

LA TROBE UNIVERSITY LIBRARY

YEAR IN REVIEW



2011

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“We aim to transform students’ lives through learning. We provide students with high quality scholarly collections and a supportive learning environment in which they can develop their capabilities and skills to become effective, knowledgeable graduates.”

Professor Ainslie Dewe
University Librarian

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MESSAGE FROM THE UNIVERSITY LIBRARIAN

2011 was another year of progress for the library as it continued its proactive contribution to transforming student lives through learning and creating new and useful knowledge, in partnership with the Faculties and Divisions.

It is paradoxical that as learning becomes more virtual and library collections become more digital, there is even stronger demand for spaces where students can interact and collaborate on shared projects. Refurbished library spaces at Melbourne were heavily used and frequently full from the beginning. Extending opening hours to 24 hours on four week nights at Melbourne was another way to maximise use of learning spaces.

Extending weekend opening hours in Bendigo was a similar response to meeting the needs of increasing numbers of students and new courses at the campus, along with further reconfigurations of library floor space to make way for new learning facilities. Proposals and funding bids continued to establish a similar mix of study facilities to those enjoyed at the Melbourne campus in an expanded campus library.

At Albury-Wodonga, improvements to silent and group study spaces in the library were planned as students demonstrated that both modes were required at different times of the academic year. At the redeveloped Shepparton campus, we are fortunate to have two faculty librarians sharing the role of campus librarian and providing support to students and staff. Mildura, our most distant outpost, proves that the 'one-library' concept can be achieved thanks to digital collections combined with services which take account of local needs.

Learning and Research Services staff continued to find new and innovative ways to collaborate across campuses and support the development of research/inquiry skills right through to graduation. Library 'tools' – LibSearch, LibGuides, LibSkills, LibChat and LibAnswers – provided an accessible way to communicate a set of library services to students and grow usage. Online chat service hours were extended, library services and collections were embedded in the learning management system at point of need for students and staff, and a mobile website interface was implemented.

The strength of the Australian dollar enabled additional purchases of electronic backsets of quality journals and the continued expansion of ebook collections, ensuring access to comprehensive and diverse sources of scholarly information for teaching, learning and research. This increase in purchase and use of ebooks and journals is particularly valuable for students at smaller regional campuses and students studying off campus and off shore.

Collection development activity focussed on the library receiving early notice of new and substantially revised courses ensuring maximum relevance and currency of scholarly information resources. Curating and promoting the library's special collections and areas of collection strength was also a priority.

Digital Infrastructure staff continued to develop the University's research repository and increase La Trobe's research visibility. Collaboration with Faculties and Research Services to promote the benefits of Research Online to academic staff and researchers continued. In June 2011 the milestone of 1000 full text open access research outputs held was reached.

Throughout 2011 library staff continued to demonstrate their ability and commitment to strategic change and ensuring the library is well positioned to support teaching, learning and world class research.

Following the departure of Professor Belinda Probert, DVC (Education) there was a change of reporting line for the library to the DVC (Research), Professor Tim Brown. The library contributes to both portfolios so either reporting line is valuable, with a matrix responsibility to the other.

The Library continues its transition from the traditional role of acquiring, organising and disseminating printed information to its future role of embedding itself into the digital work flow of learning and research.



Professor Ainslie Dewe
University Librarian

In April 2011, Ainslie Dewe was awarded the distinction of Fellow of the Australian Library and Information Association in recognition of the significant and valuable contribution Ainslie has made to the library and information services profession in Australia and her dedication to the aims of the Association.

LIBRARY VISION / MISSION 2011

University Vision 2015 – La Trobe University will transform the lives of students and communities through learning and knowledge creation. We will be nationally and internationally acclaimed in socially responsible teaching and research.

Library Mission – The Library contributes to knowledge creation and to the transformation of student lives by providing integrated scholarly collections, proactive information services, and managed learning spaces.

| UNIVERSITY STRATEGIC OBJECTIVES 2011 | LIBRARY ACTIONS 2011 |
|--|--|
| I. TRANSFORM STUDENT LIVES THROUGH LEARNING | |
| University action area: Substantially increase student enrolments | <ul style="list-style-type: none"> ▪ Contribute to the increase in undergraduate and postgraduate enrolments, including regional and international cohorts, by ensuring the library is adequately and consistently represented in all University promotions to prospective students ▪ Reach a greater number of students by continuing to embed information literacy programs in undergraduate curricula ▪ Extend opening hours and services at all campuses, according to the specific needs of each campus ▪ Investigate and establish new library initiatives to support the development of the Rural Health School |
| University action area: Create pathways for underrepresented students | <ul style="list-style-type: none"> ▪ Contribute to the School Partnerships Program, including the development of library web pages for senior secondary students ▪ Work with relevant University staff to develop programs to support under-prepared students ▪ Review and further develop the library website in order to create more effective gateways for diverse client groups |
| University action area: Ensure higher rates for student retention and success | <ul style="list-style-type: none"> ▪ Evaluate the library collaborative learning spaces at the Melbourne campus and build upon the experience and benefits in developing such learning spaces at other campuses ▪ Strengthen and promote the positive correlation between library use and student retention and success, based on results from studies and surveys such as the Australasian Survey of Student Engagement (AUSSE) ▪ Ensure the new learning management system enables the library to prominently embed its collections and services ▪ Implement and continue to investigate new resource and service delivery options, including mobile and social media. ▪ Increase availability to high quality teaching and learning resources by increasing access to electronic content across all campuses ▪ Improve the relevance of the collection to the curriculum by working with the University Programs Committee with a particular emphasis on Faculty working early with the library in the course development process ▪ Improve services to students through strategic partnerships with Academic Language and Learning and Student Services. ▪ Improve the integration of the library with orientation programs and the first weeks of study across all campuses |
| 2. CREATE NEW AND USEFUL KNOWLEDGE | |
| University action area: Increase quantity and quality of research activity | <ul style="list-style-type: none"> ▪ Establish research data management services to assist the University to meet the requirements of the Australian Code for the Responsible Conduct of Research ▪ Investigate the provision of a bibliometric citation reporting service ▪ Promote the new postgraduate study room in the library at the Melbourne campus ▪ Extend and promote digital object management services and where possible replace library material in outdated formats with digital versions. |
| University action area: Produce more excellently trained research graduates | <ul style="list-style-type: none"> ▪ Develop a research gateway on the library website for academic staff and postgraduate students ▪ Provide targeted outreach services for academic staff and postgraduate students, including tailored research skills training |
| University action area: Develop knowledge exchange programs | <ul style="list-style-type: none"> ▪ Develop strategies for increasing the number of full text open access research outputs in the repository in order to increase the impact and reputation of La Trobe University research ▪ Enhance the profile and maximise use of library special collections through promotion, digitisation and acquisitions |
| 3. SUPPORT AND REWARD STAFF EXCELLENCE | |
| | <ul style="list-style-type: none"> ▪ Create a new Staff Development Plan, incorporating: <ul style="list-style-type: none"> ▪ Required capabilities for current and future needs ▪ Skills audit and identification of training needs ▪ Recognition and rewards for outstanding performance |
| 4. UNIVERSITY STRATEGIC OBJECTIVE 4: OPERATE SUSTAINABLY AND ETHICALLY | |
| University action area: Become a sustainable organisation | <ul style="list-style-type: none"> ▪ Investigate and develop a framework for the KPI reporting of library services to ensure maximum effectiveness and best performance ▪ Develop and pilot a quality framework for the evaluation and improvement of library processes and services ▪ Implement the communication strategy to raise awareness about library resources and services and maximise their usage ▪ Continue to explore and implement further client self-service options to improve user experience and remain within current funding parameters ▪ Encourage and promote a responsible use of paper, recycling and use of e-resources across all campuses |
| University action area: Operate in a financially sustainable manner | <ul style="list-style-type: none"> ▪ Develop a long term financial strategy taking into account foreign exchange movements and changes in global publishing |

2011 HIGHLIGHTS

January

- A new group study space was created at the Albury-Wodonga campus library.
- Alumni access negotiated to Emerald database providing access to 35,000 full text articles
lib.latrobe.edu.au/alumni
- ResearchSmart calendar of classes and workshops released
lib.latrobe.edu.au/training/research-smart

February

- Library's orientation program and information revamped, including librarian outreach and video.
- Student Rovers available at main campus libraries to help new students.
- Dedicated study spaces for staff and postgraduate researchers open at Melbourne campus library
lib.latrobe.edu.au/services/researchstudy
- New information resource discovery tool, LibSearch (Summon™), enabled as first tab on library homepage.

March

- Embedding inquiry/research graduate attributes in first year subjects trial begins.
- Library managed University research repository, Research Online, reaches milestone of 1000 open access works made available
latrobe.edu.au/researchonline
- Library 'sticky blocks' in the Learning Management System allow students to find Reserve/eReserve and other library resources in context for individual subjects.
- Assignment calculator study planning tool launched on library website.
lib.latrobe.edu.au/calculator
- Online chat with a librarian hours extended from 11-3pm to 11-5pm weekdays during semester.
lib.latrobe.edu.au/chat

April

- Extended opening hours trial starts at Melbourne campus
lib.latrobe.edu.au/services/extended-hours
- Loan limits increased for all students
lib.latrobe.edu.au/services/borrowing/borrowstudent

May

- Library-Tutor Mashup held to promote library services to tutors, demonstrators and facilitators.
- Writer's Block cafe opens at the Melbourne campus library
- CAVAL Reference Interest Group Forum (CRIG) for reference and liaison librarians across Victoria and interstate was hosted by LaTrobe University Library.

June

- Library Seminar and other rooms at Melbourne campus open for booking online by all staff.
- Orientation and Transition Survey show library rates highly as something the University does well to support new students.
- Library delegation from UniMAPS (Universiti Malaysia Perlis) visits to look at learning spaces and collection strategy.

July

- Additional study seats and new workstations installed, Melbourne campus
- A dedicated security guard employed at the Melbourne campus to help with monitoring and management of study spaces.

August

- New online feedback system launched and linked on all library website pages
lib.latrobe.edu.au/feedback
- New interactive version of Academic Referencing Tool available on library website
lib.latrobe.edu.au/referencing
- Mobile interface to library website launched
lib.latrobe.edu.au/mobile
- Library intranet (Sharepoint) site redeveloped and moved to University Sharepoint platform, Unite.

September

- Official opening of library redevelopment and Student Hub, Melbourne campus Official Opening.
- Weekend opening hours extended Melbourne and Bendigo campuses
lib.latrobe.edu.au/hour

October

- Student to student mentoring program pilot starts in all campus libraries
lib.latrobe.edu.au/services/student-learning-advisors

November

- Library hosts board members from International Association of Scientific and Technological University Libraries
- Help phones are now installed at Melbourne campus

December

- Carpet replacement works underway on Level 3, Melbourne campus

TEACHING AND LEARNING

New learning spaces filled quickly, extending opening hours increased the library's capacity to meet student demand, and embedding key links in the LMS provided library services and resources at point-of-need for students and staff.

UNIVERSITY STRATEGIC OBJECTIVE 1 – TRANSFORM STUDENT LIVES THROUGH LEARNING

University action area – Substantially increase student enrolments

Library actions

- Contribute to the increase in undergraduate and postgraduate enrolments, including regional and international cohorts, by ensuring the library is adequately and consistently represented in all University promotions to prospective students.
- Reach a greater number of students by continuing to embed information literacy programs in undergraduate curricula.
- Extend opening hours and services at all campuses, according to the specific needs of each campus.
- Investigate and establish new library initiatives to support the development of the Rural Health School.

CONTRIBUTING TO ENROLMENTS

During 2011 the library focused on enhancing its contribution to the University's international program, including: delivering services and resources to the newly formed La Trobe Melbourne (Navitas); participating in visits by international delegations and visits to Cambodia, Vietnam and India; providing promotional materials to offshore partner libraries, agents and La Trobe University's India office; improving access to online services for off shore students; and ensuring that the library's collections, services and facilities were appropriately highlighted in marketing and student recruitment activities, international agreements and alumni engagement.

Library staff continued to advocate to University marketing and web staff for the return of an appropriately prominent library link directly from the University's home page and to ensure the library was positioned effectively on other key web pages.

The library communications team liaises closely with University marketing staff to ensure the library is accurately and appropriately portrayed in all University publications.

EMBEDDING INFORMATION LITERACY

An Inquiry/Research Quiz was successfully piloted in eight first year subjects across all five faculties in Semester 1, 2011. This online tool, developed by the library as part of a *Design for Learning* working group, is accessed via the Learning Management System and enables students to assess their level of understanding of key information skills including searching, evaluating and using relevant and appropriate references in their academic work.

An Inquiry/Research toolkit to support academic and library staff to integrate information literacy into the curriculum in the early undergraduate years was launched at the Curriculum Teaching and Learning Colloquium in 2011. Planning was also started for the wider implementation of the Quiz and associated online learning modules in cornerstone subjects (contextual model for first year information literacy) in consultation with the Curriculum Teaching and Learning Centre (CTLC).

EXTENDED OPENING HOURS

To increase the capacity of campus libraries to meet student demand, the University provided funding for an additional 2,149 hours of opening in 2011.

Extended opening hours at the Melbourne campus began in April making the library effectively open 24 hours per day Monday to Thursday and until midnight on Fridays for staff and students during semester.

A security officer is present in the during extended hours and staff and students register their ID cards online with security card services in order to access the ground level only.

Both the Bendigo and Melbourne campus libraries extended weekend opening hours.

SUPPORTING THE RURAL HEALTH SCHOOL

With the expansion of Health Science courses offered via the Rural Health School at the Bendigo campus the library has established supportive collections locally and through online resources.

Development of an on-site collection of assessment kits to support Human Communication (Speech Pathology), Occupational Therapy and Physiotherapy was a key requirement for collection development, and ensuring suitable access was a service delivery requirement.



In collaboration with the University's Indigenous Education Office, the library conducted a survey of Indigenous students to identify issues and concerns about library support.

The library developed an online LibGuide for Indigenous students and facilitated displays in the library for Sorry Day and NAIDOC Week. The library now has a representative on the Bundoora Indigenous Committee and conducted a lunch time lecture in June on 'Aboriginal Melbourne' with guest lecturer Julie Andrews.

Bendigo library staff met with staff from the campus Indigenous Support Unit to discuss ways to develop collections and services to support Indigenous students.



SCHOOL PARTNERSHIPS

The library successfully bid for funding for the 'Your School@La Trobe University Library' project which supports the University's successful School Partnerships program. The project, to be completed in 2012, will create a website, a LibGuide, videos and workshops for library staff and secondary school teachers.

SUPPORTING UNDER-PREPARED STUDENTS

A joint library and ALLU (Academic Language and Learning Unit) pilot project to provide peer to peer study help was undertaken from October 2011. Based on the idea that students may feel more comfortable asking another student rather than approaching staff about issues they are having with their academic work, the Student Learning Advisors (SLA) were trained to help students with a range of study related questions and skills, and provide directions and referrals to other services. Campus libraries were chosen as a central and popular meeting place on each campus. Evaluation of the pilot informed planning for the launch of an ongoing service in 2012.

IMPROVING THE LIBRARY WEBSITE

In October 2011, the library planned and began a major review of the information architecture, design and usability of the library website.

The project involves consulting with more than 200 staff and students, and conducting extensive usability testing, design and prototyping exercises, and rewriting all content.

The end result is intended to be a simpler, more user-focused website with a refreshed design in compliance with new University branding. The project will be completed in 2012.

UNIVERSITY STRATEGIC OBJECTIVE 1 – TRANSFORM STUDENT LIVES THROUGH LEARNING

University action area – Create pathways for under-represented students

Library actions

- Contribute to the School Partnerships Program, including the development of library web pages for senior secondary students.
- Work with relevant University staff to develop programs to support under-prepared students.
- Review and further develop the library website in order to create more effective gateways for diverse client groups.

TEACHING AND LEARNING

In 2011 access to digital resources to support teaching, learning and research continued to increase significantly through new digital purchases and subscriptions, and the conversion of many existing serial titles from print to electronic format.

UNIVERSITY STRATEGIC OBJECTIVE 1 – TRANSFORM STUDENT LIVES THROUGH LEARNING

University action area – Ensure higher rates for student retention and success

Library actions

- Evaluate the library collaborative learning spaces at the Melbourne campus and build upon the experience and benefits in developing such learning spaces at other campuses.
- Strengthen and promote the positive correlation between library use and student retention and success, based on results from studies and surveys such as the Australasian Survey of Student Engagement (AUSSE).
- Ensure the new learning management system enables the library to prominently embed its collections and services.
- Implement and continue to investigate new resource and service delivery options, including mobile devices, social media and emerging technologies.
- Increase availability of high quality teaching and learning resources by increasing access to electronic content across all campuses.
- Improve the relevance of the collection to the curriculum by working with the University Programs Committee with a particular emphasis on Faculty working early with the library in the course development process.
- Improve services to students through strategic partnerships with Academic Language and Learning, Student Services and other relevant groups.

DEVELOPING LEARNING SPACES

Feedback from students at the Melbourne campus showed enthusiasm for the library's new learning facilities with spaces frequently full from the beginning. More students brought their own laptops, made use of the increased power points and laptop recharging lockers, and queues for library workstations lessened.

Additional loose furniture, workstations and study desks with power further improved unrefurbished areas. Work began in November to replace carpet on Level 3 which dated from when the library was first built.

At Bendigo, funding bids to establish a similar mix of group study facilities in an expanded campus library continued and relocation of low use materials created floor space to create new group study rooms.

Reconfiguration of floor space to make way for silent and group study areas with power and casual seating also took place at the Albury-Wodonga campus.

PROMOTING LIBRARY USE

The Australasian Survey of Student Engagement (AUSSE) conducted by the Australian Council of Education Research (ACER) provides institutions with information on how various aspects of students' engagement impact on their learning outcomes. 2010 AUSSE survey results show small but significant correlations between students' self-reported use of the library and their engagement and outcomes. More specifically, students who described themselves as using the library resources on campus or online 'very often' scored higher in many areas of engagement and were less likely to drop out (intention to depart) than students who never used the library.

LIBRARY RESOURCES AT POINT OF NEED

Links to information resources and online services provided by the library were routinely embedded at the student's point-of-need in the University's Learning Management System. Links to Reserve and eReserve lists for individual subjects as well as links to specific library resource guides and live chat were embedded in all units via a 'sticky block'. A second 'block' containing a search box, links to the library homepage, library FAQs, online training modules and My Library was also embedded.

MOBILE DELIVERY OPTIONS

A mobile interface for some of the library's key online services was launched in August with good uptake and positive feedback. This interface brought together links to existing mobile interfaces for LibSearch, LibGuides, LibAnswers and the library blog. A LibGuide on ebooks was expanded to cover finding, downloading, ebook formats, apps and software and has been widely promoted and used.

INCREASING ACCESS TO DIGITAL RESOURCES

In 2011 access to digital resources supporting teaching, learning and research was increased significantly through a combination of new digital purchases and subscriptions, and the conversion of hundreds of existing serial titles from print to electronic format.

IMPROVED COLLECTION RELEVANCE

Through membership of the University Programs Committee, the Collection Development Manager in the library now has early notice of new and substantially revised courses, and has been able to work with Faculties and Schools to ensure the library collection is built around the needs of new and revised University curriculum across all campuses.

RESEARCH

Research funding agencies are increasingly requiring the inclusion of research data set management plans as part of research grants.



RESEARCH DATA MANAGEMENT

Library staff have been part of the University Working Group appointed by Research and Graduate Studies Committee to develop policy and procedures for research data sets retention and disposal. The proposal is to capture the data management plan as a starting point for discussions about practicalities such as metadata schemas, data format etc. The team envisage using *BagIt* as a means of capturing any data set to the University's repository, La Trobe Research Online, especially where there is not a logical discipline based archive.

BIBLIOMETRIC CITATION REPORTING

Faculty Librarians attended a workshop on bibliometric methods to support research and, in consultation with the Research Office, developed a survey to gather data from academic staff to feed into future development of library research support services. Pilot projects, for delivery in 2012, were planned in order to provide data on establishing a scalable and sustainable library research support service.

STUDY SPACES FOR RESEARCHERS

Due to the refurbishment of the library at the Melbourne campus in 2010, two study areas were fitted out on level 2 with workstations, comfortable furniture and a small meeting room, for academic staff and postgraduate research students. These facilities have been well used and much appreciated by higher degree by research students, and are to be extended further as part of the Charles La Trobe Lounge project in 2012.

DIGITAL OBJECT MANAGEMENT

The library has been involved in two research materials digitisation projects. The first is reformatting high use AV materials to DVD/streaming formats where copyright law allows such a conversion. Along with this project, there is an ongoing investigation into Australian commercial services for supplying AV programs in streaming formats with products such as TV News from *Informit* and the new *Kanopy* streaming video service. The library's Digital Infrastructure section demonstrated, initially to Health Sciences, how locally produced learning objects can be deposited to the library's repository server now being built to support teaching collections.

UNIVERSITY STRATEGIC OBJECTIVE 2 – CREATE NEW AND USEFUL KNOWLEDGE

University action area – Increase quantity and quality of research activity

Library actions

- Establish research data management services to assist the University to meet the requirements of the Australian Code for the Responsible Conduct of Research.
- Investigate the provision of a bibliometric citation reporting service.
- Promote the new postgraduate study room in the library at the Melbourne campus.
- Extend and promote digital object management services and where possible replace library material in outdated formats with digital versions.

RESEARCH

UNIVERSITY STRATEGIC OBJECTIVE 2 – CREATE NEW AND USEFUL KNOWLEDGE

University action area – Produce more excellently trained research graduates

Library actions

- Develop a research gateway on the Library website for academic staff and postgraduate students.
- Provide targeted outreach services for academic staff and postgraduate students, including tailored research skills training.

University action area – Develop knowledge exchange programs

Library actions

- Develop strategies for increasing the number of full text open access research outputs in the repository in order to increase the impact and reputation of La Trobe University research.
- Enhance the profile and maximise the use of library special collections through promotion, digitisation and collection acquisitions.



SERVICES FOR RESEARCHERS

As part of the redevelopment of the library website which began in 2011 and will be implemented in 2012, information and services specifically for academic staff will be made available via a new library page on the staff intranet.

For postgraduate students and researchers there will be pages providing links to information and online services to meet their needs. Key tasks for researchers will also be reflected in the overall design for the new site which has a greater focus on tasks users want to do when they visit the library website.

The Research Smart series of skill development workshops and classes for researchers was further developed in 2011, and promoted with the help of a dedicated training page and link on the library homepage.

The move to the library of a specialist postgraduate training officer allowed a greater range of software training classes to be offered. New online LibGuides on topics such as EndNote and Word Long Documents supported the classes and workshops.

RESEARCH REPOSITORY

A number of strategies were implemented to increase the number of full text open access research outputs in the University's research repository, Research Online. These included a campaign to brand and promote the repository and inform researchers about the service and deposit process.

Research Online was promoted at events for new academic staff and early career researchers, at orientation activities for PhD and Masters students held by Faculties and the Research and Graduate Studies Office, and at a forum in the library during International Open Access Week (24-30 October 2011). A video featuring La Trobe University academics talking about the issues was also produced. Academic staff are now more aware of Research Online and its promotion has been integrated into the library's workflow as part of the new academic staff induction process.

SPECIAL COLLECTIONS

A website designed to more effectively communicate and promote the library's collections was developed during 2011 which includes more detailed and consistent descriptions of all collections, with further work to be done. For some collections, dedicated online LibGuides were also developed and have proven to be a useful as a way to focus attention and inform library clients about these collections.

STAFF DEVELOPMENT AND SUSTAINABLE PRACTICE

A detailed audit of staff skills and development needs formed the basis of the library's new staff development plan and training schedule.

STAFF DEVELOPMENT PLAN

A detailed audit of staff skills and development needs was conducted, and a new staff development plan developed by external consultants Brian Palfrey and Allan Jeffery with extensive input from library staff through interviews, surveys and focus groups. A training schedule was developed focussing on the top priorities identified through this process.

QUALITY AND PLANNING

A statistics portal was developed and implemented on the library's intranet site as a one-stop-shop accessible to all staff for key library statistical data.

Several key statistical indicators, such as visits to the library per population member, opening hours and turnover of the collection, were generated for the library and similar academic libraries.

These indicators are monitored at Library Management Team meetings and used for planning and improvement initiatives.

Internal reviews have always been an essential part of quality assurance in the library. However, in 2011 a more structured approach to internal assessment and improvement was developed which incorporates several continuous improvement models, including the University's model, and puts emphasis on self-evaluation. The library's Internal Quality Assessment kit, including a brief guide and two templates, was completed in December 2011.

COMMUNICATIONS

Ensuring the library's many stakeholders are aware of and understand the services and resources delivered by the library, especially in this time of fast-paced change in the world of scholarly information, is an ongoing challenge.

In 2011, the library's marketing communications strategy focused on building capacity and engagement within the library to enable all staff to inform and promote the extent and value of the library's scholarly collections, information services, and managed learning spaces. The library continues to work closely with the University's internal communications and marketing staff, student associations, La Trobe International office and regional campuses to ensure key messages are delivered accurately and effectively via all available communications channels.

SELF-SERVICE

A range of self-service options were developed and implemented in 2011 including the installation of five new Help phones for clients across all floors of the Melbourne campus library, mobile phones for staff for answering queries from library clients, self booking of the Library Seminar Room, self check for DVD loans. An improved online booking system for students to book library group study rooms was actively explored during 2011 and implemented in February 2012.

SUSTAINABLE PRACTICE

To embed environmentally sustainable practices in support of the University's sustainability goals, the library has implemented a range of measures to encourage and support staff to use environmentally friendly practices in staff tea rooms, to manage rubbish and recycling, and to reduce energy and paper usage both front and back of house at all campus libraries.

The Library and Finance Division reviewed foreign currency hedging arrangements in relation to library collections.

UNIVERSITY STRATEGIC OBJECTIVE 3 – SUPPORT AND REWARD STAFF EXCELLENCE

Library actions

Create a new Library Staff Development Plan, incorporating; required capabilities for current and future needs; skills audit and identification of training needs; and recognition and rewards for outstanding performance.

UNIVERSITY STRATEGIC OBJECTIVE 4 – OPERATE SUSTAINABLY AND ETHICALLY

University action area – Become a sustainable organisation

Library actions

- Investigate and develop a framework for the KPI (Key Performance Indicator) reporting of library services to ensure maximum effectiveness and best performance.
- Develop and pilot a quality framework for the evaluation and improvement of library processes and services.
- Implement the communication strategy to raise awareness about library resources and services and maximise their usage.
- Continue to explore and implement further client self-service options to improve user experience and remain within current funding parameters.
- Encourage and promote a responsible use of paper, recycling and use of resources across all campuses.

University action area – Operate in a financially sustainable manner

Library actions

- Develop a long term financial strategy taking into account foreign exchange movements and changes in global publishing.

LIBRARY COMMITTEE AND STAFF

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.

INDIVIDUAL DONORS

Aldis Putnins, Latvian Relief Society
Angela Smith, Author
Anna Pouradier Duteil, Cyprus Research Centre
Annalisa Pes, Lecturer, University of Verona
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Sunethra Bandaranaike, Bandaranaike Museum
Terry Hughes, Australian Business Case

lib.latrobe.edu.au/about/gifts&donations

STAFF AND STUDENT DONORS

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Alan Robins, Nursing
Alana O'Brien, Art Museum
Belinda Abbott, Chemistry
Clifford Picton, Ombudsman
Dan Yun Shi, Student
Dr Peter Friedlander, Social Sciences
Fiona Murphy, Library
Geoffrey Hewitt, Archaeology
Judy van Rooyen, Management
Julie White, Education
K. Laster, Legal Studies
Mery Mery, Student
Nuri Ayyildiz, Student
Pashaar Haltech, Management
Professor Diane Kirkby, History
Professor Gary Dowsett, ARCSHS
Professor John Rosenberg, Office of DVC
Professor Roger W Parish, Life Sciences
Raniah Hammad M Alharthi, Student
Selvaraaju Murugesan, Electronic Engineering
Stephanie Chard, Equity and Diversity
Wayne Geerling, Economics and Finance
Xiao Li, Student

DONOR ORGANISATIONS

ACT Heritage Library
Australian Breastfeeding Association
Australian Institute of Architects
Australian Learning and Teaching Council
Bank of Korea
Dept. of Planning and Community Development
Embassy of Turkey, Canberra
International House of Japan
LTCB International Library Trust
Matrix Biology Society of Australia and New Zealand
Society for Diffusing Literary Works of Etsuya Miyamoto
Southern Cross University
University of New South Wales
US Government Printing Office
Raniah Hammad M Alharthi, Student
Selvaraaju Murugesan, Electronic Engineering

Library Committee

A sub-committee of Academic Board

Professor Malcolm Rimmer – Chair

Professor Ainslie Dewe – ex officio

Dr Howard Nicholas – ex officio

Professor Rick Freadman – ex officio

Mr Andrew Skewes – Bendigo

Dr Catherine Meathrel – Albury-Wodonga

Professor Tanya Fitzgerald – Education

Professor Noel Gough – Education

Dr Lillian Corbin –
Business, Economics and Law

Professor John King –
Business, Economics and Law

Dr Peter Kipka – Health Sciences

Dr Paul O'Halloran – Health Sciences

Dr Phillip Edwards –
Humanities and Social Sciences

Dr Roland Burke –
Humanities and Social Sciences

Dr Peter Barnard –
Science, Technology and Engineering

Dr Chris Pakes –
Science, Technology and Engineering

Ms Kerryn Amery –
Associate University Librarian

Ms Laura Maquignaz –
Associate University Librarian

Mr Geoff Payne –
Associate University Librarian

Ms Jeanette Dazkiw –
Bendigo Campus Library Manager

Ms Linda Sheridan –
Albury-Wodonga Campus Library Manager

Shinead Borkovic – Undergraduate

Janani Kathirkhanthan – Undergraduate

Vacant – Postgraduate

LIBRARY STATISTICS 2011

| LIBRARY SECTORS | 2009 | 2010 | 2011 |
|--|---------------------|---------------------|---------------------|
| ORGANISATION | | | |
| LTU students (EFTSL) 1 | 23,579.4 | 25,107.2 | 25,988.7 |
| LTU staff (FTE) | 2,403.5 | 2,540.9 | 2,631.4 |
| Total LTU clients | 25,982.9 | 27,648.1 | 28,620.1 |
| Other clients, including WIF TAFE population (FTE) | 7,161 | 7,890 | 6,771 |
| Total library clients | 33,143.9 | 35,538.1 | 35,391.1 |
| Total library staff (FTE) | 120.7 | 123.9 | 125.2 |
| EXPENDITURE | | | |
| Expenditure – information resources | \$9,998,577 | \$9,252,597.2 | \$8,167,061 |
| Expenditure – equipment | \$234,654 | \$230,920 | \$358,558 |
| Expenditure – operating | \$3,144,828 | \$2,317,692.3 | \$2,203,222 |
| Expenditure – salaries | \$8,810,312 | \$9,296,682 | \$10,236,367 |
| Total expenditure | \$22,188,371 | \$21,097,891 | \$20,965,208 |
| INFORMATION RESOURCES | | | |
| Books and audiovisual materials – total items held | 1,541,742 | 1,563,876 | 1,558,336 |
| Serials – total volumes held | 626,979 | 629,628 | 631,674 |
| Total items/volumes | 2,168,721 | 2,193,504 | 2,190,010 |
| Current serial print/non-print (AV) titles | 3,260 | 2,371 | 1,574 |
| Current serial electronic titles | 43,891 | 90,881 | 123,620 |
| Total current serial titles | 47,151 | 93,252 | 125,194 |
| Total current ebooks | 34,947 | 45,462 | 313,258 |
| Institutional Repository (Research Online) – total records held | 12,357 | 24,179 | 24,403 |
| Institutional Repository (Research Online) – total open access document held | 492 | 972 | 1,753 |
| RESEARCH AND LEARNING SERVICES | | | |
| Research inquiries | 28,487 | 23,111.4 | 25,005 |
| Information literacy sessions (F2F) | 852 | 863 | 1,051 |
| Information literacy session participants | 13,675 | 14,370 | 13,670 |
| Online information literacy tutorial use | 50,046* | 40,968 | 366,285 |
| Online subject guides (LibGuides) hits | 204,087* | 404,858 | 419,344 |
| INFORMATION DELIVERY AND ACCESS | | | |
| Loans of books, serials, audiovisual materials | 558,353 | 507,302 | 417,014 |
| Reserve loans | 125,095 | 108,346 | 96,630 |
| Intercampus loans and scanned documents | 20,888 | 20,620 | 17,182 |
| Loans to students and staff of other Australian institutions | 13,847 | 12,016 | 11,366 |
| Interlending and document delivery – items supplied | 8,517 | 8,377 | 19,016 |
| Interlending and document delivery – items received | 12,773 | 11,616 | 14,359 |
| Ebooks downloads | 171,554 | 285,407* | 358,048 |
| Ejournal article downloads | 2,375,937 | 2,602,458* | 3,306,598 |
| Library website visits (page impressions) | 5,143,530 | 6,136,175 | 6,732,647 |
| Turnstile counts (visits to library) | 1,668,533* | 1,558,499* | 1,709,681 |

1 EFTSL interim figure for the current year is adjusted the following year 2 From 2010 capitalised donations not included 3 Adjusted, excluding copyright 4 New subset of Inquiries; for 2009, breakdown between General and Research inquiries based on 2010 proportions of 74%/26% * Adjusted – previously published interim figures

Library Management Team

Professor Ainslie Dewe – University Librarian
BSc Cant., Grad Dip (Arts Admin) RMIT, DipNZLS, FNZLIA, MCLIP, FALIA

Kerryn Amery – Associate University Librarian, Information Services
BA SwinburneUT, GDipLib MCAE, GradCert UnivLead&Mgt, MAppSc CSturt, AALIA

Laura Maquignaz – Associate University Librarian, Collection Services
BA Melb., GradDipEd GradDipLib Melb. State College, MLib Mon., MBus VUT, AALIA, Grad. Cert. Science (App. Statistics) Swin.

Geoff Payne – Associate University Librarian, Infrastructure Services
BSc La Trobe, GradDipLib RMIT, GradDipCompSci La Trobe, AALIA

Alison Bates – Collection Provision Manager
BA La Trobe, GradDipInfStud MCAE

Lea Beranek – Collection Delivery and Facilities Manager
BA La Trobe, GradDipLib Melb.

Jeanette Dazkiw – Campus Library Manager, Bendigo
BA (Lib) RMIHE, GradDipEdT USQ, AALIA

Eva Fisch – Collection Development Manager
BA CUNY, GradDipLib RMIT, AALIA

Dorota Pudlowski – Quality and Planning Manager
BA Macquarie, GradDipLib RMIHE

Fiona Salisbury – Learning and Research Services Manager
BA Melb., GradDipLib MCAE, MLibInfoStud Melb.

Linda Sheridan – Campus Library Manager, Albury-Wodonga
BA, DipEd, MEd, La Trobe, GradDipLib CSturt, AALIA

Michael Wood – Digital Infrastructure Manager
BSc(Hons), DipEd, BEd La Trobe, GradDipLib RMIT, GradDipCompApp RMIHE

PROFESSIONAL AND RESEARCH ACTIVITIES

Library staff are active researchers and work with their academic colleagues across the University to collaborate on research activity, including publication.

Membership of professional committees external to the University

Bates, Alison ARLAC (Academic and Research Libraries Acquisitions Consortium) – Secretary, CAVAL Digital Interest Group, La Trobe University representative. Victorian Libraries Australia Users' Group, member.

Beranek, Lea CAVAL Reciprocal Borrowing Executive Committee. BONUS+ Coordinator's Committee.

Copeland, Ann Arlis ANZ – the Arts Libraries Society of Australia and New Zealand.

Dazkiw, Jeanette VDX Users Group in Australia and New Zealand (VUGANZ), La Trobe University Library Delegate. VUGANZ Steering Committee, Chair.

Dewe, Ainslie Deputy President, Council of Australian University Librarians (CAUL). President, International Association of Technological University Librarians (IATUL). IRU-L (Innovative Research Universities – Libraries) Group.

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

Iseman, Laura Libraries Australia Cataloguer's Interest Group Committee, member. Australian Innovative Users Group Committee, member.

Karasmanis, Sharon Health Libraries Australia Group, ALIA.

Oke, Graeme CAVAL Seminar Committee: Information Literacy.

Payne, Geoff Standards Australia/ Standards New Zealand Committee IT-19 Computer Applications – Information and Documentation (Chair).

Pudlowski, Dorota IATUL Special Interest Group on Library Organisation and Quality Management.

Robertson, Tracy Member CAVAL Human Resources Group.

Sackers, Nicole CAVAL Reference Interest Group Committee, La Trobe University representative.

Conference presentations

Ambrose, I. 'The students have iPods: an opportunity to use iPods as a teaching tool in the library', Mobile technologies: information on the move: Third International m-libraries conference, USQ, Brisbane.

Ambrose, I., Wileman, D., Ritter, A. 'Shared library shared purpose: The Shepparton University / TAFE Library' Connection and Convergence, AUSLIB, Adelaide.

Ammazzalorso, M., Conroy, J., Beranek, L. 'Back to basics...and beyond: Improving client services' ALIA National Library & Information Technicians Conference, Perth.

Freedman, K., Wiese, K. & Morey, R. 'Embracing the new at La Trobe University Library', ALIA 5th New Librarians Symposium, Perth.

Mitchell, J., Murphy, F., Wiese, K. 'Getting up to speed: reflections of new health librarians at La Trobe University', The State of Health: Health Libraries Conference, Melbourne.

Salisbury, F., Payne, G. 'Integrated Design: The nexus between Curriculum and Space at La Trobe University Library', CCA-Educause Australasia, Sydney.

Salisbury, S. 'More than a quiz: a new approach for empowering first year university students to navigate scholarly information', LIANZA Conference, Wellington.

Salisbury, F. 'Next generation learners: library services and spaces for the curriculum of the future', *IATUL New Generation Library Users Seminar*, Melbourne.

Sheridan, L. 'The troll under the bridge: Joint use higher education libraries in Australia', presentation at *Connection and Convergence: second international conference on joint use libraries*, AUSLIB, Adelaide.

Warren, D., Tucker, K. '30 websites in 30 minutes' ACTIONing the Law 2011, *Australian Law Librarians' Conference*, Canberra.



Research publications

Corbin, J., Mitchell, J. Expanding EBP horizons. *HLA News: National News Bulletin of Health Libraries Australia*, Dec 2011, pp. 7-9.

Karasmanis, S. 'Intersections: health librarianship and informatics in an e-Health world: a report from ALIA HLA's PD day', *HLA News: National News Bulletin of Health Libraries Australia*, Sept 2011, pp. 5-9.

Salisbury, F., Karasmanis, S. 'Are they ready? Exploring student information literacy skills in the transition from secondary to tertiary education', *Australian Academic and Research Libraries*, 42(1), pp. 43-58

Salisbury, F., & Sheridan, L. 'Mapping the journey: developing an information literacy strategy as part of curriculum reform', *Journal of Librarianship and Information Science*, 43(3), pp. 185-193.

Warren, D. 'Exploring the Resources of State Libraries and the National Library of Australia', *Australian Law Librarian*, Australian Law Librarians' Group.

LIBRARY OPERATIONAL PLAN 2012

Overarching strategic objectives guide the University to achieve its vision. The Library's Operational Plan 2012 directly contributes to these objectives.

| UNIVERSITY STRATEGIC OBJECTIVES 2012 | LIBRARY ACTIONS 2012 |
|--|---|
| I. TRANSFORM STUDENT LIVES THROUGH LEARNING | |
| University action area: Substantially increase student enrolments | <ul style="list-style-type: none"> ▪ Build the case for an extension of the Bendigo campus library space to match seating ratios at the Melbourne campus library. ▪ Extend opening hours at the Melbourne and Bendigo campus libraries in order to maximise space availability to increased student cohort. ▪ Collaborate with the Director Flexible Online Learning Development (FOLD) and Learning Spaces and Technologies (LeST) Committee to collect data and make recommendations on mobile technologies for teaching and learning at La Trobe University. ▪ Collaborate with the Curriculum, Teaching and Learning Centre (CTLC) on the management of learning objects (preservation, curation, discovery, retrieval) in a teaching and learning repository. ▪ Review and advise on the process for centralised ordering of multiple copies of material required across all campus libraries for multi campus courses. ▪ Investigate costs for provision of access to required electronic information resources for La Trobe Melbourne (LTM) students. |
| University action area: Create pathways for under-represented students | Collaborate with the Academic Language and Learning Unit (ALLU) to: <ul style="list-style-type: none"> ▪ Provide ALLU services in library spaces. ▪ Update and extend LibSkills, online information literacy training modules. ▪ Continue to develop information literacy tools with a focus on students new to university study. |
| University action area: Ensure higher rates for student retention and success | <ul style="list-style-type: none"> ▪ Collaborate with Faculties as part of Design for Learning to continue to embed information literacy into the curriculum. ▪ Audiovisual collection: Review current audiovisual collections against best practice storage and communication technologies in order to ensure the collection meets current La Trobe University teaching and research requirements and the multi campus structure of our courses. ▪ Reserve (high use) collection: Review and advise on best practice in the management of Reserve collections in regard to La Trobe University current teaching and research requirements. ▪ Integrate a more diverse range of digital information resources into the library's search tool (LibSearch) taking account of the cost benefit. ▪ Review and upgrade the library website. ▪ Improve mobile delivery and extend the range of current services and resources that can be used on mobile devices. ▪ Investigate extending hours of operation for the live chat service (in partnership with a university in another time-zone). Enable SMS functionality for the live chat service. ▪ Scope and provide recommendations on self-service initiatives – computer booking system, information kiosk installation, room booking system. ▪ Develop service standards for collection services areas including provision, development, delivery and facilities. Service standards for review may include: <ul style="list-style-type: none"> - Collection provision – resources acquired, described and made accessible. - Collection delivery – loans, queries, interlending and document delivery, reserve usage. - Facilities – building issues addressed. |
| 2. CREATE NEW AND USEFUL KNOWLEDGE | |
| University action area: Increase quantity and quality of research output | <ul style="list-style-type: none"> ▪ Investigate options for digitisation of material from the library's collections based on the outcomes of the Special Collections Project 2011. Criteria may include relevance to La Trobe University research, uniqueness, copyright status, and digital availability elsewhere in Australia. ▪ Collaborate with Faculties and Research Services to provide bibliometric and research impact data. ▪ Collaborate with Faculties and Research Services to increase the support for research in regional campuses. ▪ Collaborate with Research Services to provide library research skills training, including research data management skills. ▪ Develop research repository functionality to manage research data. ▪ Review and advise on requirements for best practice management of the library's physical stored collections – especially in the library's onsite store at Melbourne campus, to ensure capacity for growth, access and proper storage. ▪ Demonstrate capacity to manage research data sets for the purposes of compliance with the Australian Code for the Responsible Conduct of Research and consistent with the Research Data Retention and Disposal Policy and procedures to be promulgated by Research Services. ▪ Offer more focussed research options within the library's search tool (LibSearch) to improve the relevance of search results. ▪ Promote the University's research repository, Research Online, as the source of publications data for the University's academic staff profile. |
| 3. SUPPORT AND REWARD STAFF EXCELLENCE | |
| University action area: Attract and retain the best staff | <ul style="list-style-type: none"> ▪ Investigate opportunities for a copyright management service, extending capability to more than one staff member. ▪ Evaluate the current processes and services used in the provision and management of the library's collections to ensure these will be aligned to the requirements of an increasingly complex digital future. ▪ Evaluate the current processes and services provided at the library service desks in line with best practice standards. |
| University action area: Invest in staff development | <ul style="list-style-type: none"> ▪ Implement the library staff development plan including staff learning plans. |
| 4. OPERATE SUSTAINABLY AND ETHICALLY | |
| University action area: Become a sustainable organisation | <ul style="list-style-type: none"> ▪ Participate in the University green audit assessment (planned by the PVC Sustainability as a University wide assessment). ▪ Pilot the template for internal quality assessment across the library. ▪ Investigate approval plans from vendors for book purchasing. |

Want to learn more
about La Trobe
University Library?

FEEL FREE TO ASK US

E library@latrobe.edu.au
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CAMPUS LIBRARIES



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**LaTrobe
University
Library**

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