



LA TROBE
UNIVERSITY



YEAR IN REVIEW 2015

La Trobe
University
Library





MESSAGE FROM THE UNIVERSITY LIBRARIAN



2015: a year of consolidation

Following a year of change in the University, our focus has been on consolidating our new staffing structure and service model. A significant achievement has been the introduction and ongoing development of our Ask La Trobe service; a single student service contact point jointly developed by Student Services and Administration, ICT, La Trobe Learning and Teaching and the Library. New initiatives to assist researchers, and reduce their administrative burden, include the automation of the University's research publication collection process and the development of a research data management policy and procedure for the University.

Throughout 2015, Library staff have partnered with teaching staff to develop effective strategies and processes to support La Trobe's move to blended and online learning, including the development of embedded e-learning modules. The Library has been instrumental in developing a Digital Literacies Framework for the University which outlines the skills students and staff will need to be successful in a digital world. Our new Library frameworks - for learning and teaching, research, collection development and management, quality and communications - guide our service delivery and provide a clear articulation of the way we now work.

The calibre of our staff, and the skills and attributes they bring to their work, ensures that the Library is well placed to directly contribute to the University's Future Ready strategy. Significant effort has been invested in staff development to ensure that we have the skills and confidence required to deliver services and continually adapt as the University's needs and our working environment change. Underpinning these new initiatives is our expertise: in working in partnership across the University to improve outcomes for students and researchers, and in building a digital collection which supports online and blended learning and access to global knowledge to support the work and career aspirations of all staff and students.

KEY LIBRARY STATISTICS AT A GLANCE

107 STAFF ACROSS 5 CAMPUSES

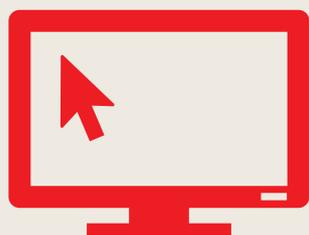
Albury-Wodonga, Bendigo, Melbourne, Mildura and Shepparton



164,377

WALK IN VISITORS

per month on average



251,590

WEBSITE VISITS

per month on average



65,121

**QUESTIONS ANSWERED
BY LIBRARY STAFF**



OPEN UP TO 124 HOURS

PER WEEK AND 24/7 ONLINE



98,557

E-JOURNALS

▲ 8%



506,699

E-BOOKS

▲ 4.5%



1,945,388

**BOOKS AND
AUDIOVISUAL TITLES**

▲ 1%

LEARNING AND DELIVERING AN OUTSTANDING STUDENT EXPERIENCE

We work in partnership to deliver high quality enquiry and learning experiences, online and in person, which empower students to succeed in study and the global workforce.



ASK La Trobe Help Zone, Melbourne

ASK LA TROBE SERVICE

In 2015 the Library worked with Student Services and Administration, La Trobe Learning and Teaching's Student Learning and Engagement unit and ICT to implement a single point of contact for student enquiries. The ASK La Trobe service brings key services and resources together in one streamlined and integrated physical service point, the ASK La Trobe help zone, at each of the Melbourne and Bendigo campuses and a single online point of access to virtual services (FAQs, Chat, phone) across all campuses.

INCLUSIVE AND DISTINCTIVE E-LEARNING MODULES FOR DIVERSE NEEDS

We collaborate with stakeholders across the University to develop and deliver targeted information and digital literacy skills for all students.

Curriculum Development Initiatives

Our staff worked in partnership with subject coordinators, educational designers and developers, and academic skills lecturers in 2015 to embed information and digital literacy activities into the curriculum for 110 subjects. The subject redesign, based on student learning outcomes and the achievement of graduate capabilities, provides students with new discipline-focused resources and immediate, tailored assessment help.

Achieve@Uni

The Library partnered with Student Learning and Engagement (La Trobe Learning and Teaching) to develop and deliver 'Achieve@Uni', an online resource where students can learn and practice key library research, academic and language skills. Achieve@Uni brings together content from multiple websites into one place, utilising the combined expertise of staff in the Library and in Student Learning to produce a resource to support student success. The resource is highly visible and embedded into all undergraduate and postgraduate by coursework subjects in the University's Learning Management System.

Distinctive and innovative learning resources for a diverse student body

New online resources incorporating best practice design principles and adaptive technologies were developed during 2015. The Library's subject resource guides, 'LibGuides', underwent a rigorous review to develop a consistent look, reduce duplication, and provide a greater focus on discipline content. The resultant templates set a new standard of quality and design for all guides, incorporating usability testing and evidence-based web design and accessibility, and a new name: 'Expert Help Guides'.

ASK LA TROBE HELP ZONE

Monthly averages (July-December*)



6,700
PATRONS



7,560
TRANSACTIONS

FACE TO FACE TRAINING

Annually



563
SESSIONS



5,883
PARTICIPANTS

*Counting transactions commenced in July 2015

The Library produced three new interactive e-learning modules covering:

- annotated bibliography skill development
- dentistry
- law.

Three new digital literacy resources were embedded in selected subjects, as part of a pilot project with James Cook University. The project, led by the Library in collaboration with staff from Student Learning and Engagement, uses adaptive technologies to guide students through the issues of digital identity and the creation of a positive digital impression.

SKILLS FOR THE DIGITAL WORLD

Contributing to the University's Digital Future

The Library's Learning and Teaching Team led the development of the University's Digital Literacies Framework to support the University's *Digital Future: Digital Learning Strategy 2015-2017*, to prepare students for an increasingly digital future. This project was funded by a Digital Learning Strategy Innovation Grant.

Developing digital literacies to engage with our digital future is about progressing from literacy to fluency in the critical and scholarly use of information and data; creative production of media; engagement and collaboration using digital technologies; learning to learn; and managing identity and wellbeing in a digital sphere.

The Framework outlines the capabilities and understandings that staff and students need to live, learn and work in a digitally connected world.

E-LEARNING MODULES



e-learning module in annotated bibliography



e-learning module in dentistry



e-learning module in law

OPENING OUR RESEARCH TO THE WORLD

We provide services, technologies and advice for researchers to achieve quality research outcomes and maximise impact.

MANAGING OUR RESEARCH DATA AND PUBLICATIONS FOR THE FUTURE

Open access health data

An important collection of clinical health data from the City of Greater Bendigo has been added to the Library's Research Online repository through a partnership between the Building Healthy Communities Research Focus Area and the Library. The ANDS Major Open Data project provides a significant and unique collection of raw, de-identified patient data covering a 10 year period with external, open access data from the ABS and other government sources.

Promoting health and wellbeing is a significant challenge and priority for Australia. This collection gives researchers important data about the underlying causes and impacts on health services by encouraging citation and reuse of data in research and teaching. This collection of hospital and GP data on a large scale (as openly published raw patient data) is unique in its scope and presentation.

Leading the development of the University's research data management strategy

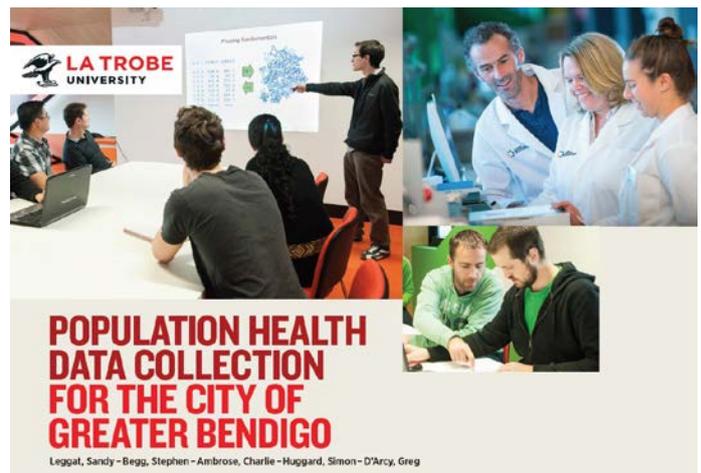
The Library led a cross-university Research Data Management Working Party to develop a policy and procedure for research data management in the University, to ensure obligations under the Australian Code for the Responsible Conduct of Research are met and research data is secure, reproducible, published openly where suitable and reusable.

The Research Data Management Policy and Procedure requires mandatory data management plans for all research projects throughout the research lifecycle, and where appropriate, publishable data at the end of a project.

The work of this Group, consisting of representatives from the Library, Colleges, Research Office, Archives, ICT and Research Infrastructure, has been an excellent example of collaboration across the University.

More theses available online

The Library assumed official custodianship for all copies of La Trobe University Higher Degree Research (HDR) theses in June 2015. Approximately 1,400 boxes of print theses were listed and stored, and 863 additional HDR theses digitised.



RESEARCH ONLINE REPOSITORY

Research Online repository: La Trobe University's online repository of institutional research and intellectual outputs



“Thanks so much for the time and effort you’ve put into this report. It’ll be helpful for updating my [...] for the [...] grant application [...] as well as for the promotion application.” ASSC Academic

“Thank-you so much for this thorough report – I was pleasantly surprised with the results. It is [a] very valuable asset.” SHE Academic

RESEARCH IMPACT SERVICE TESTIMONIALS

“Thanks very much for this, such a great service!” ASSC Academic

“...those sort of measures are exactly what everyone is looking for in terms of demonstrating impact and reach.” ARCSHS Researcher

FREEING UP RESEARCHERS TIME THROUGH BETTER SYSTEMS AND SUPPORT

Better management of services, systems and resources to enable researchers to have more time to research.

Automation of the University’s HERDC publication collection process

The Library assumed responsibility for the process of HERDC publication data collection, moving eligibility verification from manual forms to a more efficient, automated harvesting model through the implementation of the ‘My Publications’ system. With the assistance of the Research Office, the first year of the new collection process has been a success, with more than 50 per cent of current academics using the system and 1,845 publications claimed and verified by the library team.

RESEARCH IMPACT SERVICE

The current emphasis on universities, and the researchers within them, to demonstrate research impact has never been greater as reflected in the Australian Government’s research evaluation framework Excellence in Research for Australia (ERA).

The Library’s Research Partnerships Team is helping researchers to understand and articulate their impact through the Research Impact Service (RIS). The service provides a researcher with their own tailored peer-reviewed report containing metrics from a wide range of services, including Scopus, Web of Science, Journal Citation Reports, SciMago, Publish or Publish, Altmetric and Google Scholar. Academics are actively using findings in the report to support promotion and funding applications.

Unique Greek archives research collection exhibition launched by the Vice-Chancellor

The Library exhibition “Halfway there”, showcasing unique items from the University’s Greek Archives collection, was launched by the Vice-Chancellor, Professor John Dewar and the Victoria Consul General of Greece, Ms Christina Simantirakis, on 30 June 2015. The strong interest in the exhibition by MPs, the local Greek community, local media, academics in Victoria and the community in general attracted a steady stream of visitors, promoting the availability and richness of this unique collection and an awareness of Modern Greek Studies in the University.



Left to right: Prof. John Dewar, Vice-Chancellor; Prof. Christopher Mackie, Professor of Public Scholarship; Ms Christina Simantirakis, Consul General of Greece in Melbourne; Ms Maria Vamvakinou MP, Federal member for Calwell

HERDC SUBMISSIONS BY PUBLICATION TYPE



IMMERSIVE SPACES FOR RESEARCH AND LEARNING



Research Commons concept drawing

PLANNING FOR NEW RESEARCH SPACES: THE RESEARCH COMMONS

The Library gained approval in July 2015 to create a Research Commons at the North end of Level 2 of the Borchardt Library, Melbourne Campus. The Research Commons is a key project in the University's Future Ready plans for research excellence, serving as a central, accessible, expert consultation and showcase space for LaTrobe academics and Higher Degree Research students, and as a key facility to establish industry and government partnerships and attract funders and sponsors.

The Research Commons will provide spaces to enhance research, including a visualisation lab, creative studio, breakout rooms and casual seating, and access to specialist software and library staff expertise.

LEARNING SPACES

During the year, refurbishment of several learning spaces were completed across regional campus libraries, including the upgrade of the training room at Bendigo to facilitate collaborative learning, and the establishment of a group study room with large screen and computer facilities for use in remote training at Shepparton.

In response to student feedback, the Albury-Wodonga Campus Library commenced extended opening hours in the lead-up to and during examination periods. 700 more students appreciated the availability of extra study and research time within the Library space.

IMPROVING LEARNING SPACES



14
GROUP STUDY ROOMS



558
COMPUTERS



2,856
SEATS



700
EXTRA VISITORS

able to study at the Albury-Wodonga Campus Library

MAKING IT SIMPLER TO FIND AND ACCESS WHAT YOU NEED



Albury-Wodonga Campus Library



Postgraduate Lounge, Bendigo

TIME SAVING DISCOVERY AND USABILITY

Optimising resource discoverability

A new library system was implemented during 2015, incorporating new search capabilities and features. These included:

- simplified displays for easier location of physical items and accessing online resources
- additional search refinements for targeted searches, such as exam papers and streaming videos
- improved access to personal library accounts
- access to document delivery services at point of need
- improved processes for acquiring and providing timely access to electronic resources
- better transparency of licencing information for resources.

STREAMLINING SERVICES – IMPROVING THE BASICS

Report a Problem

A new way of tracking and resolving client problems when accessing library resources has led to improved resolution turnaround and greater transparency. The 'Report a Problem log' consolidated previous separate reporting systems into one with clear processes and lines of accountability. This has contributed to the resolution within 24 hours of 80 per cent of problems reported during standard business hours, and the development of an up-to-date and publicly accessible log of known issues.

Collect & Go

The new 'Collect & Go' service for interlibrary loan items has eliminated the need of going through the process of borrowing. The service provides a pre-issued item loan and email notification to clients to collect their item from the 'Collect & Go' shelves, thus saving time and avoiding queues.

Course Reading Lists

New workflows for the Reading List service, means academic staff can now publish and update their own course reading lists at any time, allowing the library to focus on improved digitisation and delivery of copyright-compliant digitised information.



2.7 MILLION
SEARCHES USING ONLINE
LIBRARY SEARCH TOOLS



80%
OF ISSUES ACCESSING E-RESOURCES
RESOLVED WITHIN 24 HOURS

BUILDING RESEARCH, TEACHING AND LEARNING COLLECTIONS FOR THE DIGITAL WORLD



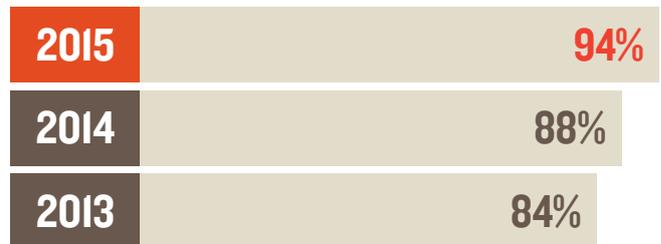
Melbourne Campus



Bendigo Campus

The Library's e-preferred collection policy has led to the addition of new online resources to support flexible, high quality learning, teaching and research, and the growth of online and blended learning at La Trobe University.

INFORMATION RESOURCES BUDGET SPENT ON ELECTRONIC RESOURCES



Many new information resources come from suggestions by students, university and library staff.



1.05 MILLION
E-BOOK DOWNLOADS ▲ 28%



181,382
LOANS AND DOCUMENTS
SUPPLIED ▼ 38%



4.1 MILLION
E-JOURNAL DOWNLOADS ▲ 5%



28:1
USE OF E-RESOURCES
VS NON E-RESOURCES

NOTABLE E-RESOURCES ADDED TO OUR COLLECTION

ELGAR ONLINE LAW E-BOOK COLLECTION

Acland's Video Atlas
to Human Anatomy

IBISWORLD – GLOBAL INDUSTRY
REPORTS AND AUSTRALIAN
INDUSTRY IEXPERT

Loeb Classical Library Online

PRIMAL PICTURES'
ANATOMY.TV 3D PACKAGE

MIMS – DON'T
RUSH TO CRUSH

EDUTV
(INFORMIT)

North China Herald Online
(c1850-c1940)

E-BOOKS AS % OF NEW BOOK TITLES

2013

2014

2015

%

% OF
E-BOOKS

33%

40%

80%



PRINT

10,813

14,328

5,551



E-BOOKS

5,279

9,602

21,986

WE CARE ABOUT MAKING A DIFFERENCE



CONTINUOUS IMPROVEMENT, INNOVATION AND QUALITY INITIATIVES

Facilitating copyright understanding and compliance

The Copyright Training Module (CTM) was developed in collaboration with Universities Australia to help staff understand the need for compliance with copyright law to minimise risk for the University and themselves. Specifically designed for academic teaching staff as a self-paced module in the University's Learning Management System, the CTM presents a series of short videos by topic, basic tools and a quiz, covering: what is copyright; its application in education, including compliance with statutory licenses; and ways to manage your own copyright.

The modules are accessible to all staff requiring a refresher, and are a requirement of new academic staff inductions.

Strategic Frameworks

To support a quality approach to service delivery, the Library has developed a set of Frameworks in five key operational areas:

- Collection Development and Management
- Communications
- Quality
- Learning & Teaching Partnership
- Research Partnership.

All Frameworks are aligned to the University's strategic directions and provide important context and guidelines to achieve the Library's goals and objectives. Implementation of the frameworks will be delivered during 2016-17.

Managing our projects

A set of new simplified project templates were developed to foster and encourage more effective and efficient internal project management practices. The templates cover all aspects of internal project planning from initiation to closure and are designed for use by all library staff.

FIVE KEY STRATEGIC FRAMEWORKS

1

COLLECTION DEVELOPMENT AND MANAGEMENT

2

COMMUNICATIONS

3

QUALITY

4

LEARNING & TEACHING PARTNERSHIP

5

RESEARCH PARTNERSHIP

FUTURE READY STAFF

Student First – customer-centred service and training

The Library is committed to providing a high quality service for all students. During 2015, more than 70 per cent of library staff participated in a University-wide customer-focussed training initiative, Student First. The program was the first of its kind in the higher education sector, based on the cornerstone of 'Positive 1st Response' and placing the student at the heart of everything we do. The program contributed to further developing skills which will enable us to improve the student experience.

Library restructure review

An internal review of the Library's 2014 restructure was undertaken in July 2015. The review provided staff with an opportunity to give feedback on how the new structure is working and to identify potential improvements for implementation in 2016.

The informal review identified a range of potential actions to improve knowledge, skills, communication and consultation practices within teams and across the library. These actions aim to build a deeper understanding of, and confidence in roles, and foster an innovative and agile culture.

Development of staff skills and capabilities linked to performance plans (Career Success) and job success profiles has been a priority. To improve focus and communication in the areas and services of most value to our clients, a series of 'Strategic Stories' workshops were held and a 'Stop/Start/Continue' process established.

ASK LaTrobe review

A review of the ASK LaTrobe single service point provided staff and users with an opportunity to reflect on the service and identify potential improvements. Feedback on the physical layout, the use of self-service and the further development of the service will inform plans for 2016 and beyond.

A series of service improvement goals and a corresponding work plan for 2016-17 to increase University engagement and develop ASK LaTrobe as the 'voice of the student' have been developed.



CONTACT US

E library@latrobe.edu.au
latrobe.edu.au/library/contact-us

CAMPUS LIBRARIES



David Mann Library
Albury-Wodonga
T +61 2 6024 9760



Heyward Library
Bendigo
T +61 3 5444 7451



Borchardt Library
Melbourne
T +61 3 9479 2922



Gambetta Library
Mildura
T +61 3 5051 4026



Campus Library
Shepparton
T +61 3 5820 8693

**LaTrobe
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