



# **VATL**

# **Annual Report**

# **2019**

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## EXECUTIVE COMMITTEE MEMBERS

President	Graham Rowe Melbourne Polytechnic
Secretary	Leanne Meere Swinburne University of Technology
Treasurer	Jill Perkins Box Hill Institute
CASS Convenor	Robyn Burnett Chisholm Institute
LIT Convenor	Naomi Ferguson Holmesglen Institute
VLAC Representative	Brenda Burr Wodonga TAFE

# EXECUTIVE REPORTS

## President's Report

2019 has been a challenging year for the TAFE sector. Changes in government policies, and the introduction of Free TAFE has seen our sector respond quite quickly to meet the requirements of government and the needs of a wide variety of students. Many of these students have not studied and Institutes have had to rethink how they manage them. In many cases they have not used computers before, do not know how the education system works, and are quite often overwhelmed.

Our Libraries are often their first port of call. A place where not only technical and academic support are provided, but a place where they can find a friendly and encouraging person to talk to.

The notion of Libraries as a hub providing a variety of services, can be both a challenge and an opportunity.

The willingness of Library staff to assist in what may be considered non-traditional Library roles will continue to keep Libraries, or learning hubs, or however they are branded as relevant vital parts of the education sector and the wider community.

Thank you to the ongoing committee and sub-committee members for your continued professional and valued work throughout the year.

Thank you, Robyn Burnett of Chisholm Institute, who is stepping down as CASS convener, but continuing as a committee member.

This year the sub-committees ran several well attended and much appreciated workshops. CASS ran two very well received events and LIT also ran two successful, well attended events.

Thanks to the member Libraries that have hosted meetings, workshops and webinars this year. It is invaluable to see how other Libraries operate, either in person or via video conferencing.

Using video conferencing and online collaboration demonstrates Libraries being early adopters of technology and not just stuffy old rooms full of dusty books as are often portrayed.

The conveners of each committee will discuss some of their achievements in their reports.

### Goodbye from me

I will not be continuing as VATL President. This year my role within the Institute changed substantially and because of this I do not feel I can devote very much time to the VATL Chairperson's role.

Part of my new job description is that I'll be the Digital Services Librarian. This is not a systems role. I will be leading a team in delivering basic computer and digital skills to our new students, and as I stated earlier, many of these students have never used a computer before.

This cohort is growing steadily across our seven campuses, and TAFE in general, and this is an opportunity Melbourne Polytechnic Library is eager to embrace.

I would personally like to thank the Executive committee:

Robyn Burnett, Brenda Burr, Naomi Ferguson, Leanne Meere and Jill Perkins for their hard work throughout the year and assisting me during a what was a time of great change.

I offer my best wishes to the new VATL Chairperson, Committee and members, and look forward to the continued success of both VATL and TAFE libraries in the future.

Graham Rowe

Melbourne Polytechnic

## Treasurer's Report

The VATL bank account had an opening balance on 1st July 2018 of \$12,051.95 and a closing balance on 30th June 2019 of \$13,230.44.

Total expenditure for the year was \$4,202.51. The main component of this was \$3,612.40 in workshop and meeting expenses (primarily catering for professional development activities arranged by the special interest groups CASS and LIT). Other expenses included \$299.40 for website; \$179.91 in bank fees, incorporation fees of \$57.80; and \$53.00 in gifts to long serving committee members.

Total income for the year was \$5,381.00. The primary component of this was \$5,300.00 in membership fees. (The \$81.00 was a refund for an overpaid invoice).

No changes to annual membership fees are anticipated for 2020.

Further financial details are provided in the following VATL Annual Summary.

Jill Perkins

Box Hill Institute

## 2018/2019 VATL Finances

Financial year ending 30 June 2019

Opening balance: 1/7/2018	\$8,802.60		
July Income		July Expenditure	
		CBA Merchant Fee	\$15.70
		CommBiz Fee	\$6.05
August Income		August Expenditure	
		CBA Merchant Fee	\$11.00
		CommBiz Fee	\$5.50
		Uber web hosting charges (2 years from 26/07/17)	\$598.80
		CBA Merchant Fee	\$11.00
		CommBiz Fee	\$5.78
		Uber web hosting charges	\$179.40
October Income		October Expenditure	
		CBA Merchant Fee	\$39.00
		CommBiz Fee	\$5.78
November Income		November Expenditure	
VDC funding of web hosting charges (\$200 p.a. for 2 years)	\$400.00	CBA Merchant Fee	\$11.00
		CommBiz Fee	\$5.50
December Income			
VDC funding for website redesign	\$1,500.00	CBA Merchant Fee	\$11.00
		CommBiz Fee	\$5.50
2018			
January Income		January Expenditure	

		CBA Merchant Fee	\$11.00
		CommBiz Fee	\$5.50
		Catering for AGM, Cheque: 000461	\$230.80
February Income		February Expenditure	
Membership payments	\$1,300.00	CBA Merchant Fee	\$11.00
		CommBiz Fee	\$5.50
		Consumer Affairs Annual Fee, Cheque: 000460	\$56.90
March Income		March Expenditure	
Membership payments	\$2,700.00	CBA Merchant Fee	\$11.60
		CommBiz Fee	\$5.50
		Catering for October executive meeting, Cheque: 000462	\$176.90
April Income		April Expenditure	
Membership payments	\$900.00	CBA Merchant Fee	\$26.92
Elsevier funding for CASS Lunch	\$250.00	CommBiz Fee	\$5.50
May Income		May Expenditure	
Membership payments	\$400.00	CBA Merchant Fee	\$11.22
		Website redevelopment, Cheque 000466	\$2,000.00
		CASS day 20 <sup>th</sup> April, Cheque 000464 & 000465	\$609.90
June Income		June Expenditure	
		CBA Merchant Fee	\$11.00
		CASS day 20 <sup>th</sup> April, Cheque 000463	\$50.40
		VATL.com.au domain name renewal TPP, Cheque 000467	\$60.00
Total income	\$7,450.00		
<b>ANNUAL STATEMENT SUMMARY</b>			
Income		Expenditure	
Memberships	\$5,300.00	Bank Fees/Charges	\$237.55



VDC funding of website redesign	\$1,500.00	Workshop/Meeting Expenditure	\$1068.00
VDC funding of website hosting	\$400.00	Incorporation Fees	\$56.90
Elsevier Lunch Sponsorship	\$250.00	Website Expenses	\$838.20
		Website Development	\$2,000.00
<b>Total</b>	<b>\$7,450.00</b>	<b>Total</b>	<b>\$4,200.65</b>
Closing account balance at 30/06/18	\$12,051.95		

Actual closing balance at 30/06/18      \$12,051.95 from bank statements  
Difference      \$0.00

# SUBSIDIARY GROUP REPORTS

## Cataloguing Acquisitions Serials and Systems (CASS)

### **CASS Committee:**

Robyn Burnett [Convenor]

Melissa Payne

Kathleen Dauksza

Ruth Downs

Lynette Stanyer

The CASS committee decided to run two events this year, a Webinar “TAFE round up” and a workshop which included presentations by vendors and a guest speaker.

### **Webinar**

The TAFE Round-up Webinar took place on Tuesday 21st May 2019 via BlueJeans.

We had presentations from Federation Training, The Gordon, Wodonga TAFE, Gotafe & Holmesglen. Clare O’Dwyer from Melbourne Polytechnic gave a special guest talk about her time working in Libraries in Vietnam.

Changes from previous years was not limiting the presentations to just regional TAFEs and the inclusion of the special guest talk. Feedback for this format was very good.

### **Workshop**

“Libraries in TAFE” workshop was on Monday 8th July at the VET Development Centre, Melbourne.

The morning consisted of vendor presentations who were asked to talk to us about how they can help with products and services that would fit with the particular demands of TAFE Libraries, staff and students. Vendors presenting were EBSCOhost, James Bennett, Gale & SafetyHub.

In the afternoon our guest speaker was Sue McKerracher who delivered an interesting and interesting and thought provoking talk.

The feedback for the workshop was excellent.

Robyn Burnett

Chisholm Institute

# Liaison, Information & Training (LIT)

## 2019 Committee

Naomi Ferguson, Holmesglen (Convenor)

Jay Yurdakul, Holmesglen,

Margherita Meeking, Holmesglen

Marian Chivers, Federation University

Looking back, we have had an obsession with the letter p in our workshop titles this year. So I will describe the committee's work as purposeful pondering from past participants' feedback to plan positive peer-to-peer PD opportunities.

## Workshop 1

Libraries Creating Possibilities

Thursday 13th June at William Angliss

Attendees: 37 library staff from 12 institutes

### Presentations

- Serving two masters: the HE and TAFE library (Paul Kloppenborg, William Angliss)
- Student assistants @ VU (Rachel Neumann, Victoria University)
- Copyright for librarians (Sarah Kidd, William Angliss)
- Creating positive learning experiences with student (Maggie Iovannella and Meredith Beardmore, Melbourne Polytechnic)
- The VU way: the role of librarians (Jennifer Murphy, Victoria University)

## Workshop 2

People, Purpose and Passion

Friday 25th Oct at Box Hill Institute (Nelson Campus)

Attendees: 26 library staff from 10 institutes

### Activities:

- Librarians in education and training. An inspiring talk by Doctorate student and Monash University librarian, Romany Manuell.
- Panel discussion on how can TAFE/dual sector librarians sustain relevance in today's technology-driven world? The insightful panellists were: Leanne Trembath (Swinburne University), Paul Kloppenborg (William Angliss), Sandra Curtis (TAFE Gippsland) and Simon Stockdale (Box Hill Institute).
- Make your own mini books creative activity

Thank you to the institutes that hosted the workshops: showing their library and learning spaces and organising catering.

Naomi Ferguson  
Holmesglen

## VET Libraries Advisory Committee (VLAC)

This is my fourth year as VLAC representative on the VATL Executive, and my second as the Chair of VLAC.

Members of VLAC included Jaci Ganendran (ACT), Jo Clark (NSW), Angela Orth (Qld), Mary Carroll (Academic), Jane Bollard (Tas), Fiona Whalley (WA) and Helen Ebsworth as ALIA Board Liaison. Late in the year Jane Bollard resigned and we are yet to hear of a new volunteer from Tasmania. Fiona Whalley also resigned, but has been replaced by Paul Metcalfe. We also had some correspondence with SA seeking interested parties to join the committee, but there has been no confirmation as yet.

The committee meets via teleconference bi-monthly.

### VLAC achievements 2019

- The main project this year has been reviewing and updating the [Guidelines for Australian VET Libraries](#) which are now available from the ALIA website. This was a substantial revision, restructure and expansion of the document.
- The VET libraries survey was released for submissions at the beginning of 2019. [Last run in 2016](#), VLAC undertook to repeat this survey every three years. The survey aims to provide a snapshot of the issues facing the sector, including how changes in structure and funding impact on the sector. VLAC has been working on the report from this survey for most of the year and the final draft is expected to go to the ALIA Board before their December meeting and if ratified should be available from the ALIA website shortly after.
- *TAFE Libraries Directory* and [National Reciprocal Borrowing Scheme participants](#) updated on the ALIA website. There was a question about SA and Tasmania not being listed as YES or NO as participants in the NRBS which was ambiguous. VLAC has confirmed that TasTAFE is participating, and that TAFESA does not currently participate but is reconsidering. The directory has been updated to reflect the current participants.
- The committee will also be looking to review and update the [prospectus](#) about the value of TAFE libraries in 2020, possibly along the lines of the “10 Things ...” campaigns run by ALIA. The results of the VET libraries survey will be a valuable source of information to inform future advocacy.

Brenda Burr

Wodonga TAFE

VLAC representative for VATL

# MEMBER LIBRARY REPORTS

## Bendigo Kangan Institute

2019 was a very busy year with increased usage across most of our libraries, particularly our walk-ins and PC usage. We had many changes in leadership across our portfolio with many staff in interim roles while the recruitment was underway. Despite these challenges, all staff showed resilience and continued to work together as a team.

### Some Key highlights and positive achievements

- We replaced the Carpet in our Broadmeadows campus Library. This carpet was over 25 years old and was in desperate need of replacement
- Our I.T department upgraded the computers and operating systems across 2 of our campuses libraries (Broadmeadows and Richmond)
- At our Bendigo Library, they replaced 20 computers in the Open Access and another 20 computers in the Library Online room for student use
- We had a significant increase in PC usage across our libraries (especially our Broadmeadows campus) almost tripling our statistics from previous years
- We increased our library data collection and combined our monthly statistic reports between regional and metro libraries
- We had a number of fixed term staff in our library that were eligible to covert to an on-going contract. This was a positive initiative by the institute as a whole
- We celebrated Library Week in May. We have a week full of activities, a morning tea and the student band performances in the library space as part of their assessment (and for our enjoyment of course)
- Metro completed a stocktake of our library collections. This was a HUGE job and our technology librarian did a fantastic job managing this project. A fantastic group effort
- The Metro Library took on several Kangan work experience students throughout the year to support our work education students
- Through BKI's students volunteer program, we had a volunteer student assist us with a big collection move so the shelving could be cleared as we were getting new carpet laid in our Broadmeadows Library. We used all the help we could get!
- Bendigo Library Staff purchased Ukulele's for the ESL Department February 2019 for their music program
- Bendigo TAFE opened their Octagonal Library for the Heritage Festival in June 2019 – the original Sandhurst Mechanics Institute Library that opened in 1856. This had a great turnout from the public and students
- Bendigo Library celebrated International Games Day in November 2019 and had a fantastic turnout, especially from the ESL students
- Librarians began a consolidated process of weeding the circulating collection to bring the collection down to 7,000 items to fit into a new library

space in 2021. (Bendigo Revitalisation Project) Many of the deleted items are being sent to Corrections, where BKI runs the education programs

- We had a sudden change in management earlier in the year and the team leader for the Metro library was asked to be interim manager for the Student Engagement & Retention team for BKI
- Our knowledge services/copyright librarian stepped up in the Library team leader role for that 8-month duration

### Staffing

- Kangan Library had a new Library Officer appointed May 2019 to provide much needed coverage for our campus libraries
- Bendigo library had a new Library Officer appointed April 2019, after the Liaison Librarian did not have her contract renewed in February 2019
- In November, 2019 we had a new manager start for the Student Engagement & Retention team

### Future Plans

- In 2020 we plan to have merged our library policies and processes across BKI Libraries.
- Have a combined library website with a standardised template and approach to subject guides, resources and online platform.
- Be ONE library team- not Kangan library, not Bendigo Library but the BKI Library



New carpet in Broadmeadows

## Box Hill Institute

2019 saw a lot of planning, building and upgrading at Box Hill Institute Library. The reimagining of the Elgar Library into a Student Hub progressed nearly to fruition. This aligns with the trend of co-location of other Student Services within the current Library space.

The plans for the Hub went out to tender and works began mid-year. The Student Life reception and counselling staff were the first to relocate to the new space in August. Works continued and the much of the re-organisation of the collection, PCs and new furniture occurred in the 2nd half of the year. The trend of hardcopy loans declining, and growing use of electronic collections continues.

In a related area, we upgraded our LMS to Sirsi-Dynix Symphony 3.6.2. This was to be completed in the first half of the year but budgeting and other changes to our IT department specifications pushed that project back into Term 3. Unfortunately a Cyberattack to BHI systems occurred at the end of October so the upgrade was pushed back again but finally occurred in the Dec19/Jan2020 period.

Jason Peart took a well-earned and extended long service leave from the Library Manager role starting in July 2020 and Susannah Ball was Acting Manager during his absence. So 2019 was a busy time with tight staffing.



Elgar library mid-renovation



## Chisholm Institute

- Higher Education classes increased with partnership with Latrobe and Chisholm Institute Bachelor Degrees
- New building at Frankston campus [FLIP – Frankston Learning & Innovation Precinct] has opened with the Library moving in to it. This has resulted in a smaller Library footprint and less study space
- New shelving went in at the Dandenong Campus Library
- Berwick Campus has had two new buildings opened including a dedicated Nursing site, Berwick Tec & Casey Tech School. As a result of the increase in students the Library has, at times, had to turn away students as it has been at capacity
- There has been an increase in staffing with three major campuses getting an extra 1.0 staff members. The Systems & Acquisitions Librarian positions has changed from being a combined 1.0 position to Systems Librarian 0.8 and Acquisitions Librarian 0.8
- Learning Skills support has increased its presence in the Libraries
- Succession planning is now taking place after vacuum of knowledge and skills occurred after some resignations
- Library is working closely with Events on various projects



## Federation University

Library staff have been actively collaborating with Federation TAFE teachers to enhance digital skills for new students. Digital Literacy Skills classes were offered to TAFE students at the commencement of 2019, with the purpose of removing barriers to learning and improving student retention and success rates.

Classes covered email, Moodle, OneDrive and accessing help. Library teams worked together to deliver classes, with Liaison staff teaching content and frontline staff from the Lending & Enquiries team available for individual assistance in the class. The classes were so well received by staff and students, as evidenced by overwhelmingly positive feedback that they were again offered for commencing students in the middle of the year.

Liaison Librarians continue to participate in TAFE events and PD training wherever possible.

National Simultaneous Storytime was held on all campuses, with SMB inviting the kindergarten class from Federation's on-campus Children's Centre to participate. Everybody had a great time, especially the children.

On 29th October, the Wimmera Campus Library was formally named 'Werrunangity larr Wimmerata' (A quiet place in the Wimmera). We are delighted with this name in local Wotjobaluk/Wergaia language, as well as the wonderful artwork created by Tanisha Lovett, local Aboriginal artist and graduate of the campus.

Collection work is being undertaken across both TAFE and HE campuses to weed old/unused material and identify low use material for off-site storage. This will free space for additional student use areas.

Looking forward to next year, the University is planning for the Business School to start offering higher education courses at SMB from 2020, mixing TAFE and HE further on campus. The Library is looking at how it will offer resources and services to meet the needs of these students when they are on campus.

Werrunangity larr Wimmerata  
Wimmera Library, Horsham



## The Gordon

In April 2019 the doors of the much anticipated new Library and Learning Hub at the Gordon's Fenwick Street City Campus opened for business. The official opening event by the Victorian Premier Daniel Andrews took place in October and garnered local and state-wide media interest.

After more than twelve months in a temporary location which was a testing time for everyone, the library team were delighted to finally unpack the boxes of books in the new space and enjoy the experience of the warm and welcoming design.

Congratulations and kudos to all library team members who worked through the relocation, renovation and reopening. Despite a number of trying challenges, they persevered and continued to offer exemplary service and support to the students and teachers at the Gordon.

Features of the new City Library include collaborative study spaces, quiet zones and booths with digital screens for displaying presentations and group work. The flexibility of the spaces also lend themselves to programming and activities which will form part of the future planning framework.

As the year progressed, door count numbers began to surge towards their pre-renovation figures and the traffic numbers at the East Campus also enjoyed a steady increase over the year.

A retirement, an interstate move and departures for new opportunities meant that staff movement continued in 2019 with a view to further recruitment in 2020, as the library team continue in their mission to work together with students on their learning journey and provide current and relevant resources to the staff across all campuses. In November the appointment of a new Manager of the Library and Learning Hub ended the year with a positive outlook for 2020 as the focus of the team turns to advocacy and strategy over the coming months.



## Goulburn Ovens Institute of TAFE (GOTAFE)

In 2019 the GOTAFE Library experienced a number of leadership changes through the ongoing process of structural change. This led to a closer alignment with the student welfare team under the leadership of a newly appointed Director, Student Success role.

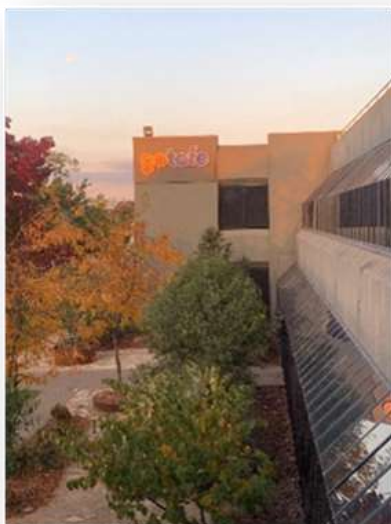
The bookshop services at GOTAFE relocated back to being next to library towards the end of 2018 and over 2019 the coordination of this service became the responsibility of the library services. This service had previously occupied the same space and staff had existing knowledge on supporting bookshop services, thus minimal impact on services occurred.

Throughout 2019 library services saw one staff member reduce hours and ultimately resign from our library service, which meant a reallocation of duties to ensure all library services could be maintained with a reduction in staff. Access to casual library staff have supported service desk enquiries as library loans and patron visits remain fairly static over the last few years.

Electronic resources continue to increase in usage and as access to academic library resources are sourced from a variety of suppliers in 2019 the GOTAFE library investigated the implementation of a discovery layer within the library online library search system, and will be delivered in 2020.

In May the library participated in the National Simultaneous Story Time “Alpacas with maracas” in partnership with La Trobe University and the GOTAFE VCAL students appeared to enjoy the associated activities and morning tea provided.

Throughout 2019 we would like to thank all of our library partners, La Trobe University, Federation University, and the Rural City of Wangaratta, with their continued support of GOTAFE library services.



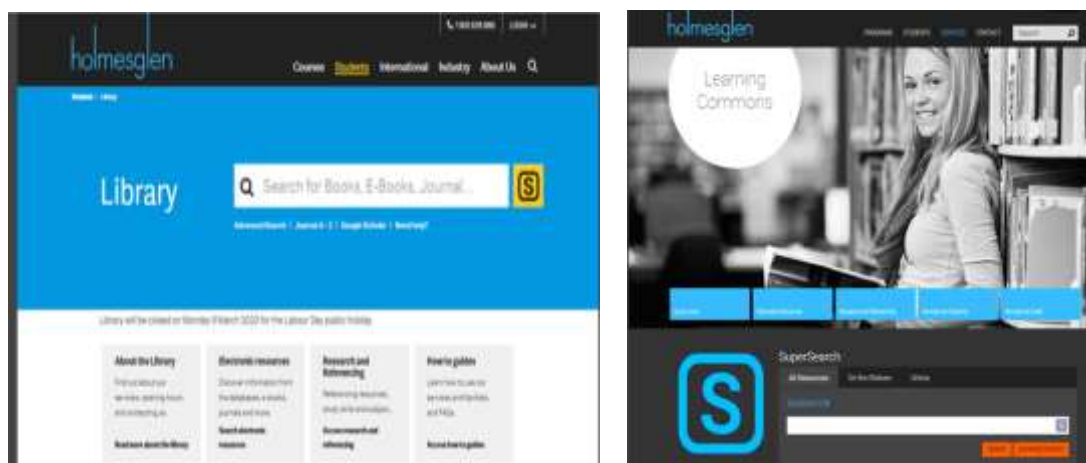
## Holmesglen Institute

In 2019 the Holmesglen Learning Commons was re-branded to Holmesglen Library as a result of student feedback, and to make it clearer to students the role of the library in providing resources and services for learning, as well as, providing a conducive environment for students to be successful in completing their studies. Re-branding is a huge task which meant that physical signage had to be changed, and library staff are continuing to update the library website, online materials and print materials.

After being held back in 2018 with an upgrade of the Holmesglen Institute website to meet some of the new data requirements to manage enquiries and student enrolments for free TAFE programs, the Library was finally able to update the Library search discovery layer in 2019 which was overdue for an upgrade and redesign. Google Scholar search option was added as this is a very popular search engine used by students.

From 2nd to 13th September 2019 the Library conducted and completed a Library Benchmarking Customer Satisfaction Survey. The Library recorded an overall score of 83.2%. This places the Holmesglen Library in the top 25% of libraries against 25 universities/TAFE institutions that have been surveyed by Insync over recent years. The results reflected an overall score increase of 3.8% since the previous survey in 2017 which is a good outcome.

Towards the end of 2019 the Library ran a, “Food for Library Fines Amnesty” campaign. Food items were accepted in place of library fines and the food items were donated to the Holmesglen Student FoodBank.



Holmesglen Learning Commons re-branded to Library



# Melbourne Polytechnic

# RMIT University

## South West Institute of TAFE

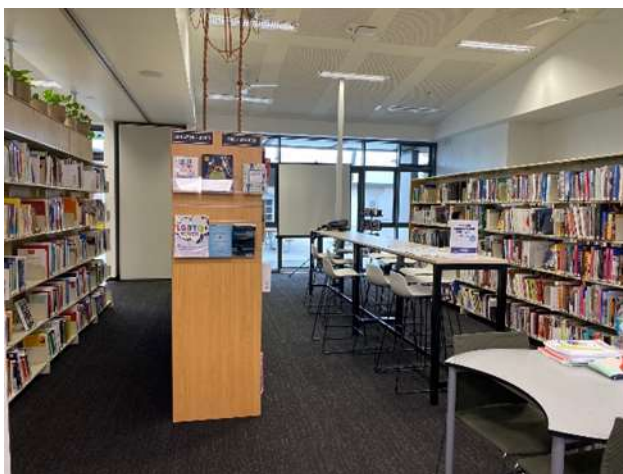
2019 was a year of many changes. The start of the year saw the introduction of a new print system which involved the installation of new printers across the institute and the use of staff and student cards to access photocopying, scanning and printing.

In April, the library was temporarily relocated to the Arts building while the library space was renovated to include the “Hive”, a co-working innovation hub.

The bookshop service was separated from the library and permanently relocated in with Reprographics. Staff offices also were relocated to a separate building which meant that the staffing on the library service point was reduced to one staff member with minimal back up.

In November, renovations were completed and the library and staff offices were relocated to their original location.

Planning continues on the new “Learning and Library Hub” which involves the joining of the Warrnambool public library and the SWTAFE Library on the SWTAFE campus. It is expected the hub will open mid-2022.





## Sunraysia Institute of TAFE (SuniTAFE)

In 2019 the SuniTAFE Library implemented a RFID (Radio-frequency identification) system that included self-checkout kiosk where students can borrow their own resources being setup at both the Mildura & Swan Hill campuses.

The self-checkout kiosk also allows students to add photocopy/print credit to their paper cut accounts as well as the ability to reset their own network passwords. In addition to the kiosk a self-serve laptop loan station has also been set-up, as well as additional power/USB charging points around the library area. The self-serve laptop loan station is something that our IT department has put together. It requires the student to tap their student id card on the RFID reader that is connected to the station. The station then sends the student a text message with a door/pin number.

The student then enters the door/pin information into the station and the door opens up. The student is then able to collect their laptop. To return the laptop to the station the student needs to re-tap their card again on the RFID reader again and the door will re-open. The station utilises our Library system to track laptops that are borrow by students from the station.

Due to free TAFE, 2019 was very busy year for us. The Library space was used extremely well by our community services & nursing students. Turnitin was also rolled out to the diploma courses at SuniTAFE, it is still only in the early stages of implementation. The current role of the Library with Turnitin is to provide onsite support for students who have difficulties using it.

The Library also had fortnightly visits from TAFEkids, the childcare centre that is located on site for book readings and activities.

At the end 2019 it was decided that the Learning Resource Centre would be taking over the creation of student ID cards from the student administration for 2020 as well as scheduling external exams. The Bookshop also now does most of the Institute's purchase orders. No additional staff have been allocated for these tasks.



New self-checkout features in the library

## Swinburne University of Technology

We returned to work in 2019 with the renovation still in progress. Level 2 was completed and the builders had started work on the Late Lab. The students needed to use the staff lift to access the Library. This put a huge strain on the lift which, did not respond to well to the demands placed on it and it “broke down” regularly. There were times when we had to walk up and down several flights of stairs almost on a daily basis. After the Easter break the Late Lab was officially opened, to the delight of staff and students alike.



With the completion of the Library renovation, staff and students could finally enjoy their new Library. Like most institutes there is a café in the Student Hub which is on level two. There is plenty of space and places for people to meet up or do some quiet study. The Library has taken the opportunity to shift some of our special collections into other areas of the Library while the renovations were happening. The EAL [English as an Additional Language] and the Children’s Indigenous Collections were moved from Level three to Level four. Other collections like the Design Collection were relocated to Level four from Level one.

One of the more colourful celebrations is Diwali. The Festival of Lights was celebrated in the Atrium directly outside of the Library. Dancing, both classical and Bollywood dining, Henna tattooing, face painting and traditional food entertained students and staff alike.

After a successful trial in 2018 with the Food for fines program was adopted for 2019. The program supports the homeless, unemployed families and children living in poverty.

For each item donated \$3 is deducted and up to a maximum of \$30 can be deducted from students’ overdue library fines (not valid for lost items). The program runs until the 15 December.



## TAFE Gippsland

- Name change for organisation from Federation Training to TAFE Gippsland was launched in May. Rebranding project has been a huge undertaking
- The library is requesting more staffing for better coverage of library branches, particularly at Warragul, Traralgon and Morwell
- Library staff have been participating in a TAFE Alliance project with the E-learning team this year
- Capital works at Morwell campus – 2 trade areas (Plumbing and Electrotechnology) will be relocated from Yallourn to Morwell when works for a new trades building `complex are completed at the end of 2021. The other trades will remain at Yallourn for the foreseeable future
- Reporting structures have changed for the library – we have now been shifted to Student Services after being with the E-learning team
- Yallourn has seen an increase in use this year, due to 'Free TAFE'
- There has been an increase in demand for library/research skills, referencing sessions, particularly from the Nursing, Allied Health and Education Support areas this year
- Library staff have been asked to coordinate Copyright for the Institute, as well as some editing/proofreading functions for Quality & Compliance
- Library's collection development policy is under review and will be redeveloped the year for specialised programs



# Victoria University

## William Angliss Institute

At the end of 2019, the LRC adopted the global trend in libraries by eliminating fines for overdue material. Instead, overdue items attracted demerit points for being late up to a threshold of 1000 points. Any long-term overdue items and/or accrued demerit points over 1000 points resulted in computer and network privileges being disabled.

There was budget approval for construction of “After Hours Access” to the LRC from 2020. Students will be able to access an unstaffed secure part of the facility before 8.30 am and after 5.30 pm.

The 2019 Insync survey showed student satisfaction with the LRC was good, with most feedback related to extended hours, catalogued functionality improvements and more resources.

In line with our RAP, additional indigenous and Torres Straits islanders’ resources were added to our collection, principally in the area of cookery.



The photos show (going clockwise) - the bookable media pod; the Special Collection Research room; a view towards the quiet study space and the collection in front of our study rooms.

Statistically, in 2019 had 200,700 individuals through its doors; 43,925 website views and over 9 million Discovery searches.

The shift to electronic and digital usage was reflected in the continual decline in physical borrowing of material. The use of LibGuides continued to be popular with over 26,000 uses of the subject guides.

There were 177 information skills sessions conducted, principally for HE students. In addition, library staff worked closely with the Faculty of HE on academic integrity, APA training and referencing.

## Wodonga TAFE

- Project proposal to redesign the service desk. CO-LAB co-design workshop held with students and staff from LTU and Wodonga TAFE to re-imagine the library spaces. Results informed some moving of furniture, collections, and re-purposing spaces. LTU investigating some furniture replacements. Waiting for architect to advise on service desk and master plan for library
- New phone system introduced (by LTU) for contacting service desks. Single phone number and menu of campuses
- Referencing guide was revised and updated. Added subject tags to LibGuides and included featured videos on all subject guides. LibGuides moved from US based servers to Australian servers required updating of all embedded content in Moodle
- Collaboration with Academic Learner Support who are developing an Academic skills guide using the LibGuides platform. Received approval to get LibAnswers for academic support tutors. Studiosity to cease. Also upgraded to LibGuides CMS with LibWizard Lite
- Plagiarism checking tool project has taken most of the year. Surveyed staff to gauge extent of issues. Arranged presentations from three vendors and worked on recommendations to Education committee. SafeAssign product chosen. Library continues to be involved in the working party to pilot SafeAssign in 2020
- Fines removed. Still charge replacement fee for long overdue loans and administration fee
- As Chair, worked with VET Libraries Advisory Committee to revise and update the ALIA Guidelines for Australian VET libraries, and conducted the VET libraries survey with results released in December 2019 on the ALIA website
- One TAFE staff member was on extended family leave during the year with only partial backfill for several months. LTU library staff experiencing another restructure which is almost finalised. In July Linda Sheridan retired after 23 years with the David Mann Library. Linda was previously the Campus library manager (LTU), then Manager, Partnerships & Engagement (LTU)



Meg Clarke delivering story-time on Fairy tale day to kids from the childcare centre