Vision

Dynamic and innovative, the Library extends beyond its physical boundaries.

As the key provider of quality information and related services, we are proactive and flexible in fulfilling information needs.

We work with La Trobe University students and staff to achieve teaching, learning and research goals.

Mission

La Trobe University Library is committed to achieving the highest standards in the provision of information resources and services in order to advance the teaching, learning and research of the University.
Priority initiatives for 2008

1. Renew and refresh Library physical facilities
2. Expand integration of services and resources into the University’s learning management system
3. Align information literacy initiatives of the Library with the emerging directions of teaching and learning in the University
4. Investigate needs and expand support for University research
5. Investigate new generation search software
6. Strengthen the research culture within the Library
7. Investigate maximising resources for undergraduates, including mediated access to document delivery services for 3rd year students
8. Build a digitisation service that further enables populating the institutional repository and the Library’s move towards becoming a digital library
9. Expand services for international students
10. Further develop the Australian Digital Theses program

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The year in review

2008 was an eventful and exciting year which saw the beginning of a period of major change and renewal for the University and the Library, coupled with the appointment of a new University Librarian, Professor Ainslie Dewe.

The establishment of a new senior executive structure for the University brought a change of reporting line for the Library to the Deputy Vice-Chancellor, Professor Belinda Probert. In line with the new University Strategic Plan for 2008-2012, major reviews of teaching and learning, research and all administration areas of the University also began.

The administrative review process, which included the Library, broadly aimed to reduce expenditure on administration activities through improved efficiencies and quality of service delivery. This review was a major focus of activity in the second half of the year for the Library.

Difficult economic conditions and the need to strengthen the University’s financial position also led to the University undertaking a voluntary redundancy program. The Library made a significant contribution to overall savings through this program with the departure of 15 Library staff towards the end of the year.

The Library’s strategic priorities for 2008 took account of University directions, as well as national and international trends in academic and research libraries. In September 2008, the process to develop a Strategic Plan for 2009-2012 for the Library began and focussed on ensuring that Library objectives and priorities in the areas of teaching, learning and research are aligned with the University’s Strategic Plan.

Improving amenities and learning spaces for students has been a priority area for several years for the Library. Curriculum changes leading to a move towards collaborative learning and continuing demand for increased access to computer workstations has meant increasing usage of the Library generally. It was therefore welcome news in October when the University received Better Universities Renewal Funding (BURF) from the Federal Government to be primarily applied at the Bundoora campus for improving student study areas, in particular, reconfiguring the Library to create a new Level 1 entrance and learning commons and at least 500 more student study spaces.

The development of a formal policy on Information Literacy was also a major focus of activity in 2008. This policy aligns the information literacy initiatives of the Library with the emerging directions of teaching and learning in the University and includes a framework which is designed to guide the development of student research skills.

The Library continued to take a leading role in managing digital information resources and supporting open access publishing with continued development of the institutional repository and promotion of the principles and practice of open access to publicly funded research, data and knowledge.

New branding brought the Library into line with the University’s dynamic new branding and means all print and online publications can now be easily identified as part of the Library and the University.

Ainslie Dewe
University Librarian, August 2008 –

Helen King
Acting University Librarian, December 2007 to July 2008
Professor Ainslie Dewe commenced her appointment as University Librarian on 11 August 2008. Ainslie came to La Trobe University from Auckland University of Technology where she held the position of University Librarian and Director of Knowledge Management.

Ainslie began her career as an industrial chemist and went on to work in academic, medical, public and special libraries in Australia, New Zealand and the United Kingdom. She has held the positions of Director, RMIT University Library (1997 –2002) and University Librarian and Director of Academic Associated Services at Lincoln University (1988 – 1997), so brought a wealth of knowledge and experience with her of universities and their libraries from both sides of the Tasman.

Ainslie is currently Deputy President of the Council of Australian University Librarians (CAUL), and a board member of the International Association of Technological University Libraries (IATUL). She is a former President of LIANZA (Library and Information Association of New Zealand) and has been a Board Member of CAVAL.

Prior to commencing at La Trobe, Ainslie also completed a three year term as inaugural Chair of the Library and Information Advisory Commission (LIAC), and led LIAC in its advice to government in relation to the New Zealand Digital Strategy, telecommunications, e-government, digital broadcasting and the World Summit on the Information Society.

Ainslie was also the New Zealand Vice-Chancellors’ Committee representative on the New Zealand Ministry of Education’s Tertiary (e)Learning Reference Group, and Chair of the Kiwi Research Information Service Governance Group which promotes publicly funded research from universities, polytechnics and other research providers in New Zealand.

Ainslie Dewe is La Trobe University’s fourth University Librarian, and the first woman to hold this position.
Information literacy

Information literacy policy and framework
In order to align the information literacy initiatives of the Library with the emerging directions of teaching and learning in the University in 2008, the Library developed an information literacy policy.

The policy outlines the Library’s responsibilities and objectives and includes an information literacy framework which is designed to guide the development of student research skills programs.

The framework is presented in a matrix which matches 6 information literacy attributes with a progression of learning outcomes across 3 levels – elementary, proficient and advanced. The aim, in partnership with academic staff, is to enable students to build up research skills gradually so that by the end of their degree they are proficient in a range of information literacy skills.

In order to be effective, information skills training should be relevant to student needs and be delivered in a logical and manageable sequence. The information literacy framework reflects these considerations. It can be used to guide program development so that skills are purposefully integrated into the curriculum.

To be information literate means to be able to recognise the information we require, identify where to find it and decide which information is the most relevant and reliable.

The Library plays an active role in the development of these skills for scholarship and research, in collaboration with academic and learning support staff.

Health Sciences common first year information literacy modules
In partnership with academic staff, faculty liaison librarians across the campus libraries worked consistently in 2008 to put supportive mechanisms in place for the Health Sciences common first year that began in 2009.

The move to an inquiry based learning approach in the common first year was anticipated to have a significant impact in the Library affecting the way students use resources, their use of space and the need to find appropriate areas where small groups can work together.

Early inclusion of the Library in planning at unit development level ensured appropriate library resources and services were available to all students in 2009.

Library research skills were embedded into first year units in professional practice and were supported by online modules designed to help transform new students from confident Google searchers to graduates who understand scholarly sources, search methods and how to evaluate and use what they find.

The information literacy modules are applicable and accessible to all students undertaking first year health science units. The module content is aligned with course learning outcomes to ‘construct and implement effective research strategies to identify and locate authoritative sources of information.’

Students can use the modules as stand alone learning, dip in and out of them as required, and use them at any time or place. They can also continue to use them after they have completed the requirements of their unit or course.

Multimedia learning objects and different ways of presenting the information were included to ensure the resources are visually engaging and suit different learning styles.

The project was presented to the Curriculum, Learning and Teaching Colloquium in December 2008 by Fiona Salisbury, Reference and Information Services Librarian, Claire Brooks, Library Educational Designer and Jenny Corbin, Reference Librarian.

Subsequently, Professor Tom Angelo, Pro Vice-Chancellor (Curriculum and Academic Planning), invited the Library to develop a similar project for inclusion in the University’s 2009 Curriculum Pilot Projects which will inform the curriculum renewal process. This project will develop an information skills strategy that addresses relevant graduate capabilities for the University including a pilot implementation plan and some reusable, multipurpose resources ready for implementation in 2010.
Can’t I just Google?

This is a question librarians at the Research Help Desk hear every day from students seeking to understand the information requirements of an assignment and to grasp the meaning of ‘scholarly’ information.

Developed as one of the Health Sciences modules for students in the new common first year, Can’t I just Google? was made available as a stand alone module to make it easier for all students to access, especially those new to academic research.

Can’t I just Google? includes a short animation introducing students to the issues and has segments on ‘best evidence’ and ‘peer reviewed’ sources. The module can be found at latrobe.libguides.com/google
The Library is often the busiest place on campus and 2008 was no exception. The number and frequency of visits rose, particularly at Bundoora, and the demand for workstations and collaborative learning spaces continued to be strong, at times placing considerable pressure on Library facilities and equipment.

**Bundoora**

In September, the University learned that it would receive a $14.72 million capital grant under the Federal Government’s Better Universities Renewal Funding (BURF) initiative. After considering internal submissions for BURF funding (including one from the Library seeking funding to refurbish part of Level 1 to create more collaborative learning space), and a review of other capital investment and funding proposals, the University decided to allocate the majority of the BURF grant to create enhanced learning spaces for students at Bundoora.

This was welcome news for the Library as a major share of the available funding will go towards a reconfiguration of the Library at Bundoora to create more study spaces and improved learning facilities for students.

A student hub and additional learning spaces and facilities are also planned elsewhere on campus along with additional investment in teaching and learning ICT infrastructure and equipment, with the intention to ease the pressure on Library facilities.

John Wardle Architects has been appointed to the Library project and brings recent experience in designing exciting new library and learning spaces at the University of Sydney and the University of South Australia amongst many other projects.

**Considerable time was spent in planning and discussion of the scope of works in 2008, and will continue in 2009, with a focus on the best way to manage collection locations and access during and after the building works. The works are expected to begin in 2010.**

**Bendigo**

Level 1 of the Library at Bendigo underwent a refurbishment during 2008 which refreshed the entry foyer and main service points, and created a new entrance and service desks that enabled wheelchair access.

New carpet, fresh paint, the establishment of an open reserve area, the addition of a self checkout unit for loans and a separate, more efficient work area for lending and document delivery staff provided a much needed update to the Library. The new open reserve area is popular with students and means they can browse and work with high demand materials and access photocopiers within the area.
Albury-Wodonga
- The addition of a Transact La Trobe service meant students could pay for copying and printing using their student card.
- The installation of a widescreen flat panel display screen at the inquiry desk made it easier to inform students about Library resources and services.
- A casual reading area was created, proving to be popular with students.
- The Library’s training room was made available to students when not in use, increasing the number of workstations available.

Mildura
- The agreement covering the use of facilities by La Trobe University was renegotiated with Sunraysia Institute of TAFE. Library space was consolidated, with new office space added adjoining an expanded student computing area.
- Undergraduate students increased their use of electronic resources. Honours and postgraduate students increased their usage of intercampus and interlibrary loans.
- Reference books were integrated into the main collection, relieving congestion in the audiovisual collection and increasing usage.

Shepparton
- Shared library space and resources with Goulburn Valley Health worked well for the 70 Bachelor of Nursing students now at the campus.
- Demand for Library services to distance students in the Graduate Diploma of Education (Middle Years) increased due to a large online component (students on campus for only 5 weeks p.a.). The strong education collection continued to be used extensively by local and intra-state students.
- A new group study area proved to be popular with students wanting to work together and discuss assignments without disturbing other users of the Library.
Quicker discovery of digital resources

The Library continues to add digital resources to its collection at a rapid rate, in line with worldwide trends. In a multi-campus environment, the greater provision of networked access to e-books and journals is also a more effective way to provide the necessary resources for teaching and learning.

Ensuring that digital resources are easily discoverable is an ongoing priority. In 2008, investigations continued into finding new tools to make it easier for library users to find digital resources and to bring us closer to matching the information discovery expectations and behaviour of library users.

Investigations focused on discovery tools that use a single sign-on and search box and a simple layout to search the catalogue, databases, institutional repository and other sources, and to engage library users and allow them to directly contribute to the content.

No single tool was identified for purchase or licensing in 2008. However, a number of promising products and developments were investigated and some changes were made to the Library website and catalogue as a result of what was learnt during this process.

The focus continues in 2009 on improving federated searching (simultaneous searching of multiple online databases or web resources) and encouraging wider and more frequent use of digital resources.

Web 2.0 LibGuides

During 2008 the Library’s online subject guides to resources underwent a transformation. The guides were moved to a new Web 2.0 content management and information sharing system designed specifically for libraries LibGuides.

Librarians reworked and updated all of the subject guides previously available via the Library website, and added new ones, in this new interactive platform which supports tagging, RSS feeds, podcasts, embedded videos, polls, ratings, user comments and submissions.

As well as the list of more than 100 guides for individual subject areas and some units of study, there are lists of popular and featured guides, an A-Z listing, guides on finding book and film reviews, library research skills and using Endnote software.

Guides embedded in LMS increase usage

In 2008 the Library also undertook an evaluation to compare student use of Library subject guides that were embedded into the University’s Learning Management System (LMS) with the use of guides accessible via the Library website.

An example generic guide and a customised guide were embedded into nine selected units in the LMS for the purposes of the evaluation.

The result clearly demonstrated that Library guides are used much more widely when embedded into the LMS with 100 per cent of the guides in the LMS evaluation units used by students compared to only 59 per cent of guides listed on the Library website used in second semester 2007.

Embedding a link to Library guides within the LMS makes them available at the point of need and increases their visibility, leading to higher usage.

Feedback from students and academic staff in four units indicated that the most common reason for using the Library guides in the LMS was that they were ‘needed for assignments’ and that they were ‘available via the LMS’.

Students considered the most useful part of the guides to be the information relating to ‘finding journal articles and using databases’. Across all four units surveyed 46 per cent of students who used a guide cited the information on ‘finding journal articles’ as the most useful and 25 per cent of students cited the information on ‘referencing’ as the most useful.

All academic staff involved in the evaluation were highly supportive of the initiative and indicated that they would like to see Library guides linked in the LMS permanently. Library staff are pursuing this initiative further in 2009.

Library website enhancements

The Library’s main homepage and catalogue continued to be enhanced during the year, informed by both formal usability testing and ongoing user feedback. Enhancements included:

- changes to the way users access electronic journals
- more user-friendly calendar-style opening hours pages for Albury-Wodonga, Bendigo and Bundoora
- application of the new University branding so that the website works consistently with the overall University website
- improvements to the navigation and interface for LibXplore, the access point which allows searching of multiple library databases and web resources.
Quick access to most popular databases

One of the enhancements made to the Library website in 2008 was the addition of a quick access list on the databases page. Based on user statistics, the list provides direct links to the most popular databases that collectively receive about one third of all database searching traffic. With more than 400 academic databases representing many thousands of journal titles now accessible via the Library’s website, this tool provides a useful shortcut for users. It complements the ‘A-Z list’ and the ‘view by subject’ pages which help students to identify the most useful databases or sets of journals for their subject area.

Move to e-resources continues

The Library’s electronic collections continued to expand, particularly in the first half of 2008 when the Australian dollar was still strong. Of particular note was the further development of the e-book collection with the purchase of nearly 6,000 titles during the year. Nearly 120 of the reputable Doody’s core health and medical books were acquired, as well as nearly 1000 NetLibrary titles from a wide variety of subject areas.

The NetLibrary Patron Driven Acquisition service was trialled, and the titles acquired through this option showed high subsequent usage, raising interesting questions and discussion about user driven choices and library/academic staff selection decisions.

Growth in the acquisition and usage of e-books will continue to expand as users become more familiar with this format, delivery platforms improve and more titles become available.

The Library continued the acquisition of electronic journal back files with purchases from the following publishers during the year - Royal Society of Chemistry, American Institute of Physics, Institute of Physics, Lippincott William Wilkins and Nature. Other notable additions to the electronic collections included TV News, New York Times, Encyclopaedia Judaica, and backfiles of CAB Abstracts, BIOSIS and Inspec.
Key service enhancements
The Library’s major client survey in May 2008 identified key areas for improvement which have been the focus of service enhancements since then.

- **Improved access to computers**
  - An additional 14 computers were installed and 86 upgraded at Bundoora. Audio-enabled PCs were extended. Further improvements will be possible after the Library refurbishment is completed.
  - At Bendigo, additional public areas with power points for user laptops were established.
  - At Albury-Wodonga computers in the Library Training Room were made available for general use when the room is not being used for training. All student use computers were updated over the 2008/2009 Christmas break.
  - More computers were provided at Mildura and minor building works undertaken to provide a more suitable environment, with extra space and better air-conditioning.
  - Wireless network was installed at Shepparton and an additional computer provided for student use.

- **Providing sufficient multiple copies**
  - The Library at all campuses purchased more print copies of prescribed and recommended readings, and other high demand items.
  - More e-books and more copies of high demand books in e-format were purchased.
  - The number of holds a user can place was increased, improving access to high demand materials.

- **Increasing electronic journals**
  - Access to more journal titles in electronic format was provided and will continue to improve in 2009 as more titles are transferred from print to electronic subscriptions.
  - There are now more electronic backfiles of journals and these will continue to expand in 2009.

- **Improving individual seating**
  - This will be improved at Bundoora once the Library refurbishment project is completed.
  - At Bendigo a small amount of additional seating was provided, but the overall space constraints limit major improvements.
  - At Albury-Wodonga additional study spaces adjacent to power points and suitable for laptop use were added.

- **Improving the Library collection**
  - Collections of books and journals continue to be actively developed and expanded to support current teaching and research, and new courses such as dentistry and oral health.
  - The Library purchased more books, including e-books.
  - Weeding of superseded and low-use books is ongoing at all campus libraries.
  - More e-journal titles were made accessible and the number continues to expand in 2009.
  - Preparations were made to allow more journal titles to be transferred from print to electronic format in 2009.

**Web pages for international students**
In early 2008 a working group was established to look at ways to enhance Library services for international students. The group conducted an evaluation of the ‘Library Services for Students Living Outside Australia’ CD that was developed and distributed in 2007.

While the evaluation found that the content and format was received positively, issues of distribution and currency led to a recommendation to redevelop the content for the web as most international students had Internet access. In the light of the survey outcomes, new web pages were developed with information specifically for:

- on campus international students
- off campus international students in Australia
- offshore international students.

These new pages can be found at [www.lib.latrobe.edu.au/international/](http://www.lib.latrobe.edu.au/international/)

**Library orientation**
Ensuring that new students quickly gain the knowledge and skills to use the Library effectively is an ongoing priority and in 2008 some changes were made to the orientation program to increase its visibility and make it more flexible for students including:

- flyers promoting Library training in orientation ‘show bags’
- tours held during the first two weeks of semester rather than during O’Week when students are busy finding their way around and socialising
tour and introductory catalogue session bookings were made possible via the Library website

Library staff increased communication with O’Week organisers to ensure maximum exposure of Library services during student host tours

links to Library tour and training information were requested on University orientation websites

a specific page for new students was created on the Library website and promoted to new students

orientation-related information was provided on the Library blog.

Improvements to intercampus loans

To better meet demand for the movement of resources between campuses (intercampus loans) some improvements were made to the Library catalogue in July 2008 which made it easier for students at any campus to request holds via the website for both ‘on loan’ and ‘available’ material (from another campus). Special borrowers, including CAVAL borrowers, also request holds on material ‘on loan’ from their own campus and, with some staff assistance, gain access to resources in storage at Bundoora.

Extended weekend opening hours

Students, particularly international students, have consistently indicated a preference for longer Library opening hours. There is particularly strong demand in the lead up to end of semester and exams. In 2008 the Library at Bundoora increased its extended weekend opening hours from three to four weekends prior to the exam period in both semesters. Usage certainly justified the longer (11:00am to 5:00pm) Saturday and Sunday opening hours.

Corporate research support

In 2008 the Library further developed its services to University managers and administrators.

The Library now provides a special service and web page to provide expert advice and assistance to University administrators who need to find and access information related to areas such as business, management, educational administration, finance, Australian Standards and companies.

A special web page outlining the service and providing links to some databases, such as Factiva, is available on the Library website at www.lib.latrobe.edu.au/services/corporate-research.php
The repository and digitisation

One of the Library’s priorities in 2008 was to build a digitisation service that further enabled populating of the University’s institutional repository with digital copies of La Trobe University research outputs, making them available to a wider audience online and preserving the University’s research for the future.

Some research outputs are only available in analogue or paper form. In order to capture these outputs for the research quality exercises of the last two years (the Research Quality Framework (RQF) and its successor the Excellence in Research for Australia (ERA) initiative), the repository has used a high resolution large bed scanner with a special platen that facilitates face-up scanning from bound volumes whilst maintaining consistent focus and resolution across the entire scan area. This allows staff to safely scan large numbers of documents such as book chapters. This large scanner now forms part of a digitisation service which can support digitisation of a wide range of original materials such as large format maps and theses, old photographs etc. The Library has also arranged access to sheet fed and automatic page turning scanners for use as determined by the type of original material and budget for specific digitisation projects.

Strengthening support for research

One of the Library’s strategic priorities for 2008 was to investigate the needs and expand support for University research. A team headed by Collections Librarian, Eva Fisch, developed a methodology for the project and for collection assessment, and undertook a pilot qualitative and quantitative assessment of Library support provided to the La Trobe Australian Institute of Molecular Medicine. A range of metrics were used to assess the strength of the current Library collection in this area augmented by focus groups with researchers which explored the Library resources and services seen as critical to their needs.

In light of this data the Library implemented simplified catalogue entries for journals and e-journals, and purchased more electronic journal back sets (e.g. the American Chemical Society electronic full text versions of more than 30 journals and the 175 title Springer (Kluwer) Biomedical and Life Sciences set). This data also provided evidence to support the case for a Library subscription to Elsevier’s Science Direct.

The project concluded that the Library should repeat and refine the exercise in a non-science area once the University’s research strengths are finalised. This project complements the AUQA audit scheduled for 2009 of which one theme will be ‘Research and Research Training’.

Strengthening research culture within the Library

As part of the Library’s strategic planning process for 2008, the Library Research and Development Committee was charged with revitalising research activity within the Library and to particularly encourage research related to the Library’s strategic initiatives.

The Library has a long history of research although its focus and scope has changed over the years. Research is still seen as vital and valuable in the Library, not only for professional development for staff but also to support evidence-based practice and responsiveness to a changing environment.

The Library Research and Development Committee explored staff perceptions, canvassed ideas and identified ways to strengthen future research and development efforts in the Library using a series of focus groups and brainstorming activities.

As a result the role and composition of the Committee was reviewed, an evidence-based focus to practice is being communicated and implemented across the Library, there is closer alignment with the Library strategic planning process to enhance research outputs and skills, and measures are being put in place to improve structural support for research.

Digital theses moved to repository

The Australasian Digital Theses (ADT) program is a national collaboration set up to create and maintain a database of digital versions of Australian and New Zealand research theses. The main goal of this program is to increase the availability of graduate research outputs by making full-text theses accessible via the Internet.

In 2008 all La Trobe research theses voluntarily deposited within the Australasian Digital Theses Program were transferred to the University’s institutional repository to improve their long term accessibility and preservation.
Open Access

In the last ten years the way knowledge is created and disseminated has changed significantly. There has been a worldwide move towards optimising access to research, especially publicly funded research, supported by open access repositories, new publishing tools and models and more strategic management of copyright.

At a conference in Brisbane on Open Access and Research in September 2008 attended by senior Library staff, delegates from around the country endorsed a statement known as the Brisbane Declaration which affirmed support for open access as a general principle in Australia. It stated that:

‘The participants recognise Open Access as a strategic enabling activity, on which research and inquiry will rely at international, national, university, group and individual levels.

Basic strategies that Australia must adopt:

- Every citizen should have free open access to publicly funded research, data and knowledge.
- Every Australian university should have access to a digital repository to store its research outputs for this purpose. As a minimum, this repository should contain all materials reported in the Higher Education Research Data Collection (HERDC).
- The deposit of materials should take place as soon as possible, and in the case of published research articles should be of the author’s final draft at the time of acceptance so as to maximise open access to the material.’

La Trobe University Library has already done much of the ground work of building an institutional repository of research outputs and is now working on making this publicly available subject to copyright restrictions and authors’ permissions.
Planning and quality

Client survey
Since 2002 the Library has conducted a systematic client satisfaction survey biennially across all campuses, with the most recent survey completed in May 2008. This is one of the ways in which the Library measures its performance against other academic libraries and gathers the views, ideas and suggestions of Library users. The number of survey responses to the 2008 survey was high giving us confidence that respondent ratings and comments reflected, in general, the opinions of the University community.

The survey showed that overall satisfaction with the Library remained high, with the survey respondents rating La Trobe University as 5.42 out of a possible 7, placing the Library in the top 50 per cent of the 40 academic libraries in the survey database. The highest performing category was again Library staff with a score of 87.3 per cent, placing the Library in the top 25 per cent of this cohort.

A change observed in this survey was the frequency of library visits with 31 per cent of respondents saying they made daily visits to the Library (up from 13 per cent in 2006, 17 per cent in 2004 and 15 per cent in 2002). A further 47 per cent said they visited the Library 2 to 4 days a week. These results correlate with the large increase in library visits for the year registered at the Bundoora campus, which has placed severe pressure on Library facilities and equipment. The biggest challenge continues to be providing sufficient computer workstations although group study facilities, individual seating and having sufficient multiple copies of high demand books were also concerns.

Seating survey
The seating survey is also conducted by the Library biennially and was conducted across campuses in September 2008. This survey examines the physical environment and identifies usage patterns. Some findings at Bundoora were that:

- Tuesday is the busiest day of the week, Friday the quietest and midday the busiest period of the day
- the number of workstations in the Library increased by 20 per cent but their use remained above 90 per cent
- laptop use continued its trend of approximately doubling every two years
- demand for group study rooms increased by 75 per cent on average since 2006
- despite a slight downward trend from 2004 to 2006, there was a sharp increase of over 70 per cent for people waiting in queues for computer workstations.

Library rates well in use of Web 2.0 applications
A research paper looking at the application of Web 2.0 technologies in Australasian university libraries found that La Trobe University Library rated second out of 39 universities in Australia and eight universities in New Zealand.

Web 2.0 tools, such as blogs, RSS (Really Simply Syndication) feeds and podcasts, are being used more and more in libraries as part of the rapid transformation in the application of information technology that has taken place in libraries over the last two decades.

The research found that two thirds of Australasian university libraries deployed one or more Web 2.0 technologies, although found that in general the use of Web 2.0 applications for libraries is still under utilised.

La Trobe University Library uses RSS for news updates, to provide links to lists of new titles, events and podcasts about Library services and processes. The Library blog provides regular updates on a wide range of topics from changes in opening hours to new resources and services, and the new Library subject guides were developed using Web 2.0 application LibGuides.

Key statistics

Client population* (as at March census)

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<th>2006</th>
<th>2007</th>
<th>2008</th>
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<td>LTU Students (persons)</td>
<td>26,146</td>
<td>26,500</td>
<td>26,344</td>
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<td>LTU Academic staff (persons, excludes casual)</td>
<td>1,213</td>
<td>1,250</td>
<td>1,282</td>
</tr>
<tr>
<td>LTU General staff (persons, excludes casual)</td>
<td>1,461</td>
<td>1,425</td>
<td>1,467</td>
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<tr>
<td>Total University population</td>
<td>29,820</td>
<td>29,175</td>
<td>29,093</td>
</tr>
<tr>
<td>WIT** Students (persons)</td>
<td>12,117</td>
<td>12,814</td>
<td>11,728</td>
</tr>
<tr>
<td>WIT Staff (persons, general and teaching, includes casual)</td>
<td>378</td>
<td>357</td>
<td>552</td>
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<tr>
<td>Total WIT TAFE population</td>
<td>12,495</td>
<td>13,171</td>
<td>12,280</td>
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<td>Other borrowers</td>
<td>1,853</td>
<td>1,654</td>
<td>1,727</td>
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<tr>
<td>Total Library clients</td>
<td>44,168</td>
<td>44,000</td>
<td>43,100</td>
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Library staff (FTE)

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<th>2007</th>
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<tr>
<td>Library managers and professional staff</td>
<td>51</td>
<td>54</td>
<td>41</td>
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<tr>
<td>Library officers, assistants, attendants and administrative</td>
<td>96</td>
<td>86</td>
<td>92</td>
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<tr>
<td>Total Library staff (FTE)</td>
<td>147</td>
<td>140</td>
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Information resources

<table>
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<tr>
<th></th>
<th>Items added (net)</th>
<th>Total held</th>
<th>Items added (net)</th>
<th>Total held</th>
<th>Items added (net)</th>
<th>Total held</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books and AV (non serials)</td>
<td>23,295</td>
<td>1,493,201</td>
<td>18,365</td>
<td>1,511,566</td>
<td>11,934</td>
<td>1,523,054</td>
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<tr>
<td>Serials (titles)</td>
<td>10,741</td>
<td>596,205</td>
<td>8,574</td>
<td>606,779</td>
<td>7,618</td>
<td>622,015</td>
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<tr>
<td>Total</td>
<td>34,036</td>
<td>2,091,406</td>
<td>26,939</td>
<td>2,118,345</td>
<td>19,552</td>
<td>2,145,069</td>
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<tr>
<td>E-books (titles)</td>
<td>NA</td>
<td>NA</td>
<td>1,812</td>
<td>5822</td>
<td>5817</td>
<td>11,793</td>
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Current serial titles received

<table>
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<tr>
<th></th>
<th>Print/non-print</th>
<th>Electronic</th>
<th>Total</th>
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<tbody>
<tr>
<td>Books and AV (non serials)</td>
<td>5,283</td>
<td>32,531</td>
<td>37,814</td>
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<tr>
<td>Serials (titles)</td>
<td>4,448</td>
<td>35,349</td>
<td>39,797</td>
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<tr>
<td>Total</td>
<td>3,851</td>
<td>40,717</td>
<td>44,568</td>
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Borrowing

<table>
<thead>
<tr>
<th></th>
<th>Loans of books, serials and audiovisual materials</th>
<th>Reserve items issued</th>
<th>Intercampus loans</th>
<th>Loans to students and staff of other Australian institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books and AV (non serials)</td>
<td>759,369</td>
<td>115,841</td>
<td>15,875</td>
<td>22,521</td>
</tr>
<tr>
<td>Serials (titles)</td>
<td>645,800</td>
<td>120,579</td>
<td>14,527</td>
<td>17,529</td>
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<tr>
<td>Total</td>
<td>560,166</td>
<td>123,760</td>
<td>12,310</td>
<td>12,006</td>
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</table>

Interlending and document delivery

<table>
<thead>
<tr>
<th></th>
<th>Items supplied</th>
<th>Items received</th>
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<tbody>
<tr>
<td>Books and AV (non serials)</td>
<td>10,816</td>
<td>22,819</td>
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<tr>
<td>Serials (titles)</td>
<td>8,637</td>
<td>19,191</td>
</tr>
<tr>
<td>Total</td>
<td>8,388</td>
<td>17,387</td>
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Reference and information services

<table>
<thead>
<tr>
<th></th>
<th>Reference inquiries</th>
<th>Information literacy sessions (F2F)</th>
<th>Information literacy session participants</th>
<th>Online information literacy module use</th>
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</thead>
<tbody>
<tr>
<td>Books and AV (non serials)</td>
<td>79,718</td>
<td>911</td>
<td>20,863</td>
<td>NA</td>
</tr>
<tr>
<td>Serials (titles)</td>
<td>79,265</td>
<td>828</td>
<td>17,237</td>
<td>NA</td>
</tr>
<tr>
<td>Total</td>
<td>81,735</td>
<td>719</td>
<td>12,643</td>
<td>NA</td>
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</table>

Digital Library use

<table>
<thead>
<tr>
<th></th>
<th>Library website visits (page impressions)</th>
<th>Average unique users per month</th>
<th>Electronic reference and other commercial e-book downloads</th>
<th>Electronic journal article downloads</th>
<th>E-Reserve material downloads (copyright and non-copyright)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books and AV (non serials)</td>
<td>6,750,095</td>
<td>64,932</td>
<td>34,932</td>
<td>1,776,064</td>
<td>582,765</td>
</tr>
<tr>
<td>Serials (titles)</td>
<td>5,796,421</td>
<td>66,950</td>
<td>65,294</td>
<td>1,807,630</td>
<td>651,404</td>
</tr>
<tr>
<td>Total</td>
<td>5,796,421</td>
<td>66,950</td>
<td>65,294</td>
<td>1,807,630</td>
<td>651,404</td>
</tr>
</tbody>
</table>

Expenditure

<table>
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<tr>
<th></th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>$9,553,399</td>
<td>$9,579,105</td>
<td>$9,621,660</td>
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<tr>
<td>Operating costs</td>
<td>$2,207,976</td>
<td>$2,155,061</td>
<td>$2,419,245</td>
</tr>
<tr>
<td>Info resources, print and AV</td>
<td>$3,128,275</td>
<td>$2,456,000</td>
<td>$2,875,345</td>
</tr>
<tr>
<td>Info resources, electronic</td>
<td>$3,605,095</td>
<td>$4,816,058</td>
<td>$5,013,405</td>
</tr>
<tr>
<td>Equipment costs</td>
<td>$384,497</td>
<td>$367,020</td>
<td>$234,912</td>
</tr>
<tr>
<td>Total</td>
<td>$18,779,242</td>
<td>$19,373,244</td>
<td>$20,164,567</td>
</tr>
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</table>

* figures for La Trobe University in this section from La Trobe University Management Information Unit
** Wodonga Institute of TAFE – There is a joint Library facility at Albury-Wodonga
In 2008 the total number of staff (effective full time) working in the Library was 133, down from 140 in 2007. There were 50 librarians, managers and information systems staff (37.6 per cent of total), 34 library officers (26.1 per cent of total), and 49 library assistants, attendants, secretarial, technical and administrative staff (36.8 per cent of total).

Organisational change
As part of the University’s restructure of its activities and priorities, all teaching, learning, research and administration areas began a major review process in 2008. Administrative reviews were aimed at developing better quality and more integrated services, and reduced overall expenditure. The Library’s functional review was a major focus of activity in the second half of 2008. The review involved gathering information from a range of sources and processes, including a strategic planning workshop for staff in October. Many positive aspects of the Library’s operations were reinforced during this process, including its reputation for quality and strong service culture. Principles such as the need to maintain consistent and appropriate levels of service across a multi-campus environment were reaffirmed, as were the importance of issues already on the Library’s radar such as the need for more and better learning spaces, the increasing acquisition of electronic resources and the need to ensure effective staff development and training.

The review also presented an opportunity for the Library to re-examine and strengthen the alignment of its strategic plan with the University’s core activities, and to review the organisation of functions and resources within the Library.

Professional development and workplace learning
Developing the skills, knowledge and capability of Library staff is a high priority. Human resource development in the Library:

- places emphasis on linking staff development and training with Library strategic objectives
- aims to further organisational learning
- makes a commitment to making time and infrastructure available for staff development
- emphasises linkages between staff development and client services.

In 2008 Library staff were supported to:

- undertake a wider range of workplace training and learning programs
- attend many external training and development programs
- participate in conferences – in Australia and internationally – as presenters, attendees and event organisers
- study for TAFE, undergraduate and postgraduate qualifications
- attend statutory compliance training (Equity and Access, First Aid, OH&S).

Seventy seven per cent of Library staff members attended at least one formal staff development activity in 2008 and more than half of these attended multiple staff development events. The Library also has an active staff development committee and program of report back sessions open to all staff.

Staff movements
Virginia Ruchel was appointed in April as Manager, Library Communications and Public Relations. Virginia works across campuses to develop and implement strategic communications initiatives within the Library, between the Library and the University and with external stakeholders, and manages the Library’s online and print communications. Virginia has degrees in Arts and a Masters in Professional Communication along with considerable experience in higher education at Deakin University and the University of Melbourne in marketing, communications and development roles. She also has experience in media relations and communications in local government and the not-for-profit sector.

Ian Smith was seconded from the Library in July to take on the management of the University-wide Administrative Change Program. Prior to his secondment, Ian held the role of Manager, Library Human Resources (previously Senior Librarian, Personnel) since the establishment of that role in 1993. In that role, Ian’s work focussed on effective management of the Library’s human resources encompassing salaries budget management, organisational change and development, employee relations, staff development and training and occupational health and safety. The Library is well regarded in the University for quality and effectiveness in people management. The decision to second Ian to a key role in a major University organisational reform program reflects that high regard.
Claire Brooks was appointed in July as Educational Designer, a new library-wide role involving collaboration with staff across campuses to develop and deliver online information literacy programs. The role also encompasses providing advice and expertise to Library projects and working groups where integrated instructional approaches are needed. Claire has degrees in Arts, Education, TESOL and a Master of Applied Science (Social Ecology). She has experience as an educational designer at the University of Melbourne, and has worked in flexible learning at RMIT and Wodonga TAFE. She has also worked on a number of institutional, national and international learning innovation projects, including an Australian Learning and Teaching Council funded project on ePortfolios.

Jenny Morrison left the Library in October 2008 to take up the position of Executive Assistant to the Deputy Vice-Chancellor at La Trobe University. Jenny held the position of Executive Assistant to the University Librarian from January 1997 until her new appointment, and will be much missed for her professionalism, dedication, tact and diplomacy. Jenny also played a significant role in the preparation of previous Library annual reports over a long period of time, including the co-ordinating and obtaining of content and statistical data from staff at all campus libraries. Her long career in the Library commenced in December 1985 as a part-time Administrative Assistant to the Acquisitions Librarian.

Annette O’Brien joined the reference team at Bendigo in April. Annette brought a wide range of experience to the role having previously worked as a librarian in schools, public libraries, providing library services to outback Western Australian school communities via air and road and establishing a virtual library service for students in remote regions of Western Australia and Queensland.

During 2008 the Library said farewell to Sue Porter, Subject Librarian in the Health Sciences Team at Bundoora in March, to Lorraine Chapman, also a Subject Librarian in the Health Sciences Team who retired in June, and to Sue Sier, Computer Systems Officer who retired in October 2008 after 19 years service. As part of the University’s Voluntary Redundancy Scheme, in December 2008 the Library also said goodbye to Barrie Cledsmith, Dawn Keleher, Enza Catena-Zaghis, Carolyn Zabiegala and Carol Boles, all from Resource Acquisitions at Bundoora.

Digitisation for the Humanities - Historic Collections of Nepal

The Madan Puraskar Pustakalaya (MPP) in Nepal is the principal archive of books and periodicals in the Nepali language, mother tongue or lingua franca of a little over 30 million people of South Asia.

The Library was delighted to welcome Amar Gurung, Director of MPP in May 2008 to discuss digitisation, preservation and collection building with Library staff, in particular, Institution Repository Manager Michael Wood, and to explain the work of the MPP.

The MPP is a not-for profit NGO run by a trust whose members are eminent men and women of letters of Nepal. At the time of Amar’s visit, the MPP had just completed a project microfilming and digitising around 300,000 pages of old periodicals as part of a project supported by the Endangered Archives program of the British Library. They were also completing a project to digitise about 7,000 old and rare images in their collection.

Further information about this project can be found at www.madanpuraskar.org
Library committee membership

The Chancellor (ex officio)
The Vice-Chancellor (ex officio)
Professor Malcolm Rimmer
Chairperson, Chair Academic Board (ex officio)
Professor Ainslie Dewe
University Librarian
Dr Felicity Collins
Nominee of Academic Board
Professor Chris Handley
Nominee of Academic Board
Dr James McArdle
Nominee of Academic Board
Dr Catherine Meathrel
Nominee of Academic Board (Bendigo)
Mr David Beagley
Faculty of Education
[Vacancy]
Faculty of Education
Professor John King
Faculty of Law and Management
Ms Mary Anne Noone
Faculty of Law and Management
Dr Paul O’Halloran
Faculty of Health Sciences
Dr Peter Kipka
Faculty of Health Sciences
Dr Alison Ravenscroft
Faculty of Humanities and Social Sciences
Dr Lorraine Mortimer
Faculty of Humanities and Social Sciences
Dr Chris Pakes
(Faculty of Science, Technology and Engineering)
Professor David Vaux
(Faculty of Science, Technology and Engineering)

Ms Barbara Paton
Deputy University Librarian
Ms Helen King
Associate Librarian
Mr Geoff Payne
Director, Library Corporate and Financial Services
Ms Jeanette Dazkiw
Campus Librarian, Bendigo
Ms Linda Sheridan
Campus Librarian, Albury-Wodonga
Ms Simone Morrissey
Student Representative (Undergraduate)
Mr Bernard Fitzgerald
Student Representative (Undergraduate)
Ms Nahao Yan
Student Representative (Postgraduate)
Ms J Morrison (to 3 October)
Ms E Fisch (from 6 October)

Senior library staff

Ainslie Dewe
University Librarian, from 11.8.08
BSc Cant., Dip Dip (Arts Admin)
RMIT, DipNZLS, FNZLIA, MCLIP, AALIA

Helen King
Acting University Librarian, 17.12.07 to 8.8.08
Associate Librarian
MSc, MBA Qld., GradDiplLibSc QIT, AALIA

Barbara Paton
Deputy University Librarian
BSc Qld., GradDiplLib RMIT, AALIA

Geoff Payne
Director, Library Corporate and Financial Services
BSc La Trobe, GradDiplLib RMIT,
GradDiplCompSc La Trobe, AALIA

Alison Bates
Resource Acquisitions Librarian, Bundoora
BA La Trobe, GradDiplInfStud MCAE

Lea Beranek
Resource Delivery Services Librarian, Bundoora
BA La Trobe, GradDiplLib MLib

Claire Brooks
Library Educational Designer, from 21.7.08
BA Lib., GradDiplEd Monash,
CTESOL Bath, MAStc, UWS

Edward Chrisfield
Digital and Audiovisual Projects and Services Librarian
BA Deakin, GradDiplLib RMIT, AALIA

Jeanette Dazkiw
Campus Librarian, Bendigo
BA (Lib) RMH HE, GradDiplEdT USQ,
AALIA

Eva Fisch
Collections Librarian, Bundoora
BA CUNY, GradDiplLib RMIT, AALIA

Anthony Flack
Library Web Manager
BBus (IT) LaTrobe

Vincent Galante
Head – Information Systems, Bundoora
BSc Melb., DipEd MCAE,
GradDiplCompSci, MBS(Preml)
La Trobe

Orota Pudlowski
Metadata Services Librarian, Bundoora
BA Macquarie, GradDiplLib RMH E

Virginia Ruchel
Manager, Library Communications and PR,
from 28.4.08
BA La Trobe, MA (ProfComm) Deakin,
GradCert (VirtualComm) RMIT

Fiona Salsbury
Reference and Information Services Librarian, Bundoora
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MLInfostud Melb.

Bess Secomb
Information Services Librarian, Bendigo
BSc Monash, GradDiplLib RMIT

Linda Sheridan
Campus Librarian, Albury-Wodonga
BA, DipEd La Trobe, GradDiplLib
C.Sturt, AALIA

Ian Smith
Manager, Library Human Resources,
to 23.7.08
MA Melb., BA(Lib) CCAE, AALIA

Peter Thompson
Information Systems and Resources Librarian, Bendigo
MAsc (Lib&InfoMgt) C.Sturt, DipLib
BCAE, GradDiplComp La Trobe UCW

Michael Wood
Institutional Repository Manager
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GradDiplLib RMIT,
GradDiplCompApp RMH E

Sally Zhu
Manager, Library Finance and Resources
Dip (FinPlanning) CAU China,
BBus RMIT, CPA (Australia)

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GradDiplCompApp RMH E

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Manager, Library Finance and Resources
Dip (FinPlanning) CAU China,
BBus RMIT, CPA (Australia)
The Library would like to thank its many benefactors for their generous donations and gifts of books, journals and collections which have both enriched and augmented our collections. Every gift is genuinely appreciated.

Professor Dennis Altman continues to be one of the Library’s most generous and frequent donors of material on sexuality, the politics of HIV/AIDS and the politics and culture of the United States and Australia.

Peter Rose, Editor of the Australian Book Review, has also generously donated many recent fiction and non-fiction titles to the Library over the past few years.

Several other substantial donations were received during the year, from Dr Darrel Caulley (education), Carmel Shute (women’s studies) and Professor Bruce Stone (plant physiology).

We also appreciate the continuing support of many members of staff whose names have appeared in previous annual reports.

2008 donors
Paris Aristotle
Trish Austin
Dr Christine Bigby
Professor Barry Blake
Dr Richard Broome
Dr Darrel Caulley
Ray Choate
Dr Peter Davies
Dr Demetrius Dikaiakos
Michael Feramez
Christos Filsis
Sarah Floate
Dr Wayne Geering
Warwick Glynn
Mark Gregory
Dr Liz Hanna
Luke Harding
Len Henderson
Daiqing Huang
Dr Peter Hughes
Prof Rhys Isaac
Dianna Kenny
Silvia Leung
Leon Lyell
Dr Darcy McCormack

Dr Robert Mihajlovski
Sallesh Mukhopadhyay
Professor Timothy Murray
Nor Fadzilina Nari
Professor John Nieuwenhuysen
Rosemary Orchard
Catherine Padmore
Dr Zoe Pearce
Alan Pert
Carolyn Poljski
Dr Gideon Polya
Judith Richards
Kate Richmond
Simon Robb
Dr Lauren Rosewarne
Dr Paridah Abd. Samad
Dipli Saravanamuttu
Carmel Shute
Dr Hendra Yusran Siry
Ian Smith
Professor Bruce Stone
Anastasios Tamis
Andrew Vincent
Ray Warren

Corporate donors
Australian Book Review
Endangered Languages of the Pacific Rim Project
Flinders University, Department of Archaeology
University of Melbourne Library
World Health Organisation
Membership of Professional Committees External to the University

**Bates, Alison** ARLAC (Academic and Research Libraries Acquisitions Consortium) – Secretary.

**Beranek, Lea** CAVAL Reciprocal Borrowing Executive Committee.

**Bolitho, Clayton** AARLIN (Australian Academic and Research Libraries) Quality Team member.


**Dazkiw, Jeanette** CAVAL Interlibrary Consortium (CLIC) Chair. VDX Users Group in Australia and New Zealand (VUGANZ), La Trobe University Library Delegate. VUGANZ Steering Committee – Member.

**Dewe, Ainslie** Deputy President, Council of Australian University Librarians (CAUL), Board member, International Association of Technological University Libraries (IATUL).


**Fisch, Eva** CAVAL Archive and Research Materials (CARM) Advisory Committee.


**King, Helen** IRUA-L (Innovative Research Universities Australia – Libraries) group.

**Paton, Barbara** Director, Australian Academic and Research Library Network (AARLIN). AARLIN Management Committee, Chair. IRUA-L (Innovative Research Universities Australia – Libraries) group.

**Payne, Geoff** Standards Australia/Standards New Zealand Committee IT-19 Computer Applications - Information and Documentation (Committee member). IRUA-L (Innovative Research Libraries Australia – Libraries) group.

**Pudlowski, Dorota** Victorian Libraries Australia Users’ Group.

**Robertson, Tracy** Member CAVAL Human Resources Group and conference planning committee.

**Sackers, Nicole** CAVAL Reference Interest Group Committee.

**Salisbury, Fiona** AARLIN Management Committee.

**Thompson, Peter** Eaglehawk Mechanics Institute Committee of Management, 9th Australian Library History Conference Organising Committee.

Conference presentations


**Sackers, N** ‘The reference collection: biggest loser or bust.’ Presentation at the CAVAL Reference Interest Group (CRIG) seminar, RMIT University, 15 August 2008.


Research publications


Staff papers and presentations can be found at [www.lib.latrobe.edu.au/about/staff-presentations.php](http://www.lib.latrobe.edu.au/about/staff-presentations.php)
<table>
<thead>
<tr>
<th>University priority</th>
<th>Library strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Teaching and Learning</strong></td>
<td><strong>Teaching and Learning</strong></td>
</tr>
<tr>
<td>- Develop sustainable high quality teaching programs.</td>
<td>- In partnership with academic staff build high quality library collections that are aligned with curriculum development.</td>
</tr>
<tr>
<td>- Establish a student experience program to improve employability and develop the skills and understanding of rounded citizens.</td>
<td>- Contribute to graduate capabilities and life-long learning by embedding information literacy into the curriculum, in collaboration with academic staff.</td>
</tr>
<tr>
<td>- Resource teaching excellence.</td>
<td>- Promote and deliver information resources linked to curriculum delivery.</td>
</tr>
<tr>
<td>- Promote equity of access for students of ability.</td>
<td>- Provide equitable access to information resources within flexible learning environments accommodating a diversity of learning styles and ensuring consistent levels of service.</td>
</tr>
<tr>
<td><strong>Research</strong></td>
<td><strong>Research</strong></td>
</tr>
<tr>
<td>- Expand research quality and impact.</td>
<td>- Build and promote access to research collections for development of new knowledge and the application of knowledge for the benefit of all.</td>
</tr>
<tr>
<td>- Raise volume and quality of research and increase research income.</td>
<td>- In partnership with researchers, develop open access institutional repositories of research outputs and provide advice on the curation and preservation of research data.</td>
</tr>
<tr>
<td>- Establish targeted cross-faculty research institutes.</td>
<td>- Promote library resources and services that advance global, collaborative research.</td>
</tr>
</tbody>
</table>