Victorian Association of TAFE Libraries

VATL

VATL
Annual Report
2014

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Convenor's Report

The 2014 year was business as usual for VATL with a number of key initiatives and continuing focus on staff training and development being at the forefront.

The VATL Executive developed and started working on a 2014-2016 Strategic Directions which set goals and strategies for VATL to implement in the coming years. The key pillars of the plan are advocacy, professional development, collaboration and communication. Other important activities undertaken by the VATL Executive in 2014 were a consolidation of the annual statistical return from Victorian TAFE libraries, a process for handling consortium requests from vendors and the publishing of the VATL 2013 Annual Report.

VATL continued to focus on staff training and development in 2014 with the CASS and LIT Groups running regular events for Victorian TAFE Library Staff. This is an important function of VATL as building the capability of TAFE library staff and giving them the opportunity to collaborate and network is critical. One of the highlights of VATL's professional development focus was CASS running one of its events through web conferencing which was successful and well received by participants, primarily those working outside the Melbourne metropolitan area.

Angelo Gasparin, Convenor, Bendigo Kangan Institute

VATL Executive Committee 2013

Angelo Gasparini
Manager, Learning Resource Services, <u>Kangan Institute</u>

Secretary	**Treasurer**
Ms. Leanne Meere	Ms. Rachel Neumann
Swinburne University of Technology	Sunraysia Institute of TAFE
TAFE Libraries Australia Representative	**CASS Convenor & Web Editor**
Vocational Libraries Advisory Committee	Mr. Colin Sutherland
	Chisholm Institute
Mr. Paul Kloppenborg	
William Angliss Institute of TAFE	
LIT Convenor	**MIG Convenor**
Ms. Samantha Helfric	_____
Holmesglen Institute	

Treasurer's Report

ANNUAL STATEMENT SUMMARY 2014

Income		Expenditure	
Bank interest summary	$3.90	Bank fees/charges	$268.87
Memberships	$5,000.00	Workshop/meeting expenses	$1,255.64
		Subscriptions & fees	$272.50
		Transaction reversal	$300.00
	$5,003.90		$2,097.01

2014 VATL Finances

Opening balance: 01/01/2014	$10,865.11		
	$ AMT		$ AMT
JAN. Income		**JAN. Expenditure**	
Credit interest	$0.27	CBA Merchant fee	$11.15
		CommBiz Fees	$0.83
FEB. Income		**FEB. Expenditure**	
Credit interest	$0.29	CBA Merchant Fee	$11.00
MAR. Income		**MAR. Expenditure**	
Credit interest	$0.26	CBA Merchant Fee	$11.00
APR. Income		**APR. Expenditure**	
Credit interest	$0.29	CBA Merchant Fee	$11.00
Membership fees	$250.00		
MAY Income		**MAY Expenditure**	
Credit interest	$0.28	CBA Merchant Fee	$11.15
Membership fees	$3,850.00	Catering & gifts (CASS) Advance TAFE	$119.84
JUN. Income		**JUN Expenditure**	
Credit interest	$0.31	CBA Merchant Fee	$88.59
Membership fees	$300.00		
JUL. Income		**JUL. Expenditure**	
Credit interest	$0.44	CBA Merchant Fee	$11.00
Membership fee	$300.00	Catering (CASS) Holmesglen	$575.00
		Catering - Exec Kangan Richmond	$87.10
		Domain renewal (VATL) Uberglobal	$30.00
AUG. Income		**AUG. Expenditure**	
Credit interest	$0.45	CBA Merchant Fee	$11.15
		Domain renewal (TALC) Uberglobal	$30.00
		Annual statement extension Con Affairs	$33.10
SEP. Income		**SEP. Expenditure**	
Credit interest	$0.45	CBA Merchant fee	$11.00
		control panel renewal Uberglobal	$179.40
OCT. Income		**OCT. Expenditure**	
Credit interest	$0.43	CBA Merchant Fee/direct debit	$39.00
Membership fee	$300.00	Transaction reversal	$300.00
		CommBiz - transaction fee	$5.50
		Workshop reimbursement-CASS	$53.00
NOV. Income		**NOV. Expenditure**	
Credit interest	$0.43	CBA merchant fee	$41.00
		CommBiz - transaction fee	$5.50
		Catering - LIT Kangan	$420.70
DEC. Income		**DEC. Expenditure**	
Credit interest	$0.00	CBA Merchant Fee	
Total income to 21/11/14	$5,003.90	**Total expenditure to 21/11/14**	$2,097.01
Closing balance: 21/11/14			$13,772.00

SUBSIDIARY GROUP REPORTS

Cataloguing Acquisitions Serials and Systems (CASS)

CASS 2014 Annual Report

Committee

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

CASS Workshop I

How Do You manage Digital Resources
NMIT – Melbourne Polytechnic – Prahran Campus
Friday 9 May 2014   35 Attendees

> **Managing e-Resouces at RMIT University Library**
> Presented by Domenic Ianello
> **Google Analytics & Managing a Library Blog**
> Presented by Elena Barger (William Angliss)
> **Networking Session & Tour of the NMIT Polytechnic Library**
> Standards Australia
> Presentation by Lynda O'Meara (SAI Global)
> **Discovery Layers & Federated Searching – case studies**
> Presented by Susan Bodernam (NMIT)
> Presented by Stephen Harrison (Holmesglen)
> **The Great Debate, Discovery Layers – Yes or No**
> Panel: Colin Sutherland, Stephen Harrison & Susan Bodernam

CASS Workshop II

"Getting Connected" CISCO Webex online workshop
Tuesday 18 November 2014

Hosted by Chisholm Institute - Colin Sutherland— (CASS Convenor)
> 9.45   Login and "Get Connected"
> 10.00 Welcome – Angelo Gasparini   (VATL President)   5min
> 10.05 GOTAFE - Anne Ritter   10min
> 10.15.SuniTAFE – Carol Inglis   10min
> 10.25 Federation Training – Ruth Downes   10min
> 10.35 Webex future session topics—Colin Sutherland   20min

15 out of 17 TAFE libraries were online and represented on the day, a great success.

Colin Sutherland,   CASS Convenor

Management Interest Group (MIG)

No report received.

Liaison, Information & Training (LIT)

The main focus of the LIT Group in 2014 was the planning, development and delivery of two professional development workshops for the VATL LIT group participants.

Both days were a success in allowing a forum for TAFE libraries to share ideas and to further cement networks across institutes.

The first LIT Workshop held at Holmesglen Institute, Chadstone campus, in late June focused on Creating Online Content.

Peggy Hsu from Federation University gave an informative overview of how to create an online video from the initial plan, to scripting, look and feel and production. Camtasia was the product of choice and I know we at Kangan Institute have gone ahead and purchased licences to this software to make short how to videos to support information literacy delivery in 2015.

Copyright is always high on the radar these days and Sharon Stewart, the Copyright Librarian from William Angliss, was good enough to share her expertise in the field and gave advice to the group about how to approach Copyright at our institutes.

The workshop ended with a brainstorm of program ideas for the LIT second event in 2014 with liaison, relationship building and marketing being the topics of choice.

So, the LIT Committee responded.

The Workshop was held in late October at Kangan Institute, Richmond campus and we spent the day debating, philosophising and sharing what it means to Build Professional Relationships and how can we better go about what we do.

The day started with practising this very topic informally at registration and tea and coffee. It was great to observe the librarians from a mix of institutes talking, sharing and laughing about their library lives and the rest.

Then the real work began. The session opened up with a series of questions about approaches to liaison activities at the different institutes, which people discussed in small groups and then shared with the larger group.

Kirstin Scholz, from Kangan Institute, followed up by sharing her liaison story touching on negotiating and collaborating with stakeholders and faculty to enhance library services. The main take away was know your stuff, no one size fits all, make the most of informal meetings, know your limits, and, most importantly, be patient and be ready.

The last discussion was around marketing, the process of knowing your market, choosing the right products for your market and then promoting.

The day ended as it should, over some tasty food and with passionate conversations about what we do and why we do it and gave the sense of more great things to come from our LIT group in 2015.

Vocational Libraries Advisory Committee
(previously TAFE Library Advisory Committee)

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

This face to face meeting with ALIA was at the National Library in August.   Paul presented on consortia and co-operation between Victorian TAFE libraries.

A number of initiatives and discussions occurred at the national TAFE library level via the committee. These included —

1.   Name change from TAFE Libraries Advisory Committee to Vocational Libraries Advisory Committee.

2.   Beatrix Aroche from TAFENSW was nominated for the ALIA Board as TAFE library representative.

3.   Redesign of TAFE libraries website on ALIA website for greater profile, access and usability.

4.   Working party formed by ALIA for TAFE library standards / guidelines.   An initial draft was received in November and will be distributed on a state by state basis for feedback prior to acceptance by the Committee.

5.   LibAnalytics for statistical reporting.   A large number of TAFE Libraries around Australia are now using LibAnalytics for reporting, activities, and budgeting and workflow decisions within their own Institute libraries. The national LibAnalytics data collection has not however been formally rolled out which has resulted in gaps in data collection. This is a project for 2015.

6.   The ALIA conference in September 2014 was great for the profile for TAFE and VET library with 5 papers delivered and well received.

MEMBER LIBRARY REPORTS

Advance TAFE see Federation Training

In May, the State government directive was given to merge the two Gippsland TAFE Institutes, Central Gippsland Institute of TAFE (GippsTAFE) and Advance TAFE to form the new entity, Federation Training.

Bendigo Kangan

The 2014 year for the Library & Learning Centre at Kangan Institute focused primarily on the development of our e-Library, Bookshop and integrating literacy and numeracy testing (Student Engagement System) into our business unit.

The key highlights, achievements and challenges included —

- Developed a 3 year strategic plan for the Library & Learning Centre;
- Moving to a new version of Springshare to improve the look and feel and functionality of our e-Library
- Developed an e-Strategy and Information Literacy Strategy for the Library Service;
- Launched two new collections — Numeracy & Literacy and Study Help;
- Updated existing and launched new subject guides;
- Identified and selected a new booking system for equipment, computers and meetings room;
- Integrated bookshop processes relating to second hand book sales and special orders into Library operations at Broadmeadows;
- Embedded the Student Engagement System into Library operations.

Box Hill Institute of TAFE

2014 was a year of consolidation for the Box Hill Institute Library. Budget pressures resulted in a reduced resources budget but staffing levels were relatively stable.

Points of interest:—

- Our CBD campus Library moved between buildings into a larger space, and is now open longer hours;
- The CBD campus Library now supports an increased number of Higher Education courses being taught at the campus;
- The Institute bookshop began reporting to the Library Manager mid-year, though the decision was made to close the Institute bookshops at the end of the academic year.

The Institute as a whole went through a restructure in 2014, with about a dozen Teaching Centres being consolidated into four Schools. This resulted in a number of staffing changes which made life challenging for our liaison librarians.

Central Gippsland Institute of TAFE (GippsTAFE) see Federation Training

In May, the State government directive was given to merge the two Gippsland TAFE Institutes, GippsTAFE and Advance TAFE to form the new entity, Federation Training.

Chisholm Institute of TAFE

Chisholm's Library and Student Advisory Services said goodbye to Blanca Pizzani in June. Blanca was head hunted by the University of New England (Armidale, NSW). Janet Kotsiakos and Colin Sutherland co-managed the library until Anne Callahan was welcomed as the new Learning & Support Services Manager in October. Anne was previously Manager Information Services at NMIT.

The new and refurbished Berwick Library opened this year with new carpet, paint, furniture and more PCs. A PLETO (people learning together) room was part of the and other libraries to allow teachers to train and deliver presentations to students and staff both on campus and off campus using a new digital, video conferencing learning platform. Library staff have been trained in the operation of the hardware to enable them to provide first tier assistance to teachers and students using this technology.
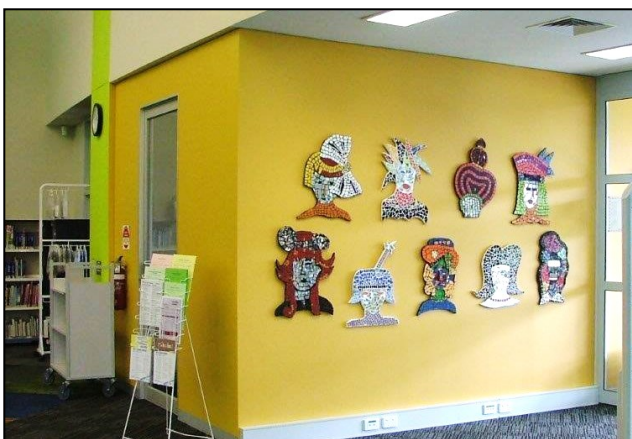
Mosaics at Berwick provided by Bachelor of Community Mental Health, Alcohol and Other Drugs students.

The Research & Academic Support staff and commercial vendors provided lunch time PLETO live video conferencing demonstrations across all campuses of some of the databases and other electronic resources available to Chisholm staff and students.

ProQuest FLOW, a collaborative referencing tool, was rolled out and promoted across Chisholm for use by staff and students. ProQuest Summon, a discovery layer search engine, was added to the library portal.

Research & Academic Support and some Learner Support Services staff commenced work on adding specific subject content to the new Enterprise Library portal including: Academic Rooms and 'How do I?' guides, ready for the platform launch in 2015.

ProQuest FLOW, a collaborative referencing tool, was rolled out and promoted across Chisholm for use by staff and students. ProQuest Summon, a discovery layer search engine, was added to the library portal.

Federation Training

One of the most momentous changes in the Institute's history took place in 2014. In May, the State government directive was given to merge the two Gippsland TAFE Institutes, Central Gippsland Institute of TAFE (GippsTAFE) and Advance TAFE to form the new entity, Federation Training.

Work began immediately to merge and integrate departments, processes and resources across the Institute with the two library services looking at how their areas could make the most of opportunities created by the new arrangement and how they could best merge their operations while maintaining a service at each of the existing campus locations.

Library staff from both Institutes worked together to combine duplicated database subscriptions and other memberships and to share unique ones. Vendors were contacted and it was found that it was not always a straightforward process to combine the subscriptions, so initially the two library services continued in parallel while details were worked out. The new Federation Training website was soon developed creating a greater need for a combined library presence, however this was not immediately possible. Subscriptions were gradually merged and by the end of the year, all databases were appearing as single entities on the website.

The remaining challenge was the different library management systems, with Advance using Spydus and GippsTAFE on SirsiDynix Symphony. By year's end, there was still no progress on how this should be managed – whether to migrate one system's holdings to the other, and in that case, which system would be kept, or whether to keep both systems operating concurrently, with the problems created by running two completely separate systems. Management have resolved that we should merge our systems and we hope to have a unified system in the next few months, which will mean that we can finally streamline our workflows, library guides, policies and procedures.

The situation was further complicated by the resignation of three long-standing staff from the GippsTAFE library team during the latter half of the year, leaving one part-time staff member to deliver the service for the western and central campuses. The eastern campuses continued to run with 1.7 EFT staff. This meant it was not possible to staff most of the library campus branches except for brief visits on certain days; students and staff relied on self-check facilities for borrowing and other support was provided by arrange-ment. Information and induction sessions were also greatly cut and support for Higher Education courses at Traralgon and Sale was continued, although in a limited capacity. To cover shortfalls in general library services, Bookshop staff at the Yallourn campus and reception and other administration staff at other campuses have taken on some of the library duties at times.

Amid these significant changes and challenges, Federation Training has continued to provide a viable library service to students and staff.

Federation University

Federation University Library was exceedingly busy in 2014 with the merger between the existing University of Ballarat and the Churchill Campus of Monash coming to fruition on the 2nd January 2014.

The merger saw the mapping of many library services taking place in all areas of library function from the Collections and Access team to the Client Services teams which included the Lending Services and Research support areas with decisions being made about what would be the best service we could offer as the new Federation University Library. These were exciting yet sometimes tiring times as we forged our way to provide the best possible service that we could manage.

Monash Library staff and the former University of Ballarat Library staff at the official handover of the Churchill Campus library in Gippsland.

Library Review:

A highlight of 2014 was a major review of library services which took place during the later part of the year. The review involved many staff members who were divided into relevant groups to provide their own insights into the work areas and the end result was over 300 recommendations that are to be implemented. This whole process is still in play with organisation structural recommendations still being worked through at the senior level of the library. Again this is an exciting process and one that has been driven from the staff upwards which should see staff buy in as the recommendations are rolled out within library team plans.

Creedy Collection:

This collection of works on economic history and theory was donated to the Federation University Library by Professor John Creedy, Truby Williams Professor of Economics at the University of Melbourne. Collected over four decades, this collection has been described by one of Australia's leading bookmen as "one of the best, formed single collections in a wide subject area that I have seen". Note that much of the collection contains rare and valuable works which are restricted for use under supervision only, and access is usually strictly limited to use within the Geoffrey Blainey Research Centre.
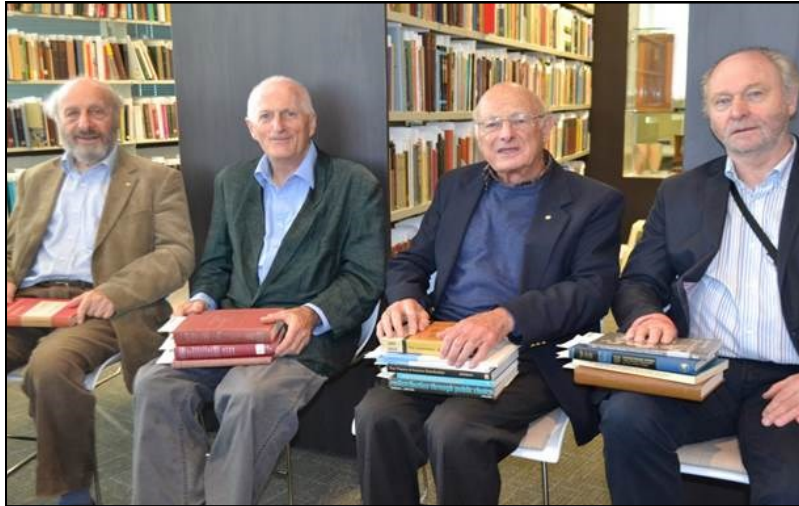
Special guests in attendance of the Creedy Collection Celebration held on Monday 14th April, 2014 included—

Prof. John King (Fellow in the Australian Academy of the Social Sciences)
Prof. Max Corden (former Oxford University, now Melbourne)
Prof. Geoff Harcourt (former Cambridge University)
Prof. Michael Howard (University of Waterloo, Canada)

The library has the ongoing responsibility to support students from all levels of study from the trades/ apprenticeships to PhD students, which presents its own challenges for all the Library teams who provide support and training to ensure that our students, regardless of location have equity of service. Some students 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. Our student cohort is gradually altering and we are starting to see more mature aged/direct entry students studying with FedUni than in the past.

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 it 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 2014.   The Information Librarian: Dual Sector Partnership Project continues to do a wonderful job ensuring collaboration between the DSP libraries.

A key focus of 2014 was to build our relationships with staff, with our aim to be seen as a partner in supporting teaching and learning across the Institute as well as continue to develop our customer service and support to our students.

We further developed our Subject Guides in 2014, and Springshare deemed our Subject Guides as worthy of mention in their customer newsletter which was exciting recognition for our staff. The work on our Subject Guides has also supported us in building stronger relationships with teaching staff, as we use these as a way to work collaboratively and continuously with our teachers. We also collaborated with our Online team to find a way to link to the Subject Guides easily from our Online Learning Platform.

We spent a lot of time reviewing our library space at our City campus, and have created a 'Relaxation' area to encourage use of the Library as more than just somewhere to study. We did manage to procure some new slat wall to improve this part of our library, and moved all of our Children's, Fiction, Rapid Reads and DVD collections to this area.

Door count statistics increased dramatically in 2014, and we attribute that to the changing face of the TAFE library, e.g. more computer use, a meeting place, and the fact that we ran more library classes as well. We also trialled some digital literacy classes during lunchtimes (in Word and PowerPoint) which were well received and we've been asked to expand on them in 2015.
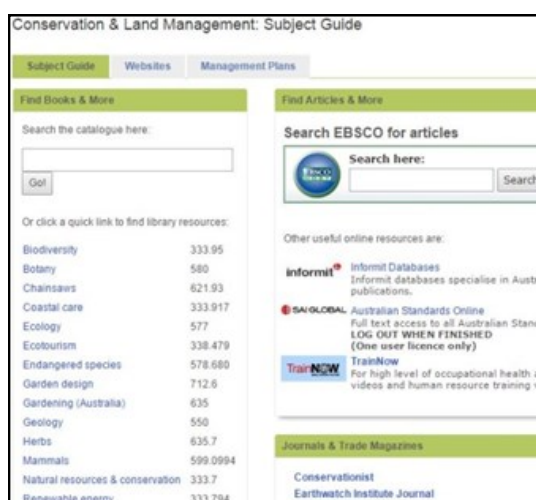
Our drive to be seen as relevant to not only students, but to all staff at the Gordon led us to create a Library Strategic Plan. This plan ties in with the broader Gordon Strategies, and clearly shows how we are supporting the Institute overall. We also took the opportunity to improve our branding, and updated our logo with a new tagline – Connect | Discover | Learn.

And finally, staffing levels were up and down during the year, but we ended the year with some of our vacancies filled, and are looking positively to some further developments with staffing in 2015.

Goulburn Ovens Institute of TAFE (GOTAFE)

Library services at Goulburn Ovens Institute of TAFE (GOTAFE) in 2014 bought a number of changes in reporting relationships, leading ultimately to working within the CFO / Board Secretary – Corporate Services Section.

The GOTAFE Library continued its positive operational relationship with La Trobe University (Shepparton campus), Federation Universtity (Shepparton campus) and High Country Library Corporation (Wangaratta Campus).

Throughout 2014 library staff created more open spaces within the library by conducting a very large reduction of old resources, which led to the removal of a number of shelving units. Staff also continued to train staff and students in utilising APA as the only referencing style across all of GOTAFE.

To assist in copyright compliance within the digital environment the library developed Moodle training for GOTAFE Moodle developers to complete, and began training in alignment with the ELearning team in 2014.

The GOTAFE Library Manager would like to take the opportunity to express sincere thanks to the library and bookshop team for their hard work and flexibility over 2014 and their excellent customer service to all of our client groups.

A special thank you must also go to our partner library staff and also to our volunteer librarian who provides access to the Seymour campus library collection.

Holmesglen Institute of TAFE

2014 saw the installation of RFID at all branches of the Learning Commons. The conversion took some time, but went relatively smoothly overall.   The adoption of this technology will provide better security of our resources, as the previous system was quite old and becoming quite unstable.

The use of RFID will also enable regular stocktake of our physical resources without the need to close for a day per branch, as had to be done in the past.   The inclusion of self-loan stations at each branch has also provided a greater range of reliable self-serve options for staff and students of the Institute. This is much to the delight of the ever increasing number of clients who are excited by new technology and would rather stand in a line at the machine, if necessary, than come to the desk for loans or renewals.

Holmesglen also took advantage of the VEA TAFE Consortium deal and increased our collection of streamed video titles. This enabled teaching staff to clip and embed portions of videos into their Moodle pages.

Melbourne Polytechnic (prev. Northern Melbourne Institute of TAFE)

2014 was a year of budget restraint at NMIT with the library resources allocation for hardcopy items taking a significant reduction; the electronic allocation was largely left untouched.

While the Institute reviewed its structure the library staff were not targeted for redundancies, however any resignations were not filled and some re-aligning of tasks and responsibilities was necessary.

As a result of the re-structure the library service was moved from Information Services (where we were paired with Enrolment and Enquiry desk staff) to a newly formed Learning Support Services (now paired with Student Services).

On a positive note—

- Prahran library service created and designed with the vision of library as workspace, providing students with options whether socializing, studying or working collaboratively;

- 43% increase in attendance at library information literacy sessions from 2013. Library information literacy classes were rewritten, mapped to the RSDF (Resources Skills Development Framework) and marketed under the banner 'Library Engagement Series 2014';

- Initiated and collaborated with staff in the Teaching and Learning Department to deliver PD on Digital Literacy to Institute teaching staff;

- Review of the Library's inter-library loan service, as identified from the 2013 Insync benchmarking survey, resulted in a move to an online computer based system;

- A more modern and seamless delivery of resource access, with increased reliability and security, was enabled via a system upgrade to the Library Management System in the 'cloud';

- Two library staff were each awarded a Teaching and Learning $1000 scholarship to study a subject unit in the B. of Enterprise Learning;

- An NMIT library staff member was one of three people interviewed and filmed for the Copyright training DVD produced by the Copyright Liaison Officers consortium along with Victorian TAFE Association (VTA) *Good Practices Using Copyright;*

- Copyright Monitoring for 2014; over the six week monitoring period a total number of 11,345 pages were audited, which only led to 29 follow up enquiries.

In October 2014 NMIT underwent a name change to Melbourne Polytechnic.

New Academic Street (NAS)

"The New Academic Street will transform the student experience on the city campus."

http://www1.rmit.edu.au/capitalworks/nas

Proposed new entrance to RMIT Building 8, on Swanston Street.

2014 was a year of planning and preparation for the NAS. For three months, the University Librarian undertook the role of the Academic Portfolio's NAS coordinator to focus on initial development work, and continued to lead this project on his return to the Library.

Collection analysis in preparation for the NAS, focussed on developing metrics and benchmarking against other academic libraries.

P to E: from print to electronic

An additional $5.6 million of capital monies was made available in 2014 to develop the Library's electronic resource collection and specifically e-books. Significant resources acquired include —

- Birkhauser Architecture 2013-2014,
- Chinese medicine books from Ovid,
- ScienceDirect, SIAM and SPIE e-book collections
- Springer eBook archive

A proportion of the money was spent replacing print books with electronic copies.

This improves our support for programs offered in many different locations around the world, and will help with access issues on the Melbourne city campus that will occur because of the New Academic Street (NAS) works. During the NAS building work, substantial sections of the floorspace of the Swanston Library will be closed and 80% of the print books and almost all the print journal collection will be moved off-site. While these items will be available upon request, browsing will not be possible and there may be a delay of up to 24 hours for retrieval. Of the material to be moved off-site, 15,000 book titles available electronically were identified and acquired.

New videos

Library staff continue to look for opportunities for embedding research skills into the curricula, and have placed particular emphasis on enhancing online learning through the development of video-based instruction. In 2014, the following new video-clips were produced by Library staff:

New videos cont'd.
What's a Scholarly Source?
What's a Library Subject Guide?
e-Books in Academic Libraries
Planning and Researching your Assignment

Videos produced in previous years continued to gather hits on YouTube - 'What's a Library Database' at 28,000 views.

https://www.youtube.com/playlist?list=PL58B2ECFB395955F9

The Library at the L&T Expo
The Library mounted two displays at the EdTech@RMIT session of the Learning & Teaching Expo 2014. The Library displays were about the VitalSource Bookshelf e-textbook platform, which is being promoted for use at RMIT in 2015, and a display around the Library's videostreaming resources. There was a steady stream of interested Expo attendees talking to Library staff about the different resources.

Online instruction and iSearch
The Library made a significant shift into the provision of online instruction in 2014. Library staff worked independently and on a number of projects to create online learning resources for students that can be delivered in multiple ways - in class, through the Library website, and through Blackboard or Google Sites. One of these projects was the revamp of the iSearch research skills tutorial. Originally launched in 2011, iSearch was given a new and streamlined look, structure and navigation, and was enhanced by multiple online videos, learning activities and quizzes that will help RMIT students to develop their research skills.

Cross-institution mentoring program
The Library participated in a mentoring program with seven other Victoria university libraries, the State Library and CAVAL. Nine staff from RMIT participated - four mentees and five mentors were paired with library staff from other institutions.

Peer partnership program
The Library participated in the University's Peer partnership program with three librarians and three teachers from the Study and Learning Centre partnering to provide feedback on teaching practice. It is planned that this will be broadened next year to also include areas such as service delivery, online learning and lesson planning.

South West Institute of TAFE

2014 was another year of change and adaption for the Library.

We became part of the new portfolio "Student Experience and Innovation" under Exec Manager Jenny Madden. Within this new structure Bryan Amarant was given the new title of Manager Student Services. Student Services includes: Library, Youth Wellbeing, Disability support, Bookshop, reprographics, ASO program, and the KLO program. Developments of the proposed Student Hub have not eventuated with efforts focussing in on service delivery rather than a physical location.

Throughout this period the library maintained its client centred approach to service delivery and has steadily built on its reputation to the student body. Kerry Vickers was awarded with an Employee of the Month award in July for excellence delivering online info lit classes.

In 2014 we also played a major role in the Institute's ANMAC Assessment with the assessors reporting that they were "very impressed" with our online nursing resources and would bench mark their own organisations collections against ours.

It was also very pleasing to have Michael Schack and Cheryl Pride returned to the fold in casual capacities.

All in all another busy and fulfilling year.

Sunraysia Institute of TAFE (SuniTAFE)

Despite the upheavals in the TAFE sector, the Learning Resources team retained staffing and service levels during 2014. In the middle of the year, the Student Support Services team was moved into the Manager Learning Resources' portfolio. This has been a positive change with increased collaboration between the different support service areas, and a greater understanding of each others' roles within the Institute.

Although circulation statistics decreased slightly compared to the previous year, use of electronic resources increased and in-house usage of physical resources also rose. The number of students accessing the learning spaces within the Library remained almost exactly the same as the previous year.

Our acquisitions budget remained steady, but we have been receiving more requests from teaching staff to stock class sets of required resources, as students are finding it increasingly difficult to meet the financial demands of rising tuition fees in addition to purchasing their booklist requirements.

Demand for delivery of library skills rose sharply compared to 2013, and we also saw an increase in the number of Foundation level students participating in our Reading Challenges each term – competitive spirit was strong and the excitement at the end of term certificate presentation was very rewarding to observe.

Swinburne University of Technology

Swinburne's transformation continued with the implementation of the new organisational structure for HED from a five to three faculty model, the streamlined support functions through the Integrated Service Model and consolidation of Vocational Education (VE as previously known as TAFE).

Comprehensive review of the vocational and pathway education at Swinburne was undertaken in the second part of the year with the wide ranging consultation across the University. The new organisational name, and to be used from 2015, was chosen as Pathway and Vocational Education (PAVE) at Swinburne.

The main thrust of the review was based on the proposal for change, reorganisation and re-alignment of teaching and learning areas, such as, with associate Degrees, Unilink and VE diploma programs. Furthermore, PAVE e-learning is to be integrated with the existing HED Learning Transformations area for online delivery of courses, already running online courses through SOL and OUA. The management structure became reduced and flatter but with more teaching Team Leader positions. Five teaching departments were established: Foundation and Pathways, Design Media and ICT, Trades and Engineering Technologies, Business and Finance and Health Science Education and Social Services. The new structure with the new leadership positions was to be in place by the beginning of 2015. Senior executive positions are to be externally advertised.
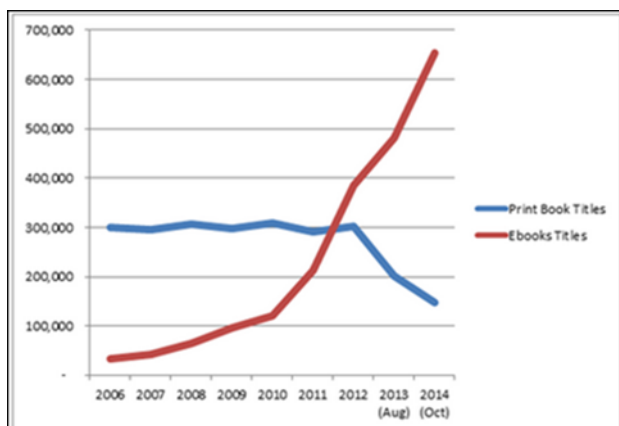
The library services were delivered from three campus libraries: Hawthorn, Wantirna and Croydon.

Library visitors: a significant drop in the number of library visitors at Wantirna and Croydon campuses due to decreased student numbers in TAFE.

Library collections: less used items about 30,000 items were relocated to offsite storage facility at CARM – CAVAL (in 2013), relocation

of art and design books from Prahran to Hawthorn and Wantirna. Hospitality books from the ex-Lilydale campus library collection, 1,330 items were donated to William Angliss Institute Library.

Library collections policy - the preference is given to the acquisition of online, electronic resources rather than physical ones.

Swinburne collections: print book titles 147,315 and eBook titles 654,344 (81%); print journal titles 2,637 and eJournal titles 98,785 (97%).

Law library collection – a new collection has been established for the new Law undergraduate and postgraduate courses from the Faculty of Business and Law for the commencement in 2015.

Client population (headcount): total 57,082: HED 68% and TAFE 32%
Survey data on the use of campus libraries:

Library visitors: total 1,264,292 (2014) - Hawthorn 93% (1,179,921), Wantirna 4% (46,870) and Croydon 3% (37,501). In comparison with 2013: total number of visitors -10% (Hawthorn +4%, Wantirna -18% and Croydon -17%.

Library loans – of the total number of loans 331,538 TAFE students borrowed about 10%.

Infoset surveys (Oct. 2014)**:**
"Please tell us who you are?" all campuses: HED 71%, TAFE 12% and other 17%.
'Which is your main campus?" 88% of students were at their principal campus and 12% were visitors from another campus. Mobility between campuses: Hawthorn students only 1% visited other campus libraries, while Croydon students 67% visited other campus libraries and Wantirna students 55% visited other campus libraries.

Library Survey May 2014 (Insyncsurveys) 1,335 responses - by campus: Hawthorn (59.7%), Wantirna (11.1%), Croydon (7.4%); by mode of study: 33.8% responses were from online students SOL (22.3%) and OUA (11.5%); by enrolment status: HED undergraduate students 57.9%, HED postgraduate 13.6%, TAFE (students/staff) 15.6%, International students 14.6 %.

The Library recorded an overall performance score of 78.3% (+0.2% when compared with 2011) and overall satisfaction score of 78.5% (-0.06%). Top performing factors were: Library staff, wireless access, opening hours, off campus access to Library resources and services, self service facilities and access to online journals and databases. Areas identified for improvements were: access to computers when needed, finding study spaces for group work and finding quiet study spaces for individual work.

New Swinburne Study Spaces mobile apps have been developed for both iOS and Android devices by the library and ITS to track the space usage and availability at Hawthorn campus.

Swinburne Commons a new software solution has been implemented, which allows for a variety of service improvements including Primo harvesting, Open Access collections which draw together digital media and teaching content produced by Swinburne staff and students, TV and Radio collection (1,400 TV and radio programs requested by staff and made available under Swinburne's Screenrights licence).

RFID (Radio Frequency Identification) project commenced in later 2014 and to be implemented in 2015. It will increase efficiency through the application of the latest self-service technology. All library collection items are to be tagged. The vendor is Bibliotheca.

Campus activities: Library Week in May and Multicultural events at both Wantirna and Croydon campuses, Wantirna library book sale of donated books and proceeds were donated to Knox Infolink and the Aussie Veterans Opportunity Shop in Boronia.

University of Ballarat now Federation University

University of Ballarat and the Churchill Campus of Monash merged on the 2nd January 2014 to become Federation University.

Victoria University

2014 was a year of significant change for Victoria University. However in the face of all these difficulties, the Library has achieved many of the goals it set out in its Strategic Plan. I would like to thank all Library staff for their hard work over the last year and their contribution to these achievements. The following are my highlights for 2014 and I believe they indicate how good strategies, hard work, quality project management and collaborative efforts with other parts of the University can lead to significant advances for students and staff. Of course these and other great achievements from 2014 are also covered in other parts of this annual report.

Firstly I would like to mention three collaborations with other parts of the University. I think it is the way of the future that although we operate in different organisational units, by cooperating we can achieve even greater results than if we work alone. The following three collaborations have been successful and deep and demonstrated the significant trust that other parts of the University have in the Library. The Library collaborated with academic staff and students to publish two open access journals which are now freely accessible via the internet worldwide: The Journal of Business Systems, Governance and Ethics (JBSGE) from the College of Law & Justice and the Offset journal a creative arts journal from the College of Arts. The Library also collaborated with Research Services and the Enterprise Value Management (EVM) team to successfully install the Symplectic Elements software which houses data on VU researchers and research students.

Organisational change is never easy and in 2014 the Library implemented two change plans resulting in a reduction in staffing of 12.3 FTE (Full Time Equivalent) and savings of over $1,000,000 in salaries. Library staff through thoughtful and sensible discussion resolved ongoing work flow and other issues so the Library services would continue efficiently and effectively. As part of the Semester Two change plan, Records and Archives Services (RAS) staff transferred to the Library. RAS is made up of six staff members who are responsible for University records including the University Archives and student records.

Staff in Scholarly Information Services in 2014 achieved some notable firsts. College Librarians and the Research Librarian established a service that offers training and advice for researchers and research students including completion of research data management plans and ARC/NHMRC data requirements. College Librarians compiled lists of quality journal titles for each discipline in collaboration with the Directors of Research and Research Training in each College with the outcome that researchers are publishing in the more prestigious journals. Finally College Librarians in 2014 gained access to all spaces in the new Learning Management System (VU Collaborate). College Librarians were enrolled in all courses within VU Collaborate so all students can get easy access to library resources and support.

VU Library has long had online help via email. In September a new and improved email query service was implemented. In time for Semester One 2015, a client chat service (LibChat) was also implemented. LibChat is an exciting development and it is hoped students will take up this service in large numbers.

As part of the Library's program to reach out to the community, the University's small art collection managed by the Library now has an advisory committee that represents key stakeholders from the community and the University. Also the Library digitised a collection of value to the broader worldwide community of students, teaching staff, researchers, and persons with an interest in the history, culture and society of Timor-Leste in conjunction with a community group.

http://www.vu.edu.au/sites/default/files/library/pdfs/VU-Library-Annual-Report-2014.pdf

Ralph Kiel, University Librarian

William Angliss Institute of TAFE

In 2014, the Learning Resource Centre expanded its services for staff and students in many ways. We had new software packages and new operating software installed. These included Deep Freeze on all of the LRC PCs; a Discovery layer to enable quicker searching results across all of our resources; Endnote as a site licence for Higher Education students and the Tourism Research Australia database also, for our Higher Education students.

Wireless connectivity was simplified for students as well as new electronic resources added to our collections. E-books now form over 10% of our lending, with this trend growing, while the VEA video streaming service continues to be popular, especially with the hospitality titles that staff use in the classroom.

In 2014, there were new training opportunities for staff, both internally and within the William Angliss Community. Firstly, a new online interactive copyright course was installed on the Staff Intranet and now forms as part of the induction process for new staff members. Secondly, Library staff were trained in how to use the SMS, so that they have more knowledge regarding student's access to technology.

Staff development opportunities included Vicky Qin, our Special Collections Coordinator being seconded to the University of Melbourne, where she got some hands on experience in preserving and digitising material.

Paul Kloppenborg, Anna Lee, our Collection Development Officer and Sharon Stewart, our Copyright Librarian visited The Alfred Medical Library for an insight into how the information profession orients itself within a hospital environment. There were discussions on how more and more of the collection is being digitised and how the library space is changing from a strictly scholarly space and into more of a community space. Paul Kloppenborg and Sharon Stewart also visited The Supreme Court Library and viewed a very different library service where the information professionals would like to move into digitisation.

Some of the highlights of 2014 also included—

- Vicky Qin, our Special Collections Coordinator, received and negotiated for many new valuable items to be added to our collection;

- Shannon Hayes, our new casual came on board and infused staff and students alike with his cheerful and gregarious personality;

- Paul Kloppenborg was appointed to the ALIA Vocational Library Advisory Committee;

- Sharon Stewart had a copyright article published in the October edition of ALIA's Incite;

- Giao Kruschina, our Reference Librarian, continued training staff and students with Endnote as well as on our LibGuides;

- Elena Barger, our Digital Services Librarian, worked on our new improved web site, with the Discovery layer;

- Jan Coghill, our Serials Coordinator, reassessed and reorganised the journal collection and the journals within our archives;

- Marg Dennerley, the LRC Team Leader, worked on our new Website ready for a 2015 launch as well as with the roll out of Endnote;

- Maria Martin, our Library Tutorial Support Officer, expanded the ordering of stationery, to include sales to students via their student card;

- Peachy Limpin, our Technical Services Coordinator, entered significant items from our special collection into Trove;

- Debra Addison, our Higher Education Liaison Librarian, kept up with the changing needs of the ever expanding higher education sector;

Higher Education expanded and with it, the importance of the LRC. The new head of Higher Education, Paul Whitelaw, has been very supportive of the library and the Higher Education Department and the LRC have started to work together on many new projects, regarding software, training and resource access.

The Special Collections area was very busy in 2014, with donations from Swinburne University Library and a rare acquisition for special collections, The Antipodean Cookery Book and Kitchen Companion by Mrs Lance Rawson, 2nd ed. 1897.

An afternoon tea was held in the LRC's Special Collection Room on Friday 19th September 2014 to formally thank the Stamford family for the donation of an antique book case and 16 boxes of rare cookery books.

Wodonga Institute of TAFE

The Library homepage and subject guides delivered via the LibGuides platform have seen a 49% increase In usage on the previous year. A major project was undertaken to prepare for the upgrade to LibGuides V2

eBooks were made available for the first time this year, which has been eagerly taken up by many students and staff, and additional streaming videos were added to our vLearn and Kanopy collections which are being utilised in blended and online delivery. A Language, Literacy and Numeracy guide was developed to a assist teachers upgrading their skills in this important focus area, and a series of short online training videos on Referencing using Word were made available.

Information services were extended with an 'Ask a Librarian' service available within the LIRNspace in conjunction with the TUTORspace initiative to provide additional help to students within the flexible learning space. This was in addition to the information services provided within the library building.

The Library conducted research with teachers of Diploma level courses aimed at creating a plan to improve the training and support offered to students in information literacy skills.

The Library undertook a review of its policies which saw the loan periods for both students and staff being extended in 2014.

The Library has been active in the Dual Sector Partnership (DSP) Library network with Federation University and other regional TAFES within Victoria, including co-presenting a paper at the ALIA National Conference and providing support for students studying FedUni higher education courses through Wodonga TAFE.

The Library continues to provide support and advice to teachers on copyright compliance, and successfully completed the required six week monitoring period this year.

Unfortunately a number of long-time colleagues from La Trobe University left the library during the recent restructure and the LTU staff EFT was reduced. Library hours were also reduced during 2014.