

VICTORIAN
ASSOCIATION
OF TAFE
LIBRARIES



Victorian Association of TAFE Libraries (VATL)

Annual Report 2022



The Gordon's City campus library

Contents

| | |
|--|----|
| Executive Committee Members | 3 |
| Executive Reports | 4 |
| President's Report | 4 |
| Treasurers Report | 5 |
| Treasurer's statement for the period to July 1 st 2021 - June 30 th 2022 | 6 |
| Subsidiary Group Reports | 9 |
| Cataloguing Acquisitions Serials and Systems (CASS) | 9 |
| Liaison, Information & Training (LIT) | 9 |
| VET Libraries Advisory Committee (VLAC) | 10 |
| Member Library Reports | 11 |
| Wodonga TAFE | 11 |
| William Angliss Institute | 12 |
| TAFE Gippsland | 13 |
| Swinburne University of Technology | 14 |
| Sunraysia Institute of TAFE (SuniTAFE) | 15 |
| RMIT University | 17 |
| Melbourne Polytechnic | 18 |
| Holmesglen Institute | 19 |
| GOTAFE (Goulburn Ovens Institute of TAFE) | 21 |
| The Gordon | 23 |
| Federation University | 25 |
| Chisholm Institute | 26 |
| Box Hill Institute | 27 |
| Bendigo Kangan Institute | 28 |
| Not submitted | 30 |

Executive Committee Members

| | |
|----------------------|---|
| President: | Sandra Curtis [TAFE Gippsland] |
| Treasurer: | Leanne Meere [Swinburne University of Technology] – Resigned Lesla Maclean [Victoria University of Technology] |
| Secretary: | Brenda Burr [Wodonga TAFE] |
| CASS convenor: | Reenie Ambrose [Chisholm Institute] |
| LIT convenor: | Naomi Ferguson [Holmesglen Institute] |
| VLAC Representative: | Jill Perkins [Box Hill Institute] - Resigned Margherita Meeking [Holmesglen Institute] |

Executive Reports

President's Report

In my last President's report, I referred to the "new normal" and spoke of the altered landscape we found ourselves operating in thanks to Covid 19. Is it now time to return to normal? What is that? Many libraries have post-Covid legacy 'issues' as they deal with the fallout of more than two years of greatly altered practices. Some practices have now given way to the much-quoted 'new normal' and been left behind, while others persist and seem to have become woven into the fabric of life after Covid, in much the same way as the virus itself has persisted but changed in its effects on the population and on life in general.

Notwithstanding the challenges presented by a somewhat fragmented year, progress has been made in terms of VATL's strategic plan. 2022 was earmarked as the year to finally overhaul the statistics collection and recording processes, which began in 2021 and is now complete, with many new and much more relevant datasets included, to enable more accurate reporting and targeted benchmarking. This has been ably driven and carried out, mostly by Brenda Burr and we thank her for her untiring efforts to bring this successfully to fruition. After a number of meetings with a statistics sub-committee of willing VATL members, a lengthy process of consultation, surveys and compilation was done and we now have a functional statistics instrument that is fit for purpose and easy to use.

Added to this, the VATL executive has seen more than its share of upheaval in 2022, with the departure of a long-serving member, Leanne Meere from Swinburne. Leanne has served on the executive for a number of years as Secretary and from this year, as Treasurer. We thank Leanne for her dedicated support and extensive contribution to the VATL collective over this time and wish her well for the future. The committee welcomes three new faces to the team: Margherita Meeking, in the role of VLAC Convenor, Reenie Ambrose as CASS Convenor and now, Lesa Maclean as our new Treasurer. Along with our long-time LIT convenor, Naomi Ferguson, and Brenda now in the role of Secretary, it's great to have our full team in place, ready to take on 2023 with new ideas, projects and energy.

We are fortunate to have such a generous membership, willing to give their time and energy to serve in voluntary roles on the VATL executive and CASS and LIT committees. It is a substantial commitment but I'm sure we all agree, a worthwhile and time-honoured one. Next year, we hope to change things up a bit! We want to say goodbye to the malaise of the Covid and post-Covid blues and welcome in the new year with fresh eyes and new energy. How might this look? Maybe there could be more in-person events, a road trip, perhaps, more interaction, less isolation. This is where you come in. Let us know what aspirations you have for our collective in 2023. We'd love to hear from you.

Thank you.

Sandra Curtis, President.

Treasurers Report

The VATL bank account had an opening balance on 1 July, 2021 of \$18,143.38 and a closing balance on 30 June, 2022 of \$21,774.76, which is an increase of \$3631.38.

Total expenditure for the year was \$1,078.62. The main expense was the website hosting fee of \$360.00. Other expenses were: \$230.89 for a Zoom subscription; \$177.63 in bank fees and charges; and \$60.10 in incorporation fees and membership refund of \$250.00.

Total income for the year was \$4,710.00, which consisted of \$4350.00 in membership fees, and \$360.00 from the VET Development Centre, which paid for the VATL website renewal.

Further details of the Association's finances for the 2021/22 financial year are provided on the following pages. This information was compiled by the VATL secretary, Brenda Burr.

There are no changes planned to membership fees for the 2022/2023 financial year.

Note: The treasurer's role was initially held by Jill Perkins, with Leanne Meere taking over the role.

Lesa Maclean, VATL Treasurer

Treasurer's statement for the period to July 1st 2021 - June 30th 2022

1. Overview of financial position at June 30th, 2022.

| ANNUAL STATEMENT SUMMARY | | | |
|---|--------------------|------------------------------------|-------------------|
| Opening balance at 1/7/2021 | \$18,143.38 | | |
| Income | | Expenditure | |
| Memberships | \$4350.00 | Bank fees/charges | \$177.63 |
| VDC reimbursement of website charges | \$360.00 | Workshop/meeting expenses | |
| | | Incorporation fees | \$60.10 |
| | | Video conferencing software (Zoom) | \$230.89 |
| | | Website expenses | \$360.00 |
| | | Membership refund | \$250.00 |
| Total | \$4,710.00 | Total | \$1,078.62 |
| Change in balance for financial year | \$3,631.38 | | |
| Closing account balance at 30/6/22 | \$21,774.76 | | |

2. Treasurer's comments.

- A detailed breakdown of the expenses, and copy of the most recent bank statement follows.
- Membership payments for 2022 still outstanding as of 30 June 2022

3. Detailed financial statement 1/7/2021 to 30/6/2022.

| | | | |
|----------------------------------|--------------------|--------------------------------|----------|
| Opening balance: 1/7/2021 | \$18,143.38 | | |
| <u>JUL. Income</u> | | <u>JUL. Expenditure</u> | |
| | | CBA Merchant Fee | \$11.00 |
| | | Website hosting | \$360.00 |
| <u>AUG. Income</u> | | <u>AUG. Expenditure</u> | |
| | | CBA Merchant Fee | \$11.00 |
| | | CommBiz fee | \$0.55 |
| <u>SEP. Income</u> | | <u>SEP. Expenditure</u> | |
| | | CBA Merchant fee | \$11.00 |
| <u>OCT. Income</u> | | <u>OCT. Expenditure</u> | |
| | | CBA Merchant fee | \$39.00 |

| | | | |
|--------------------------------------|-------------------|------------------------------------|-------------------|
| | | Zoom annual subscription | \$230.89 |
| <u>NOV. Income</u> | | <u>NOV. Expenditure</u> | |
| VDC reimbursement of Website fees | \$360.00 | CBA merchant fee | \$11.00 |
| | | CommBiz fees | \$0.55 |
| <u>DEC. Income</u> | | <u>DEC. Expenditure</u> | |
| | | CBA Merchant Fee | \$11.00 |
| <u>JAN. Income</u> | | <u>JAN. Expenditure</u> | |
| | | CBA Merchant Fee | \$11.00 |
| <u>FEB. Income</u> | | <u>FEB. Expenditure</u> | |
| | | CBA Merchant Fee | \$11.00 |
| | | Consumer Affairs annual statement | \$60.10 |
| <u>MAR. Income</u> | | <u>MAR Expenditure</u> | |
| Membership payments | \$1,800.00 | CBA Merchant Fee | \$11.00 |
| | | CommBiz fee | \$0.55 |
| <u>APR Income</u> | | <u>APR Expenditure</u> | |
| Membership payments | \$600.00 | CBA Merchant fee | \$11.00 |
| <u>May Income</u> | | <u>May Expenditure</u> | |
| Membership payments | \$1,950.00 | CBA merchant fees | \$11.00 |
| <u>June Income</u> | | <u>June Expenditure</u> | |
| | | CBA Merchant fee | \$26.98 |
| | | Membership refund | \$250.00 |
| Total income: | \$4,710.00 | Total expenditure | \$1,078.62 |
| ANNUAL STATEMENT SUMMARY | | | |
| Income | | Expenditure | |
| Memberships | \$4350.00 | Bank fees/charges | \$177.63 |
| VDC reimbursement of website charges | \$360.00 | Workshop/meeting expenses | |
| | | Incorporation fees | \$60.10 |
| | | Video conferencing software (Zoom) | \$230.89 |
| | | Website expenses | \$360.00 |
| | | Membership refund | \$250.00 |
| Total | \$4,710.00 | Total | \$1,078.62 |

| | | | |
|---|--------------------|--|--|
| Closing account balance at 30/6/22 | \$21,774.76 | | |
|---|--------------------|--|--|

Actual closing balance at 30/6/2022 \$21,774.76

Change in balance for the financial year: \$3,631.38

Compiled by Brenda Burr (VATL Secretary)

Subsidiary Group Reports

Cataloguing Acquisitions Serials and Systems (CASS)

No report

Liaison, Information & Training (LIT)

The LIT Committee for 2022:

- Daniel Giddens, William Angliss Institute
- Dave Bradley, Swinburne University of Technology
- Erin Roga, Federation University
- Margherita Meeking, Holmesglen
- Naomi Ferguson, Holmesglen (Convenor)

Committee changes for 2023:

- Erin Roga (Federation University) is leaving the committee after 3 years.
- Margherita Meeking (Holmesglen) leaves the committee after 5 years.
- Allison Hadfield (Federation University) is joining the committee.

There's still room on the committee for other inspired individuals to join and contribute!

Thank you to the committee for the dedication, communication and teamwork that ensures we present these activities for VATL members.

Webinar 1: We're back! #IRL (in real life)

The first LIT event for the year was held on Tuesday 24th May 10-11:30am.

Three VATL member libraries presented on their face-to-face service delivery models as we move to the new normal and welcome students and staff back on campus.

- Angela Kopelis from RMIT University
- Brenda Burr from Wodonga TAFE
- Kay Smith and Daniel Radford from Bendigo Kangan Institute

We had 47 registrations from 14 institutes.

Webinar 2: The Rise of Collaboration

The second LIT event was held on Wednesday 3rd August 2022 10-11am.

We heard from fellow VATL member libraries about collaboration with other departments.

- Brenda Burr: Sharing Springshare access beyond the Library with Q&A
- Christopher Meeking and Margherita Meeking: An LMS embedded Library with Q&A

We had 40 participants from 14 institutes register for the webinar.

The recording and documents from both webinars are available on the members only webpage.

Thank you to our VATL community for inspiring us through sharing knowledge and projects.

Naomi Ferguson, LIT Convenor

VET Libraries Advisory Committee (VLAC)

VLAC met four times during the 2022 year, engaging in discussions and projects around library professional advocacy and future directions for the sector.

The main highlight of VLACs work centred around promoting and providing feedback for ALIA's Professional Pathways Framework. An official feedback submission during the project's consultation phase was put forward on behalf of VATL member libraries to represent the views, sector challenges and unique context of VET libraries in Victoria.

The committee continues to action the development of a TAFE Library Prospectus document aimed at advocating for the future of TAFE Libraries. In addition to this, talks in relation to VET library sector issues were raised with ALIA.

VLAC is considering the potential for an Australia wide TAFE library conference, professional development and/or networking events to strengthen opportunities for VET LIS professionals to connect with each other and provide further skills development.

Margherita Meeking, VLAC representative

Member Library Reports

Wodonga TAFE

The Library worked with the ICT team and EBSCO to implement OpenAthens authentication between February and April. We successfully changed over on April 11th and the library manually updated 1,625 links in Moodle during the term break so there was minimal disruption to learning and teaching. A new guide was developed to assist staff with linking to library resources and new videos created to assist with logging in and linking. We were able to add the ClinicalKey eBook database to the single sign on environment for the first time which saved the Nursing department considerable administrative time previously spent on distributing passwords (particularly our delivery to Defence which has multiple intakes each year). OpenAthens has been working very smoothly since implementation and has provided some interesting insight into usage of electronic resources.

We rebranded the LibAnswers based 'Ask a Question' service to 'Learner FAQs' and streamlined the structure of the FAQs for better discovery by students. The Moodle team added a search widget to their quick links footer mid-year, which saw an immediate increase in searches of the FAQs.

Considerable time was spent on developing a business case for a new librarian position, including the classification process for the new position description. However, a decision on the business case was put on hold until 2023.

The Standards collection was reviewed, which for the first time could be based on evidence of usage from the new Techstreet database. As the institute was commencing delivery of plumbing and electrotechnology courses for the first time, additional standards were required.

Visits to the library were up on the previous COVID impacted years, but still have not returned to pre-COVID levels. Enrolments were down in key courses which was reflected in lower usage of library resources. WGSN Fashion was cancelled in April as the number of students in the course did not make it cost effective.

La Trobe University celebrated a belated 30th anniversary of the Albury-Wodonga campus (COVID preventing the celebration being held the previous year) and this coincided with the 20th anniversary of the current library building. As storms were forecast, we were excited to host the event on level 2 of the library which was cleared of tables to accommodate the guests.



William Angliss Institute

In 2022, we started the process of renaming the Learning Resource Centre to Library.

Staff from the E-Learning Support unit are involved in a library website rebuild project, with will be corporate looking, visual, integrated with additional functions such as LibChat and user accessibility to the forefront, with nothing more than three clicks away.

There is also a Libguides project, with principles such as visual appeal, screen space and linked headers and minimal text as guiding design principles.

An online referencing module has been recently added to a Digital Literacy series of tutorials for all Higher Education students. A module introducing students to library search tools and tips has been embedded into the first-year Foundation Academic Skills subjects for about two years. More modules are anticipated to be developed next year.

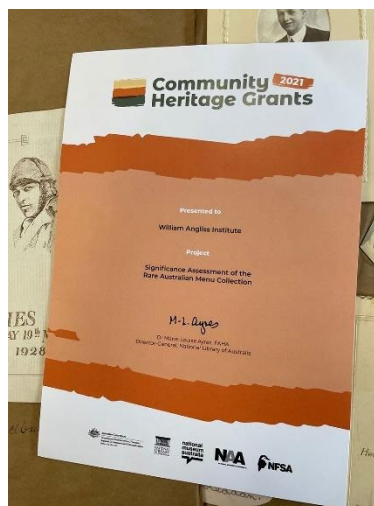
EndNote Desktop training and an introduction to EndNote Basic was offered mid-year.

Our D Space research repository work continues with upwards of 350 outputs in the repository.

The Library received a Community Heritage Grant for its special collections from the National library. The grant aims to help community organisations such as libraries, museums and art galleries with the preservation of locally owned and nationally significant materials. There were 106 eligible applications and 52 applications recommended for funding this year. Successful recipients are also given access to a range of online workshops. The Library was delighted to be a 2021 Community Heritage Grant recipient and commended Vicky Qin, our Special Collections Librarian, for her work in the grant application process.

The media release and details of the approved projects is here -

<https://www.nla.gov.au/news-and-media/media-releases/2021/389467-awarded-preserve-and-protect-local-community-heritage>



The Institute's first Masters by Research student graduated this year which was also the first TAFE Research masters student in Australia. This is evidence of increasing demand for more electronic database support from out Faculty of Higher Education.

TAFE Gippsland

It was good to see a return to a more normal campus life with classrooms occupied and students using the various physical spaces around our campuses.

That said, 2022 was a difficult year for the library service. Staff resignations and no recruitment to fill the vacant positions, has left TAFE Gippsland with 2 part time library staff, equal to a single full time staff member, covering 8 campus libraries. Much of the face-to-face day by day library service is not possible, making our online service, databases and guides, even more important.

The refurbished Warragul Campus opened at the start of the year with a number of new state of the art classrooms and nursing labs. The library area was not expanded and has a small collection with no room for growth, no student work areas, and no library service point to provide any staff assistance.

The Fulham Campus finally closed this year, with the opening of the new one at the Port of Sale. This new campus has no library space, service, or collection at all.

The new Trade School opened in Morwell and this campus is now our largest, spread across several buildings with multiple course offerings. The library collection there has space and is growing. We purchased new shelving and reorganised and culled the collection to allow for expansion in popular course areas.

On the plus side, the library service maintained its collection budget and was able to add a wide range of new physical resources to its collection and maintain the increasingly important online databases. Looking to secure access to these for the future, we began the long internal effort to upgrade our authentication process from EzProxy to OpenAthens. We hope this will be approved in 2023.

The end of the year stocktake of all campus collections led to a significant culling of older resources across the summer, particularly in Yallourn, an older and no longer heavily used campus.

The latter part of the year saw TAFE management instigate a review of library service, looking to a model for the future. With no information coming from that process yet, we await events and try to maintain service levels for staff and students.

Swinburne University of Technology

With the lifting of COVID restrictions, staff and students returned to campus with Library staff delivering onsite, hybrid and online services throughout the year.

Highlights

OpenAthens project

In January 2022 Swinburne Library launched OpenAthens. OpenAthens replaced EZproxy, which was our authentication service for subscription based electronic resources. The 12-month project was complex and involved staff across the Library. As part of the transition, all links (to resources) that displayed in various systems had to be updated - including links within our Learning Management System (CANVAS). This massive task was achieved without any disruption to users.

Both systems (EZproxy and OpenAthens) operated in parallel until EZproxy was turned off at the end of the year. The successful implementation of this project resulted in an improved user experience with easier access to Library resources.

Workplace Placement Program

In consultation with the Diploma of Library and Information Services department, Liaison Librarians supervised students as they completed their compulsory workplace practicals at Swinburne Library. The program commenced continued throughout the year. During the placements the students were given opportunities to participate in hybrid meetings, engage in professional development opportunities, review digital resources and develop online content. By all reports, they enjoyed all aspects of the program including meeting staff and learning about how library professionals meet the needs of Swinburne learners, teachers, and researchers.

Towards the end of the year, the Research and Academic Engagement team also hosted four work placements students enrolled in the Swinburne Adult Migrant English Program (AMEP). During their time with us they were given many opportunities to engage with staff. They were surprised about the range of skills sets that library staff have and were very interested in learning about the various career paths of our staff.



Sunraysia Institute of TAFE (SuniTAFE)

For all of 2022 the Mildura Campus has been under major renovations. The renovations include:-

- A major update of the Institute's roads, carparks and stormwater systems.
- A new student engagement space that includes a chill-out zone, tech hub, careers and exhibition space which will be located in the undercroft space.
- New skills and jobs centre located next to the student engagement space.
- An upgrade of the kitchen and servery area in the Café area.
- New upstairs staff office space including a new CEO Office & board room located next to the Library space.

The Library remained operational throughout the renovations, even though it backed on to one of the main construction sites. The main problem that we had in the Library was during the demolition stage, the space was extremely noisy which made it hard for students to use the area as a study space. The construction workers did try to do most of the noisiest work in morning times leaving afternoons free for student study. During the renovations Building A (The largest building in the Institute which includes the Library) was separated in half by a construction wall. A lot of new students and visitors to campus found it hard to navigate around the institute and one of the common complaints was that people couldn't find the Library or any of the facilities.

The year itself has been a mixed bag for us. It was good being able re-open normally again, but the numbers of enrolled students didn't match previously years and we also found that there was a preference from students for blend deliver and as well as working from home. The Library was also setup the collection point for resources for the Accounting, Children Services, Automotive & Building areas.

In 2022 our request for new furniture for our Junior Fiction/Children's Picture collection was approved and the Library was able to purchase a fixed furniture unit that included shelving and soft seating components. The SuniTAFE Swan Hill Library also had a new circulation desk approved and installed.



At the Swan Hill campus our Library officer finished up after over 10 years in the role. Before re-advertising this position some changes were made to it including adding a focus on academic support.

The Library's 3D printing facilities have increased in popularity. Requests for educational prints have come in from most department areas in the institute, including nursing, community services, mental health, light & heavy automotive, engineering, foundations, VCAL, Dulka Yuppata, IT and student services. The Library in collaboration with our IT department has also run some classes using Tinkercad with our foundation students

& International students where the students have been able to design their own prints. In 2022 we also given an A1 printer by our IT department for staff and student use. This printer has well used, especially by departments after wall planners for their areas.

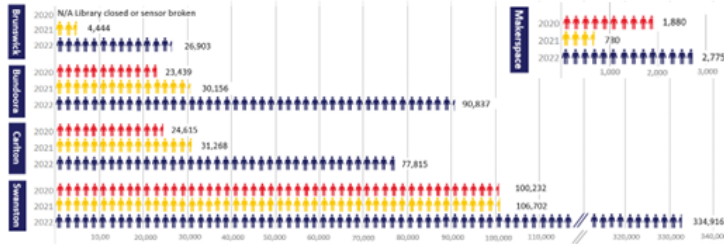


During 2022 the Library started a major re-spine labelling project. A lot of labels on the Library shelves had started to fade to a point that they were hard to see.

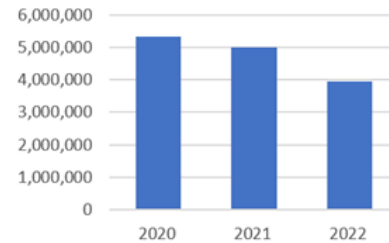
In November, our CEO Geoff Dea announced his retirement and would leave SuniTAFE on 30th of June 2023. The board have commenced the recruitment of a new CEO and will start to interview candidates in the coming months.

report 2022 RMIT University Library

Physical visits by campus



LibrarySearch (discovery) queries



- 8798** Document delivery requests requests
- 609** Archives requests
- 20,744** Library concierge queries answered
- 373** Study support Workshops offered with 8557 student attendees
- 4,116** chat interactions with Peer Mentors
- 586** research/ writing requests
- 9,620** 'Ask the Library' chat interactions with frontline staff

Open Access Research

- 402** new open access publications
- 188,018** Research Repository views
- 80,962** Research Repository downloads

Learning Lab support resource

- 416,642** individual users
- 1.26 million** visits

Melbourne Polytechnic

In addition to business as usual in the library environment, this year Melbourne Polytechnic library has focussed on key projects to strengthen the library service and to align with MP's strategic plan.

Key projects for this year have been

- Establishment of a research repository which was launched in August. The repository is the result of a project which has taken about 2 years to come to fruition as it took time to consider the most appropriate platform, policies, procedures etc. The research repository is an open access repository and already has content from MP staff. In early 2023, an official launch will take place to promote the repository across the institute.
- Earlier this year the library's citing and referencing tool ERNI underwent a major review and update. The ERNI tool is essentially a style guide used by MP students and staff and represents both Harvard and APA 7 referencing styles.
- An ongoing project is the promotion of library services and resources to staff and students. Library staff have turned their hands to video production and have been getting quite creative! Promotions have been largely online as many students are still studying off campus.
- The professional development of library staff has also been a focus this year with a project team established for this purpose. Each month all library staff participate in PD delivered by either from internal sources or external representatives, for example.

Challenges faced by our library are probably no different to other libraries in that loans of physical library items, and the use of our physical spaces, is very low. The challenge is to attract more students into library spaces in 2023 which we hope will be improved as more classes are delivered on campus next year.

While the use of the physical collection is low, the use of our digital resources has increased dramatically over the last couple of years. For example, our ebook collection has seen an increase of 350% in 2022 compared to 2019.

The library is currently identifying strategic projects for 2023 to ensure our services, resources, and skills align with MP strategies. The library also aims to focus on creating and building upon partnerships and collaborations with other service and academic departments across the institute. Visibility, relevancy and profile are critical for our library service and strategic themes will be at the forefront of planning our services and initiatives in 2023.

Holmesglen Institute

Holmesglen 40th Anniversary

Holmesglen celebrated its 40th anniversary this year. Commemorative events were run on every campus leading to the 40 years staff party event held at the Caulfield Racecourse and 40 Australian white cedar trees were planted at Holmesglen's Eildon campus.

New Chadstone Library

Although 2021 ended with the closure of the St Kilda campus including the campus library, at the start of 2022 we heralded in the completion and the re-opening of the new Chadstone campus library in February. Brendan O'Connor, Federal Minister for Training and Skills, and Gayle Tierney, Victorian Minister for Training and Skills, visited the new library on Friday, 10th June. To experience a Chadstone library virtual tour go to: <https://my.matterport.com/show/?m=neKjoYZ2ExE>

The library space now integrates learning skills support services offered to students. There are more teachers using the new library workshop rooms and new technologies to run remote teaching & learning (hybrid model). The students are also using the library spaces/rooms to attend remote learning either with their BYO devices or using the desktop PCs provided for student use in the library

Whilst there was a return to face-to face teaching and learning in 2022 the library continued to offer and improve on its online offerings to students:

- "Library in the Lounge Room" weekly online program continue to enable students to drop in for specific topics and online discussions with library staff.
- The library continued to offer online consultation sessions and online information literacy workshops conducted virtually using webex.
- The library live chat service continued to be used by students for referencing and research enquiries.

Higher Degrees

Two library staff, Bridget Were and Christopher Meeking, completed and graduated with a Master of Information Studies (Librarianship) from Charles Sturt University.

Staff Publications

Meeking, C. (2022) 'User Centred Approach'. Incite, 43(5), 26.

["Embedded Library Support within TAFE and Dual Sector Courses for Improved Learner Support and Visibility: An Emerging Opportunity"](#). Margherita Meeking & Christopher Meeking. Published online: 13 Sep 2022 (waiting to be assigned vol & issue for final publication).



Holmesglen celebrated its 40th anniversary. 40 Australian white cedar trees were planted at Holmesglen's Eildon campus.

GOTAFE (Goulburn Ovens Institute of TAFE)

In 2022 the GOTAFE Library ceased to experience multiple closure periods limiting access to physical collections due to COVID-19 lockdowns as observed in past two years. The year began with space on shelves from the removal of La Trobe University collections at the Shepparton campus being filled with interfilming of collections collated from other locations into a central library service at the Shepparton campus.

With the alignment of all the Student Success Directorate, training was provided to all student success staff based on the Shepparton Campus in the provision of supporting students from one centralized service for all services provided by this team, covering both the Wellbeing and Learning Support. Further into the year the Wellbeing team relocated their support triage service to another location on campus to ensure student privacy when dealing with sensitive student support services.

A new role based within the Learning Support team section of Student Success was implemented in 2022 of a full time Copyright and Intellectual Property Advisor joining the team and supporting copyright and library services at GOTAFE.

Circulation of library materials in 2022 nearly came to the same figure as 2020 and 2021 combined making the library optimistic that access to the physical collection will continue to grow moving forward.

Surprisingly the access to online dropped in 2022 which may have been due to library users accessing the physical collection rather than online and students being averse to using digital avenues but plans in 2023 will see the library work on simplifying access to online materials and updating the library website into a more modern and accessible website. Statistics are also not currently been captured for the new SirsiDynix CloudSource product provided in 2022.

Visits to the library and access to support services from library services increased after reduced physical access over previous two years and to encourage visitations the library has supported many events run by the GOTAFE Life Advisors who coordinate on campus activities with students.



© GOTAFE, 2019 (Permission granted to VATL to reproduce)

2022 was overall looking very positive and then in October 2022 Victoria suffered severe floods across many areas of Victoria and saw some of the campus locations being flooded. Seymour campus and the rural

William Orr Campus in Shepparton saw impact from flood waters with many local towns becoming isolated. Many GOTAFE staff & students had their property affected by flood waters with a need being supported by the library in the loan of laptops to students who had lost their own devices.

We look forward to 2023 providing a dynamic Learning Support team ensuring students have the best opportunities to achieve success in their chosen learning path and continue to evolve to meet this need.

The Gordon

2022 has borne witness to a post-covid renaissance for The Gordon's library. After a recent restructuring, the library now sits with learning support under the new centre of Student Success. In the last two months, we have also been under new leadership, Sandra Curtis. In the previous year, the library has worked on projects around two key themes: access and service.

Access:

- Early this year, we implemented a discovery service allowing easy access to our databases, videos, books, and ebooks. The service also provided access to many open-access resources, growing our ebook collection from hundreds to thousands.
- The liaison team co-created a digital learning platform that provides students with 24/7 access to learning development. The liaison team has been able to create information literacy modules that can be embedded into the course's LMS pages to provide asynchronous learning after traditional in-class IL lessons. In its first year, it has more than 50 percent of students engaged and using the platform.
- The library has retrieved its special collection, temporarily housed in the institute's archives. We are re-cataloguing the collection to make it accessible by students, staff, and the broader Australian community. The collection dates back to the 19th century with early works on trade pedagogy, wool, and works produced by Gordon alumni internationally.
- The library has been leading diversity and inclusion at the Gordon, creating the institute's first student 'queer' space and building and co-organising the institute's first "wear it purple day"
- We have continued to build our first nations collection and space, now offering iPads with the "learn Wadawurrung Language" app.
- The library is now managing the Institute's 200+ art collection. We are about to embark on a project that will create a new database and policy that will ensure the accessibility of the collection to students, staff, and the community.



The Gordon's City campus library

Service

- We overhauled our Standards process with a vendor change and responded to closing the Institute's printing facilities; this required collaboration with executive, program leaders, and external printing providers, all led by the library.

- The Learning Support and Liaison teams have joined forces to address skill gaps in course areas. LS supports literacy, numeracy, and language, and the liaison team focuses on digital literacy support.
- We underwent an internal data audit, aligning our data collection to key service objectives and performance indicators, moving from a paper-based system focused primarily on customer service points to a digital platform (LibInsights) that captures liaison engagements.
- Digital literacy is a significant skill gap for many students and staff in the Institute, with 55 percent of front desk inquiries being DL related.

Federation University

TAFE liaison activities

Karen Pruis, Allison Hadfield, and Carl Buttler attended the TAFE Learning & Teaching Showcase in November 2022. Staff from several campuses attended with many giving short presentations on a pedagogical technique that has improved student experiences and learning outcomes. Karen, Allison, and Carl gave a short presentation promoting information literacy and computer skills classes, and support services for TAFE teachers. This proactive promotion has resulted in increased demand for classes across disciplines in Ballarat and Horsham during February 2023.

Karen Pruis has been making regular visits to the Wimmera campus in Horsham at least four times per year to build relationships with teachers, library and support staff, and students. Various classes and individual student appointments have been delivered in early childhood, nursing, and community services courses to provide an equitable learning experience for students living in the Wimmera. There has been positive feedback from teaching staff and the student support officer who has been promoting library services to the students.



Wimmera Campus Library

Staff

Allison Hadfield has joined the Research & Learning Services Team and supports TAFE courses at our Mt Helen and Gillies Street campuses. Karen Pruis supports TAFE courses at the School of Mines and Wimmera campuses. Allison and Karen meet monthly to plan orientation and promotional activities, and develop new resources as required.

OctoberVET 2022: 'Inclusivity and the future of VET' conference

The 2022 OctoberVet conference was held in Ballarat at the School of Mines campus with the theme 'Inclusivity and the Future of VET'. Adjunct Professor Robin Shreeve gave an inciteful and entertaining keynote speech detailing the historical development of the VET sector. There were also several short presentations from several VET researchers. More information and links to presentations are available from [Federation University's VET research events](#).

Chisholm Institute

This year will focus on implementing key points recommended in the library Review conducted by Roger Henshaw Consultancy Services.

Priorities for 2023:

- Name change to Library and Learning Services (Service) and Library and Learning Centres (Buildings)
- Outreach program to be conducted by the Learner Support Services Officers (Frontline) promoting Library and Learning Services in public spaces
- 'Meet with a Librarian' Drop in sessions. Research & Academic Librarians rostered on 2hour shifts in the Library and Learning Centre spaces
- Collection maintenance. Items purchased over 10 years ago and not borrowed for 5 years immediately removed from the collection
- Pilot of 'Self-service model' at Mornington Peninsula campus and 'Hybrid model' at Cranbourne campus
- Introduction of online and face to face Digital Literacy sessions
- Development of a Skills Matrix to ensure library and learning services staff have the skills required for their roles

We were pleased to welcome a new Senior Learning Support Services Officer, Hayley Golding. Hayley will oversee the day to day operations of the Library and Learning Centres with all frontline staff reporting to her.

We are sad to bid farewell to Tim Suttie and Caroline Walker. Tim is currently the Research & Academic Librarian for Trades. He has accepted a position back at Kangan Institute. Caroline is one of the Learner Support Services Officer at our Dandenong campus having chosen to stay with Chisholm when Barton became part of Holmesglen Institute. Caroline will be moving on to a new phase in her life deciding to take up retirement. We wish them both well for the future.



Frankston Library and Learning Centre

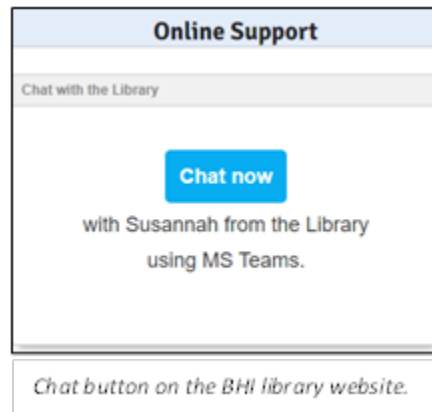
Box Hill Institute

2022 started with the usual round of new students and library orientation and info lit sessions. We also farewelled Jill Perkins, Information Services Librarian and VATL Committee member, who resigned from her library position in February 2022 after 14½ years with the BHI library.

A formal change proposal was finalised at the end of February resulting in no positions lost, though vacancies had to remain unfilled.

The first few months of the year also saw the replacement of student computers across our four campus libraries. The rollout of the updated hardware was much appreciated by students and library staff alike. Also on the student technology front, planning commenced for the 2023 implementation of free student printing across BHI. This was one of many new initiatives proposed across the Institute to improve the student experience, and one likely to have a big, and positive, impact on library staff who provide a lot of student printing support.

Also in 2022, library staff implemented a simple chat service using the existing MS Teams platform. We display a chat button on our site within the learning management system with a link to a Teams chat with the rostered library staff member during their shift. A fallback link to the 24/7 Studiosity chat is shown for when library staff are unavailable.



Additionally, library staff volunteered at Institute Discovery Nights and Talk & Tours events throughout 2022, with Library computers available during the events for course applications and pre-enrolment core skills testing.



VATL SITE REPORT 2022



This year has some significant challenges for the library team. At the beginning of 2022 there were 5 staff members at Bendigo City campus (with 1 on secondment) and 14 staff members for 4 Kangan campuses (Broadmeadows, Cremorne, Docklands and Essendon). Throughout 2022, 7 library staff left Bendigo Kangan Institute with 2 being replaced with part-time roles. The library team did their best to continue providing library services with staff shortages and managing COVID infections. This meant we had to get creative and flexible with our campus coverage and rosters. Although we had some significant challenges, we were still able to make some meaningful achievements and increase on usage statistics and engagement from 2021.

2022 STATISTICS: AT A GLANCE

25,261
Library website visits

68,497
walk in visitors
(Only collected at 3 out of 5 libraries)


8,246
Students were supported via
online & face 2 face

13,607
Enquiries answered

251
Sessions delivered

3,409
Attended a session run by the
library


6,078
Physical items loaned
and renewed


222
eBooks loaned


23,248
LibGuide Views


Top 2 Most Used LibGuides
Fashion Merchandising (968 Views)
Studying Online from Home (1,693 Views)

| Customer interactions | 2022 |
|---|--------------|
| Face to Face | 10844 |
| Online (LiveChat, Emails, Phone, Teams) | 2763 |
| Total | 13607 |

| Location | Kangan | Bendigo | Off-site | Other |
|----------------|--------|---------|----------|-------|
| # of enquiries | 8756 | 2345 | 1367 | 26 |

KEY ACHIEVEMENTS FOR 2022

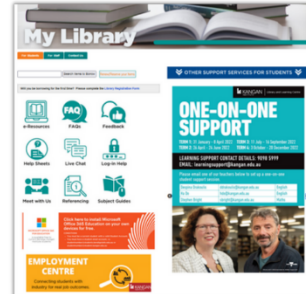
The Device Loan Program continued after a successful start in 2021. The program is for students who are experiencing financial hardship and unable to purchase their own devices, limiting their ability to successfully continue with their studies

Supported students with 144 laptops 16 Dongles



Device Loan Program

The new library website was launched. 'MyLibrary' The library staff worked tirelessly to merge the Bendigo TAFE and Kangan Institute library sites into one (de-branded). This was to simplify the duplication of work when updating subject guides. The design offers a bright new look and feel which will offer an integrated experience for all staff and students. We opted for more images to simplify the layout than the previous text heavy format



New website design

The online User Registration Form to register an account for the library was created



Library registration form

The VTA Copyright audit was completed for BKI. Due to the work of our copyright librarian, we had a 70% reduction of non-compliance

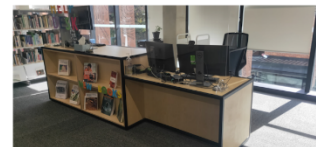


Essendon library reopened after being refurbished to make room for new nursing laps



Essendon Library Refurbishment

New Bendigo Help Desk installed to improve accessibility. Broadmeadows existing Help Desk was modified as well to improve accessibility and visibility



Bendigo Help Desk

BKI switched to a new call center system and removed all desk phones, It is now cloud based through Genesys-linked to MS teams

Kangan libraries conducted a stocktake of the collection for Broadmeadows, Cremorne, Docklands and Essendon with a reported loss of 0.3%.



Broadmeadows Help Desk

3 library staff acknowledged for their high levels of service (Customer service, Collaboration and Copyright audit results)

Not submitted

Reports for the following institutes were not submitted.

South West Institute of TAFE

Victoria University Polytechnic