



VATL Annual Report 2015

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EXECUTIVE REPORTS

President's Report

Zita Youens

It has been quite a busy year for everyone this year and there are a few significant outcomes for VATL members, which are worthy of highlighting.

Following on from last year's successful launch of the online statistics format, the working party have continued to be active in further reviewing and refining the process of collecting meaningful and consistent statistics for VATL members and I would like to again thank them for their energy and dedication to the task. If any sites have not completed their 2008 statistics, could you please ensure these are done as soon as possible, so an early start can be made on 2009 figures.

This year also saw six Institutes undertaking the Insync TAFE-oriented survey, five of these for the first time. The TAFEs who took part were Sunraysia, Goulburn Ovens, NMIT, Chisholm, Box Hill & Holmesglen. The results of this survey have given each of us a good benchmarking opportunity in addition to the direct feedback on our individual institutes' performance.

The other significant event for this year was the recent Canberra workshop. This very successful event was made possible by the hard work of the organising committee of Amy, Colin, Heather and Paul and by the generous financial support of the TAFE Development Centre. This workshop was unique for a couple of important reasons. The first was that it was a combined workshop by all three groups of Cataloguing, Acquisitions, Serials & Systems; Liaison Information & Training & Management Interest Group and the second was the professional development opportunity for so many members, with representation from all member Institutions.

Thanks to all executive members for their support and enthusiasm during the year. Thanks also to all members of VATL for their involvement and support. The Interest Group Convenors and Vocational Libraries Advisory CommTAFE Libraries Australia representative will report separately on their activities.

VATL Executive Members 2015

President:	Zita Youens Manager, Learning Commons Holmesglen Institute
Secretary:	Leanne Meere Liaison Librarian Swinburne University of Technology
Treasurer:	Sharon Stewart Copyright Librarian William Angliss Institute
VLAC VATL Rep	Mr Paul Kloppenborg Manager, Learning & Information Services William Angliss Institute
CASS Convenor:	Mr Colin Sutherland Team Leader Resources & Academic Support Chisholm Institute
LIT Convenor	Bec Karge Team Leader, Knowledge Services Bendigo Kangan Institute

Treasurer's Report

Sharon Stewart

VATL had an opening balance in January 2015 of \$13, 736.41 and by the 16th of December, 2016 the closing balance was \$3, 082.64.

The main expenditure during the year supported VATL's aims by giving TAFE Library Staff the opportunity to investigate how other library systems provide library services within an educational and political system that is structurally different to our own. This was via a trip to Tasmania that was largely funded by VATL. Airline fares, organised by Hello World Parkdale and the hiring of a bus, via T/A Love Tasmania Tours came out of our accounts in the third quarter of the year.

Other expenditure included local professional development via CASS and LIT Workshops and website hosting fees for our VATL and TALC domains, as well as our VATL mailing list fees. These last items were provided by UberGlobal.

The main income for the year has been from annual membership fees. The 2015 fees were issued in the second quarter to ensure adequate cash flow during the year. There was a \$500.00 drop in membership fees due to the amalgamation of Bendigo and Kangan TAFEs. There was also some acquired income, via booking fees for the Tasmania Professional Development; however the overall cost of flights was easily subsumed into the overall cost.

Details of the budget and actual expenditure is included in the VATL Annual Summary at the end of this report.

2015 VATL Finances

Opening balance 01/01/2015	\$13, 736.41		
	\$AMT		\$AMT
<u>Jan. Income</u>		<u>Jan. Expenditure</u>	
Credit Interest	\$0.41	CBA Merchant Fee	\$11.00
		CommBiz Fees	\$5.50
<u>Feb. Income</u>		<u>Feb. Expenditure</u>	
Credit Interest	\$0.41	CBA Merchant Fee	\$11.00
		CommBiz Fees	\$5.50
<u>Mar. Income</u>		<u>Mar. Expenditure</u>	
Credit Interest	\$0.37	CBA Merchant Fee	\$11.00
		CommBiz Fees	\$38.50
<u>Apr. Income</u>		<u>Apr. Expenditure</u>	
Credit Interest	\$0.41	CBA Merchant Fee	\$11.00
		CommBiz Fee	\$11.00
<u>May Income</u>		<u>May Expenditure</u>	
Credit Interest	\$0. 40	CBA Merchant Fee	\$11.00
Membership Fees	\$3, 200.00	CommBiz Fee	\$11.00
		Catering CASS Kangan	\$502.05
<u>Jun. Income</u>		<u>Jun. Expenditure</u>	
Credit Interest	\$0. 41	CBA Merchant Fee	\$58.59
Membership Fees	\$1,300.00	CommBiz Fee	\$11.00
		Gift CASS Kangan	\$34.75
<u>Jul. Income</u>		<u>Jul. Expenditure</u>	
Credit Interest	\$0.50	CBA Merchant Fee	\$31.56
		CommBiz Fee	\$11.00
<u>Aug. Income</u>		<u>Aug. Expenditure</u>	
Credit Interest	\$0.57	CBA Merchant Fee	\$11.00
Member's Booking for Tasmania Trip	\$1, 190.00	CommBiz Fee	\$5.50
		UberGlobal Web Hosting	\$598.00
		T/A Love Tasmania Tours Deposit	\$69.63
		Catering LIT William Angliss	\$900.00
		Hello World Parkdale Deposit Airline Tickets	\$3, 255.00

<u>Sep. Income</u>		<u>Sep. Expenditure</u>	
Credit Interest	\$0.42	CBA Merchant Fee	\$34.45
Member's Booking for Tasmania Trip	\$140.00	CommBiz Fee	\$17.38
		UberBusiness Web Hosting	\$179.40
		Hello World Parkdale Airline Tickets	\$9,118.00
<u>Oct. Income</u>		<u>Oct. Expenditure</u>	
Credit Interest	\$0.04	CBA Merchant Fee	\$39.00
Member's Booking for Tasmania Trip	\$70.00	CommBiz Fee	\$16.28
<u>Nov. Income</u>		<u>Nov. Expenditure</u>	
Credit Interest	\$0.04	CBA Merchant Fee	\$11.15
		CommBiz Fee	\$5.50
		T/A Love Tasmania Tours Bus Fee	\$626.63
		Catering Tasmania Tour	\$361.20
		Sponsorship of country TAFE member for Tasmania trip	\$250.00
		Winery booking for Tasmania Tour	\$135.00
<u>Dec. Income</u>		<u>Dec. Expenditure</u>	
Credit Interest	\$0.03	Gifts LIT Box Hill	\$100.00
		CBA Merchant Fee	\$11.00
		T/action fee	\$5.50
		CommBiz Fee	\$31.50
Total Income to 16/12/2015	\$5904.01	Total Expenditure to 16/12/2015	\$16,556.57
Closing Balance: 17/12/2015			

ANNUAL STATEMENT SUMMARY 2015

Income		Expenditure	
Bank interest summary	\$4.01	Bank fees/charges	\$426.91
Memberships	\$4,500.00	Workshops/meeting expenses	\$1, 536.80
Booking for trip to Tasmania	\$1,400.00	Subscriptions & fees	\$777.40
		Tasmania trip & expenses	\$13,815.46
	\$5,904.01		\$16,556.57

SUBSIDIARY GROUP REPORTS

Cataloguing Acquisitions Serials and Systems (CASS)

Colin Sutherland

Committee

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

CASS Workshop I

Technology and the Future of TAFE Libraries

Kangan Institute – Docklands Campus

Wednesday 6 May 2015

40 Attendees

- **Electronic Resources - Usage Statistics, Where do you Start?**
A case study of Federation University Library
Presented by Julie Lasinger
- **Collection Development -What you need to know**
A case study of Melbourne Polytechnic Library
- **RDA – Roundtable Q&A Session - Where are we at? (Knowledge sharing session)**
Hosted by Lynette Stanyer & Deborah van Melis
- **Confronting the Future of TAFE Libraries - What we can expect ...**
Presented by Paul Kloppenborg
- **NAS (New Academic Street RMIT) Take a virtual tour of the NEW One Stop Shop...**
Presented by Annette Sullivan
- **The Library at The Dock - Tour of the City of Melbourne Docklands Public Library**

CASS Workshop II

“Getting Connected Again” Cisco Webex online workshop

Hosted by Chisholm Institute Webex - Colin Sutherland

Tuesday 29 September 2015

12 TAFE libraries joined the online session with some conference rooms having up to six staff present.

- **Periscope Video Blogging Overview** - Presented by Sarah Kelly (SLV)
- **CIT Library EBSCO Discovery Layer and Teaching Resources** - Presented by Julieanne Paulazzo
- **ClickView Update + Q&A Session** - Presented by James Biddle
- **Managing eResources at NSW TAFE** - Presented by Helene Brown
- **Marketing the Library @ RMIT** - Presented by Amanda Kerley
- **Round Table Q&A Session** - Presented by Colin Sutherland

Liaison, Information & Training (LIT)

Bec Karge

I took up the reigns as LIT convenor at the end of April 2015 year with the objective of getting a LIT Workshop happening for the first semester. Thankfully, I was able to form a committee with continuing and new members that included Simon Stockdale and Jill Perkins from Box Hill, Sonya Donht and Janene Watson from the Gordon, Giao Kruschina from William Angliss, and Marian Chivers from Federation University. We met and agreed that we needed to whip up a workshop for the first semester.

The Workshop was titled Engaging with Stakeholders held at William Angliss. The Committee wanted to focus on how libraries do and can engage with stakeholders, whether it is through spaces, information skills, in the Learning Management System, creating consortias, and, of course with each other. Questions raised throughout the day, but never answered, as the answer is not an easy one, is how do we measure engagement and what kind of metrics can we use to show our value to management and our institutes? This is an area for continued research. But while we may not have solved all the questions on the day, it was a fun talking and laughing and debating with each other.

The second LIT Workshop was again about sharing. Sharing skills, knowledge and experience. Held at Box Hill Institute everyone was excited to visit the new technology building and see Box Hill Institute more generally. The committee built in a time slot for each institute to give a run down of what is happening at their TAFE and/or an innovation being implemented, which everyone enjoyed and in future we will dedicate more time to this. We also heard from Jane Adams from Box Hill who gave an overview of a survey they used in the library to measure satisfaction with services, resources and spaces. Jane has shared this survey so other TAFEs are able to use it. Social media was another theme in the day and people were provided time to learn and play with Instagram in a workshop run by Karma Clarke from Kangan Institute, which was followed by an interesting presentation on Twitter delivered by Peter Nagels. and gained a perspective on Twitter presented by Peter Nagels and Box Hill discussed how they use of Facebook for engaging with customers. Finally, tips for Moodle and Libguides was also covered.

Planning, developing and delivering the workshops was the main focus for LIT for the year. The only other thing to report is the audit of databases subscribed to by each institute. I am at the tail end of collating this information as it may point to opportunities for future consortia arrangements.

I would also like to say any suggestions that you have for future events I am more than welcome to hear them.

Finally, thanks again to the committee members who helped bring the workshops together.

Vocational Libraries Advisory Committee (previously TAFE Library Advisory Committee)

Paul Kloppenborg

2015 VLAC committee membership was: Judy Hanlen -TAFE NSW; Andrea Griffin - TAFE WA; Andrew Gilbert-TAFESA; Melissa Hardham - TAFE Qld; Beatriz Aroche - TAFE NSW; Sue McKerracher- ALIA; Jackie Ganendran - CIT; Mary Carroll- CS; Paul Kloppenborg - VATL

There were 4 teleconferences this year of which I attended 3.

Four main agenda or discussion themes during the year (and some are still a work in progress) were:

1. Database of National VET Libraries

It has long been recognised a database of TAFE and VET libraries in the sector is needed. A draft spreadsheet has been compiled.

The provision of Institute and/or campus level information will be decided on an Institute by Institute basis. The initial collection of data will be for TAFE Institutes and then expanded to other VET providers.

2. National VET Library Survey and Statistics

This project, despite the uptake in other Australian states of Libanalytics, has been stalled. ALIA is keen to survey all TAFE libraries to start the ball rolling on this.

3. National VET Library Benchmarks and Guidelines

Lots of discussion during 2015 on base level benchmarks and guidelines are required. Draft document has been prepared. Awaiting the completion following the competition of the survey in VET sector libraries

4. National VET Library Alliance

Looking as national VET Libraries Alliance to improve networking at a national level.

This is my 4th and final year as TLAC rep.

Thanks

MEMBER LIBRARY REPORTS

Bendigo Kangan Institute

In 2015, the Kangan Institute's Library and Learning Centre continued the merge with Bendigo TAFE Library through implementation of systems and procedures. There are many things still to be done to merge the two Libraries in 2016, but we are slowly making progress.

Key highlights, achievements and challenges of 2015 included:

STAFFING

- The position of Library Manager was broadened significantly to encompass various areas of the Learner Experience department including counselling, welfare, disability and transitions and pathways (in addition to the Library). As a result, Bendigo Kangan Institute Library Service was managed by three team leaders
- Several staff left to pursue other career opportunities
- Kangan and Bendigo staff got to know each other better
- Despite challenges, all staff showed resilience and continued to work together as a team

MERGER

- Kangan adopted Bendigo TAFE's library management system, SirsiDynix Symphony, implemented at the end of 2015
- Both Institutes worked together to come up with a new combined lending policy procedure
- Fines for overdue items were eliminated
- Begun the process of combining all online databases between the two Institutions so that all students and staff will have access to both Kangan and Bendigo resources
- Bendigo TAFE moved its website onto the Springshare Libguide software platform



RESOURCES AND OTHER PROJECTS

- At the beginning of 2015, Kangan Institute upgraded to Libguides 2.0 allowing for better user experience
- Subject guide tabs were aligned to curriculum (e.g. “family violence”) rather than resources (e.g. “websites”)
- Kangan acquired IBIS World and is reporting good usage for this resource
- LibAnswers was used to generate a list of Frequently Asked Questions
- The Broadmeadows campus library added a chess board (which has since been very well used) and generally opened up the space to have more relaxation areas for students
- The Library took on several Kangan work experience students



Horticulture display

FUTURE PROJECTS

- Enterprise Discovery tool to be implemented in the middle of 2016
- At the end of 2015, an online video creation project was actioned for 2016. This is well underway with the view to be implemented into an information literacy hurdle unit for Diploma level students and above



English Class Group at Broadmeadows

Box Hill Institute

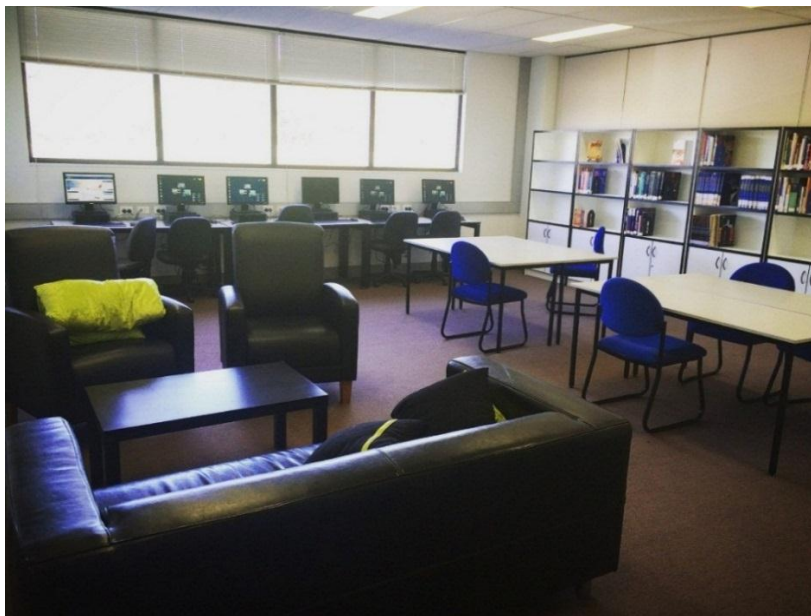
In 2015, the Box Hill Institute Library continued to provide well-used library services and facilities to students and staff.

In September 2015, several hundred students responded to a survey asking them for feedback on Library services. 94% agreed that the Library provides an important service to students, and 89% agreed that the Library has a reputation for being useful.

84% of Library users agreed that the hardcopy collections meet their needs, with the figure at 85% for online electronic resources (databases, eBooks, etc.). Library staff also rated very highly, with 96% of Library users agreeing that Library staff are helpful.

The survey was designed in-house with the assistance of the Institute's Academic Planning and Research unit, and utilised an existing institutional subscription to the Cvent survey software. The results will be used to inform future planning and improve the services we offer.

Also of interest in 2015 was the Victorian Government announcement that Box Hill Institute, with partners, was the successful bidder for the former Swinburne University Lilydale campus site. Planning began for the construction of a permanent academic library, which will cater for both Box Hill Institute students and for William Angliss Institute students on the Lilydale Lakeside campus. The academic library is planned to be located in the same building as a branch of the local public library service.



A modest interim library was readied at the Lilydale Lakeside campus over the Christmas break so as to be available for students at the start of the 2016 academic year.

Chisholm Institute

Chisholm Library, along with 3 other TAFE libraries participated in the Insync Library Client benchmarking survey. The surveyed students were broadly happy with the service they receive from library staff and with the facilities and equipment. The survey highlighted the need to review library workshops and classes to best meet the needs of the students and also to align the collection with student requirements.

Funding was approved to appoint a 0.6 Copyright Officer which was timely given that the Institute underwent a CAL copyright audit on print materials. The Copyright Officer developed and presented classes to a number of departments based on the results of the audit. The Copyright Officer also developed an online interactive copyright tutorial as well as a Copyright Best Practice manual.

A subscription to Your Tutor was approved and the Library and Student Services team took on the responsibility to roll it out across the Institute. The uptake has been excellent and the students have been very positive in their comments.

Yourtutor and Lynda.com presentations



Federation Training

It is now 2 years since the formation of Federation Training and 2015 was largely a year of consolidation.

Key highlights were;

- The Library finally completed updating and merging all the databases and subscriptions.
- In September we went live with the newly merged LMS – we merged data from Spydus into SirsiDynix Symphony.
- In November we implemented Enterprise as our discovery layer.
- With the implementation of Enterprise we were able to streamline our website presence and make it much easier for our staff and students to locate resources.
- We consolidated and revamped our very large collection of libguides into a more manageable number.
- It was announced that the Forestec Campus, which had been closed since 2013, would reopen so planning began for re-establishing the Library.
- Self-check kiosks were purchased for Bairnsdale, Sale and Forestec campuses.
- Electronic databases and subscriptions were maintained, however only a very small budget was allocated to hard copy resources.
- Sandy, the librarian at Yallourn took part in an “Embedded Librarian” project with Federation University, mentored by Jo Menzies, FedUni Information Librarian, to support students in one of the partner FedUni courses at Traralgon campus for the first semester of 2016. Early in the year, one of the lecturers in the Bachelor of Sport Management was offered the opportunity to have library skills embedded into the Human Resources course in Moodle, so in consultation with the lecturer, an online forum called “Writing and Research Support” was created for interaction between the Federation Training librarian and the students. This was supported by regular on-site visits and information sessions delivered during class time on several occasions. The initiative has been positively received by the students and it is hoped that the project will result in better outcomes and results for students.

Federation University

Federation University Library has continued to be a busy place in 2015 with the ongoing project of merging library services between our four campuses libraries consuming a lot of staff time. December 2015 saw the completion of the Library Review with two development groups producing reports that saw recommendations for the Liaison Services team and the Tier 1/Roving services models full explored and implemented.

These final aspects of the Library Review has enabled our library to operate as the one library – so cross campus, rather than having silos on each campus.

We now have a Collections and Access (C&A) team with the Associate Librarian and most of her team being located at the Mt Helen Library. There are however staff members at each of the campuses that are now working if not fulltime, then part-time in the C&A team so that work is completed across the campuses with a consistency that will mean moving forward as a library much easier. We also have a Client Services team with two main departments. We have the Lending & Enquiry Services team and the Liaison Team. The Lending & Enquiry Services team are responsible for providing lending services, roving services, Tier 1 support services on Chat, email, phone and face to face. Other than the face to face support and lending services these tasks are shared between all of the campuses which assists when staff are on leave or unwell. The Liaison Team is also cross campus in design with the team now liaising with all schools and faculties across the university. They are assisting with embedding digital/information literacies within curriculum, liaising with academics and producing lesson plans for subject specific classes as well as the informal classes to teach students how to research, search the library databases and use EndNote etc. The demand for online resources is ongoing and staff are very involved in the production of Subject Guides and online videos to support our students regardless of geographical location. Due to the geographical location of our students library staff are now teaching using technology so that our services are more equitable.

Social Media technologies and Website:

Social Media has grown and staff are now able to be part of the social media team part time and take responsibility for promoting their team areas on Facebook, Twitter etc. For example Advertising classes for students on FB.

The Wimmera library has been doing displays for staff and students who haven't always got the time to really get to know what the library has to offer them in their subject areas.



Horsham campus library promoting realia collections for staff and students

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 is also continuing to support students based with our Partners – these students may be located in Melbourne, Sydney, Adelaide, Melbourne and Geelong or overseas in such locations as Sri Lanka, Malaysia or Hong Kong. These students are mostly international and are studying in the areas of Business and IT. The library has a Partner Support Librarian whose role 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.

The Gordon

2015 was a period of growth for us in a number of ways. We were able to employ three new Liaison Librarians enabling us to fill gaps in our ability to provide services to teachers across the Gordon. Janine Robertson retired mid way through the year. Janine filled the rolls of Liaison Librarian, Team Leader and Library Manager through her time at The Gordon. She was able to provide a handover to one of the new Librarians which meant a more streamlined transition for the teachers involved in her areas. Kate Creaser and Sonya Dohnt took on the roles of team leaders at the start of 2015. However Kate left in September and has not been replaced. Our new Librarians have “hit the ground running” and are a huge asset to our team.

In response to our request for a stable staffing structure the organisation decided to undertake a review of the Library, it's services and resources. We employed the services of Sue McKnight and the Enzyme group to conduct “Customer Value Discovery” (CVD) workshops with staff and students. Three workshops were conducted – one at each campus for students and a staff workshop. Four action plans were developed to address the four highest irritants perceived by those attending the workshops. One of the top irritants being technology, with issues identified as - speed of computers, WiFi reliability and software availability. Though these issues are not controlled by the Library it was a chance for the Organisation to gain some understanding and to address them. This has been done. We have addressed the other issues and have submitted final reports to Management. The CVD workshops and resulting action plans have also enabled us to address actions we had developed in our Library Strategic Plan in 2014.

We put a huge amount of work into updating and streamlining Library procedures and procedures manuals. (Our new staff provided a great testing ground for the accuracy of these materials.) We reviewed and updated our approach to offering services and trialled a Student Support Series focussing on digital literacy. We also trialled new approaches to liaise with teaching areas including showcasing new materials and services over morning tea. Streamlining our approach to offering services will be a continued focus in 2016.



Staff CVD workshop



Liaison with Children's Services

Goulburn Ovens Institute of TAFE (GOTAFE)

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

Beginning 2015 brought many changes with staffing where GOTAFE saw a reduction in EFT, but La Trobe University had a similar amount increase in staff. The reduced number of staff within the GOTAFE library team meant the role of systems administrator was reallocated.



Throughout 2015 library staff continued to remove old equipment in storage and a reduction in book stocks not being replaced due to digital content being added in replacement. This meant we could combine two storage rooms into one and change the empty room into a group study space, which is bookable via the library service desk.

In 2015 the GOTAFE library service with assistance from ICT team implemented EZproxy which will provide a simplified process for students & staff to log into our expanding electronic collections.

The library management system continues to work on the SirsiDynix Swift consortia system which has meant that we are now utilising the BLUEcloud Analytics for statistic retrieval and continue to work with the latest versions of SirsiDynix products. In December of 2015 the bookshop was moved to front of house service counter operation reporting to the Client Service Centre rather than working alongside the library services who supported in bookshop services. The library services team would like to wish the bookshop services all the best in its new location.

Holmesglen Institute

2015 saw the commencement of Holmesglen's formal partnership with the medical group Healthscope. This arrangement will allow for a mutually beneficial relationship with a private hospital built on our Moorabbin campus. Our nursing students will have direct access to clinical placements and will gain a fantastic opportunity to see a hospital in operation at very close quarters.

This has had a substantial impact on the Learning Commons at Moorabbin. Building works for the new private hospital were commenced early in the year, and this has meant that staff at our Moorabbin branch of the Learning Commons are working under some difficulties, as we are literally in the middle of the building site. The good news is that we will be able to move into a brand new architect designed space by the end of 2016.

The new Learning Commons will be part of the new multi-million dollar student hub which has been designed to house all student related services in one connected space.

This is what the area around our current Learning Commons looks like:



This indicates where our new space will be:



2015 was a year where we enhanced service delivery by promoting our extensive suite of e-resources and utilised in-house skills to create engaging and relevant products.

- An innovative new online referencing tool was developed by library staff for Melbourne Polytechnic students and staff, Easy Reference Notation, locally christened “ERNI”. It is flexible and interactive and currently supports Harvard and APA referencing requirements. The clear drop down menus guide users through selecting the correct referencing no matter what format; it has been very well received by both teachers and students.
- Engagement/Outreach activities expanded with a series of lunchtime information sessions for teaching staff conducted at each campus. Hour long briefings emphasised the "what's in it for you as teachers" including 24/7 online services; One stop searching; eBooks; Video streaming; Chat support.
- A series of Pop-Up libraries took the library to our clients. The events were pedagogically based, aimed for maximum exposure to different student cohorts and countered the perception that the library belongs in a building.
- The Library Technology Unit implemented IP authentication permitting students and staff seamless on campus access to eBooks, online journals and streaming videos. The project aim was to reduce barriers when accessing eResources.
- An Academic Integrity Moodle module created by library staff, and endorsed by the Higher Education office, offered Higher Education students self-paced learning in AI, Academic Misconduct, plagiarism, TurnItIn and citation. The module consisted of eight topics related to academic integrity; a practice quiz for each topic; and a final quiz.
- Senior Library staff created a Moodle module on Customer Service. It was utilised as internal professional development for all library staff who learnt about Moodle from the perspective of a student as well as brushing up on their reference enquiry skills.

- To support the Early Years students in gaining practical skills the library invited them to run story-telling sessions in the Preston Campus library during Children's Book week. Nara children visited the Preston campus library where Early Years students conducted story –telling sessions.



- The library ranked in the top 25% of all Australian University (and some TAFE) libraries for overall satisfaction in the Client Satisfaction survey, InSync. The highest performing category was Library staff, receiving a significant performance score increase of 2% since the 2013 survey.
- The sale of textbooks via the library ceased and students were directed to the Coop, which have been engaged to provide this service. The library continues to sell basic stationery and some essential items such as safety glasses and earplugs.

RMIT University

- New Vice-Chancellor (Martin Bean) started in Jan 2015
- In March, #shapeRMIT was created to invite the entire RMIT community into an open conversation about the University's future – and thousands rose to the challenge through workshops, online discussions and other forums.
- In November, RMIT's new 5 year Strategic Plan was launched – “Ready for Life and Work”
- A key focus is a 'transformative student experience' and with the Library being the number one destination on the city campus, we're heavily linked to this.
- The Swanston Library started being transformed in 2015 as part of the New Academic Street (NAS) project. This will transform the heart of the RMIT City campus creating laneways, gardens, new student spaces and better library facilities.



- In June/July, over 70% of the Swanston Library's physical collections were transferred to storage in the CAVAL CARM 2 facility in Bundoora and to RMIT's Bundoora Library to enable building works to begin.
- Throughout August and September the Library ran a “700s Arts Festival” <http://www1.rmit.edu.au/library/700s> to celebrate the remaining collections on site which are heavily art/design focussed.
- 120 library staff were relocated to 3 different locations.
- Building projects created more group study spaces for students on campus so overall there will be no net loss of study space during NAS building works.
- Bundoora, Carlton and Brunswick Libraries received new student furnishings

- An inaugural Internal Library conference themed “Where to Now? Past, Present Future” was held at Bundoora (22 October) and in the City (28 October).
- Several staff from RMIT Melbourne visited RMIT Vietnam and vice-versa as part of Global Library initiatives.
- Digitisation was undertaken of the RMIT print thesis collection and Emily Mac special collection items.

South West Institute of TAFE

2015 was a year of consolidation for the Library. Developing online collections aligned to teaching areas and complementing online course delivery was a major focus. EBSCO's model of delivering ebook collections was found to meet the Institute's requirements. 12 months after commencing a subscription to the Clinical Collection, the Library added the Academic Collection to its online holdings in mid-2015, providing students and staff with access to a combined total of more than 140,000 ebooks.

Staff also began tapping into the wealth of open source ebooks by selecting relevant titles and adding them to the Library Catalogue to facilitate access.

The Library commenced a subscription to the ClickView collection of streamed videos, bringing its total number of videos delivered online to well over 2,000. Add to this existing subscriptions (standards, journals, newspapers etc), and the Library now delivers a sizeable multidisciplinary online collection supporting the philosophy of 'anytime, anywhere on any device'.

Closer alignment of the Library and Bookshop services through the implementation of a joint service point roster at Warrnambool has gone some way towards reducing the impact of low staffing levels with staff displaying goodwill, flexibility and teamwork in the process, while maintaining a strong focus on customer service.

The provision of services to branches continues to be a challenge, with the Library dependant on the goodwill of Client Services staff to undertake basic circulation tasks. Library staff from the central branch at Warrnambool visited the campuses to deliver information literacy sessions, with an emphasis on online resources, and the provision of ongoing support via phone and email.

On a more positive note staff organized a 'Biggest Morning Tea' for students in May which was well attended and well received. Towards the end of the year staff posted a photo on the Library's Facebook page of a simple 'Christmas tree' created from green and brown covered books. This received more likes and shares than all our other posts for the year combined! If only we could get this much attention for posts promoting new resources, services etc... Something to work on next year...

Sunraysia Institute of TAFE (SuniTAFE)

In 2015, the LRC welcomed two new babies – Johanna born to Rachel (Manager), and Cooper born to Alisha (Library Officer). The associated maternity leave meant lots of shuffling of remaining staff into acting roles and several short-term backfill appointments with new staff. Although it was at times chaotic, everyone survived – the team has requested that more planning goes into any future babies so only one staff member is on maternity leave at any given time. 😊

Work commenced on the new Swan Hill Learning Commons – a project made possible through TSAF funding. It will house a collection of resources to meet the needs of the Swan Hill Campus, and will be staffed full-time by a qualified Library Technician. The opening date for the new area is 16 March 2016.

Circulation statistics have continued to decrease, but in-house use of resources is increasing, as is the number of people through the doors.

Our Reading Challenge again proved very popular with Foundation level students, and we also submitted a library staff team for the first time. The students outshone the staff, and were ecstatic receiving their certificates at the end of each term. 2015 also saw a new initiative with the introduction of the LRC art competition – open to all students and staff with many submissions of wonderful artwork. These were displayed near the circulation desk and each term's winner was presented with a prize.



Swinburne's transformation continued into 2015 with the implementation of the new organisational structure for HED and comprehensive reviews of the vocational and pathway education (PAVE) which resulted in the new structure and establishment of five teaching departments: Foundation and Pathways, Design Media and ICT, Trades and Engineering Technologies, Business and Finance and Health Science Education and Social Services. PAVE facing financial pressures and low student numbers had undergone a number of changes in order to reposition itself in the market place to ensure that course offerings are responsive to market demands. Towards the end of the year the number of prospective student applications for 2016 were up on the previous year, which was an encouraging sign.

Library had undertaken a number of major projects, such as: Information management project, the library website redesign with new content, smarter website search engine and developed new guidelines with ITS to improve accessibility to information and systems across University. RFID (Radio Frequency Identification) project was completed early in the year with all collections tagged (197,051 items). Bibliotheca system became operational with the Selfcheckout machines and gates installed at all three campuses. A pilot project with Learning and Academic Services (LAS) at Hawthorn was conducted by setting up a 'LAS pop-up service' where students can get help with learning related queries and assignments. The library also developed the self-paced learning modules, a suite of library orientation videos, legal research and copyright help online. Hawthorn level two was refurbished with the new service desk model.

Library activities at Wantirna & Croydon libraries: the Library & Information Week in May and the Multicultural day in September - included: sausage sizzle, food and student prizes. For the National Simultaneous Story Time the students from the Diploma of Early Childhood Education and Care read stories to children from the Swinburne Wantirna Childcare Centre. Community activity - the annual book sale of donated books at Wantirna campus library raised a few hundred dollars which were donated to Knox Infolink and the Aussie Veterans Opportunity Shop in Boronia. At Croydon campus, as part of the community involvement, the Men's Shed, which was established a few years ago, had attracted a large number of local community members to participate in its activities.



Selected statistics:

Client population (headcount): total 53,815 (HED 60% and TAFE 40%)
TAFE enrolments increased by 16%, though campus enrolments had decreased as TAFE online enrolments increased by about 7%.

HED enrolments: on campus 52% and online 48%.

Library visitors: total 1,275,810 (1% increase when compared with 2014)
Library visitors: Hawthorn 1,179,921 (2%), Wantirna 39,099 (-17%) and Croydon 33,006 (-12%)

Book titles: 787,940 (681,994 ebooks 82% and 146,988 print books 18%)

Library loans: 291,833 (-11%)

Loans students (first time loans): HED 84,572 (-15%); TAFE 7,618 (-37%)

Loans (first time): books 54%, equipment 35% and other 11%

Ebook library usage: 368,687 (21%)

Library web traffic: 1,398,358 visits (10%)

Information enquiries: annual est. no. of enquiries: 125,226 (22%) (Hawthorn 79%, Wantirna 9%, Croydon 10% and online 2%)

Highlights

In 2015 the excellence of the Library was demonstrated in the results of three surveys. The Library client satisfaction survey results demonstrated that we are still operating at above the median of all Australian and New Zealand university libraries surveyed in 2014-15. The Student Experience Survey of first and final year undergraduate students identified that the Library was the area of Victoria University with the highest level of student satisfaction, an increase in satisfaction over 2014, and for first year students a significant improvement that placed us above the national median for Library services. Finally, the university staff survey Your Voice found that Library staff members were significantly more positive about the University and their working lives than the rest of the University.

The Library experienced a change in portfolio in 2015, coming under the new Deputy Vice-Chancellor and Provost, Professor Kerri-Lee Krause bringing together College Deans, Director of Learning & Teaching, Dean of Students and the University Librarian amongst others, to foster and lead the transformation of learning, teaching and curriculum design at VU.

VU Library does not exist in a vacuum, but is integrated with most other parts of the University via services delivered, collaborations, projects, workflows and processes. In 2015 a Library engagement plan was developed within a framework that identified the type and level of engagement with these areas of the University and also with external groups. This framework and plan had a great influence on our activities, priorities and our communications throughout 2015 and ensured we were clearer about who we needed to influence in implementing our mission and vision.

As our strategic plan says, the Library delivers most of its information resources and services over the internet to all students and staff and in the last year we worked hard on a number of fronts to improve our online services. A highlight was the implementation of a chat service which created immediate two-way avenues for assisting students in their learning, with over 600 two-way interactions with students.

Another great initiative in 2015 was the trial that extended Library opening hours for 24 hours per day Monday to Friday and 10am to 9pm on the weekends. It proved such a success that it was funded for semester times in 2016.

Research festival – research posters on display

More than 25 researchers contributed their research 'posters' to a display on level 1 of P Building during Research Festival week. These posters sum up information or research concisely in order to help publicize it and generate discussion. The poster display was hosted by the Library as part of the inaugural Research Festival at VU and coordinated by the research support librarians Cameron Barrie and Jessica Cork.



William Angliss Institute

William Angliss Institute had a busy year, with new technology installed and new ways to access resources developed. The LRC, (Learning Resource Centre) also had some input into the 75th anniversary celebrations of William Angliss Institute. Main points of this year have been:

Technology

The highlight of which has been an overhaul in the printing service, with an easier value adding machine and wireless printers that can do nearly everything that is asked of them.



Staff

Staff out and about, up-dating their training and knowledge requirements.

In Sync Survey

1. Did quite well, with the highest performing area being the staff.
2. All concerns and gaps can be addressed and will be worked on.
3. The lowest performing areas were the catalogue and missing items on shelves. With the stocktake at the end of the year and the implementation of the new web site these concerns have either greatly improved or disappeared altogether.

Lib Guides

WAI LRC now has eight published guides that make linking and searching across our subject areas easier

Baking and Patisserie: Home Enter Search Words

[Home](#) [Books](#) [ebooks](#) [Videos/DVDs](#) [Databases / Periodicals](#) [Websites](#) [EndNote](#) [Referencing](#) [LRC Homepage](#)

Welcome

This is a guide for Baking and Patisserie students and staff. It provides information on resources available in the LRC and online.

Use the tabs above to select the type of information you are searching for.

For further assistance, contact us either by phone or email (see Contact Us), or drop into the LRC to speak to a member of the LRC team.


A little trivia

Did you know....

- Bread has become the prime symbol of nourishment and sharing bread is often a symbolic gesture. The word 'companion' is derived from Latin com, 'together,' and panis, 'bread.'
- Chocolate has traditionally been associated with magical, medicinal, and mythical properties. In fact, in Latin, cacao trees are called Theobroma Cacao, or 'food of the gods.'
- German chocolate cake was named after Sam German, an American, and did not originate in Germany.

Source: <http://facts.randomhistory.com>

Chocolate making



Contact Us

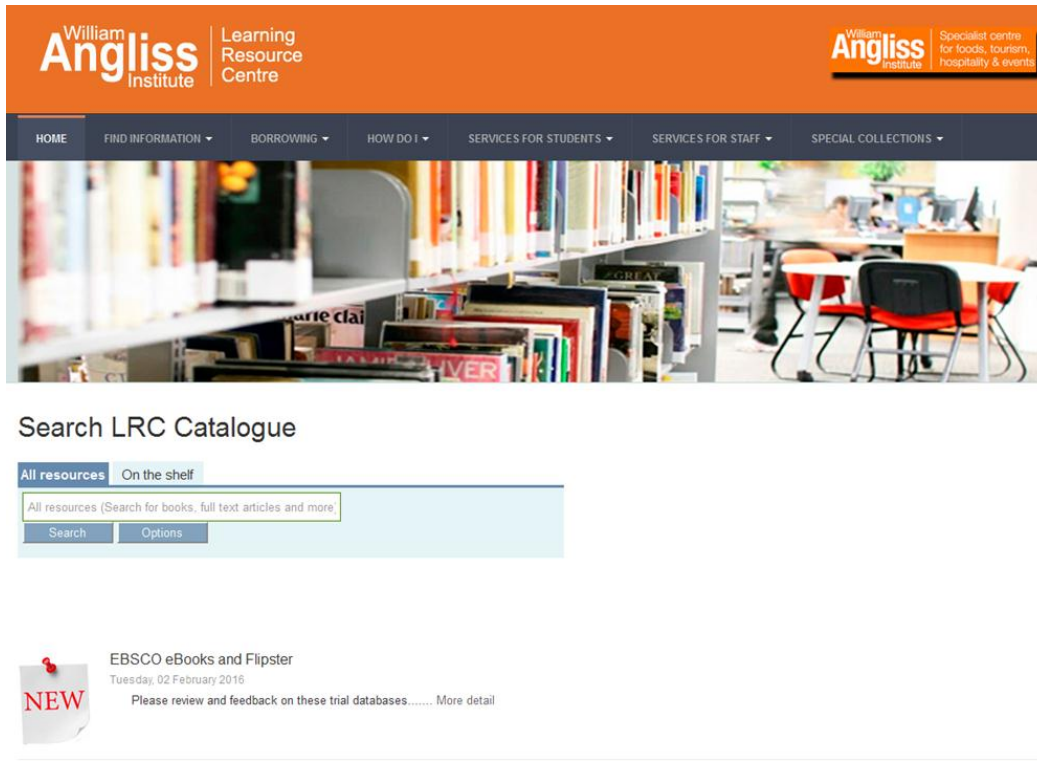
William Angliss Institute
Learning Resource Centre (LRC)
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75th Anniversary

1. 75th anniversary of William Angliss Institute cook book launched, that a number of staff members had input in.
2. 75th anniversary of William Angliss Institute film launched that a number of staff sourced and put together.



New Library Web Site



New library web site was launched that matched William Angliss Institute standards. The new site is easier to search and a lot cleaner to look at.

Wodonga TAFE

Wodonga TAFE is part of a joint-library service with La Trobe University, Albury-Wodonga so many of the changes experienced during 2015 were driven by what was happening within La Trobe Library. A new Library Management System was implemented in January (ALMA + Primo) so much of the focus was on learning and developing new processes and procedures and cleaning up data after the transfer.

In addition, La Trobe Library introduced a new cross-campus, multi-team based library structure with a significant reduction in LTU staff based at Albury-Wodonga. Wodonga TAFE library staff were challenged to work within the new structure, farewell some long standing colleagues and to welcome new colleagues.

In 2015 a new Pop-up library service was introduced, appearing in the TAFE cafeteria with general interest items each month and making regular visits to the CBD based adult migrant English classes with the ESL readers and picture books. The Pop-up library was enabled by the new cloud-based library system which meant we could transact loans through a Wi-Fi connection. We found that many non-teaching staff who did not often have opportunity to visit the library (on the La Trobe campus) were taking advantage of the Pop-up visits.

Wodonga TAFE library maintains its own website using LibGuides and at the beginning of the year a new design and revised site was launched in conjunction with the upgrade to LibGuides v.2. eBooks doubled in usage in their second year after being introduced in 2014.

Brenda Burr, Manager TAFE library services had the opportunity to present at the NCVET “No frills” conference in July. Her attendance was supported by the Dual Sector Partnership and she presented on the results of her research on “Aligning library instruction with the information literacy needs of TAFE students at Diploma level and above” and a project to embed academic and information literacy skills into the Diploma of Community Services which is ongoing.



Pop-up Library in the TAFE cafeteria