

VICTORIAN
ASSOCIATION
OF **TAFE**
LIBRARIES



VATL

Annual Report

2020

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EXECUTIVE COMMITTEE MEMBERS

President	Sandra Curtis TAFE Gippsland
Secretary	Leanne Meere Swinburne University of Technology
Treasurer	Jill Perkins Box Hill Institute
CASS Convenor	Lynette Stanyer Bendigo Kangan Institute
LIT Convenor	Naomi Ferguson Holmesglen Institute
VLAC Representative	Brenda Burr Wodonga TAFE

EXECUTIVE REPORTS

President's Report

This year as VATL President I have appreciated the opportunity to lead and work with such a dynamic and experienced group of library professionals. The VATL Executive team and the wider VATL community is made up of accomplished individuals with diverse skills and experience. I would like to thank you all for your support and guidance as I have navigated my first year in the role of President. I've appreciated your efforts in front of and behind the scenes, meeting online regularly to bolster morale and advising me on protocols and keeping me on-track. Everyone has stepped up to showcase a heartfelt passion for the TAFE library community. The CASS and LIT committees have presented interesting and well-attended workshops and events, highlighting their commitment to the cohesion and professional development of the VATL collective

When I came into the President's role a year ago, a number of outstanding issues were flagged for attention and it was decided to resolve these rather than branch out into new ground. Given my newness to the role and the uncharted territory of Covid19, this was probably a wise approach, consolidating the good work started in previous years. Two issues came up straight away: VATL's payments process and the EBSCO consortia. In the first instance, the VATL bank account was amended to require two more Executive authorisations for processing transactions. After a long-winded process with many twists and turns we are pleased to report that the bank account is now set up so that the payments process now complies with the VATL constitution.

The second issue was the outdated EBSCO databases consortia arrangement. The executive worked on this throughout the year and after lengthy but fruitful negotiations with EBSCO, the 12 participating libraries now have a more equitable and transparent pricing structure. The tiering structure was reviewed, based on current FTEs rather than those we had ten years ago when the consortia began. This resulted in fairer deals for Gordon TAFE for example, who were moved from the first to the second tier; TAFE Gippsland also benefitted from being charged as a single Institute rather than two separate entities as they had been since the merger between Advance TAFE and GippsTAFE some six years ago. While there were price increases for some members at the top tiers, we believe this was not onerous and all current pricing is locked in for 2021.

In spite of the difficulties of a year marked indelibly by the Covid19 pandemic, or perhaps even because of it, the VATL collective has become more cohesive in its vision to foster connections between TAFE libraries. One of the aims stated in the VATL: Strategic Intent 2020-2025 to "Encourage TAFE library staff to share ideas, new developments, improvements and innovation" has been realised this year. Cooperation, collaboration and information sharing has been particularly strong, thanks to the virtual environment of Zoom and other online platforms that enable regular contact between members. The degree of engagement has been heartening; there have been new ideas, suggestions for greater collaboration and an enthusiastic community spirit – all things that characterise what VATL aspires to. And remember, you don't have to be on a committee to contribute meaningfully, though all VATL

members are encouraged to serve this way; it's a satisfying and tangible way to develop professionally.

To say this was an extraordinary year is an extreme understatement! Challenges and opportunities have sprung from 'The Year of Covid19' as in no other year. Strongly held routines and ways of doing and being have been turned on their heads as many of us were either directed to work from home or to work differently. In all of this though, TAFE libraries have drawn on the resilience that characterises them and have flowed with the challenges and seized the opportunities it brought. The future direction of VATL will continue to be informed by its members and the Constitution. Statistics collection review could be a major focus as well as exploring other consortia possibilities and how TAFE libraries can continue to evolve in these uncertain times. It has been my privilege to represent an Association with such a distinguished past and vital future. Whatever 2021 brings, we will continue to do what we do best, adapting, innovating, exceeding expectations and thriving.

Thank you.

Sandra Curtis

VATL President

Treasurer's Report

Financial year ending June 30th, 2020

The VATL bank account had an opening balance on 1 July, 2019 of \$13,230.44 and a closing balance on 30 June, 2020 of \$16,629.92

Expenses for the year were significantly lower than usual, as there were no in-person events run in 2020. Total expenditure for the year was \$1,901.52. The main component of this was \$935.85 in workshop and meeting expenses. Other expenses were \$359.40 in website expenses; \$365.70 to lodge the revised constitution; \$181.37 in bank fees and charges; and \$59.20 in incorporation fees

Total income for the year was \$5300, derived solely from membership fees

We are planning changes to membership fees for GO TAFE and TAFE Gippsland in 2021, to bring membership tiers in line with Institute enrolment figures obtained during the year. Both Institutes will have their membership payment reduced from \$300 p.a. to \$250 p.a. No changes are proposed for other VATL members. This will result in a reduction in total membership fees from \$5,300 p.a. to \$5,200, which is not expected to have any appreciable impact on the financial stability of the Association

Further details of the Association's finances for the 2019/20 financial year are provided on the following pages

An additional project undertaken this year was changing access to the Association's online bank account. The President, Secretary and Treasurer of the Association now all have access to the online account, and any transactions need to be approved by two individuals before they are processed. This means that our financial transactions now comply with the requirements set out in our constitution

Jill Perkins

VATL Treasurer

2018/2019 VATL Finances

Financial year ending 30 June 2020

Opening balance: 1/7/2019	\$13,230.44		
Income		Expenditure	
JUL. Income		JUL. Expenditure	
		CBA Merchant Fee	\$11.00
		CommBiz fees	\$1.65
		Lodgment of new constitution - Cheque 000473	\$180.60
		Presenter gift CASS day July	\$8.55
AUG. Income		AUG. Expenditure	
		CBA Merchant Fee	\$11.00
		Catering VATL CASS training day	\$134.64
		CommBiz transaction fee	\$0.55
SEP. Income		SEP. Expenditure	
		CBA Merchant fee	\$11.00
		CommBiz fees	\$0.55
OCT. Income		OCT. Expenditure	
		CBA Merchant fee	\$39.00
		LIT PD day October 25th - catering & misc. expenses	\$422.58
NOV. Income		NOV. Expenditure	
		CBA merchant fee	\$11.00
		CommBiz fees	\$0.55
		AGM expenses speakers gift	\$52.95
DEC. Income		DEC. Expenditure	
		CBA Merchant Fee	\$11.00
		CommBiz fees	\$0.55
		AGM catering	\$317.13
		Consumer affairs annual statement	\$59.20
JAN. Income		JAN. Expenditure	
		CBA Merchant Fee	\$11.00
		CommBiz fees	\$0.55

FEB. Income		FEB. Expenditure	
Membership payments	\$950.00	CBA Merchant Fee	\$11.00
		Lodgment of new constitution (2nd time)	\$185.10
MAR. Income		MAR Expenditure	
Membership payments	\$3,250.00	CBA Merchant Fee	\$19.02
		CommBiz fees	\$0.55
APR Income		APR Expenditure	
Membership payments	\$750.00	CBA Merchant fee	\$15.05
May Income		May Expenditure	
Membership fees	\$350.00	CBA merchant fees	\$14.80
		Website domain name renewal (2 years)	\$60.00
June Income		June Expenditure	
		CBA Merchant fee	\$11.00
		CommBiz fees	\$0.55
		Website cPanel renewal until 25/7/21	\$299.40
Total income:	\$5,300.00	Total expenditure	\$1,901.52

ANNUAL STATEMENT SUMMARY

Income		Expenditure	
Memberships	\$5,300.00	Bank fees/charges	\$181.37
		Workshop/meeting expenses	\$935.85
		Incorporation fees	\$59.20
		Lodgment of new constitution	\$365.70
		Website expenses	\$359.40
Total	\$5,300.00	Total	\$1,901.52

ANNUAL STATEMENT SUMMARY

Income		Expenditure	
Memberships	\$5,300.00	Bank fees/charges	\$181.37
		Workshop/meeting expenses	\$935.85
		Incorporation fees	\$59.20
		Lodgment of new constitution	\$365.70
		Website expenses	\$359.40
Total	\$5,300.00	Total	\$1,901.52

Closing account balance at 30/6/20	16,628.92		
Actual closing balance at 30/6/20	\$16,628.92		
Increase in bank account for the financial year	\$3,398.48		

SUBSIDIARY GROUP REPORTS

Cataloguing Acquisitions Serials and Systems (CASS)

Team members:

Maureen Ambrose (Chisholm Institute)

Robyn Burnett (Chisholm Institute)

Ruth Downs (TAFE Gippsland)

Lesa Maclean (Victoria University)

Amanda Martimbianco (RMIT University)

Lynette Stanyer (Convenor) (Bendigo Kangan Institute)

Committee changes:

Kathleen Dauksa resigned from the CASS committee in 2020 after many years of service to the VATL community. We thank Kathleen for her participation, and miss her valued contributions

We welcomed Maureen Ambrose, Lesa Maclean, and Amanda Martimbianco (replacing Melissa Payne on maternity leave) to the committee in 2020

The CASS committee managed to meet physically in February 2020 to plan the year's events

By March 2020 the pandemic changed the plans with all physical events transferred to online delivery. The committee continued to meet online weekly throughout the year. This support bubble has been invaluable, and resulted in a stronger committee

New committee members are always welcome, please contact any of the current committee for more information

2020 Events:

The CASS committee ran the following online events in 2020:

- Check in and chat session for VATL community with VATL Executive 20/04/2020 at start of lockdown
- Around the TAFE's 19/06/2020 with presentations from Chisholm Institute, SuniTAFE, Box Hill Institute, and SouthWest Institute of TAFE
- Around the TAFE's 20/10/2020 with presentations from Bendigo TAFE, Kangan Institute, William Angliss, and Melbourne Polytechnic

We would like to thank all the TAFE staff who have presented at these events for their time, and generously sharing their experiences during this very strange year

Vendor presentations included:

- MIMS database presentation 30/07/2020
- EBSCOhost Social Work Reference Center 25/08/2020
- Open Athens demonstration 06/10/2020
- ProQuest demonstration 07/10/2020

Please share any ideas for webinar/workshop and vendor presentations in 2021 with the current committee

Thank you:

I would like to thank the Committee for their work, and especially their flexibility this year, for helping to make these events success

To the presenters and participants, thank you for your contributions to making these events successful

Lynette Stanyer
CASS Convenor

Liaison, Information & Training (LIT)

Team members:

Erin Roga, Federation University

Jay Yurdakul, Holmesglen

Margherita Meeking, Holmesglen

Marian Chivers, Federation University

Naomi Ferguson, Holmesglen (Convenor)

Thank you to the ongoing dedication of the committee members for producing great professional development and networking opportunities for library staff

Marian will not be continuing on the committee next year. We wish to thank Marian for her many years of contribution to LIT events as an active member of the LIT Committee

Webinar 1: Together Towards Tomorrow

The committee eagerly organises the year ahead quite early. We had planned the first face-to-face event when we realised we would have to pivot online: the regional workshop became a half day webinar on 29th May.

The customer mindset - Christopher Meeking (Holmesglen)

Tips for working from home - Katalin Mindum (Holmesglen)

TAFE computer classes - Clare Duffy and Carl Smith (Federation University)

Building STEM capabilities at Melbourne Polytechnic - Meredith Beardmore, Dali Lenoir and Peter Kenneally (Melbourne Polytechnic)

Using technology to connect with students online - Susan Roberts (Swinburne University)

Webinar 2: September Series

As we planned for online, we organised a more manageable and bite-sized series of presentations across different days and weeks of September. We hope that this enabled a variety of library staff to take an hour out of their day to learn from VATL colleagues

2a 1st September: Erin Roga (Federation University) presented on: Research in the Time of COVID

2b 9th September: Jay Yurdakul and Margherita Meeking (Holmesglen) presented on: APA Guide Revamp Project

2c 17th September: Clare O'Dwyer (Melbourne Polytechnic) presented on: Using Statistics to Tell Your Story

Attendance statistics:

2a: 40 participants from 10 institutes

2b: 44 participants from 12 institutes

2c: 61 participants from 14 institutes

The recordings and documents from the webinars are available via the VATL members' only webpage

Thank you to fellow VATL members for agreeing to share your projects, knowledge and ideas as presenters and attendees. We are all better for it

Naomi Ferguson

LIT Convenor

VET Libraries Advisory Committee (VLAC)

Committee members:

Brenda Burr (Chair, Vic)

Jaci Ganendran (ACT) resigned October 2020 but will be replaced by Claire Stalker-Booth

Jo Clark (NSW)

Angela Orth (Qld)

Paul Metcalfe (WA)

Hannah Vander Helm (Tas)

Wanda Pomeroy (SA) joined mid-year

Mary Carroll (CSU academic)

Vicki Edmunds (ALIA Board liaison)

The committee has met 5 times during the year. Since the April meeting most of the discussion has focused on responses to the COVID situation. However, a couple of other achievements have been possible:

- Results of the VET Libraries Survey 2019 were published on the ALIA website in December 2019
- Updated the Directory of Australian TAFE Libraries (except NSW AND SA)
- Commenced work on an updated TAFE Libraries Prospectus to replace the now dated 2013 version. The new prospectus seeks to include evidence-based information and data on the value of TAFE libraries

News from the other states

Sharing TAFE libraries responses to the COVID restrictions were an opportunity to keep the ALIA Board informed about what was happening in the sector. Selected highlights below

ACT

- CIT (ACT) has been undergoing an organisational transformation process
- ACT has announced a new campus to be built at Woden by 2024 (moving Reid campus), and they are in the design phase for a new building
- Library has strong advocacy from Executive, and is involved in language, literacy, numeracy and digital support for pre and new enrollees
- They need to renew their Library Management System (Horizon)
- During COVID – using Webex for team communication. Put on three new staff who were unable to relocate to Canberra during the shutdowns. Using Adobe Connect for online support

Queensland

- TAFE Qld have recently moved into a new library building in Townsville, which is also a shared facility
- They have been refurbishing collaborative working spaces, soft furnishings, shelving etc. across their libraries, which has been one of the positive outcomes of the amalgamations
- During COVID - Library has been moving since 2016 restructure to take majority of library resources online (92% of resources budget at beginning of 2020). Library website well set up to support students, including subject guides. At commencement of term 2 about 75% of staff are providing online support from home. A core group opening some libraries and some libraries still open but unstaffed. Have seen increase in usage of Library Chat since COVID restrictions commenced. Zoom & Online Rooms information literacy sessions. Virtual tours of library spaces and website available, and 'ask a librarian' service

NSW

- NSW TAFE libraries still to undergo their review as part of the amalgamations, but the libraries are working collaboratively together to support areas which have amalgamated, for example moving towards a centralised LibGuides instance to replace the 10 individual institutes, and identifying electronic resources which will be required state wide
- During COVID - Most staff remained working on campus. Library system only accessible on campus which made working from home arrangements problematic. Started click and collect services. Had been trialling LibChat/LibAnswers but quickly turned that around to roll out as a state-wide service, despite the 10 institute libraries not having completed the amalgamation process. Libraries were working together to convey consistent messages and services, despite still being separate structures/institutes

South Australia

- TAFE SA libraries going through a tumultuous time; budget has been halved, staffing has gone from 60 to 16, still providing services to 19 campuses with libraries
- Library reports to Student Services. Some campus libraries supported onsite by student services staff but may not have a librarian full time
- TAFE SA have been told to cut \$25 million from the budget so there has been no spending allowed. Recent announcement that TAFE SA ceasing to deliver a number of key courses (such as Aged care) in the metropolitan area which will now only be available from private providers
- Noted that TAFE SA Shop has shut down without explanation
- During COVID – Sought to initiate online chat service but were rejected. Library staff were also asked during this time to be digital support officers for students requiring further assistance when accessing TAFE software platforms. Library budget was halted for any purchases from late March 2020. No hardcopy texts purchased since Dec 2019

Western Australia

- During COVID – Libraries remained open. Responding to teacher requests to support online classes which have not previously been online. Finding digital resources and databases to support learning, with mixed success

Tasmania

- During COVID -TasTAFE set up COVIDsafe plans which can be more restrictive for the TAFE than the public rules. Using LibChat and online bookings. Moving more services online

General comments

- Some libraries who introduced online services such as 'book a librarian' or online information literacy sessions have opted to continue with offering these services even though there may have been a gradual return to some face to face sessions
- Staff and students discovered services such as ClickView and Kanopy during the shutdowns, and the increased usage of these resources appears to have been sustained even as libraries opened up again
- One of the outcomes of all staff having to work from home and communicate remotely has been a greater appreciation of the experience of regionally based colleagues. Regional library staff have often been expected to communicate remotely (via Skype, Zoom etc) with metropolitan based colleagues who have still been in a centralised face-to-face meeting. Greater equity in the communication experience when all participants are online. It is an opportunity for everyone to feel what it is like to be 'isolated' from other colleagues

Brenda Burr

VLAC Chair and VLAC representative for VATL

MEMBER LIBRARY REPORTS

Bendigo Kangan Institute

No report submitted.

Box Hill Institute

2020 started with the usual flurry of new students and Info Lit Sessions. We launched the Elgar Student Hub on 17th February and were very pleased to have staff from all around the Institute join us to celebrate. Over the rest of the year, (when we were on campus!) we got used to sharing our previous Library space with the other Student Services and referring students to each other's services for the best learning support experience.

Like many Libraries, we worked remotely part of April, then reopened first Elgar Library then Lilydale Lakeside later in May with the minimum staff. Library staff working remotely upskilled quickly to MS Teams for online classes, professional development, student, and staff support.

The Library team all worked remotely again during much of Term 3 & 4 drawing on and improving our service with what we had learned in the previous lockdown. Although not on the scale of public Libraries, we were sending out books to students who needed them. We took advantage of the many webinars offered by our vendors and made better than ever use of our online databases. We were encouraged by both staff and students reaching out individually as well as in groups for Library support via email and MS Teams.

So in common with most of Melbourne, 2020 was a huge learning curve in different ways to provide services to our staff and students and supporting our Library colleagues in lockdown.



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 into 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

No report submitted.

The Gordon

No report submitted.

Goulburn Ovens Institute of TAFE (GOTAFE)

No report submitted.

Holmesglen Institute

This year has been challenging for everyone in Victoria; however it has been rewarding as well for the TAFE sector to be able to continue operating throughout the year. Despite the challenges we have faced throughout the COVID-19 pandemic for most of 2020 the library stayed open for the stage four lockdown period from 6th August to 6th November. The library successfully engaged with students and found some creative ways to transform library services to online delivery and to support our students remotely

Remote learning resources, electronic resources, ereserves:

- The library created a new online hub for remote learning resources that featured key electronic resources, subject guides, streaming videos, our ereserve service, and general wellbeing links
- Liaison librarians collaborated with teachers to curate and pre-record more than 50 new information literacy skill videos which are accessible at various points of need

Library virtual sessions:

- In semester two, library virtual orientation sessions were organised as part of a Holmesglen-wide
- The library launched a successful new weekly online program, “Library in the Lounge Room”. This enabled students to drop in for specific topics and discussions with library staff
- The library offered consultation sessions and information literacy workshops conducted virtually either by phone, email or using video chat online

Promotion & Student communication:

- The library utilised the Holmesglen’s eLife student newsletter and Holmesglen’s Online Community webpage to regularly promote and feature remote learning resources and virtual library services

Melbourne Polytechnic

No report submitted.

RMIT University

No report submitted.

South West Institute of TAFE

No report submitted.

Sunraysia Institute of TAFE (SuniTAFE)

No report submitted.

Swinburne University of Technology

Lockdown forced businesses to redefine the workplace in a way that nobody could have ever imagined or predicted.

Working from home became the norm and as 2020 lockdowns ensued, Library staff approached the online environment very positively.

Some of the goals the Library achieved for 2020 include:

- Opened Latelab & library space with COVID Safe practices
- Closed off availability of physical items in Alma (twice)
- Enabled Click & Collect in June-July
- Contributed to the Swinburne spaces/mobile app
- Enabled Single Sign on for EZProxy
- Provision of Subject Materials via alternative sources (e-books, staff copies, ILL)
- Preferred acquisition of electronic material over print
- ProQuest DDA/ATO program managed and improved
- Increase in views of articles/records in Research Bank
- Contributed staffing to the Latelab roster, shelving, and the Scholarships team
- Presentations delivered in the CAVAL PDIG program
- Data collector Comparisons between January – May 2019, 2020

Comparing the 2019 and 2020 usage data for e-journals for the period January to May there was a downturn of 40%. There was an increase of 27% for eBooks usage in the same period

Communicating via Teams proved to be a great way to speak and work together. For me, it seemed that we were forming stronger bonds with each other that may not have happened in a normal workplace environment.



Late Lab at Swinburne University of Technology

TAFE Gippsland

TAFE Gippsland campus libraries were deemed an essential service by management so have remained open in 2020. We were able to provide access to the physical collection, access to computers for those who didn't have computers at home or had an unreliable internet connection service, and a safe space for vulnerable students to study

Library staff juggled a mixture of working from home and on campus and although challenging in many ways, our service proved to be greatly appreciated by the TAFE Gippsland community

We knew the service would be constrained in many ways and it was; Library orientations have been almost non-existent during 2020, as have referencing sessions, and not being able to meet many of our students and help them face to face has been difficult. We developed a COVID LibGuide with lots of study tips, fact sheets, and health information, we updated our online how-to guides and we posted out books to students who were unable to come in to the campus. We were able to conduct some study tips sessions via Zoom and MS Teams and requests for help via email, phone and our Ask a Librarian service, increased dramatically

With a restructure late in 2019, the library was moved into the Student Services team to join the student service advisors, learning support, disability and Koorie. It has been a really positive move for Library services and we have managed to improve lots of behind the scenes processes – we're sure that next year will be see many more great initiatives with our combined team, once everyone is back on campus

Several campuses are undergoing major upgrades; the Bairnsdale campus library is getting a makeover in order to create better spaces for students and staff. The new campus at Sale is edging closer and is scheduled to open in 2022. Warragul campus is also getting a much needed renovation; students and staff have struggled for space for many years, so this will be very welcome. And finally Morwell has just opened its new Early Childhood and Nursing/Allied Health building and face to face classes have resumed there. Plumbing and Electrical departments will move from Yallourn to Morwell when construction of new trade area is finished in 2021

It was thought at one stage that the Yallourn campus which is old and expensive to maintain would close and all operations would shift to nearby Morwell, however the Yallourn campus is to remain operating with the remaining trades – Automotive, Construction and Safety, Building and Cabinetmaking and Painting and Decorating.

Face to face classes in the trade areas continued to operate with scaled down classes and other areas are slowly making a comeback

Most of the teaching and admin staff are still working from home and probably will be until 2021

Like everyone else, we are looking forward to next year that is free of bushfires and lockdowns



Construction works underway for the new Trades Centre at Morwell campus due for completion in 2021



The new building for Nursing and Allied Health was completed and is now in full use on the Morwell site

Victoria University

No report submitted.

William Angliss Institute

No report submitted.

Wodonga TAFE

Pre-COVID (Jan – March)

- Implemented upgrade to LibGuides CMS. Separate look and feel for Library guides and the Academic Learner Support unit's Academic Skills Guide
- Implemented new Ask a Question website using LibAnswers. Created FAQ entries for Library, Moodle, Academic support and General institute enquiries. Set up ticket system accessible by Library, Academic Learner Support, and Teacher PD/Assessment Quality Officers. (No chat planned at this stage)
- Planning to introduce SafeAssign prompted revision of the Academic Integrity policy, development of an Academic Integrity LibGuide (permission sought from LTU to adapt theirs), and Moodle unit with academic integrity quiz for students.

Shutdown (April – June)

- LTU closed the library at the end of March and all staff directed to WFH. TAFE staff given no option but to work from home. (TAFE staff roles primarily physical library services)
- For the first time in over 30 years as a joint library, LTU and TAFE were operating as completely separate services. Needed to set up Skype for Business phone group for TAFE students/staff to contact the TAFE library staff
- Began weeding project – completing systems work without access to physical collection
- Negotiated with LTU campus manager to get access to physical collection for 2 hours per week (no heating) to enable us to process requests from the physical collection, return items, process papers and to start weeding collection
- Weekly Zoom catch up with joint LTU and TAFE staff to maintain social contact with colleagues
- Staff utilising LinkedIn Learning for professional development, updating procedures, etc
- Began Copyright records project with a staff member seconded from another department for one day per week to assist. Entering backlog of copyright records and developing new permissions register process utilising new functions of the updated Records Management system
- Delivered many new staff inductions online, developed online information literacy content and provided one to one Zoom support (particularly for Diploma of Nursing).

Re-opening (July - Dec)

- Library re-opened with restricted hours and staff July 6th. (Bundoora campus went back into shutdown a week later). When masks became compulsory shortly after, reduced staff and hours further (ie max 3 days spent on site). Staffing issues with changing rules over border closure/permits and the border 'bubble'. No LTU students/staff on campus. TAFE continued throughout, although with reduced numbers of staff on site and limited F2F classes

- New TAFE PCs for library staff to enable us to continue to offer separate services (such as phone service) and for staff to participate in TAFE networks/events – prior to this 3 out of 4 TAFE staff were on the LTU network
- Small numbers of students visiting the library each day

