



LA TROBE
UNIVERSITY



Library Year in review 2017

MESSAGE FROM THE UNIVERSITY LIBRARIAN

Commitment to quality and continual review and improvement has been a hallmark of the Library's operations for many years.

In 2017, the Library had the benefit of an external review, providing an opportunity to gather extensive feedback on our services from our stakeholders. The review highlighted the importance of partnerships in supporting learning, teaching and research. Partnerships enhance our ability to deliver services and provide resources to meet the changing needs of our community: partnerships across the university, with other libraries and particularly with our TAFE partners. In 2017, we continued to work closely with our ASK La Trobe partners to further streamline service delivery and improve the student experience.

The ASK La Trobe Help Zone space at the Melbourne campus library has been extensively redeveloped to better support service delivery, providing more space and a new Self-Service area with face-to-face support available on demand. Other space redevelopment projects began in 2017: the extension of the Bendigo Campus Library, and the replacement of the roof at the Melbourne Campus Library. As our services and our spaces evolve, the ability of our staff to adapt and respond to a changing environment is crucial. Their commitment and expertise, and their willingness to contribute new ideas, has enabled the successful achievements noted in this report.



Jennifer Peasley, University Librarian



Melbourne Campus Library entrance

KEY LIBRARY STATISTICS AT A GLANCE



2.2 M
walk in visitors



2.8 M
website visits



4.9 M
searches using online
Library Search tools



113
staff across
5 campuses



486
face-to-face
training sessions

5,901
participants



58,445
questions
answered by
library staff



97%
Information Resources
budget spent on
electronic resources



575,720
e-books

6.6 M
e-book title/chapter
downloads



93,304
e-journals*
and
3.4 M
e-journal article
downloads



Physical collection
1,561,831
books
and audiovisuals
78K
loans

*E-journals figure in 2016, at time of publication 2017 figure was unavailable.

RESPONDING TO RAPID CHANGE IN THE HIGHER EDUCATION STUDENT ENVIRONMENT

Students have greater choice than ever before, and expect a high quality educational and library experience. We are continually transforming and enhancing our services and resources, so future generations of students are supported and encouraged to excel.

Immersive Spaces and seamless and efficient services

The Library embraced two major building projects in 2017 focused on the needs of our students whilst responding to rapid change in higher education and libraries. These were:

- the redevelopment of the Borchardt Library entrance and the ASK La Trobe Help Zone at the Melbourne Campus
- the extension and refurbishment of the Heyward Library at the Bendigo Campus as part of the Bendigo Campus Enhancement Project.

The Borchardt Library redevelopment provides accessible and light filled entrance to the Library that expands the

space around the cafe, and an integrated student self-service delivery area.

The new self-service area incorporating self-help computers, face to face support from roving ASK La Trobe staff and self-payment kiosks provides an enriched experience of students and staff working together to solve queries at the point of need.

The space provides a larger area and more flexible service delivery based on a model introduced in 2015 to reflect the changing nature of support and services we deliver to our students.

The refurbished ASK La Trobe Help Zone contributed to continued excellent face-to-face service in the Library, with 79,297 students assisted and 100,541 transactions captured at the one

access point, across all service partners: Library; Student Services and Administration; Student IT support, and Peer Learning Advisors.

The ongoing Bendigo Library expansion project will provide an additional 2000sqm to the current Heyward Library and will include an enhanced ASK La Trobe service area, additional group study rooms, dedicated areas for research and training and new staff work spaces.

“Love the new ASK La Trobe space in the library entrance – very fresh and inviting – great.”

Melbourne Campus University staff, 2017

ASK LA TROBE HELP ZONE – LIBRARY SERVICE



22,776
PEOPLE HELPED



29,685
QUERIES ANSWERED



ASK La Trobe Help Zone at the Melbourne Campus Library



Melbourne Campus Library foyer

Evaluating and positioning library collections for the future

To ensure that we continue to meet student and staff needs with relevant services and resources, the Library undertook a large-scale evaluation of our print and electronic resources during necessary refurbishment work at the Melbourne and Bendigo campuses.

Project teams conducted the evaluation, in extensive consultation with the Colleges and University stakeholders, to ensure that the library collection:

- is up to date and relevant
- supports the University's learning, teaching and research needs
- is available where and when our users require it
- is easy to access
- provides an equivalent experience for students and staff across all campuses.

The outcome of the consultations with discipline and student representatives has been positive; increased engagement with staff and students, and clear strategies to build the library's collection in line with future needs.

Early project results from Bendigo indicate students and staff have benefited from an updated collection and more flexible study spaces.



Bendigo Campus Library entrance concept drawing



Maths Hub at the Melbourne Campus Library

Library partnership sparks Maths Hub support program

A close collaboration between the Library and the College of Science Health and Engineering has led to the establishment of a Maths Hub in the Library. The Maths Hub was piloted with students requiring maths support in selective maths and statistics subjects over a five week period. Over 160 interactions were recorded during the pilot with an average duration of 95 minutes. Evaluation from students attending the Maths Hub showed positive outcomes including, higher levels of confidence, improved grades, and valuable feedback and suggestions for future enhancements.

“1000% times more confident with the areas in which I was struggling”; “I would recommend the Maths Hub Pop-Up to other students, because I thought it’s a great session for students who are feeling less confident and stressed about maths”

Melbourne Campus students, 2017

The Maths Hub has contributed significantly to student success in maths and statistics, and will provide a solid foundation for future development of the Maths Hub in the Library, and its reputation as a destination for learning.

New open educational elearning resources

Four new elearning tutorials were created as a result of staff feedback and student skill needs:

- Trust it or Trash it, a program to think critically about the quality of information;
- Statistical Analysis using SPSS; Social Media and your Digital Identity;
- and PICO Search Strategy for Health Sciences.

These modules add to a growing cache of professionally produced and evidence-based resources supporting student learning. They are discoverable in a central location, librarylearning.latrobe.edu.au, and are easily embedded into the Learning Management System.



New eLearning modules



Library rovers tackle common student questions by taking the library service to the students

When student feedback showed students had problems locating books on the shelves, we instigated a program of roving staff to provide individual help in amongst the shelves at the Melbourne Campus Library. An enthusiastic team of library staff proactively approached students and answered approximately 7,000 queries from over 5,500 students.

In addition to answering questions at the point of need about finding books, staff also assisted students with online resources, printing and directional queries. Taking the service to the students gave students another option to receive immediate help, in some cases with multiple queries, in a relaxed, impromptu setting. The introduction of roving support has been beneficial in engaging with students, proactively solving issues in the student space, in real time, and delivering a service that contributes to an outstanding student experience.

“Library support was super helpful! I saw a guy and he knew exactly how to fix the problem I was having with printing (which I think many other people were too)”

Melbourne Campus student, 2017



5,656
STUDENTS RECEIVED ANSWERS TO
6,955
QUESTIONS



1,083
ONLINE RESOURCES
(16%)



2,038
FINDING BOOKS
(29%)



3,398
DIRECTIONAL AND OTHER
(49%)



436
PRINTING AND SELF-CHECK MACHINE
(6%)

DEVELOPING SERVICES AND RESOURCES FOR A DATA DRIVEN AND DIGITALLY CONNECTED WORLD

We take the lead and work with partners to develop services and skills for the digital world. We provide services so you can connect, save time, manage research data and extend your reach.

Digital Experience Tracker captures students' experiences of digitally enhanced learning

The Library conducted a pilot of the [Jisc Higher Education Digital Experience Tracker](#) survey with a small cohort of first year students, to explore their experiences of digitally enhanced learning, including access and use of digital services and devices. The results show that the majority of students access learning on the move, and engage with a variety of digital tools and support to enhance their learning. Key findings from the pilot will inform ongoing digital skills development for students, through improved services and programs.

La Trobe eBureau: open access etextbooks

The [La Trobe eBureau](#) publishes engaging, high quality, open-access etextbooks. The mission of the eBureau is to invest in the development of quality open access resources to support online and blended learning.

Library staff with expertise in copyright compliance, academic partnership and best practice publishing ensures the La Trobe eBureau provides academics with editing, design, copyright, peer review and online publishing services of the highest calibre.

The latest titles published include:

- [Victorian Aboriginal life and customs through early European eyes](#) by David Frankel and Janine Major
- [French Revolution](#) by Adrian Jones, William Murray, Ross Smith, Alice Garner and Ian Collier
- [Key concepts in the humanities and social sciences](#) by Sarah Midford, Sara James and Garrie Hutchinson

All eBureau resources are written by La Trobe University academics for La Trobe courses and subjects.

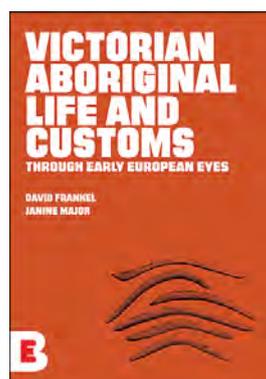
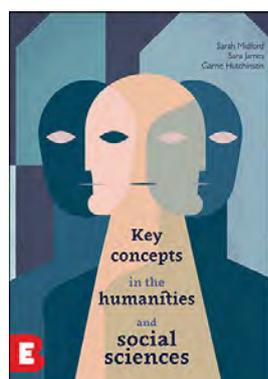
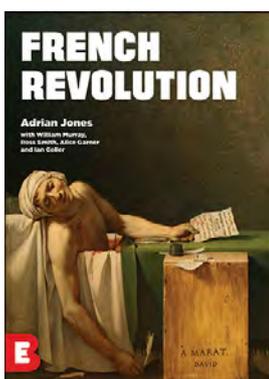
La Trobe students in subjects that have used eBureau resources appreciate their convenience, relevance and accessibility.

“Contains vital information for our studies that is presented in an easy to follow way.”

Melbourne Campus student, 2017

“Easily accessible, easier to search, permanent copy and lighter.”

Melbourne Campus student, 2017



La Trobe eBureau latest titles



eBureau resources have reached more than 10 countries, and have been viewed 12,604 times and downloaded 2,863 times.



Supporting research at La Trobe

New initiatives enable effective management of research data

The Library increased research data management (RDM) support for scholars in 2017 following extensive user input and trials with relevant stakeholders from our research community.

Researchdata.Latrobe

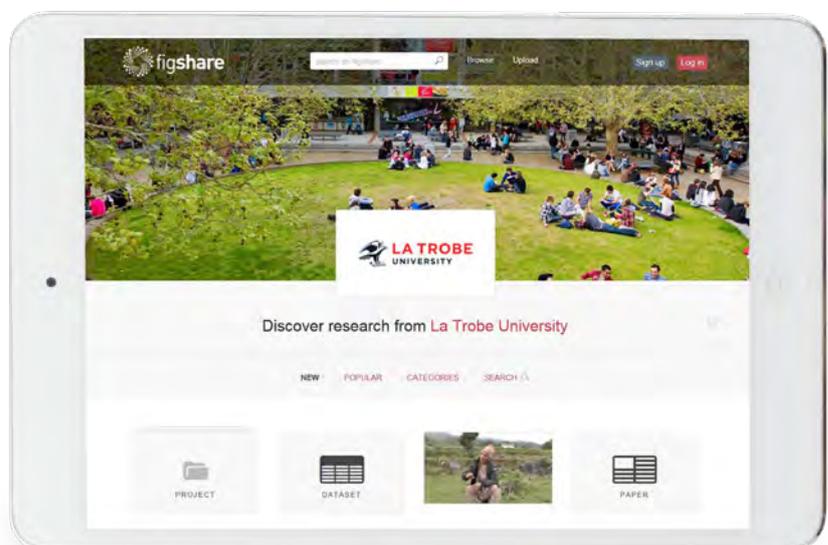
A new university-wide system [Researchdata.Latrobe](#), was introduced to support researchers in managing, sharing and publishing their research data. Researchers now have an easy-to-use platform for sharing of data, using supported, scalable and secure storage, which enables collaboration with internal and external research partners.

Laboratory notebook

In response to researcher feedback, we trialed an electronic laboratory notebook with over 60 researchers and 5 major scientific laboratories. Subsequently, the University will fully implement Lab Archives software in 2018 to support data management in scientific laboratories and across all disciplines. The Office of Research Infrastructure, ICT and the Library will jointly support this software.

RDM planning tool

An updated research data management planning tool was introduced to support human-ethics related research and streamline ethics approvals. This tool has resulted in clearer and more consistent research data management plans and improved compliance with the University's Research Data Management Policy.



Researchdata.Latrobe platform to manage, share or selectively publish research data and files

EXTENDING RESEARCH REACH WHILE CELEBRATING LA TROBE'S 50TH ANNIVERSARY CELEBRATIONS



Pictures are worth 1000 words!

Library staff worked with Dr Catherine Itsiopoulos to provide images and other material to enrich her research relating to the benefits of the Mediterranean Diet.

In an exhibition curated by Library staff from the La Trobe Dardalis Archives of Hellenic Diaspora, including photographs, recipes, menus and dinner dance programmes, the history of the Mediterranean Diet in Australia came alive.

This event was part of the combined celebration of La Trobe's 50th Anniversary and the 25th birthday of the Melbourne Food and Wine Festival which included a Cretan inspired menu by Elyros restaurant, where participants learned

about La Trobe's research while exploring related artefacts on the life of Greeks in Melbourne.

This collaboration highlighted the ways that the University's research, underpinned by distinctive collection displays, can add a unique draw card for the public, translating into benefits for businesses and communities.



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