporting the Higher Ed. courses at the Traralgon Academy.



During 2012 a temporary library resource room was set up at the Traralgon Academy. As the area is not staffed, it is equipped with a self-check machine; it has a small collection of books supporting the University of Ballarat courses taught on site. Reception and administration staff at the Academy are relied on to carry out many library-related operations. Other developments:

- Library system processes integrated with new Institute Student Management Centre
- New Traralgon Academy branch added
- Consortium options for LMS investigated
- Alternative e-book platforms trialled
- Print collections reduced by roughly 30 percent, archiving of obsolete collections carried out
- Staff duties reassigned to accommodate role changes and staff departures.

Chisholm Institute of TAFE

In 2012, the Chisholm library had a strong focus on the enhancement of services for students and staff, together with ongoing pursuit of best practice across all libraries. Significant emphasis was placed on student's retention refocusing library staff work directly with students and close collaboration with the learning skills unit. Usage of the library spaces continued to be very popular. Gate counts were up on the previous years.

The library continued to provide a very good level of support to new and existing courses, especially through the expansion of electronic resources. Two new degree courses were introduced where library staff and academics worked together to develop the collections.

A new programme commenced to replace video tapes and discs with online video streamed. Students and staff are now able to view videos from anywhere at any time.

Computer availability continued to be of a high priority for the students. New laptops were introduced to support classes coming to the library.

Gordon Institute of TAFE

The year began on a positive note. Following a major review, assessment and de-selection of the City campus collection in the latter half of 2011, the shelving was reconfigured and all formats interfiled to improve ease of location and access for users. Books, journals and audio visual items are now shelved together in reduced height shelving, providing a single location rather than three separate collections. Excess shelving units were removed to create additional floor space for study and seating, and were donated to Rotary for use in their international community development projects in Fiji.

The Gordon continued to be an active partner in the Geelong Regional Training Initiative, with The Gordon as a host venue for an Emerging Technologies Forum which included Tom Chatfield, a British media, arts, culture and technology commentator as the keynote speaker.

Strong bookings for library tours and information literacy sessions demonstrated the effectiveness of the relationship building the librarians have engaged in with their teaching areas.



After the purchase of Lib Guides, the librarians completely reviewed and revamped the 'old' subject guides and researched appropriate video and web links for inclusion in online subject guides utilising Lib Guides, which has proved to be very popular with both teachers and students.

However, mid 2012, the State Government TAFE funding cuts created some major hurdles. The resource budget was frozen mid-year. While most subscriptions were continued, subscription to Screenrights was not renewed in December, due to both cost and lack of use. Although the library was not specifically targeted as an area of redundancy, an institute wide policy of not replacing staff that left the organisation resulted in the loss of around 50% of library staff. These were all librarians, which created many challenges in maintaining the relationships and work being developed during the past year.

To help maintain these relationships despite reduced staffing and a budget freeze, both campus library facilities were promoted to teaching areas as a great place to display student's work. The resulting displays produced a good deal of interest and discussion, and proved to be another way to integrate the library into the teaching areas.

Goulburn Ovens Institute of TAFE

GOTAFE information Access review of 2012

Information Access Reporting Developments at Goulburn Ovens Institute of TAFE (GOTAFE)

Began 2012 reporting to Russell Frances, Corporate Development Division.

In March began reporting to Jeanette Brown, Vocational Pathways Division.

From September onwards report to Geoff Cobbedick, Finance & Infrastructure Division

Information Access Staff at end of 2012

Manager, Information Access – 1 EFT

Bookshop – 1 EFT

Shepparton Campus library staff – 2.5 EFT

GOTAFE casual staff (approx 0.2 EFT)

La Trobe University librarian - 1 EFT

Wangaratta Campus library staff – 1 EFT

Library Management System Developments

Towards the end of 2011 a business plan was submitted to management for the upgrade of the GOTAFE Library Management System (LMS) as it was entering a point of no longer being supported by the LMS supplier, would not be operational in a Windows 2007 environment and the server was over ten years old which is high risk for loss of data. Management approval for the project was successful and at the beginning of 2012 the GOTAFE LMS was transferred from a local server to a SaaS environment through joining the public libraries consortium **Swift**, which is currently a SirsiDynix SaaS Symphony LMS.

Access to the Swift consortium occurred due to the GOTAFE Wangaratta collection being housed within High Country Library Corporation (HCLC) Wangaratta public library branch since 2007. Now that all GOTAFE collections are on the one LMS this has provided improved access to resources across the various locations to all GOTAFE clients rather than working with two library systems.

With the new LMS GOTAFE has implemented the SirsiDynix Enterprise functionality which permits library staff to directly build rooms highlighting resources and services to our client groups.

GOTAFE Library site: <http://swft.gtlu.ent.sirsidynix.net.au/>

GOTAFE University partnerships

The Shepparton campus continues to have a successful working relationship with **La Trobe University** throughout 2012 in the provision of library materials and one full time staff member.

In 2012 **University of Ballarat** began supplying materials to be housed within the GOTAFE library collection as part of the Dual Sector Partnership (DSP) program, supporting University of Ballarat programs delivered at GOTAFE.

Holmesglen Institute of TAFE

Holmesglen Learning commons—2012

Holmesglen established a new city campus at St Kilda Road, Southbank at the commencement of 2012, with a branch of the Learning Commons as part of a service hub on the ground floor. The space includes PCs, printers and group discussion areas in the open area, which staff and students can access via swipe card outside of our operating hours. The collection is able to be locked securely when there are no staff on duty, as the facility is available to staff and students for much longer hours than we have staff available.



2012 also saw the introduction of Primo as our discovery layer. This has been eagerly embraced by all our students who generally love the ease of searching that this allows, across multiple resource formats. The advent of Primo has changed the way we deliver information literacy sessions, as we no longer need to focus on the individual interfaces of various databases and allows us to focus instead, on teaching students how to establish effective search strategies across the majority of our resources in a single search.

The study skills section on our website has also been improved and expanded, with interactive self-assessment modules in the early stages of development.



Richmond Campus

2012 was a challenging year as Kangan Institute faced major change due to substantial State Government funding cuts to come in 2013. The changing fiscal landscape required the Library & Learning Centre to develop a new organisational model and implement service and operational efficiencies during 2012.

The Library & Learning Centre responded to the challenge and achieved the following changes, highlights and improvements in 2012.

- New Manager of the Library & Learning Centre commenced in June 2012
- Developed the e-Library
- Liberty library management system was installed
- New organisational structure was designed and implemented
- 15 long term staff departed the Library & Learning Centre
- Introduced team based structures designed to enhance collaboration and empowerment amongst staff
- Essendon campus library was turned into an unstaffed learning hub supported by the Library & Learning Centre
- Reduced our print collections by 40%
- Increased personal computers at Docklands campus library from 15 to 50
- Created customer friendlier fines and overdue processes
- Divested the Library & Learning Centre from managing and housing teacher reference collections
- Divested the Library & Learning Centre from managing the digital services team and functions
- Closed Parkville Correction Centre campus libraries due to end of tender period
- Launched our Operational Plan for 2013
- Opened the new Richmond campus library.

Northern Melbourne Institute of TAFE

A new Student Centre at Epping opened for business in January with Library Services and Information Operations co-located. The modern design of the building vastly increased student spaces and facilities. Over the two levels there are 80 students access PCs, including 20 in an externally accessed PC lab allowing out-of-hours access; group study room; quiet spaces; dedicated Higher Education room; and a training room for information skills sessions.

The library's "new catalogue" was launched in early 2012 making NMIT the first TAFE in Australia to introduce a Web Discovery layer over its Library's Management System. This innovation provided a seamless search option of resources. The library branded the discovery layer "FindIt@" and rolled out a promotional and training schedule to ensure clients managed the substantial change to the familiar catalogue. The library introduced Ebsco e-books to further expand its flexible options for students' access to information. We chose a Patron Driven Acquisition model with Faculty Librarians pre-selecting hundreds of curriculum relevant titles. Teaching staff were encouraged to embed these resources into Moodle, the Learning Management System.

Library staff began creating a suite of YouTube video tutorials to support student learning on and off campus. These tutorials were designed to enable students and staff to become more self reliant in learning to use library technology and resources, e.g. *Searching for ebooks* and *How to set up an Adobe ID account*. These YouTube clips were complemented by pdf documents with screen shots and step-by-step instructions on topics such as *Setting up an iPad for ebooks*.

A successful student engagement program ran in 3 largest of the campus libraries at the beginning of both Semester 1 and 2. Rovers were employed to pro-actively assist students with any queries to ensure they had a positive experience in transitioning to tertiary study at NMIT. Rovers were selected from existing casual staff and a group of keen students (not all enrolled at NMIT). In the first 6 weeks of Term 1 the rovers responded to 1,725 enquiries with the Top Three topics as follows:

RANK	ENQUIRY	9.00 am - 11.00 am	11.00 am - 1.00 pm	1.00 pm - 3.00 pm	3.00 pm - 5.00 pm	TOTALS
1	Portal login	132	155	18	53	468
2	Printing & copying	105	158	84	38	385
3	Catalogue & database	43	62	53	17	175

We estimated that Rovers spent between two and fifteen minutes assisting students in one-on-one "consultations" with 10 minutes being the norm for login and technical enquiries and less for directional. Research questions requiring professional assistance were referred to library staff.

An Archive Centre managed by the library was officially recognised with a launch attended by 100 staff and ex-NMIT students and associates. This new facility was funded as part of NMIT's Centenary year celebrations. The Archive is situated on Level 3 of the library at Fairfield and is staffed two days per week. Items were gathered across the Institute and once promoted, many donations were received. These items were added to the Victorian Collections – a project developed by Museum Victoria and Museums Australia (Victoria). Victorian Collections is a free, easy to use, online cataloguing system available to all collecting organisations throughout Victoria.

With the introduction of a new version of NMIT staff and student ID cards, cameras were installed in all campus libraries for the convenience of clients out of normal business hours. This was a natural enhancement to services as library staff had been processing enrolment payments and were often asked by evening students how they could obtain an ID card.

Supporting Learning, Teaching & Research

- Closure of Business Library on June 22nd and amalgamation with Swanston Library (including relocation of 20+ staff and transfer of 60,000+ books). This followed the opening of the new *Swanston Academic Building* for city campus Business programs.
- Co-location of Liaison Managers and Business/Swanston liaison librarians in an office external to the Library. External engagement strategies were enhanced.
- Significant growth of *Kanopy* streamed media titles and linking titles from Blackboard
- Introduction of *Lynda.com* (online training library).
- Increased provision of online legal resources
- Significant growth in RMIT Research Repository and Learning Repository
- Updates to Referencing and Endnote Libguides and introduction of e-book Libguide.

Improving the Student Experience

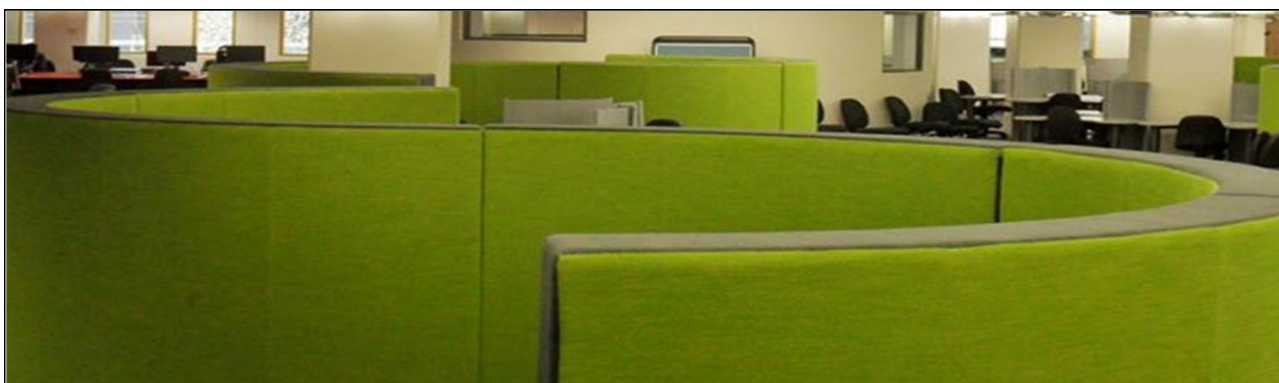
- Integration of physical reference collections into general collections to improve usage and free up seating space.
- Increased evening opening hours at Bundoora Library to 10pm and additional weeks of extended opening at Swanston Library.
- Increased IT presence in Libraries – additional IT staff hours at Bundoora and Brunswick.
- Ask-a-librarian SMS service started
- Additional seats at Bundoora Library and additional seats and group study rooms at Swanston Library
- Additional power-points installed in all Library sites.
- Improved wireless connectivity at Bundoora and Brunswick.

Improving Infrastructure

- Preparation for implementation of new ALMA Library system (scheduled for April/May 2013): planning; workflow analysis; data cleanup; sandbox training; data migration and testing.
- Completed RFID of all physical library collections. Bundoora Library converted to RFID operation (loans and security); other Library sites to follow in 2013.
- Soft launch of Primo discovery layer.
- Preparation for RDA (new cataloguing standard) for implementation in April 2013.

Developing People

- 10 work placement students hosted
- Team Management System (TMS) used to enhance team dynamics.
- “Innovative Librarians” group continued to engage with emerging technologies
- “Get Published” group formed to improve staff confidence in writing & publishing



South West Institute of TAFE

In the latter part of 2012 the library was re-located to an alternate site as part of a broader Institute strategy to house the Arts Department in the building that had hosted the library since the 1970s. The move involved a reduction in space (and subsequently book-stock) but all essential services were maintained (including the Bookshop and Reprographics concerns). An increased proximity to the Institute's cafeteria has provided an opportunity for greater engagement with students and the new location has proved popular to date.



Entrance to the new library



Inside the new library

The TAFE funding cuts that affected many areas within the Institute had limited impact on the library and no ongoing positions were made redundant. Earlier redundancies of part-time positions at Branch libraries have meant the deployment of staff from the main branch (Warrnambool) to remote Branches at weekly intervals.

Staff members have been able to participate in limited professional development activities, including the VATL trip to Sydney in August 2012.



Boarding the VATL bus in Sydney

The library's budget was maintained at a level consistent with the preceding year, but absorbed some additional responsibilities previously costed to other areas.

An established trend towards the reduction of the print serial collection and a concentration on electronic databases continued.

Subscriptions to EBSCOhost service (offering a variety of proprietary full text databases), RMIT Publishing's Informit service, and SAI Global's Standards collection have helped meet many of our student's information needs

Sunraysia Institute of TAFE

Despite losing a library staff member in the restructure following the Government funding cuts, the SuniTAFE LRC team continued to provide quality service to the SuniTAFE community. Partnerships with Higher Education providers have continued to expand, with the Dual Sector Project bringing University of Ballarat on board, as well as our continuing relationship with LaTrobe University.

Library staff were kept busy with involvement in various Institute projects – Equella, e-learning, SMS, and cost savings in printing – as well as community involvement in the Libraries Sunraysia network group. Additional powerpoints were installed in one section of the library, which necessitated the junior fiction and picture book collections being relocated and lots of furniture being shuffled around.

In November, our Bookshop started offering a competitively-priced textbook ordering service to local high school students which was well-received.

Sustainability in work practices was a big focus for the entire Institute, and the LRC team implemented several measures to meet targets – scanning all orders and invoices rather than printing hardcopy, only using email for overdue notices, and using the Institute print room to reduce printing and copying costs.

We successfully maintained our online subscriptions despite the financial situation, and targeted acquisition of hardcopy resources to the student cohorts which are the biggest users.



Swinburne University of Technology

2012 saw successes and challenges at Swinburne University with major projects around student spaces and library systems as well as the announcement of the closure of 2 of the university's campuses in 2013. Some of the activities and projects that the library staff were involved in were:

- Renovations at the Hawthorn library were completed giving students more study space and library staff being moved into new office spaces
- A number of events were held across the library network to celebrate the National Year of Reading including a mad hatter's tea party at the Lilydale campus
- Increased social media presence for the library through Twitter and individual Facebook pages for the 2 TAFE campuses
- Completion of the VHS to DVD conversion projects to update and increase access to library material through streaming content where possible.
- Moved our Primo library catalogue to the Cloud and prepared for the upgrade of the library system from Ex Libris Aleph to ALMA
- Saw an increase in the collections budget despite decreases in other budget areas
- Began a study space audit of the Hawthorn campus to improve access for students to much needed study areas
- Began preparations for the closure of 2 campus libraries in 2013 and relocation of resources to the remaining 3 libraries.
- Reduced the library staff through voluntary redundancy packages that saw great staff and much corporate knowledge leave the department.

2013 will bring continued challenges as we deal with reduced staffing and budgets while relocating collections as well as a move to a new library system. But as always library staff will continue to provide the best customer experience for our clients whatever is happening behind the scenes.

University of Ballarat

The University of Ballarat Library, which includes libraries at the Mt Helen campus, the School of Mines campus and the Horsham campus with both TAFE and Higher Education courses being offered, went through many changes in 2012 as the University grappled with the impact of the State Government funding cuts to the TAFE sector, and the implications on service and staffing as a consequence of that funding withdrawal. One of the major implications for our libraries was the move to have a lot of the TAFE courses rolled over into the Higher Education Schools, which meant that the majority of TAFE students moved to the Mt Helen Campus with more students moving in 2013. This has implications for space in the library as well as the support that is required as the library gate counts increased by 12,000 across the year. The UB College has now been established which will incorporate the University's Technical Education Centre and a range of training and preparatory programs including an English Language Centre. In addition a new, employer focussed Industry Skills Centre was opened focussing on apprenticeships and skills training.

More and more we have seen our campus libraries are supporting students from all levels of study from the trades/apprenticeships to PhD students, which presents its own challenges for the Client Services teams who support students with lending services through to the training and development of online resources to supporting those students who may never find themselves on a physical campus and rely heavily on the library website, online resources and video support that is continually being developed to ensure that students are supported wherever they are geographically located.

The library has also continued to support students based with our Partners – these students may be located in Melbourne, Sydney, Adelaide, Melbourne and Geelong or overseas in such locations as Sri Lanka, Malaysia or Hong Kong. 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 offering out Applied Degrees in conjunction with other TAFEs around Australia in NSW, WA and QLD that require our ongoing support. The Dual Sector Project has continued to roll out Applied Degrees and Applied Masters across six TAFEs within Victoria in 2012. An Information Librarian: Dual Sector Partnership Project was employed to ensure collaboration between the DSP libraries. This position is proving to be most successful and great interaction is taking place as we look forward to future developments and partnerships between the DSP libraries.

The Library 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 workplace.

The library plays host to students from the Professional Editing and Writing course several times per year as they are required to undertake public speaking as part of their course and the library provides an ideal place for that to take place as the photo indicates.



There are ongoing developments proposed such as Welcome Centres at each of the Campus libraries and further developments are expected in 2013. There is also the proposal to move and refurbish the Library on the Horsham campus, so that will also be further developed in 2013. So much has happened, but also much to action as well.

Victoria University

While a challenging year on many fronts, Victoria University Library achieved a number of milestones during 2012 a few of which included:

The official launch of the Footscray Nicholson Learning Commons, our sixth Learning Commons which provides not only technology enriched library services but also in partnership with other parts of the university: learning assistance, cafe, IT services and careers advice support.

A programme to replace video tapes and CDs with online videos streamed through an external service whereby students and teaching staff are now able to view videos at a place and time of their choosing.

Continuing strong support for research with increased access to databases of electronic journals and books including access to 29,000 Springer e-book titles published during 2012.

And a major project for 2012, the redevelopment of the Library web-site and its move to the University's content management system. The Library web-site is unique in the University because of the way in which it integrates systems that deliver services to students, as well as the multiplicity of services that it delivers.

The full report is available on the new web-site:

<http://www.vu.edu.au/sites/default/files/library/pdfs/8285%20Library%20Annual%20Report-6.pdf>

William Angliss Institute of TAFE

Some highlights included:

EBooks

2012 saw the expansion of the LRC's ebook collection through the EBL library and adobe digital platform.

Laptop benches/powerpoints

There was a shift away from PC based learning to greater facilitation of mobile laptop access via the establishment of 4 powered study carrels.

Study Rooms

2012 saw a huge uptake in popularity of the 4 custom built study rooms for study, especially via booking at the front desk.

Statistics

YEAR	LOANS	TRAFFIC
2011	16455	217713
2012	12850	220648

While the physical lending of material declined in the LRC (impacted by the shift to electronic delivery) traffic for the use of the study space increased during 2012

Mobile support.

The LRC developed wireless support for Apple and Android devices



Part of the Special Collections Research Room

Gusto! at SLV

The LRC was heavily involved in the Gusto exhibition, including promotion of its Special Collections Research Room and the publication of a first ePub with Terico publishers.

Remote Ezproxy access

2012 was the first full year of remote access to the LRC databases offsite via Active Directory authentication.

The biggest challenge in 2012 was the budget cuts and uncertainty which ultimately affected staffing levels, Collection development budget, database subscriptions and more. This directly impacted on resource and service levels going into 2013.

Wodonga Institute of TAFE

In a turbulent year for TAFE libraries in the state we were fortunate enough not lose any staff, although budgets were revised mid-year due to the cut to TAFE sector funding. The book budget was reduced and 20 print journals cancelled. Achievements in 2012 included the following:

- Library pages developed for the new student portal, called Student Central.
- EZProxy installed to allow single sign-on access to Library databases.
- Publication by the Library of a new Referencing guide for TAFE students, using LibGuides.
- Consultation with TAFE teaching staff on establishing a vLearn streaming video subscription list for commencement in 2013.
- Further development of the TAFE LibGuides. Usage doubled in second full year of publication
- Bachelor of Applied Management course commenced (Dual Sector Partnership project with University of Ballarat).
- Entire collection was physically shifted by the library team at the beginning of the year to make way for a new silent study room. Additional group study areas were created and lounge seating introduced.

