VATL
Annual Report
2013

Table of Contents

EXECUTIVE REPORTS

SUBSIDIARY REPORTS

MEMBER LIBRARY REPORTS

Convenor's Report

2013 is my 3rd and final year as President of VATL and I would like to take this opportunity to thank everyone who has contributed to VATL and made my time so rewarding.

2013 was another tough year for the TAFE sector with the full impact of contestability, the removal of the service fee provision and funding rate changes, impacting on library service budgets.

Some of the highlights from my point of view were securing the VEA consortia arrangement amongst 9 TAFE libraries and a review of statistical collection of VATL statistics.

Consortia offers continue to be received from a number of vendors wishing to work with VATL as a negotiating body for Victorian TAFE libraries.

George Eraclides' report on Information Literacy is being formatted for publication electronically on the VATL website.

The ability to sponsor 3 librarians to the TALC library conference in Brisbane in November was very positive

Unfortunately, the planned regional bus trip to TAFE libraries in Victoria "The VATLical Mystery Tour" was cancelled due to lack of numbers.

Paul Kloppenborg, William Angliss Institute of TAFE

VATL Executive Committee 2013

President

Mr. Paul Kloppenborg   William Angliss Institute of TAFE

Secretary	**Treasurer**
Ms. Leanne Meere	Ms. Frances O'Neil
Swinburne University of Technology	Victoria University
TAFE Libraries Australia Representative	**CASS Convenor & Web Editor**
Mr. Paul Kloppenborg	Mr. Colin Sutherland
William Angliss Institute of TAFE	Chisholm Institute
LIT Convenor	**MIG Convenor**
Ms. Christine Ruddy	Ms. Anthea Taylor Gordon Institute of TAFE/
Northern Melbourne Institute of TAFE NMIT	Angelo Gasparini Kangan Institute

Treasurer's Report

Financial summary November 15, 2013

VATL had an opening balance in January 2013 of $7,040 and at the end of November 2013 has a closing balance of $11,290.26.

The largest expenditure for 2013 derived from TALC conference sponsorships: three library staff members from the VATL member community were sponsored to attend the TALC conference in Brisbane at $650 per person, a total of $1,950. Four sponsorships were offered but one person withdrew. A requirement of the sponsorship included a short presentation report at the AGM. The successful staff members were:
Dali Abraham – NMIT
Kirstin Scholz – Kangan
Rachel Neumann – Sunraysia

The other main expenditure during the year 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. Detail of the budget and actual expenditure is included in the annual VATL Executive work-plan at the end of this report.

Other expenditure included website hosting fees and mailing list fee. The State Library of Victoria (SLV) has advised that it will be discontinuing its mailing list hosting from the start of 2014, so VATL will shortly be identifying a new provider for its mailing list.

The main income for the year has been from annual membership fees. The 2012 fees were issued in early 2013 because of late changes to the fee structure. The 2013 fees were issued in the last quarter of the year.

Frances O'Neil
VATL Treasurer 15 November 2013

ANNUAL STATEMENT SUMMARY

ABN: 13 330 824 484
VATL FINANCIAL STATEMENT
Oct-Nov 2013
Bank Statement – 30 Sep 2013 Opening balance: $ 9,394.75
INCOME Oct-Nov:
Credit interest $ 0.39
Membership fees $ 3,350.00
TOTAL INCOME $ 3,350.39
OPENING + INCOME $12,745.14
EXPENDITURE Oct-Nov:
CBA Merchant service fees $ 50.00
Commbiz transaction fees $ 2.10
Workshop catering $ 102.78
Conference sponsorships $ 1,300.00
TOTAL EXPENDITURE $ 1,454.88
CLOSING BALANCE $ 11,290.26

2013 VATL Finances				
2013 PLANNER: VATL EXECUTIVE Month	**Activity**	**Forum**	**Proposed Budget**	**Actual Expenditure**
Jan	VATL quarterly and annual financial summary	VATL	NA	
Feb 26	Executive annual planning	Exec	Catering $60	$58.50
Mar				
Apr	VATL quarterly financial summary	Exec	N/A	
Apr 19	MIG Meeting#1: NMIT Fairfield	Managers		Catering $300
May 17	VATL Exec: William Angliss	Exec	N/A	
May 24	CASS Seminar	Open	Catering $500	$627.80
Jun Ann	VATL web Hosting	Treasurer	$598.80	$598.80
	VATL list (SLV)	Treasurer	$55.00	$55.00
Jun 27	LIT Seminar UBallarat	Open	Catering $500	$570.00
Jul	VATL quarterly financial summary	Exec		N/A
Jul 19	VATL Exec: RMIT Carlton	Exec		N/A
	VATL website hosting	Treasurer		$598.80
Aug 23	MIG meeting #2: Ballarat SMB	Managers		Catering $500
Aug 30	CASS seminar: Kangan Richmond	Open	Catering & Gifts $500	$348.95
Sep Ann.	TALC web hosting	Treasurer	$168.00	$179.40
Sep 20	VATL Exec: Swinburne Hawthorn	Exec	Exec	N/A
Oct	VATL quarterly financial summary	Exec		N/A
2013 Renewals	VATL Membership 2013	Treasuerer	$4950	In progress
Nov 21-22	TALC Conference	Open	VATL travel grants $1,200	$1,950
Dec 2	VATL AGM: Kangan Docklands	Open		Catering
Dec 6	LIT Seminar	Open		Catering & Gifts

SUBSIDIARY GROUP REPORTS

Cataloguing Acquisitions Serials and Systems (CASS)

Committee

Colin Sutherland	Chisholm Institute (Convenor)
Kathleen Dauksza	Northern Melbourne Institute of TAFE (NMIT)
Krystyna Derwinska	RMIT University
Ruth Downs	East Gippsland TAFE
Monica Simpson	Kangan Institute
Deborah van Melis	The Gordon

CASS Workshop I

RDA (Resources Description and Access)
RMIT University Library
Friday 24 May 2013
40 Attendees

Presented by
Catherine Clisby & Melissa Parent
RMIT University Library

What is RDA?
Why the change?
What we need to know
RDA Standards
RDA Resources
Library system requirement
(RDA ready)
What is the RDA Toolkit
Hands-on lab training - Cataloguing records using RDA & using the RDA toolkit
Q&A

CASS Workshop II

New Technologies on a Shoe String: The Tools You Need
Location: Parkville and North Melbourne
Friday 30 August 2013

Integrate Google Docs into your Library Web. Presented by Colin Sutherland (Chisholm Institute)
Apple iCloud & DropBox. Presented by Leanne Meere (Swinburne University)
Instagram and Photo Sharing. Presented by Mary Mavroudis – RMIT
Pearltrees - "A place to collect, organize and share everything you like on the web"
Presented by Amy Saunders RMIT University Library

Video Conferencing Demonstration:
Apple FaceTime – Deborah van Melis (The Gordon)
CISCO Jabber – Colin Sutherland (Chisholm)
Skype – Daniel Radford. Learner Experience Coordinator (Kangan Institute)
Google+ Hangouts, Vimeo & YouTube – Sean Norrey. Multimedia Developer (Kangan Institute)

Colin Sutherland
CASS Convenor

Liaison, Information & Training (LIT)

The LIT committee has met to organise two professional development workshops for TAFE librarians in 2013. The first took place at the University of Ballarat on the 27th of June. Titled 'What's going on in TAFE libraries', this workshop included presentations covering a range of issues, including Joanne Menzies' overview of regional dual sector partnerships; Bec Karge's look at Kangan's new website and the management of online portals, followed by a discussion regarding ebooks and their integration into library collections. The event was well-attended and we all enjoyed a good lunch at Prospects Restaurant on campus.

The next workshop, to be held at NMIT Library, Collingwood campus on the 5th of December, will feature presentations on information literacy; Kris Seidel from VEA will talk about the new TAFE consortia, and there will be discussions around electronic resources and collection management, and online video streaming. This workshop, titled 'TAFE Libraries Collaborate - Initiate - Evolve', is indeed intended to be a collaborative event, and all attendees will be encouraged to participate and join the discussions.

After two years I will be standing down as LIT convenor. I'd like to thank the LIT committee members - Marian Chivers, Giao Kruschina, Samantha Helfrich and Bec Karge - for their invaluable help and support, and the VATL executive for providing a rewarding and engaging experience.

Christine Ruddy NMIT
LIT Convenor

Management Interest Group (MIG)

The MIG group met on three occasions during 2013 with two being general meetings held in Melbourne and a third in Ballarat hosting a guest speaker, Samantha Helfrich from Holmesglen TAFE. Samantha provided an informative presentation on librarian-teacher liaison.

During the year, Anthea Taylor from the Gordon Institute left the organisation and the role as Convenor of MIG. Anthea was replaced by Angelo Gasparini from Kangan Institute.

In November 2013, the MIG group ran two workshops in Melbourne to gain input from TAFE library staff in the development of VATL's Strategic Plan 2014-2016. Around 30 staff across the state attended and their contribution was invaluable.

TAFE Library Advisory Committee

Paul Kloppenborg attended three teleconferences and one face-to-face meeting with TALC and Sue McKerracher from ALIA.

A number of initiatives are being implemented.

- LibAnalytics for statistical reporting is being introduced.
- Representative from TAFE sector has nominated to ALIA Board.
- Working party formed by ALIA for TAFE library standards / guidelines being developed.
- Redesign of TAFE libraries website on ALIA website

MEMBER LIBRARY REPORTS

Advance TAFE

2013 was a less tumultuous year than 2012 but no less challenging. The realities of our staffing levels were beginning to bite with campus libraries unstaffed on certain days and dissatisfaction levels amongst some staff and students rising.

However there were lots of positives;

- Shaun McDonagh was appointed as the new CEO and a completely new management team was also appointed after several resignations and retirements.
- We were able to continue building the collection after receiving a reasonable resource budget.
- Libguides was completed by the end of 2013 and ready for release in the new academic year, covering a range of 26 subject areas.
- We purchased 50 streaming licences from VEA and these have proved very popular with staff and students.
- The Bairnsdale campus Library received a great boost with the purchase of new bay ends for all the shelving.
- We had a great take up of information literacy classes across the disciplines, leading to an increased use in our databases.
- Our LMS Spydus was upgraded in December to a later version.
- The number of students using their personal devices to connect to the TAFE's Wifi has risen dramatically, providing Library staff with lots of challenges in tackling the range of devices and software.
- Despite unstaffed campus libraries, staff have strived to provide a high quality service and the Library continues to be heavily used as a study and recreation space, which is hugely gratifying.

Bendigo Regional Institute of TAFE

In April 2013 Bendigo TAFE welcomed an International Study Tour of Chinese Medical delegates from Lanzhou Province China studying for two months.

The Library began a trial of opening at 8:00 am to accommodate the Chinese delegation, and due to the success and usage, continued throughout the year, and in 2014 have made 8:00 am opening permanent.

Library Week 2013 saw the Library pillars transformed into a forest of trees and library staff dressing as fairy tale characters. The annual library week fund-raiser morning tea for all staff was the usual success and well attended.

In June unfortunately more staff redundancies saw the loss of Mike Todd the Charleston Road Librarian, and the cessation of a daily library service to the Charleston Road Campus, which had been reduced to a 2 x 1 hour visits per week to the campus after the closure of the library in 2012.

The number of Library Tours and orientation sessions increased in 2013, with teaching staff booking their new students in for an information session, which was often followed up by an in depth database session.

In December 2013 further staff redundancies were felt across the whole Institute, with the Library told they would be required to lose 3 EFT, which would have left the Library with 2.7 EFT. Fortunately our managers were able to retain 3.5 EFT, with a loss of 2.2 EFT made up of 5 staff members. This has been a big loss to the library, not only in people but also in skills. On a bright note, the 3.5 existing staff are positive and bright and ready to tackle 2014 with whatever challenges come our way.
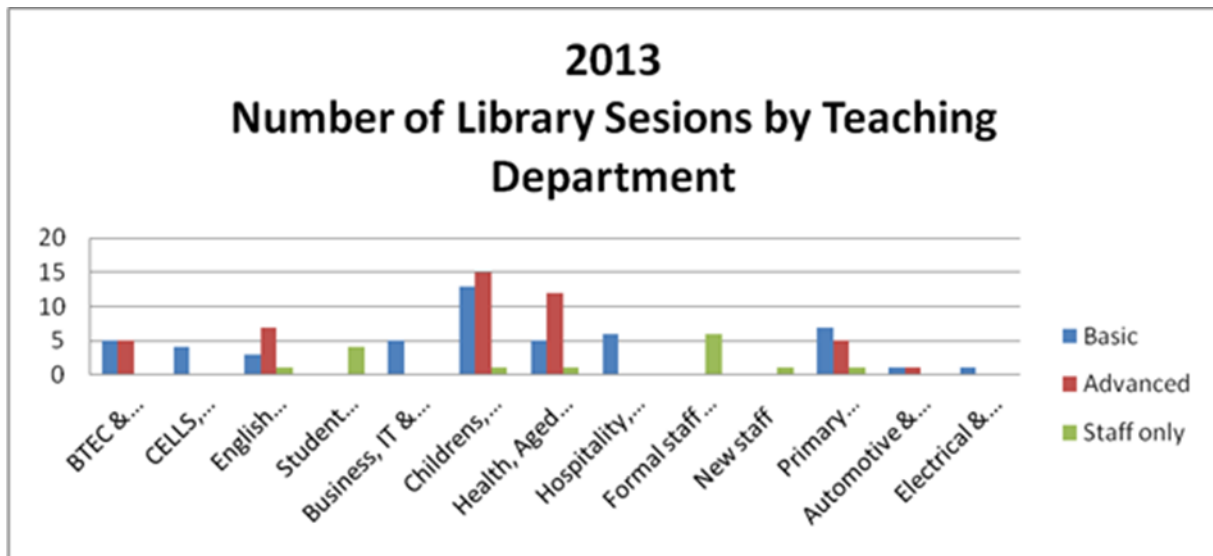
Box Hill Institute of TAFE

2013 saw the Box Hill Institute Library fully implement changes that had been proposed the previous year:

- From a staffing complement of 15.9 EFT at the start of 2012, we began 2013 with a budgeted staff of 9.9 EFT

- Acquisitions and end-processing were outsourced: material is selected by our liaison librarians and arrives shelf-ready.

- Almost all of the Library's remaining Customer Services positions became IT support roles with no lending services component.

In July, our Nelson Campus Library was permanently closed on very short notice. Library services to our Nelson Campus are now offered via our Elgar Campus Library.

In August, a new ongoing Executive Manager Library was appointed, following the stepping down of the previous manager at the end of 2012.

Also, throughout 2013, the Library worked to develop a presence at our CBD campus, with one part-time librarian position being based at the CAE, and a small hardcopy library collection being established there.

Central Gippsland Institute of TAFE (GippsTAFE)

2013 marked the second year that public TAFEs have operated under the new funding model implemented by the Victorian State Government in May 2012.

Although GippsTAFE continued to abandon some of the lower-funded courses and has suffered staff losses from many areas, the library continued to function with base-level funding and staffing and so far, has only lost staff to attrition rather than redundancy. A full-time staff member resigned during the year and a library officer with a .8 time fraction was seconded to the Records Officer position, leaving two EFT staff to service five campuses. Campus visits were drastically reduced, resulting in having to rethink processes that library staff traditionally carried out on site, such as laptop and equipment loans, and basic library loans processes; these were taken on by already-stretched campus reception staff on days that library staff were not in attendance.

With the departure of one full-time staff member, Higher Education student induction and information skills sessions have been assigned to the Library Coordinator, placing increasing pressure on all remaining staff to become more multi-skilled in their roles. Demand for information skills and referencing sessions has remained strong throughout the year.

In one highlight, the Library was able to host a placement student from Curtin University for two weeks in July. This was a rewarding experience for everyone, as all staff took turns to mentor the student, who worked extremely well, producing some excellent promotional pamphlets and a research resource LibGuide.

In some other developments, the Dual Sector Partnership (DSP) with Federation University (formerly University of Ballarat) continued to strengthen with Higher Education courses at Traralgon campus moving into their second year and more courses added; and the new student management system adopted by the Institute has become better integrated and the LMS works with it well, although there continue to be issues with the enrolment process not running as smoothly as it was hoped.

Chisholm Institute of TAFE

Chisholm's Library and Student Advisory Services were merged to form the Learning & Support Services Business Area with a focus on student wellbeing and learning enhancement. The Library was divided into two distinct teams.

The Customer Service Customer Service and Operations -
Learning & Support Services Team with a focus on the frontline service of the Libraries, the day to day running of the Library and providing assistance with and answering enquiries relating to the students' learning requirements.

The Resources & Academic – Research & Academic Team with a focus on training and advising both staff and students about the resources available to them through the Library and how best to access and use these services.

The library assisted various Teaching Business Areas with projects throughout the year. The Bachelor of Community Mental Health, Alcohol and Other Drugs produced a series of mosaics as part of their course. Teaching and Learning & Support Services staff collaborated on the theme and budget which resulted in the students producing mosaic faces to be hung in the Berwick Campus Library. This will be an ongoing arrangement with other students' works to be incorporated into other campus Libraries. There was also collaboration with students from other Teaching Areas assisting and providing spaces for students mounting displays for such causes as Mental Health Week, Domestic Violence Week and Gambling Awareness Week.

Refurbishment works commenced at the Berwick Library with the Library being completely stripped to allow for new carpet, paint, furniture and more PCs. A Technology Enabled Learning Centre (TELC) room will be a part of this and other Libraries to allow teachers to train students both on campus and off campus using a new digital learning platform. Library staff had training in the operation of the hardware to enable them to provide first tier assistance to teachers and students using this technology. Dandenong Campus had a facelift with fresh paint and new furniture to be delivered in 2014. These refurbishments address student comments gathered during Library and Information Week.

2014 will be a consolidation of the new teams, collaboration with other Business Areas and a strong focus on enhancing the student learning experience at Chisholm Institute.

Federation University (previously University of Ballarat)

The major event that took place for the University of Ballarat in 2013 was the news that the Gippsland campus of Monash was to merge with the University of Ballarat to become Federation University Australia with campuses at Ballarat (Mt Helen and School of Mines) Wimmera (Horsham) and Gippsland as well supporting an increasing number of online students.

Images of the Gippsland campus library

The University of Ballarat /Federation University Library, continued to go through many changes in 2013 as the University grappled with the impact of yet further 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 more of the TAFE courses rolled over into the Higher Education Schools, which meant that the majority of TAFE enrolled students moved to the Mt Helen Campus in 2013. The other major impact was the reduced opening hours at our two TAFE campus libraries with Horsham being reduced back to four days of opening and the School of Mines being reduced to five days of opening each week, but no evenings or weekend opening.

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 the 30+ videos developed to provide 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, 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 Applied Degrees in conjunction with other TAFEs around Australia in NSW, WA and QLD that require the library's ongoing support. The Dual Sector Project has continued to roll out more Applied Degrees and Applied Masters across six TAFEs within Victoria in 2013.   An Information Librarian: Dual Sector Partnership Project has done a wonderful job ensuring 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 work place. This will be the last of these awards as the course will not be taking anymore new students in the Diploma of Library and Information Services.

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.

2013 was a difficult year, as we began the year with only one ongoing librarian across 2 campuses. This was due to a number of factors, but ultimately was the result of funding cuts in 2012. While only 1 EFT was lost as a result of redundancy, those that left the Institute were not replaced, resulting in a reduction of 1x Technology & Resources Team Leader, 2.5x EFT Librarians and 1x admin assistant – equivalent of 4.5x staff. Two more librarians went on maternity leave at the end of 2012. Casual librarians were used until contract appointments were made for maternity leave backfills in May. As a result of reduced staffing, roles and processes were reorganised to accommodate available staffing.

The Institute Librarian Anthea Taylor left The Gordon in mid-May, and Janine Robertson, team leader of the City Campus accepted a caretaker role as Acting Library Manager, as well as continuing as team leader for both City and East Campuses and the Technology & Resources Team Leader. The Library Manager/ Knowledge Manager position was advertised, but no appointment was made, and Janine continued as Acting Library Manager until the position was re-advertised later in the year as Library Manager/Copyright Officer. An appointment was made just before Christmas, with the new Library Manager, Howard Philpott starting in January 2014.

Mid-year, the Institute adopted a Student Hub approach to providing student services, and the Library was included in that approach. Therefore the operating hours changed to align with other student service areas, but with Campus Libraries closing at 12 noon due to insufficient staff hours to remain open after this time.

A review of VHS video material was undertaken, and all VHS removed from the collections. DVD replacements were purchased for essential material, and format shifting undertaken where necessary. The Library homepage was transferred to a Libguides platform, and redesigned to facilitate better access to information – particularly electronic resources.

Demand for library induction, research and referencing sessions remained strong, particularly for those courses supporting pathways to Deakin University.

Collaboration with the Teaching Excellence & Design (TED) team provided opportunity for library service promotional initiatives to teaching staff, and the Library also utilised this relationship to promote copyright.

Goulburn Ovens Institute of TAFE

Library services at Goulburn Ovens Institute of TAFE (GOTAFE) in 2013 proved a challenge from an environmental aspect.

In February an unusually heavy downpour at the Shepparton campus caused a partial ceiling collapse over a bank of computers. It took a few days to dry out the computers and carpet. Ultimately no major damage done other than the replacement of a few tables.

In March we were alerted to the issue that the William Orr campus library building was under attack from white ants. This instigated a review of services and the request by staff at the campus to retain the collection.

Through the process of a couple of moves of the collection leading ultimately back to a mended library building there was a general reduction in the collection making the collection appear much more accessible.

Mid September GOTAFE began implementing the new Student Management System (SMS) and library staff participated in the testing/implementation of sanctions for students with outstanding materials on loan.

Loans remain fairly static over the last two years but after a heavy reduction of materials across the collections it will be interesting to see if this impacts on loans in 2014. Utilising the Enterprise functionality of SirsiDynix has seen a large increase in utilisation of the online library materials.

Holmesglen Institute of TAFE

2013 saw the impact of Government budget cuts to TAFE, hit home for the Learning Commons.

The Institute was forced to close the Chadstone Building 5 branch of the Learning Commons to reduce overall costs. This small branch housed a quite specialised collection relating to building, interior design and decoration and disability & aged care. The collection was largely transferred to the main Chadstone Learning Commons over the summer break, although some resources were also relocated within collections at other branches as appropriate. Holmesglen now has only four branches of the Learning Commons across the Institute, with one branch per campus.

The move to a cloud environment for our Library Management System threw up many challenges during the year, but hopefully it will be plainer sailing for 2014.   The changeover to a new Student Management System for the Institute will also present challenges for the year ahead.

Things were not all gloomy however, as we were also allocated funds to convert to RFID, very late in the year. As a result, the actual conversion and preparation of the Learning Commons to change over to RFID will commence in the New Year and become a major project for 2014.

Kangan Batman Institute of TAFE

In 2013, Kangan Institute's Library & Learning Centre consolidated our operation after substantial change the previous year. The key achievements and outcomes for the Library & Learning Centre in 2013 were:

- Implemented a wide range of collection development and merchandising improvements and changes
- Introduced improved processes relating to opening and closing libraries, overdue and fines, technical services and rostering
- Implemented a telephone strategy which led to four branch phone numbers being consolidated into one number and improvements to call traffic management and handling
- Introduced customer care strategies to better collect, tract and respond to customer feedback and compliants.
- Developed and launched the Library & Learning Centre Intranet
- Kangan's Student Engagement System came under the responsibility of the Library & Learning Centre in late 2013
- Kangan Bookshop achieve record sales figures and its profitability target in 2013.

Northern Melbourne Institute of TAFE

The library continued to be well supported by the Institute in 2013 and maintained its staffing complement and resources budget.

Library staff focused on Student Engagement as a priority and this manifested in a variety of ways. A successful Rover program ran at the start of each semester to assist new students transition to Tertiary studies. New initiatives include: a Chat service; a "Re-charge your mobile device" service; e-book loan limits were increased; PC & Mac booking times were extended; Saturday opening hours were introduced; a designated space was set up as a library for AMEP students at the Broadmeadows campus. We were involved in Student Services activities with pop-up libraries at every opportunity. We ran a Fines Amnesty as part of Health Week and gave away apples too.

At the end of 2013 the Greensborough campus was closed and the library resources were re-distributed to support curriculum elsewhere including 2,500 items for the new Campus library to open at Prahran in 2014.

The library developed a suite of modern graphics to invigorate the library branding for use on LibGuides, FaceBook, and other promotions.

The library website was reviewed and revitalised to incorporate enhanced features in line with NMIT's new style interface. Adaptability for mobile devices such as Smart phones and iPad was an immediate success.

Other key changes included: Navigation under five simple headings - Borrow, Find, Help, Services and About; Classic Catalogue now called 'On the shelf'; New Quicklinks access to e-journals with keyword searching, Databases A-Z (browsable by title) and to frequently performed tasks such as Renew your loans, Opening hours, Chat and Reference your work; implementation of Dynamic word cloud linking to the most tagged LibGuides.

The bi-ennial InSync survey was conducted online and in hard copy and attracted more than 1500 responses. In 2013 NMIT Library recorded an overall performance score of 78.7% which was an improvement of 1.4% since the previous survey in 2011. Pleasingly, results indicate that nine factors of importance to NMIT clients are in the Top Ten Performance list.

The Library's Research & Scholarly Information Unit developed an Academic Integrity Module in partnership with the HE Curriculum consultant. They created an online learning module in Moodle that HE students can self-pace through to support their understanding of AI. The module will be launched in 2014 and can be embedded into any other subject or act as a stand-alone module.

RMIT University

IMPROVING INFRASTRUCTURE & DEVELOPING PEOPLE

Developing People

2013 featured major system changes at RMIT's Australian campuses which necessitated intensive training across the Library. The Library Resources & Access group arranged intensive in-house training in RDA and Alma as well as IT topics. Library Information Services staff also had major systems training and participated in two Reference and two Liaison half-day workshops. Work in Library Resources was high-lighted to staff at a two-hour morning Showcase on 17 July. A Library Information Services showcase took place on 12 November.

Alma went live on 12 May

Alma is the next-generation library management system which now supports all the Library's collection functions - for all formats of materials. After a six month implementation project involving the Library, University IT and Ex Libris (the supplying company), Alma went live on 12 May 2013. RMIT was the 2nd university library in Australia and in the first 10 in the world to move to this new generation system. Now over 330 libraries are using Alma.

LibrarySearch enhancements

A number of enhancements to LibrarySearch [Primo] were put in place during the 2013 year; including terminology changes, reinstating browse search functionality, and adding a Find Databases feature and additional collection facets. There were over 4.17 million searches in LibrarySearch for the period 1 January to 11 December 2013.

IMPROVING THE STUDENT EXPERIENCE

You can now find Library staff in the Study & Learning Centre!

Library staff provide information searching skills support for students in collaboration with the Study and Learning Centre staff. Librarians were available 8 hours per week in both the English Ready Centre and the drop-in learning centre during 2013.

Service model

Besides working with other University groups to deliver integrated services, RMIT has been streamlining the service model at Library service points.

Liaison Librarians were freed up from reference desk shifts in 2013 so they could focus on external engagement. Library Reference staff assume responsibility for basic subject enquiries in this model and refer students when 'expert' subject assistance is required. Several service innovations were introduced in 2013 to support this.

Our approach to internal referrals (where students are referred on to subject liaison librarians for expert assistance) was improved by the development of an online referral form which was successfully trialled in 2013.

Reference staff also began working with Liaison staff on identifying basic subject competencies required for answering FAQs in key subject areas at Library sites. The *subject competencies project* will ultimately upskill reference staff as they work with liaison staff to develop training modules and assessment to deliver identified subject competencies.

SUPPORTING LEARNING & TEACHING

Grant partnerships

The Library was invited to partner in two significant grant applications in 2013. Our contributions centred on improving student information literacy skills.

- an LTIF (Learning and Teaching Investment Fund) grant involving the School of Management and Wendy Frerichs, the liaison librarian for Management.

- an OLT (national higher education) grant involving School of Electrical and Computer Engineering and Wendy Hazsler, the liaison librarian for Aerospace, Mechanical and Manufacturing Engineering.

Global Learning: by Design

The inclusion of the Library in the University 'Global Learning: by Design' strategy, and particularly in the proposed Curriculum Design Teams, represents a significant opportunity for the Library to partner with academics in program development and online learning.

Learning Repository

Over 4480 records and over 6500 object were added to the Learning Repository in 2013, resulting in an increase in the collection size of 22%. (23% if counting objects not records)

SUPPORTING RESEARCH

Increased engagement

More Liaison Librarians were embedded in their Schools, leading to new opportunities for engaging with teaching and research and to support academics and teachers

Research Repository statistics

- The number of abstract views reached 1 million in October 2013 (and is still rising)
- The number of downloads reached 1 million in November 2013 (and is still rising)
- Between Jan and Oct 2013, 367 full-text items were added to the repository (including theses)

South West Institute of TAFE

2013 was again a year of change and adaption. We settled into our new space in "D" building and although it is a much smaller and compact area we are still delivering a quality library service. Being located on the main campus thoroughfare and closer to the café and student lounge our profile has increased significantly. The library/bookshop now plays a central role in the Institutes busy enrolment process.

Two longstanding staff members in Michael Schack and Cheryl Pride left the Library this year. We are forever grateful of the many years of dedicated service they have given our students. With them goes an incalculable amount of knowledge and skills. Experience cannot be replaced, thank you for your efforts.

Late in November Bryan Amarant returned to the Library after two years working on the SMS implementation project.

One of the highlights for the year was our copyright team successfully navigated the CAL Monitoring period with spectacular results, well done Gaylene, Marg and Jane.

Cheryl Pride

Mick Schack

Sunraysia Institute of TAFE

2013 was a very busy year for the LRC. Our loans statistics decreased slightly from the previous year but in-house usage of library resources rose quite sharply, with a corresponding increase in demand for collaborative spaces and powerpoints. The SMS implementation project also contributed to the busyness within the Library, with our largest classroom and our video-conference room taken over by the project team, necessitating temporary relocation of those services within the Library.

Various LRC staff attended a number of professional development activities including:-

- RDA cataloguing workshop
- Dual Sector Partnership Library Forum (Ballarat)
- TALC (Brisbane — with funding from VATL)
- SMS training — student sanctions and fees

As the funding environment was still impacting resources budgets, we decided to host a week-long Scholastic Book Fair during May which was well received by students and staff. We earned several hundred dollars' worth of resources based on sales, which was a welcome addition to our juvenile fiction collection.

During Dececember we ran an LRC customer survey with a Microsoft Tablet as a prize and had an excellent response rate and really positive feedback from respondents.

Other happenings during 2013 included increased workloads in the Printroom, successful participation in the CAL survey and several projects to increase efficiencies in the Bookshop through analysis of stock control methods and automated interfaces between the Bookshop system and Institute financial management system.

Swinburne University of Technology

Following the announcement in 2012 that two of our campuses (Lilydale and Prahran) would be closed in 2013 much of the past year has been spent in transition, for the staff and the collections. It was also a chance to consolidate some of the projects of 2012. Some of the major achievements of 2013 were:

- Relocation of the Lilydale campus library collection mid-year to 3 other campus libraries and an external storage site
- Start of the relocation of the Prahran campus library collection in December
- Proud to be the first library in Australia and the Asia-Pacific region to go live with the Alma library management solution from Ex Libris
- Undertook a project with Facilities and Services Department to supply extra study spaces for students and the development of an app to facilitate access to these spaces for students on the Hawthorn campus
- Development of a new team based liaison structure strengthening collaboration and sharing across VET and Higher Education sectors
- In response to user demand for online resources our online book collection reached half a million titles
- Swinburne Online Journal service launched a new online open access journal for the Faculty of Business and Enterprise. The service provides hosting software and assists journal editors with the management of all stages in the issue creation process, from author submission through to publication. The Library provides technical support and advice, while editors look after the peer-review and editorial stages.
- Wantirna campus library, with the Department of Child and Family Studies hosted National Simultaneous Storytime on 22 May inviting children from the Wantirna Child Care Centre to visit the library and participate in this special event.
- After 13 years as the Information Resources Director, Derek Whitehead took up the position of Information Technology Services Director. Teula Morgan was appointed the new Director early in 2013 and has brought a new range of experience to the position.

The Hawthorn campus library now houses the majority of the Swinburne University Library physical collection and 90% of the department staff, however Croydon and Wantirna libraries continue to be an important resource for students and staff with all staff across the network providing outstanding services for our clients both on campus and those accessing our services online.

Established Library Service Schedule

The Library has expertise that it has developed over many years in the support of the University's educators and researchers and their endeavours including:

- Access to information resources
- Accreditation of Library collections, factilities and services
- Copyright services
- Digital publishing
- Disability facilities and technical resources
- Information assistance
- Learning spaces and Learning Commons services
- Open access Institutional Repository
- Research document request services
- Research and enquiry skills education and training
- Researchers and research students support & training
- Student computing and printing services
- University Art Collection

Positive Client Satisfaction Survey result in a time of significant change

- Overall performance satisfaction score of 80.7%
- In the top 50% of University Libraries surveyed over the past two years.
- Increase from 2011 of 0.7% and an increase since 2009 of 1.8%.

Refurbishment of library spaces at Footscray Park and St Albans

- In 2013 the Library created 40 additional individual study spaces for students.
- By removing out dated books from the collections.
- This was in response to clients requesting extra quiet study spaces.

Victoria University Law and Justice journal

- In 2013 the Library worked with academic staff in the College of Law and Justice to publish their Law Journal.
- On an open access platform called OJS
- The journal will be formally launched to the public in early 2014

Engagement and collaboration with newly formed Colleges

- The Library established the Scholarly Information Services (SIS) in 2013
- To work closely with the Colleges on teaching, learning and research
- SIS, via the College Librarians, has already achieved a strong reputation for focused service to the Colleges.
- Roadshows to all of the Colleges' senior staff

In 2013, the LRC (Library) committed to two consortia arrangements. Firstly, a cloud based shared system environment with Holmesglen; and secondly, VEA video streaming.

There was an expansion of the LRC collection into e-books with the EBL patron driven book ordering model and the Knovel Foodscience suite of titles. In April, the LRC started to implement a discovery search function (like a Google search) across all its physical and electronically subscribed content.

In special collections, there were a number of highlights. Firstly, the upload of LRC bibliographic records to an upload of records to Trove (Libraries Australia database); secondly, the digitization of the Zimmerman book. This collection, started by Chef Zimmerman's grandfather, consists of a book of more than 1300 menus and epicurean articles from all over England and Europe; thirdly, the long awaited launch of the Oral History Project occurred on 5th December. The William Angliss Oral History Project started in 2010 with the goal of recording the memories of former students and staff about their time studying and working at the Institute. The preserved oral history recordings showcase the depth and breadth of the Institute's rich heritage, and will benefit future historical and social research.

Support for our Sydney campus was ramped up in 2013, with training in databases, moodle and copyright, along with establishing a small virtual LRC service, physical space and online catalogue.

On a sadder note, budget cuts at the end of 2013 severely affected staffing levels in the LRC, with the loss of our long standing and respected Information Services librarian, as well as the closure of the Bookshop.

Wodonga Institute of TAFE

Over 100 streaming videos from the vLearn collection were made available to students and staff for the first time in 2013. With over 4000 views these videos have enhanced online and blended delivery, particularly in the health sciences.

Fashion and creative industries students were provided access to the WGSN database, the leading online trend forecasting and analysis database used within industry.

Library staff have been working on improving delivery of the library's online services, including preparing and evaluating a Patron Driven Acquisition collection for e-books to be introduced in 2014.

New video tutorials for Referencing using Microsoft Word 2010 were created by Library staff and made available on the Referencing LibGuide.

A new copyright database was created to help the institute manage its use of third party intellectual property.

An updated Business Activity agreement was signed by La Trobe University and Wodonga TAFE to guide the joint library service.