VICTORIAN
ASSOCIATION
OF **TAFE**
LIBRARIES

VATL

Annual Report 2023

Border Road Trip participants at TAFENSW Albury campus Library

Contents

Executive Committee Members

President: Sandra Curtis [The Gordon]

Treasurer: Lesa Maclean [Victoria University of Technology]

Secretary: Brenda Burr [Wodonga TAFE]

CASS convenor: Vacant

LIT convenor: Naomi Ferguson [Holmesglen Institute]

VLA Representative: Margherita Meeking [Holmesglen Institute]

Executive Reports

President's Report

For a number of years now, I've been talking about how wonderful it will be for VATL members to finally meet up as a group in person. The pre-Covid years (pre-2020) almost seem like a distant memory now… And at last, here we are! It is wonderful to see so many of our library colleagues here at the 2023 Border Road Trip. Thank you to all of you who got up super early this morning and travelled from every far-flung corner of Victoria to the lovely border region of Albury-Wodonga for our VATL Road Trip. I'm sure you will agree, Brenda has done an amazing job putting everything together so that we can all enjoy two days of great activities, great company, networking, food, and library and museum tours. For those joining us online for the AGM, you are very welcome and thank you for joining us virtually.

Here we are at the end of another year, and what a year it has been! Several years of Covid-fuelled uncertainty have re-shaped our ways of doing things, not just in how we do our meetings and workshops, but also in our everyday operations. Whoever said "necessity is the mother of invention" must have been a librarian! We have had to dig deep, find alternatives to the old ways and reimagine, reinvent and re-do many of our time-honoured processes beyond recognition. Some practices remain as a legacy – Zoom and MS Teams meetings have now become a welcome and convenient feature of everyday life.

With regard to the Strategic direction, VATL has been in a holding pattern for most of 2023. After last year's overhaul of the statistics instrument, there were no specific projects, other than the sizeable task of planning for the Border Road Trip and the various workshops run by the newly combined CASS & LIT committees. I would like to thank Naomi and the CASS/LIT committee members for their continued commitment to bringing excellent workshops to our membership and specifically for the four that they brought to us this year.

We also welcomed Lesa MacLean from VU to the Executive, to serve as our Treasurer this year. On behalf of the VATL collective, I would like to thank all of our dedicated committee members for their commitment and continued interest in serving the TAFE library community in this capacity. I would also like to thank Lesa for serving as Treasurer; we're sorry you are leaving, but we are appreciative of the time and energy you have brought to this role, as well as your participation in the Exec team.

For 2024, one plan for VATL is to investigate more possibilities for consortia opportunities to help consolidate our position as a collaborative library network. As always, we are open to ideas and suggestions from members regarding strategic direction – in other words, how can VATL create value and greater cohesion for our TAFE library community? Together we are resilient, and capable of amazing things.

Sandra Curtis, President.

Treasurer's Report

The VATL bank account had an opening balance on 1 July, 2022 of $21,774.76 and a closing balance on 30 June, 2023 of $26,409.27, which is an increase of $4634.51.

Total expenditure for the year was $1,675.49.

Total income for the year was $6310.00.

Further details of the Association's finances for the 2022/2023 financial year are provided on the following pages.

There are no changes planned to membership fees for the 2023/2024 financial year.

Lesa Maclean

VATL Treasurer

Treasurer's statement for the period to July 1st, 2022 - June 30th, 2023

1. **Overview of financial position on June 30th, 2023.**

ANNUAL STATEMENT SUMMARY			
Opening balance at 1/7/2022	**$21,774.76**		
Income		**Expenditure**	
Memberships	$5950.00	Bank fees/charges	$154.06
VDC reimbursement of website charges	$360.00	Consumer affairs annual statement	$61.20
		Video conferencing software (Zoom)	$230.89
		Website expenses	$1079.34
		Membership refund	$150.00
Total	**$6310.00**	Total	**$1,675.49**
Change in balance for financial year	**$4634.51**		
Closing account balance at 30/6/23	**$26,409.27**		

2. **Treasurer's comments.**

- A detailed breakdown of the expenses follows.

- Two membership fees were outstanding as of June 2023.

3.   Detailed financial statement 1/7/2022 to 30/6/2023.

Opening balance: 1/7/2022	$21,774.76		
JUL. Income		**JUL. Expenditure**	
		CBA Merchant Fee	$8.95
		Membership refund	$150.00
		Domain name (2 years)	$60.00
		Website Hosting Fee	$360
AUG. Income		**AUG. Expenditure**	
		CBA Merchant Fee	$11.00
		Commbiz Fee	$0.55
SEP. Income		**SEP. Expenditure**	
		CBA Merchant Fee	$11.00
OCT. Income		**OCT. Expenditure**	
Membership Payments	$550.00	CBA Merchant Fee	$11.00
		Zoom Subscription	230.89
NOV. Income		**NOV. Expenditure**	
VDC reimbursement of website charges	$360.00	CBA Merchant fee	$15.05
Membership Payments	$950.00	CommBiz Fees	$0.55
		COM CAV Statement	$61.20
DEC. Income		**DEC. Expenditure**	
		CBA Merchant Fee	$13.88
		CommBiz Fee	$0.55
Jan. Income		**Jan. Expenditure**	
		CBA Merchant Fee	$11.00
Feb. Income		**Feb. Expenditure**	
		CBA Merchant Fee	$11.00
Mar. Income		**Mar. Expenditure**	
Membership Payments	$3450.00	CBA Merchant Fee	$11.00
Apr. Income		**Apr. Expenditure**	

Membership Payment	$350.00	CBA Merchant Fee	$26.53
May Income		**May Expenditure**	
Membership Payments	$650.00	CBA Merchant Fee	$11.00
Jun. Income		**Jun. Expenditure**	
		CBA Merchant Fee	$11.00
		Website Hosting Fee	$659.34
Total income:	**$6310.000**	**Total expenditure**	**$1675.49**
ANNUAL STATEMENT SUMMARY			
Income		**Expenditure**	
Memberships	$5950.00	Bank Fees/Charges	$154.06
VDC reimbursement of website charges	$360.00	Consumer Affairs Annual Statement	$61.20
		Incorporation Fees	$0.00
		Zoom Subscription	$230.89
		Website Expenses	$1079.34
		Membership Refund	$150.00
Total	**$6310.00**	Total	**$1675.49**
Closing account balance at 30/06/23	**$26,409.27**		

Actual closing balance at 30/06/23 $26409.27

Change in balance for the financial year: $4634.51

Lesa Maclean, VATL Treasurer

Subsidiary Group Reports

Cataloguing Acquisitions Serials and Systems (CASS) & Liaison, Information & Training (LIT)

CASS Committee

Lesa Maclean, Victoria University

Ryan McLean, RMIT University

LIT Committee

Allison Hadfield, Federation University

Bridget Were, Holmesglen Institute

Emma Niehof, Swinburne University of Technology

Naomi Ferguson, Holmesglen Institute (LIT Convenor)

At the beginning of the year, we bid farewell to Daniel Giddens (William Angliss) and Dave Bradley (Swinburne University of Technology) from the LIT Committee, and Robyn Burnett (Chisholm Institute) and Clare Kennedy (RMIT University) from the CASS Committee.

This year both the LIT and CASS committees met together and collaboratively organised events as we only had a convenor elected for the LIT Committee. Along with Lesa McLean continuing as a member of the CASS committee, we welcomed Allison Hadfield, Bridget Were, Emma Niehof, and Ryan McLean onto the jointly run LIT and CASS committees. The current committee members represent 1 TAFE and 4 dual-sector institutes.

Activities and Opportunities

EBSCO Flipster (webinar)

Tuesday 18th April 11am-12pm

EBSCO trainer, Jay Yurdakul, demonstrated their digital magazine subscription platform, Flipster. We were given an overview of Flipster and its key features with key magazine titles relevant to TAFEs. Jay demonstrated the desktop platform and mobile apps and explained how to locate help, support, promotional materials, and usage reports.

We had 22 registrations from 6 institutes.

The recording and presentation are available in the Member Portal.

Sustainability and Libraries (webinar)

Friday 2nd June 12-1:15pm

Rachel D'Arcy (Brimbank Libraries) and Jess Anderson (Goulburn Valley Libraries) joined us to discuss the role of libraries in environmental sustainability including case studies research and their activities as the co-

founders of the PLV Sustainability special interest group. We also heard from Katalin Mindum (Co-Convenor of ALIA Green) about their activities to inform & educate colleagues on issues of sustainability.

We had 22 registrations from 7 institutes.

Video recordings and presentation documents are available in the Member Portal.

Open Educational Resources (webinar)

Tuesday 4th July 2-3pm

Allison Hadfield (Federation University) and Ryan McLean (RMIT University) introduced us to the Open Access movement currently sweeping though academia.

They covered:

- What are Open Educational Resources (OER's) and what is so good about them?
- Creative Commons Licences and what they all mean
- CAUL (Council of Australian University Libraries) OER collective
- Transformative (AKA Read and Publish) agreements

We had 45 registrations from 12 institutes.

Video recordings and presentation documents are available in the Member Portal.

Empowering Transformations (in person)

Wednesday 13th September 10am-3:30pm at Chadstone Library, Holmesglen Institute.

We integrated hybrid presentations with in-person only activities where we heard about inclusion in action for sessions, spaces and guides; saw refurbishing for flexibility, and joined discussions on generative AI and networked with library colleagues.

Speakers:

- Library refurbishment talk & tour: Johna Low (Holmesglen Institute)
- Neurodiverse study sessions: Matthew Millis and Adam Ferris (RMIT University)
- Quiet & LGBTQIA+ rooms: Sandy Curtis (The Gordon)
- First Nations resources guide: Kirsten Boxall (Holmesglen Institute)
- Indigenous Referencing Guidance for Indigenous Knowledges Toolkit: Sara Davidsson (CAVAL) with Cheryl & Jennifer (Acknowledging Cultural Authority and Indigenous Knowledges in referencing working group)

We had 19 attendees from 8 institutes meet in person at Holmesglen Institute.

Some presentations were live streamed via VATL Zoom and not recorded. The presentation documents are available in the Member Portal.

Naomi Ferguson, LIT Convenor

VET Libraries Australia Committee (VLA)

This year the VLA committee transitioned from an advisory group to a sector committee as part of the ALIA committees' restructure. This change has helped strengthen the committee's positive impact on the sector through its project work, advocacy, and representation of VET library interests.

VLA met four times during the 2023 year to work on and discuss:

- Re-establishing a national VET library event that provides learning, networking, and opportunities to showcase the innovation/work occurring in the sector.
- Australian Standards matters – The current distribution agreement to expire December 2023. ALIA has made representations on behalf of VET libraries and other sectors regarding access and licencing/cost barriers.
- Building the next VET library sector survey – to be released in 2024. The last survey was completed in 2019.

The highlight of the year was the very successful ALIA VET Libraries Australia virtual conference held on November 8.

- An organising sub-committee was appointed, consisting of VLA and non VLA members, in collaboration with ALIA.
- The day consisted of a keynote, six presentations and four lightning talks.
- States represented by speakers were ACT (CIT), NSW (TAFE NSW), Tasmania (TasTAFE), VIC (Holmesglen). Speakers also from NCVER and Torrens University, and a product demonstration from the conference sponsor Informit.
- 601 registered delegates from across Australia.
- 30 staff from VATL member libraries sponsored by VATL to attend.

Margherita Meeking, VLA representative

VATL Border Road Trip event

Since there had been few opportunities to meet TAFE library colleagues face to face since the beginning of the COVID pandemic in 2020, and since VATL had accumulated some funds due to the lack of face-to-face events, 2023 was the year to revive the road trip!

This is a significant undertaking, organising for participants located all around the state of Victoria to visit libraries in a selected locality for a day, but has always proved to be a great opportunity to network with colleagues and share information and ideas from different types of libraries.

Albury-Wodonga was selected as this year's destination, with Wodonga TAFE as our hosts.

The regional location for this year's road trip required some different logistics in the planning, as the lack of air travel options meant that travel time would be a significant factor in getting everyone to the event. Which is why it became a two-day event, with the VATL AGM to be held on one day, and the library tours on the other. Instead of subsidising the cost of airfares, VATL subsidised the overnight accommodation for our participants. Metropolitan participants were encouraged to take advantage of the capped fares for train travel between Melbourne and Albury-Wodonga (just $20 return!), with VATL providing all bus travel within Albury-Wodonga.

27 participants from 14 out of the 16 VATL member institutes attended. We were also pleased to invite our colleagues from TAFENSW to attend day one, although due to staffing issues on the day, only one was able to attend.

Day One

The day commenced with lunch and a tour of the Wodonga TAFE campus.

Our guest speaker was Mary Carroll, Associate Professor and Associate Head of School in the School of Information and Communication Studies at CSU. Mary's research interests include library and information education, vocational education, and library history. Details of her presentation follow.

> *Change is more certain than progress: This presentation will look at change, progress and the future of the Information professions through a brief examination of our history and the development of the LIS profession in Australia. It does not aim to provide practice-based insights and solutions though it is embedded in practice. It will unapologetically ask you to consider what can the past tell us about where we are now and where we may be in the future. How can knowing our shared professional history assist us in framing our present and inform policy and research now and into the future? Some key contentions will be presented to you for consideration and discussion and then professional literature will be suggested that hopefully will challenge you to read deeply into the profession and its past. As a future looking historical review of the Australian LIS profession, it is hoped to provide evidence of the how and why of the profession and its current positions and practices. Such critical insight can only serve to strengthen the profession, allow it (and us) to reflect on past success and mistakes and to be positively critical of change and the profession to ensure that in fact change is indeed progress.*

There was an opportunity for participants to share what were the key achievements, events, or challenges for their libraries in the past year, followed by the VATL Annual General Meeting which was also attended by several online participants.

Then we were off to settle into the accommodation at the Atura Hotel Albury, followed by a fabulous dinner at the nearby Din Dins restaurant (highly recommended!)

Day Two

Our library tours on Friday 1st December included the following venues.

- Hyphen Library Gallery (Wodonga – public library)
- David Mann Library (Wodonga – Joint library of La Trobe University and Wodonga TAFE)
- Albury Library Museum (public library)
- TAFENSW - Albury campus library
- Charles Sturt University Library – Thurgoona campus

Trinity Anglican College library was the last visit planned for the day but unfortunately due to time constraints we didn't get to this venue.

VATL Border Road trip participants at Hyphen Library Gallery (Wodonga public library) roof-top space.

Hyphen Library Gallery

Feedback from the event was overwhelmingly positive, with ideas to take away from all the libraries visited as well as the invaluable opportunity to get to know our colleagues from other TAFE libraries and share our experiences, challenges and triumphs.

Brenda Burr, VATL Secretary

Victorian TAFE Libraries – Overview

The following data is from the VATL Annual Statistics survey for 2022.

Because of the low response rate from dual-sector institutions, data is only included for the 11 stand-alone TAFEs who responded. Some institutes were unable to provide specific data.

		Number of institutes included in data
Number of library sites	38	11
Total weekly opening hours	1,557	11
Total staff FTE - ongoing	88	11
Visits to library buildings	536,606	9
Library website views	551,984	9
Digital resources views	4,342,020	9
Total loans (print only)	140,540	11
Information & Digital literacy sessions	4,921	11
Information & Digital literacy participants	27,114	10
Enquiries / Consults	72,213	7
Physical collections - items	289,172	10
eBook titles	608,135	9
Digital video titles	184,952	8
e-Journal titles	7,924 – 27,428	9

Member Library Reports

Wodonga TAFE

AI Working Group

The Library was instrumental in the AI working group developing updates to the academic integrity policies and procedures, providing information to students via the academic integrity Libguide, and including advice in the institute Referencing guide.

Building A refurbishment proposal

When a plan for the refurbishment of the main administration building of the TAFE to become the improved "heart of our TAFE community" was proposed, it was seen as an ideal opportunity to advocate for the library to be seen as part of a holistic learner hub including academic and digital skills, library support, ICT support, disability, welfare, and wellbeing support, and student administration. The current location of the joint-use library on the La Trobe University campus can be problematic when it comes to visitation by TAFE patrons. It was proposed that co-locating the library in the refurbished learner hub would increase the exposure of the collection to increase usage and ROI, and that spaces proposed for Building A such as the computing spaces and lounge areas could be folded into the one multi-purpose space including the library, leveraging the library's expertise in managing communal spaces and providing student support. The initial proposal put to the Executive team was well received but is subject to detailed costing and planning stages. In the meantime, it was agreed to house the TAFE Academic skills, Digital skills, and Teacher PD teams temporarily in the current joint library for the duration of the refurbishment of Building A (expected to be 1 – 2 years) commencing in 2024.

RFID project

A project to RFID tag the entire collection (LTU + Wodonga TAFE) commenced in September. In preparation for this project, and because of the proposal to move the TAFE collection to the refurbished Building A, the TAFE collection was weeded of 2,757 items.

Transition from SafeAssign to Turnitin

The library led a project to transition from SafeAssign plagiarism detection platform to Turnitin. The issue with SafeAssign stemmed from the extensive use of templates for assessment submissions which had rendered the originality score as uninformative. The LTI integration of Turnitin was selected to replace SafeAssign as there was now the ability to exclude templates from the originality check.

VATL Border Road Trip

We were pleased to host the VATL AGM and Albury-Wodonga library tours on the 30th November and 1st December. This was a significant undertaking, and thanks go to the library staff who assisted on these days, particularly with keeping the group together on the tours and making sure we didn't lose anyone!

William Angliss Institute

New library website

Some of our must-haves were: a clean, fresh look with plenty of white space on the pages; intuitive Google-like search functionality; graphical user interface featuring bento-type boxes of similar information and topics; a minimum number of clicks to navigate between pages and a similarity to the corporate website. Library staff input was sought once the number of selected library websites had been reduced to eight and they were asked to rank their top three preferred websites and provide the rationale behind their choices. The e-learning unit (ESU) were tasked with re-building the website from scratch.
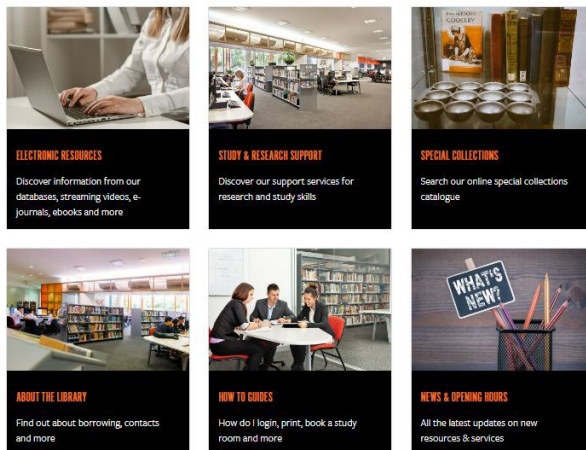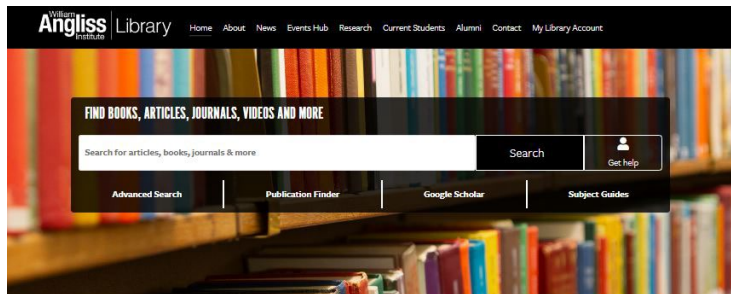
LibGuides (Subject guides) redesign

An extensive project to completely redesign our LibGuides (subject guides) was started with assistance from ESU. Library staff and Learning Advisors had responsibility for re-designing their specific libguide(s) incorporating principles such as visual appeal, screen space and linked headers and minimal text as guiding design elements. The LibGuides are intrinsically linked to the new Library website and the project will continue throughout 2024.

Introduction of a new chat service – LibChat

During late 2023 library staff started familiarising themselves with how LibChat functions as it offers significant functionality improvements over the previous free live chat platform. A couple of substantial improvements worthy of mention are how LibChat works through a series of chat widgets which in turn can be embedded in LibGuides, the library's website, and other webpages. The second noteworthy improvement is the ability to create an extensive database of FAQs, which library staff have created over the latter part of 2023. LibChat, through online chat with a librarian, offline email capability or providing the answer to a

question through the FAQ database, offers students and staff a way to connect and have a positive experience with the library whenever they need it and from wherever they are located.

Analysis and review of collections

During 2023 a further 896 resources were withdrawn from circulation. The rationale behind this was to remove out-of-date and unused/low-circulating physical items from bookshelves. This in turn enabled redundant shelving to be removed and provide opportunities to redesign some of the learning spaces.

Collaboration between Special Collections and Oxford Brooks University

The collaboration between Oxford Brookes University and WAI Special Collections which was reported on in the 2022 annual report resulted in an online display of items from the John Fuller collections of both institutions.

TAFE Gippsland

In 2022 TAFE management instigated a review of library services, looking to a model for the future. After a very long wait, the review has completely fizzled, and we haven't been given any clear indication of the results, vision or way forward. It has been terribly disappointing for us all after entering the review with much optimism.

Staff resignations several years ago 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 6 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.

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. Loans of and expenditure on physical items is trending downwards, however use of our databases, subject guides and streaming platforms continues to grow.

It has been interesting to see the change in visits to the library since COVID – numbers have slowly increased but have not returned to pre-COVID levels.

Our request to upgrade from EzProxy to OpenAthens was approved and we went live in late 2023. The process was fairly smooth, and we have already seen the benefits of the information we can gather from the new authentication software.

We continued to provide orientation sessions across the campuses to new students from a diverse range of courses.

The end of the year stocktake of all campus collections led to a significant culling of older resources across the summer and happily, items allocated to 'missing' were not significant.

Swinburne University of Technology

2023 saw staff and students returning to campus and re-engaging with a vibrant campus life. Library staff adeptly navigated the transition by offering a blend of onsite, hybrid, and online services to cater to diverse needs. This flexibility ensured that whether someone was in the library, or accessing resources remotely, they received a consistently high level of support and timely access to information.

Deputy Director, Library Services, Simon Huggard, retired in June 2023. We thank Simon for his leadership during his 3-year stint with Swinburne Library. During the search for the UL, Leanne Trembath took on the role of acting Deputy Director of the Library and did an excellent job in ensuring that the Library was in great shape for 2024. We are grateful to Leanne for her stewardship of the Library over an extended period.

Highlights:

Supporting VET students at Swinburne Libraries

In 2023 20% of SUT students engaged in vocational education. This meant that they had access to total holdings of approximately 2 million resources, as well as VET-program specific advice and guidance from our team of library professionals across 3 libraries (Hawthorn, Croydon, and Wantirna). As well as welcoming physical spaces, Swinburne Library also provided comprehensive online support resources and services to VET students – with help available through face-to-face sessions, online chat, scheduled meetings, and in-course training focused on how to use library resources and services.

| Croydon campus (Swinburne Library in background) | Hawthorn campus (Swinburne Library Late Lab) | Wantirna campus (Swinburne Library - external perspective) |

Readings

96% of our resources can be accessed freely by our staff and students online. In May 2023, Swinburne Library introduced a new Reading List Management Service called 'Readings.' This service was underpinned by the Reading List Management System, Leganto.

Our hope is that this reading list management system not only enhances learning outcomes for students but also drives engagement with course content. Catering to the multifaceted nature of modern learning environments, 'Readings' enables our educators to create dynamic lists from a range of sources including the library catalogue, the internet, and multimedia resources. They also use it to collect and organise lists of course materials including books, articles, chapters, videos, websites, and anything else they would like students to engage with as part of their course.

In the initial stages of the implementation, Readings was embedded into our Learning Management System (Canvas), and a small group of educators were invited to test the system and provide feedback. After they

gained experience, they told us that Readings had made it easier for them to create and manage their lists. They were also very pleased that the lists looked great. From August 2023 onwards, Readings was used by educators more broadly – across several teaching areas/schools.

Readings was officially launched at the end of 2023, and since then Library staff have been upskilling educators and promoting the benefits of using Readings to both staff and students.

SuniTAFE

2023 was a mixed year for the SuniTAFE Library. Enrolment numbers were still down on pre-covid levels, but a lot more students felt comfortable enough to come back onto the campuses to access the Institute's facilities including the Library. The Institute also had a change of CEO, with Geoff Dea stepping down in June 2023 and with Brett Millington replacing him as our new CEO.

Mildura Campus Renovations

In 2023 all of the major renovations at Mildura Campus had finished and had opened up for staff and student use. Some of the new facilities included a new student hub area named the 'Nexus' which included student chill out zone, tech hub with gaming computers and a careers and exhibition space. A new Skills & Job Centre which included a new information desk, new staff offices and meeting rooms. The kitchen and servery area in the Nexus Café was also upgraded, which included a new seating area for students to use during break times.

Library Main Shelves Recarpeted

In November 2023 the Library main shelf area was recarpeted. The whole process took around 2 months to complete with 3 Library staff moving the books off and then back onto the shelves. Once the carpeting had taken place the shelves were moved from its old vertical position into a new horizontal position. To do this the Library needed to remove around 2 full bay rows from the collection and approximately 2000 books.

Weeding Project

In preparation for recarpeting of Library's main shelf area a major weeding project was carry out in 2023 focusing on the Nursing, Business and Community Services collections.

New Library Lift

In 2023 the old Library lift at the Mildura campus was also replaced with a new smaller one.

Haynes Manuals AllAccess subscription

In 2023 the Library organised a subscription to Haynes Manuals AllAccess for the Automotive department. This gave our students and staff access to a large collection of online Car, Motorcycle and Tractor tech books and shop manuals.

New Student Tenant

At the end of 2023 our IT department migrated our students across to a new Azure SAML tenant. This cause major problems with the Library's e-resources where we had to setup new single sign on connections for just about all of them.

Library Makerspace

Interest in the Library's makerspace area continued to rise in 2023 thanks to the efforts of our Library Trainee, Jasmin Simmons and her promotion of this area/service to our staff and students. Jasmin's 3D printing skills were all self-taught from the use of her 3D printer from home and she did an excellent job of looking after the area. During the year Jasmin was responsible for looking after the Library's 3D print request queue and the maintenance and troubleshooting of the printers.

During the year the 3D printing service was heavily used by our Marketing department for community events. Marketing sent through bulk 3D print requests for giveaway items that would be handed out at events. We also had similar demands from other department areas.

The Library also continued to run makerspace class activities with our Foundations & Dulka Yuppata cohorts as well as looking into ways that 3D printing could be used in other courses such as IT, Creative Industries and Engineering (Auto CAD). One of the activities that we conducted last year was with our Dulka Yuppata students where they printed out, then put together, mouse trap cars. They then had a competition of who's would go the furthest.

A small makerspace of two 3D printer was also created in Swan Hill Library which was looked after by the Academic Support officer who was based in the Library. In Swan Hill the Makerspace worked closely with the campus's engineering department and would print out designs created by students in the Auto CAD night classes as well as student and staff requests.

Towards the end of 2023 we looked at how we could expand the makerspace. Under our capital works budget we were given approval to put an order in for a PRUSA XL 3d printer (extra-large 3D printer with 5 toolheads) and Resin printer (3D print high quality objects) which would arrive in early 2024, as well as looking at the possible purchasing of a laser cutter.

Swan Hill Library & Nature

In 2023 the Swan Hill Campus Library had a lot of visits from nature. In early summer a small brown snake was found moving around in the Library which ended up with Swan Hill Library staff having to call in the snake catcher. Unfortunately, the snake catcher was unable to find the snake and as a precaution it was decided to setup snake traps around the Library's perimeter. The second visit from nature was a swarm of bees which tried to make their home in the roof of the Swan Hill Library. The last visit from Nature was a large Red-headed mouse spider which was found walking near the front door to the Library.

Melbourne Polytechnic

Library & Learning Skills Team highlight summaries

2023 INSYNC survey results

In 2023 the Library recorded an overall score of 77%.

Three factors in the top 10 performance list relate to library staff:

- their availability to assist when needed,
- their provision of accurate answers to enquiries,
- and the face-to-face enquiry services meeting clients' needs.

This is a positive result for the Library. Not only are these services among the most important to clients of the library, but they are also being performed well.

In contrast, three factors in the bottom 10 performance list, contains three factors from the top 10 importance list, relate to enabling technology in library spaces:

- I find it easy to use mobile devices (e.g. tablets and phones) to access online resources
- I can get wireless access in the Libraries when I need to
- Printing, scanning and photocopying facilities in the Library meet my needs

A review of the library INSYNC survey results has identified no issues requiring immediate attention. It should be noted that all the gap scores this year have decreased compared to the previous survey in 2021, a good result.

In contrast, in the annual SLAM survey 2023 students reported a high level of awareness of the library service (89%), and a high level of use of library service (84%). Approximately 85% of respondents gave the library a satisfactory to very good rating.

Learning Skills Team

Learning Skills collects feedback and evaluation data from supported students and ratings are continually high. In 2023 Student satisfaction rates are high with 91% of students stating they were highly satisfied and 5% stating they were satisfied.

Inclusion and Access extended

In January 2023 the Learning Skills Moodle site was launched to increase access globally to literacy and numeracy support. The project team was comprised of Learning Skills teachers and librarians. In addition, student focus groups reviewed and provided feedback to improve the module performance.

Academic Integrity, Research and Engagement Team

Academic literacy training

In 2023, the Liaison Librarian and Research team actively collaborated with academic staff to develop and deliver 660 tailored academic skills training programs to all students, with emphasis on supporting first year students to aid retention. Training is scaffolded to develop the student's information seeking, evaluation, management and retrieval skills over the course of their study. Training programs, which are delivered either online or in the classroom, include:

- effective database and internet searching
- citing and referencing
- Turnitin (text matching software)
- academic integrity including the use of Generative AI tools
- evaluating information
- preparing literature reviews
- assignment-based information seeking

The training programs are supported by library-curated online subject guides (Libguides) which aim to complement the training and reinforce the understanding of core academic skills. The suite of Libguides also includes subject-specific guides which provide links to library resources and external sources relevant to each course.

Academic Integrity

In 2023, the Academic integrity module received more than 46,300 views, with 90% of post-module survey participants responding with increased familiarity with academic integrity expectations and obligations. The Academic Integrity student training module in Moodle, which is managed by the library, was reviewed in 2023 in response to TEQSA and ASQA compliance feedback. Librarians and Learning Skills teachers, in consultation with local and international student focus groups, were engaged to review the module to strengthen their student engagement. The module is compulsory for all higher education students to complete.

Researcher Support

In 2023, the library team presented at the MP Teachers 'High Impact Learning conference' on 'how to publish' and 'how to deposit' research outputs into the Research Repository. The Research Repository is administered by the library and is a digital open access collection highlighting MP's research and scholarly outputs.

Frontline Library Team

Student retention outreach

In 2023, a total of 900 phone calls were made by Library Frontline staff, to students identified at risk or requiring literacy/numeracy support in 2023. The Target Outreach Program (TOP) Pilot launched in 2023. The Targeted Outreach Project (Pilot) in partnership with Academic operations, resulted in the frontline library staff contacting nearly 500 students identified at risk to strengthen student retention outcomes. Furthermore, these outreach calls resulted in referrals to teaching areas, counselling, and other services.

The "We care calls" to students continued in 2023, to identified students at literacy or numeracy risk. Frontline staff proactively contacted 400 students, offering bookings for literacy and numeracy support sessions. This outreach model of service has a strong correlation with an increase in library and learning skills student engagement.

Holmesglen Institute

Vision 2030

This year kicked off with planning for Holmesglen's next strategy period Vision 2030 although Holmesglen's ASPIRE values remain central to our strategic intent. The focus this year was on Staff Voice and staff professional development with our annual Staff ASPIRE Conference theme, "Share, Learn, Celebrate".

Publication featuring Chadstone Library

The newly refurbished Chadstone library was featured in Incite, a journal published by the Australian Library and Information Association (ALIA). To experience a Chadstone library virtual tour, go to: https://my.matterport.com/show/?m=neKjoYZ2ExE

Zemek, T., & Johnson, L. (2023). Contemporary, creative and cost-effective: Transforming Holmesglen library. *Incite, 44*(1), 36.

Student partnership and mentorship

This year the library initiated a student mentorship program by collaborating with the Student Representative Council. Students were invited to partner and co-host a series of referencing and research skills online workshops.

Supporting diversity and inclusion

Library displays were organised on all campuses to celebrate and create awareness for:

• IDAHOBIT International Day (17th May)

• National Reconciliation Week (27th May – 3rd June)

• NAIDOC Week (4th July – 11th July)

The library launched the First Nations Resources Guide. This is a handy guide curated together with our Koorie Support Officers listing resources on First Nations peoples, history and culture.

The URL is: https://holmesglen.libguides.com/firstnationsresources/

How the library supports teachers

The library participated in a newly created Teaching and Learning Induction sessions organised by the OTL (Office of Teaching and Learning).

Teachers can now directly access library services, library resources and the Holmesglen Institutional Repository from a newly curated Teacher Induction and Resources Hub from the Student Management System (BrightSpace).

How the library supports learners

This year the library experienced a resurgence and return to face-to face teaching and learning. There was an increase in library visitors, face-to-face enquiries and student participation in face-to-face information literacy skill sessions.

Staff conference presentations

Chung, J., & Kanj, H. (2023, June 30). *Stereotypes: when assumptions are the Mothers of All ****-Ups*. [Webinar]. ALIA Multicultural Group.

Chung, J. (2023, November 8). *Mission Possible: The Rise of Institutional Repository in TAFE* [Paper presentation]. ALIA VET Libraries Australia Conference 2023. https://alia.org.au

Meeking, C. (2023, November 8). *No, we don't just read books!: Positioning the library at the heart of the institute.* [Paper presentation]. ALIA VET Libraries Australia Conference 2023. https://alia.org.au

Celebrating Reconciliation Week in the library

Creating Safe Space in the library

GOTAFE (Goulburn Ovens Institute of TAFE)

The GOTAFE Library Services is supported by the Learning Support section (Bookshop, Copyright & IP, Equitable Learning, & Learning Support) from within the Student Success Directorate.

Throughout 2023, the Student Success Directorate became fully responsible for all student services and information technology inductions at the beginning of their courses. This meant all staff across the Directorate were responsible for ensuring all students across GOTAFE were provided training on all aspects of access to various network login requirements and the support services to ensure the successful completion of their studies.

This along with a new volunteer tutor program being run by the multicultural section in the library in 2023 has increased the promotion of library services and improved library visits by over ten percent from the previous year. There has been a small reduction of loans from the library collection at around six percent, but an increase in access to online library-based digital resources negated this.

The GOTAFE Library implemented a new self-check platform in 2023 from FE Technologies, tagging approximately 12,000 resources within the Shepparton campus collection, with the assistance of staff across all of the Student Success Directorate. The system being the same as the local public library has meant an easy introduction for many GOTAFE library borrowers.

Other new technology systems also saw the addition of CloudSource onto the library website which allows the searching of OpenAccess articles to be retrieved alongside the library resources on the library website, keeping students connected to the library website and retrieving academic-level information freely available online. The software defaults to the reference style of APA7, being the GOTAFE preferred referencing style.

Other technology changes implemented at GOTAFE were the purchase of a suite of laptops at multiple campus locations for the loan of laptops to students via Student Success staff based at these locations and the installation of new printers moving to the Uniflow system, which permits students to print from their own devices.

The GOTAFE Library looks forward to 2024 and hopes to work on building a new and improved website as are goal for future improvements.
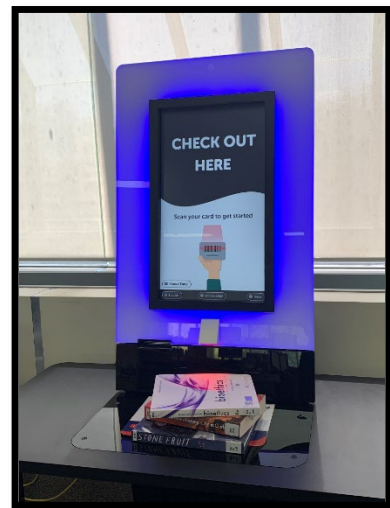
The Gordon

Things have been going well at The Gordon library, with all metrics showing upward trends - good attendance figures, greater numbers of assistance requests, (especially digital assistance requests) and e-resource usage reaching all-time highs. Staffing has remained stable, with the departure of only one librarian, who was replaced with another excellent liaison librarian and Learning Support coordinator, George Kavenagh, who many of you met at our VATL Border Road Trip in November/December.

The library planned and undertook a number of projects during 2023. One was a library access review, which looked at the accessibility, not only of physical spaces at the two main campuses, but also of online spaces and ease of access and findability of resources. Spaces were assessed for disabled and neuro-diverse access and minor changes were made to enhance wayfinding. A review of the library website was started and will take account of recommendations arising from the accessibility review.

Other projects undertaken in 2023 included starting the process of acquiring a research repository for The Gordon, along the lines of the Holmesglen model. A Digital Learning focus group was formed to find ways to improve digital capabilities amongst students and teachers and a teaching pedagogy review was begun to redesign how information literacy classes are delivered. A Collection Development and Maintenance Policy was started in 2023, as was The Gordon's Copyright Policy and Procedure documents.

Another key achievement was the successful implementation of OpenAthens which went live in May, 2023. Access to online material has been enhanced, with fewer reports of issues as had been the case previously with EZProxy. Usage statistics have greatly increased, although other factors probably account for this, including effective liaison and 'getting the word out'.

The library also created and presented a number of information literacy workshops, introducing ChatGPT and generative AI in addition to the usual offerings. Interest was slow initially but has begun to pick up more recently.

The library acquired a number of iPads for student use and loan. The library OPAC desktop PCs were also replaced with iPads and have been well received, with better usage by students and staff for in-house catalogue searching.

Chisholm Institute

Our focus was 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 LGBTQIA+, Koorie & Digital Literacy zones at main campuses.
- Development of a Skills Matrix to ensure library and learning services staff have the skills required for their roles.

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

Frankston Library and Learning Centre (ground floor)   Koorie zone at Dandenong

Box Hill Institute

There have been two main developments impacting the BHI library during 2023.

First, we went through a formal change process, where it was proposed to abolish the positions of library manager and library operations manager and replace them with a single library team leader position. It was also proposed that the library no longer report to the executive director of student experience but instead to the director of student life. That would group us with counselling, wellbeing, accessibility services, etc.

In the end we were able to retain both affected positions at their substantive levels but the proposed changes to reporting lines are going ahead.

The second development concerns our relationships with public libraries on our campuses.

Our executive team decided that BHI should explore working more closely with the public libraries we share buildings with. In practical terms, that means we're currently working out how to move a small collection of the most highly used items from our Lilydale campus library into the Lilydale public library branch. Those items will then be loaned out via the public library's system.

The existing library at our Lilydale campus will be refurbished into a more 'student-friendly' space, with the remaining library collections relocated back to our Box Hill campus or weeded. BHI library staff will still be based on campus but separate to the smaller BHI library collection housed in the public library. We're being encouraged to explore new library customer service models. The details are being planned in 2023 with a view to having the arrangement in place for the 2024 academic year.

A change that has been very popular with students is the implementation of free student printing and copying.

There was also a copyright project which occupied many hours of the Information Services team through Term 1. The library team assisted teachers to update their courses in the learning management system (Moodle) to ensure copyright compliance. This project included delivering copyright training to our teachers.

Bendigo Kangan Institute

Key Achievements

Library Review:

- Pulse check with other TAFE libraries completed last year
- Students and staff survey:
    - Assess our current library service offerings
    - Understand the level of awareness and usage of our libraries
    - Collect valuable free-text feedback for deeper analysis

Improving/upgrading library management system:

- Planning to move to (SaaS) hosting services for Library Management System (SirsiDynix)
- SymphonyWeb upgrade
- SSO log-in with BKI credentials
- Integration with student management system

Developing Chatbot for after hour enquires on website:

- Out of business hours- Rule based chat that links questions to our FAQ's
- Significant increase in Live Chat usage for 2023

Challenges

- Reduced hours or closing branches due to low staffing - Recruitment freeze as BKI is going through a major organisational change
- Increased workloads due to delays in replacing staff and backfilling roles.
- Less innovation/ many projects are now on 'hold' as specialised staff and management are needed to cover front desk shifts
- New Student Management system implemented in Jan- Number of teething issues still occurring
- Ageing laptops in our Device Loan Program are being 'retired' and not replaced, reducing stock. Efforts are underway to integrate this program into our library budget through collaboration with the IT department.

Not submitted

Reports for the following institutes were not submitted.

- Victoria University
- South West Institute of TAFE
- RMIT
- Federation University