

Year in Review 2010



LaTrobe University Library



Library Vision 2010

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.

Library Mission 2010

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.

University priority 2010 Teaching and Learning

Develop attractive, sustainable, high quality and relevant teaching.

Improve the quality of student learning through improved teaching practices.

Develop a coherent and structured approach to maximising student engagement and enrichment.

Improve access, participation, retention and progression of students, particularly those from Department of Education, Employment and Workplace Relations (DEEWR), designated equity groups and ATSI students.

Research

Expand research quality and impact.

Increase the number of research publications and amount of research income.

Increase the number and proportion of students undertaking research higher degrees.

Establish targeted cross-faculty research institutes.

International Engagement

Increase the size and diversity of the international student body.

Community and Regional Engagement

Strengthen the organisational structure linking all campuses to build a strong sense of shared identity within the University.

Library strategy 2010 Teaching and Learning

In partnership with academic staff, build high quality library collections that are aligned with curriculum development.

Contribute to improved information literacy teaching practice within flexible learning environments to enhance graduate capabilities.

Develop a structured approach to maximise usage of library resources and services by staff and students.

Provide equitable access to authoritative information resources within flexible learning environments accommodating a diversity of knowledge, skills and abilities.

Research

Build and promote access to research collections for development of new knowledge and the application of knowledge for the benefit of all.

In partnership with faculties and researchers further develop open access, institutional repositories of research outputs and provide advice on the curation and preservation of research data.

Develop a structured approach to meeting the information needs of students undertaking research higher degrees.

Promote Library resources and services that advance global, collaborative research in identified and emerging areas of research strength.

International Engagement

Respond to the changing environment for entry and progression for international students and develop appropriate services.

Community and Regional Engagement

Develop further the one-library service model to strengthen community and regional engagement and advance the Regional Strategic Plan.



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From the University Librarian

Professor Ainslie Dewe, University Librarian

2010 was another year of progress for the Library. Two key developments effected positive change. Firstly, organisational change recommendations were consolidated. Concurrently, a \$10m refurbishment of the Library at the Melbourne Campus was completed creating state-of-the-art collaborative learning spaces consistent with changing styles of teaching and learning.

The year started with collection relocations at Melbourne in full swing. It continued amidst major building works, implementation of key service enhancements, such as a new discovery tool and further development of the University's digital repository of research outputs, *Research Online*.

In 2010 we continued to implement 2009 Functional Review goals. The newly merged Collection Provision section centralised acquisition and cataloguing work flows and consolidated serials renewals with a major vendor. A new initiative was patron-driven acquisition of ebooks.

The Collection Delivery and Facilities section managed significant change relocating service points at the Melbourne campus, developing and running an efficient retrieval and delivery service from the Annexe and taking over management of the Learning Commons as a facility. They successfully introduced the reciprocal borrowing scheme BONUS+ adding 6 million more books for users to borrow from participating university libraries.

The Collection Development section's oversight of the re-location of 40% of the collection was completed calmly and efficiently along with a once in a lifetime re-arrangement of the monograph collection on Level 3. The Education Curriculum Library was incorporated into the main Library.

The Learning and Research Services section developed and implemented best-practice information literacy initiatives, including projects for the University's *Design for Learning* initiative. They tested and refined a new search and discovery tool, and they promoted Library services,

facilities and resources and the digital repository, *Research Online*. The set of online tools managed by this section – LibSearch, LibGuides, LibSkills, LibChat, LibAnswers – deliver an engaging and accessible package of digital services for students and staff.

The Bendigo Campus Library contributed to all of the above initiatives at the same time as stretching their own space and resources to accommodate a significant increase in users due to new courses and increasing numbers of undergraduate and postgraduate students at the campus.

The Albury-Wodonga Campus Library also contributed to Library-wide initiatives and showed what can be done working with local schools, academic support and *Moodle* support.

Staff at the Shepparton and Mildura Campus Libraries are the face of the University Library in a TAFE environment, while also contributing to Library-wide initiatives.

The Digital Infrastructure section completed an enormous amount of work behind the scenes on the digital repository, *Research Online*, and contributed to the Excellence in Research Australia (ERA) and hence to University research funding. They managed the transition of library systems to ICT services while retaining responsibility for managing Library digital content.

The Planning and Quality section coordinated the Library contribution to new University strategic planning and Library operational plans, and reported on the progress of Library actions.

They also took over preparation of the *Library Link* weekly staff e-newsletter, and promoted staff development opportunities.

Library Administration staff are the glue that hold this all together and ably managed finance, staffing and Executive support throughout the eventful year.

The Library Executive continued to advocate effectively on behalf of the Library as a whole whilst managing a remarkable transformation of the Library user space and rearrangement of staff space at the Melbourne campus. A number of key policies were revised and a new service charter was developed.

In December, we said goodbye to our AARLIN colleagues as the consortium came to an end. It had been a great example of academic library innovation and cooperation.

Two areas of the University we worked closely with in 2010 were Infrastructure and Operations for project management of the Library refurbishment, and Information and Communications Technology for both the technology fit-out of the refurbishment and working through the transition following the Functional Review. When we are all focussed on the users, the boundaries become less important.

We would like to thank the many areas of the University with whom we have worked closely and in particular Deputy Vice-Chancellor Professor Belinda Probert for her dedicated and unfailing support of the Library and its aspirations.

A. J. Dewe

Professor Ainslie Dewe



Highlights



January

- Melbourne collection moves underway – Level 1 emptied and materials moved to Annexe.
- Move of 320,000 books from general collection on Level 3 to on-site store begins.
- AV and ICT desks moved to main desk, Melbourne.
- Building hoarding goes up in Agora, demolition underway.
- Ainslie Dewe takes up position as President of IATUL (International Association of Scientific and Technological University Libraries)

February

- Older, rarely used books at Bendigo transferred to Main Collection or Storage to make way for more group study space on Level 1.
- Staff at Bendigo prepare for increased student numbers and new courses.
- Education Curriculum collection moves to the Melbourne Library.
- Executive and administrative staff move to new centralised offices on Level 2, Melbourne.

March

- New LibSkills online modules implemented.

April

- Level 3 collection relocations completed, providing more study space for students and a more logical order for the collection.

May

- Library Annexe officially launched 17 May.
- Google book covers added to the Catalogue.
- Collection Delivery and Facilities staff move to Level 1, Melbourne.

June

- New videoconferencing, meeting and training room construction underway at Bendigo.
- Funding for completion of Melbourne, Level 2 technology-enabled collaborative learning spaces approved.

July

- Most of new Level 1 spaces, Melbourne, opened 28 July.
- Beta version of Summon™ discovery tool added to the Library website.
- Research Skills seminars begin.

August

- BONUS+ reciprocal borrowing implemented.
- Level 2 refurbishments start, Melbourne.
- Biannual Client Satisfaction Survey conducted.
- Musical scores collection returns to the Library.
- New semi-automatic book return system starts operation, Melbourne.

September

- Old Level 2 entrance at Melbourne closed.
- New ground floor front doors opened at Library, Melbourne campus 20 September.
- Digital Thesis deposit procedures in place.
- Library Service Charter developed for feedback.

October

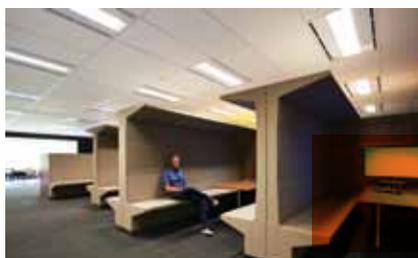
- RSS feeds for new titles, expanded list of new titles implemented.
- Inaugural exhibition in Melbourne Library gallery space – Utopia Art Exhibition.
- Library renews its participation in the ARLAC (Academic Research Libraries Acquisitions) consortium to negotiate best value for monographic acquisitions.
- Library signs contract with EBSCO for the provision of Library serials consolidating with one major supplier.

November

- New space on Level 2, Melbourne, completed and opened for use.
- Semester break Library hours extended, Melbourne.

December

- Federated search service LibXplore decommissioned 26 November.
- The Australian Academic and Research Library Network (AARLIN) closed at the end of December marking the end of the consortium.



Teaching and Learning

University priority - Develop attractive, sustainable, high quality and relevant teaching.

Library strategy - In partnership with academic staff, build high quality library collections that are aligned with curriculum development.

- Improve content and timely provision of resources through early advice in course proposals.
- Facilitate provision of resources that respond to new directions in curriculum by providing patron driven acquisition models aligned with Web 2.0 technologies.
- Improve the currency of collections across the campuses by relocating or weeding print collections and increasing the proportion of digital resources.

University priority - Improve the quality of student learning through improved teaching practices.

Library strategy - Contribute to improved information literacy teaching practice within flexible learning environments to enhance graduate capabilities.

- Evaluate existing and develop new generic online information literacy modules based on evaluation outcomes and international best practice.
- Plan for the implementation of the information literacy strategy in each faculty at each campus to achieve a systemic, sustainable and systematic model of undergraduate research skills education.

University priority - Develop a coherent and structured approach to maximising student engagement and enrichment.

Library strategy - Develop a structured approach to maximise usage of library resources and services by staff and students.

- Ensure the new learning management system allows the Library to embed its resources and services.
- Investigate longer Library opening hours at weekends.
- Implement a new integrated search and discovery tool for Library resources.



Building high quality collections

Early advice on course proposals - New courses can have significant implications for the Library. Careful planning, sufficient lead time and proactive ordering is critical if appropriate resources are to be available when students start their studies. Through work with the University Programs Committee, the Library is now receiving notification of new and substantially revised courses. A streamlined process has been developed to feed this information into the ordering process for new materials.

📍 lib.latrobe.edu.au/services/new-courses

Patron driven acquisition - Waiting for the library to buy the book you want to read is often a process that requires some patience and the foresight to know that you will want the book in a few weeks time. Patron driven acquisition of electronic books is a process that moves the availability of many titles from 'it will arrive in a few weeks if the publisher has it in stock' to 'already available online via the catalogue.'

This process involves loading catalogue records for ebooks we think our users will want, and arranging for vendors to make them accessible when users click on the links. If library patrons want to use materials, they are automatically purchased and made available for instant use. In 2010, the Library made about 100,000 ebooks available via the NetLibrary platform. Over 2,700 were selected for use and made instantly available to students and staff. La Trobe University Library and our users retain permanent access to these purchased eBooks.

A similar patron driven program gave our users access to the entire stable of Nature Publishing Group journals in 2010. This program resulted in over 23,000 article uses. Unfortunately, Nature Publishing Group has withdrawn this access model, but the exercise provided valuable information which has led the Library to subscribe to the most heavily used of these journal titles – *Oncogene*.

Improving collection currency – Keeping collections current is an ongoing priority for the Library. The establishment of the Bundoora Annexe in late 2009 made it easier to ensure that the highest use collections are available to Library users where they are most needed. Very low use collections, previously housed in the onsite store, were moved to the Annexe. This allowed 320,000 lower-use books to be moved from Level 3 of the Library into the onsite store. This made it easier for students to find current titles on the shelves on Level 3 and freed up space for more study places.

The Bendigo offsite Library stores have been discontinued with the move of very low use but unique materials to the Bundoora Annexe. Digital resources as a proportion of the total Library collection also continued to grow significantly, more than doubling between 2008 (3.7%) and 2010 (8.7%).



Digital resources deliver many advantages to a multi-campus university such as La Trobe. Titles are available 24/7 and can be used anywhere. Storage is not an issue and items do not need to be couriered between campuses.

Improving information literacy practice

Most students start university without all the skills they need to navigate the complex world of scholarly information. Evidence of this lack of awareness of the information literacy skills needed for academic research was clear in the results of research conducted by the Library in 2009. It showed that while many students had sufficient skills to develop basic keyword search strategies, the majority were not able to recognise a journal article citation or effectively evaluate a website. This research formed the basis for the development of some tools for students in 2010.

Inquiry/Research self-check quiz -

To increase students' awareness of research skills from the start of their course, in 2010, as a *Design for Learning* project funded by the Curriculum, Teaching and Learning Centre (CTLC), the Library developed an online Inquiry/Research self-check quiz to demonstrate the skills required for beginning library research. Increasing students' awareness early in their courses helps them prepare for more discipline-specific information literacy activities embedded later in the first year curriculum.

The self-check quiz is completed via the Learning Management System (LMS) in the first weeks of first semester and includes 10 multiple-choice questions. Questions focus on skills and knowledge all university students need if they are to have a positive and successful experience when they start library research. For students who are unable to demonstrate existing competency in response to the quiz questions, feedback is provided in the form of one minute animated videos. Feedback is also provided to students who answer correctly to affirm their existing skills and provide opportunities to extend these skills.

Implementation of the Inquiry/Research self-check quiz varies for each faculty. It is part of the University's program to embed graduate capabilities into the curriculum and track students' development of these capabilities throughout their course.

Academic referencing tools -

Also in 2010, as part of the *Design for Learning* Academic Integrity project, Learning and Research Services staff developed the Academic Referencing Module (ARM) which provides online tutorials for each of the referencing styles most commonly used by first year students at La Trobe, and the Academic Referencing Tool (ART) which complements the module for each style giving detailed examples and further detail.

lib.latrobe.edu.au/help/style-guides

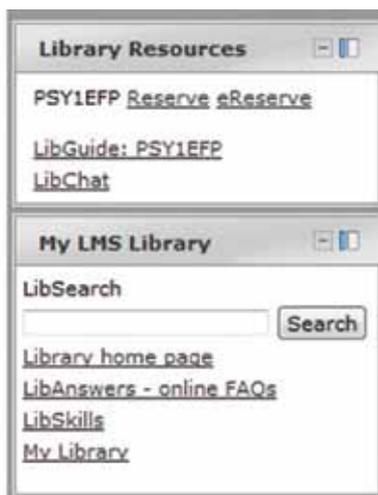
Maximising use of Library resources

Embedding library services in LMS -

Making information resources available to students at the point-of-need has been a long term goal for the Library. Significant preparation, liaison and development work was undertaken during 2010 towards the goal of embedding Library 'sticky blocks' in to the Learning Management System (LMS) in early 2011, the first year of operation of the new LMS based on Moodle.

The first block contains links to Reserve and eReserve lists for individual subjects as well as links to the specific LibGuide (Library subject guide) and LibChat (online live quick query service).

The second contains a search box, links to the Library homepage, LibAnswers (Library FAQs) and LibSkills (self-paced online library research training modules) as well as View/Renew my loans My Library.



By March 2011, use of LibGuides had more than doubled compared to the same time in 2010 (74,338 visits increased to 155,533 visits). Use of LibChat in March 2011 had also tripled compared to use in March 2010.

Increased opening hours -

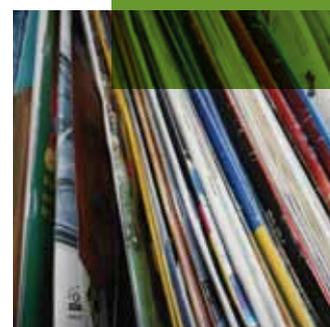
The Melbourne Campus Library extended opening hours during inter-semester break 2010 by 4 hours per week (Monday – Thursday closing at 8:00pm) and during December by 4 hours per week (Tuesday – Friday closing at 6:00pm) making a total increase of 8 hours per week. Extended Sunday opening hours were also implemented at Bendigo in Semester 2, with the Library opening two hours earlier at 11:00am (previously 1:00pm) until 4.30pm. The increased opening hours were popular with students at both campuses.

New search and discovery tool -

After an extensive research and evaluation process, in 2010 the Library chose a new integrated search and discovery tool supplied by Serials Solutions called Summon™.

The Library tested and refined the new tool during 2010, and is continuing to monitor and improve it. The new discovery layer 'enabled by this tool' allows for a more 'Google-like' search experience for students and results can include books, ebooks, online journal articles, newspaper content and theses.

Given the name 'LibSearch' the new discovery tool also allows for filtering by using the 'Refine your search' options. When users find what they are looking for, they can then look for the item in the Library using the call number or view the resource online. Search results can also be saved to EndNote or sent to an email account.



Teaching and Learning

University priority - Improve access, participation, retention and progression of students, particularly those from DEEWR designated equity groups and ATSI students.

Library strategy - Provide equitable access to authoritative information resources within flexible learning environments accommodating a diversity of knowledge, skills and abilities.

- Redevelop Bundoora Library to provide quality learning spaces that encourage collaboration and enhance learning.
- Pursue opportunities for building redevelopment at Bendigo Library.
- Evaluate and implement unmediated document delivery options, including the BONUS+ scheme.

Flexible learning environments

Melbourne Campus Library redevelopment - During 2010, the Library at the Melbourne campus was transformed from a traditional Library, with print collections the predominant feature, to a contemporary learning space.

The \$10m redevelopment, funded by the University and the Federal Government's *Better Universities Renewal Funding*, delivered 850 additional seats, a variety of technology-enabled, collaborative learning spaces, additional training and consultation rooms, flexible study spaces and access to power for charging laptops and hand-held devices.

Major works began on Level 1 (ground floor) in January 2010 and continued until September when works began on the south end of Level 2. To make way for the building works and allow for additional study space, almost every physical item in the Library's collection was relocated either within the same space or to on-site or off-site stores where it remains accessible to staff and students.

Planning and executing the Library refurbishment, especially the complex logistics involved in the relocation of nearly 20kms of print materials, while continuing to provide a full Library service with only two-thirds of the space, meant a challenging and demanding year for staff and students alike.

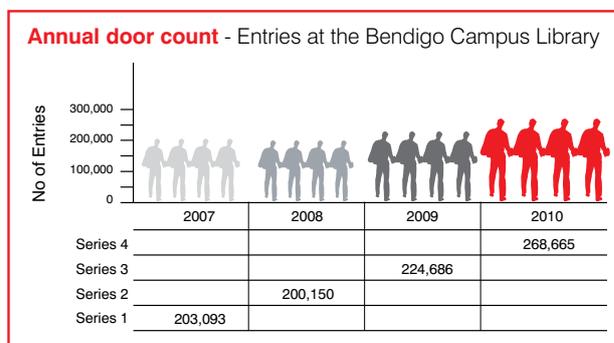
Every effort was made to keep inconvenience to students and staff to a minimum and the Library would like to thank students for their patience, staff for their hard work and exhaustive attention to detail, and the University community for its support for this significant refurbishment project.

The Library redevelopment supports the increasing reliance on collaborative learning and the use of online learning environments highlighted in the University's curriculum renewal process, *Design for Learning*, and underpins the University's goal of attracting increased student enrolments from 2011.



Bendigo building plans - Work continued in 2010 to build a case for expanding the Library at the Bendigo campus to meet demand for study seats in the Library from the increasing numbers of students and to create contemporary technology-enabled study spaces suited to changing learning needs.

Library staff continue to review and make incremental improvements to make the best possible use of limited space. In 2010 these included improvements to airconditioning, relocation of low use print collections, new carrels and power points for laptop use.



Equitable access to resources

BONUS+ reciprocal borrowing - BONUS+ resource sharing initiative was implemented in August 2010 and has been a great success. La Trobe University Library initially contributed 714,024 records to the BONUS+ catalogue. These records did not include high use or short term loan items.

For the period 2 August–31 December 2010 La Trobe students from all campuses and staff requested 2024 items from other BONUS+ libraries. Students and staff from the other ten BONUS+ libraries requested 4367 titles from the La Trobe collection.

This BONUS+ reciprocal borrowing scheme makes it easier for La Trobe University students and staff to request books from the libraries of other participating universities in Victoria, New South Wales, Western Australia and New Zealand. If books are not available at this library, they can be requested online from another university library, and delivered to the nearest La Trobe campus library for pickup from the hold shelf.

This initiative was implemented without additional staff and the Library has successfully used internal University mail services to process the increased postal traffic. BONUS+ traffic accounts for around 1% of loan transactions and offers La Trobe staff and students at all campuses access to an additional 6 million items.

► lib.latrobe.edu.au/services/bonus/

Research

University priority - Expand research quality and impact.

Library strategy - Build and promote access to research collections for development of new knowledge and the application of knowledge for the benefit of all.

- Expand collaboration with faculties to inform collection building for changing University research directions.
- Review the decision making process for acquisition of digital collections, especially when large investment is involved.
- Develop new service models for access to print collections in storage.

University priority - Increase the number and proportion of students undertaking research higher degrees.

Library strategy - In partnership with faculties and researchers further develop open access, institutional repositories of research outputs and provide advice on the curation and preservation of research data.

- Promote regulation changes that provide automatic deposit of higher degree theses into the open access institutional repository.
- Work closely with researchers to understand their data management needs and their Excellence in Research for Australia (ERA) obligations.
- Further develop pathways for deposit of open access research outputs to the institutional repository to increase open access content in the repository and provide for its dissemination.

Research Collections

Collection building for changing research directions - In close consultation with faculties, the Library continued to purchase and subscribe to resources to support all of the University's research strengths in 2010. Acquisitions of note were JSTOR journal sets in Business, Arts and Sciences, the Biosis archive 1926-1968, Elsevier Science Direct pre 1995 journal back files, JAMA + Archives Journals and Wiley Blackwell custom back files. High level liaison was also expanded with the Associate University Librarian, Information Services joining the Research and Graduate Studies Committee of Academic Board.

Digital collection acquisition processes - The Collection Advisory Committee was established in early 2010 to provide advice on collection policy and to make recommendations on collection acquisitions products suitable for the University's teaching, learning and research requirements. The Committee consists of liaison librarians from all faculties and regions as well as managers from Collection Services. The Committee meets monthly and in 2010 recommended the purchase of 70 serial titles and the acquisition of Business Source Complete.

Access to storage print collections - With the opening of the Bundoora Annexe storage facility at 666 Waterdale Road in March 2010, a new service model was developed to allow for books and journal volumes/issues from this storage facility to be available for loan within 24 hours from the time of request. Material requested for retrieval is delivered to the requesting campus library's 'Hold' shelf. Lecturers can request materials required to support educational teaching programs to be returned to the library for inclusion in the Reserve Collection.

For online delivery of journal articles located in the Annexe, staff or students complete an online 'Intercampus/ Annexe Request Form'. Once library staff receive requests, articles are scanned at the Annexe and sent directly to the requesting party by email. A comfortable study area is also available at the Annexe if La Trobe University academic staff and postgraduate students wish to consult the collection on site.

Research preservation and access

Auto deposit of theses - All PhD, Masters by research, and professional doctorate students are now required to lodge a digital copy of their thesis in the University digital research repository, *Research Online*, as a condition of graduation. This deposit process is mediated by Library staff and delivers many benefits to researchers:

- It can be easily located, read, and shared by a global audience, including scholarly colleagues as well as potential publishers and employers.
- It can be easily located by search engines, and national and international repository search engines.
- Increased accessibility to a thesis increases the likelihood of it being cited in other scholarly work.
- It is securely stored. Access to a thesis is ensured with a permanent URL, which can be referred to and linked from resumes, email messages and web pages.

► lib.latrobe.edu.au/thesis/

Understanding research data management needs -

The Library was represented on the Research Data Retention and Disposal Working Group of the University's Research and Graduate Studies Committee. This Committee was asked to develop policy on the management of research data and primary material in order to further the University's compliance with the Australian Code for the Responsible Conduct of Research. The group developed policies and supporting material that enhance the ability of researchers to meet their responsibilities under the Code without affecting the quality or effectiveness of their research.

Increasing open access content - *Research Online* stores and disseminates scholarly materials by La Trobe University authors. It is an invaluable resource for promoting the work of La Trobe University staff and postgraduate students to a global audience and supports the University's eResearch initiatives. By early 2011, *Research Online* contained records describing more than 24,000 research works (journal articles, conference papers, books, and book chapters), representing La Trobe University's published research output since 2000. More than 1,000 of the current works stored in *Research Online* have a full-text copy of the publication. Works that are available via Open Access are available for immediate viewing or download. Full-text of publications appear in *Research Online* if the research is published in an Open Access journal, or if the publisher has granted permission.

► latrobe.edu.au/researchonline



Research

University priority - Increase the number and proportion of students undertaking research higher degrees.

Library strategy - Develop a structured approach to meeting the information needs of students undertaking research higher degrees.

- In partnership with academics develop and promote a program of research skills seminars.
- Promote relevant Library collections to HDR students.
- Enhance visibility of Library services available to HDR students.

University priority - Establish targeted cross-faculty research institutes.

Library strategy - Promote Library resources and services that advance global, collaborative research in identified and emerging areas of research strength.

- Identify emerging areas of collaborative and cross-faculty research to inform collection building.
- Promote new search and discovery approaches to facilitate access to multi-disciplinary research resources.

Research students

ResearchSmart seminars - In Semester 2, the Library developed and promoted a series of seminars designed to support research students and to raise awareness of the resources and assistance available from the Library. Three sessions were offered across all campuses, including Measuring Research Impact and Using Google Scholar for Successful Research.

The third session, Sourcing Materials from other Libraries, was offered online and was particularly useful for new research students or anyone wanting an update on where to source material. Sessions were well attended and well received by students.

This program laid the foundations for an extended ResearchSmart seminar series in 2011, with a larger number of topics and a web page with online booking facility.

▶ lib.latrobe.edu.au/services/research-smart/

Services and collections for research students

- Ensuring that the collections and services the Library delivers for higher degree by research (HDR) students are well known and used was a priority in 2010 and continues to be so. The Melbourne campus Library Redevelopment Project made way for the Postgraduate Study for HDR students. This space opened in early 2011 and provides a private study space, including 9 workstations and other facilities, for research students. Information about the newly established Library Annexe, including how to access storage collections and facilities available at the Annexe, was disseminated to research students, and a web page outlining key services for research students was created.

▶ lib.latrobe.edu.au/services/researchstudy

▶ lib.latrobe.edu.au/services/higher-degree

Research strengths

Collections for emerging areas of research

- Cooperative collection development was the topic of a meeting of the Education Faculty librarians in December 2010. The main catalysts for the gathering were the significant changes to undergraduate programs at Melbourne in 2011. The participants worked on ways to benchmark with other curriculum collections in Victoria, streamlining the selection of materials, and cooperative ordering of resources.

Promoting new search and discovery approaches

- The implementation of the Summon™ search and discovery tool – known at La Trobe as LibSearch – has meant that students can now find books, journal articles and other materials with just one search, rather than having to search for books via the catalogue, understanding databases and so on. When students are starting their research they are exposed to a variety of sources from the start of the process which is increasing their awareness and use of a greater range of the scholarly resources available from the Library.



International Engagement

University priority - Increase the size and diversity of the international student body.

Library strategy - Respond to the changing environment for entry and progression for international students and develop appropriate services.

- Provide a welcoming learning environment and Library services that meet diverse user needs.
- Improve access to country-specific resources for disciplines with large numbers of international students.

Services for international students

Providing a welcoming learning environment -

International students are frequent users of Library facilities and services at all campuses, often more so than domestic students. The many international students studying at the Melbourne campus welcomed the new learning spaces at the Library, particularly the group study spaces with power and wireless connections for laptops, and the new collaborative study rooms and study booths.

Country specific resources - In June the Learning and Research staff at the Bendigo campus delivered library programs to large groups of visiting Chinese Scholars and International Health Sciences students undertaking three month programs at the campus.

The Library also subscribes to a range of Indian and Chinese journals and newspapers and keeps these in print so that they are accessible to students in the Library, particularly at the Melbourne campus. A bookmark highlighting library services for international students was developed for students at the University's partner campus in Vietnam.

Community and Regional Engagement

University priority - Strengthen the organisational structure linking all campuses to build a strong sense of shared identity with the University.

Library strategy - Develop further the one-library service model to strengthen community and regional engagement and advance the Regional Strategic Plan.

- Revise existing and design new Library services that are consistent across and relevant to each campus.
- Build up collections in response to directions in regional research.

Developing the one library model

New services across campuses - Initiatives to revise existing and design new services that are consistent across and relevant to each campus are ongoing, in support of the one library model. The continuing increase in the amount and use of electronic resources makes access for all students regardless of location more equitable. In 2010, administrative processes were rationalised and a cross-campus staff information exchange program implemented. Guides for students and other information materials were standardised across all campuses, and rosters for online services such as LibChat continued to be shared across campuses.

New initiatives explored included services to senior secondary students at schools near our campuses as part of the University's plan to increase enrolments at the regional campuses and attract a greater proportion of students from under-represented schools to all campuses. School specific library guides, visits to campus libraries, offering reduced rate library memberships to Year 12 students and increasing liaison with school librarians were among the activities conducted in 2010.

Collections for regional research - The Library further enhanced its collections in ways that support the research being carried out in the regions. A number of significant journal back-sets in health, science, and the social sciences were purchased that provide desktop access to those researchers in the regions, including those at the Rural Health School, Centre for Sustainable Regional Communities, and the Murray-Darling Freshwater Research Centre (MDFRC). Over 70 new subscriptions were purchased, including the Biosis archive 1926-1968, and close to 200 JSTOR titles were added to the collection.



Library Committee

Professor Malcolm Rimmer, Chair Academic Board, (Chair)
Professor Ainslie Dewe, University Librarian (ex officio)
Dr Howard Nicholas, Nominee of Academic Board
Professor Rick Freadman, Nominee of Academic Board
Dr James McArdle, Nominee of Academic Board (Bendigo)
Dr Catherine Meathrel, Nominee of Academic Board (Albury-Wodonga)
[vacant], Faculty of Education
Mr Noel Gough, Faculty of Education
Ms Bernadette Knewstubb, Faculty of Law and Management
Professor John King, Faculty of Law and Management
Dr Peter Kipka, Faculty of Health Sciences
Dr Paul O'Halloran, Faculty of Health Sciences
Dr Li Liu, Faculty of Humanities and Social Sciences
Dr Roland Burke, Faculty of Humanities and Social Sciences
Dr Peter Barnard, Faculty of Science, Technology and Engineering
Dr Chris Pakes, Faculty of Science, Technology and Engineering
Ms Kerryn Amery, Associate University Librarian, Information Services
Ms Laura Maquignaz, Associate University Librarian, Collection Services
Mr Geoff Payne, Associate University Librarian, Infrastructure Services
Ms Jeanette Dazkiw, Campus Library Manager, Bendigo
Ms Linda Sheridan, Campus Library Manager, Albury-Wodonga
Maysa Abouzeid, Student Representative (Undergraduate)
Mr Adrian McMillan, Student Representative (Undergraduate)
[vacant], Student Representative (Postgraduate)
Ms Kathy Russell, Secretariat

Thank you to our donors

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

Individuals

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Carole Abourjeili-Kayal
Carolyn Poljske
Chen Hong
Chris Fifis
Cucu Juwita
Daniel Martin
David Finlay (from Mary White, author)

Despina Michael
Diego Forcada Gallardo
Dr Maya David
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Freya Mathews
Geoff Hewitt
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Nishikawa Ukon
Omar Rojas
Pei Likun - China Centre
Professor Paul Johnson
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Professor Dennis Altman
R.F. Nicholas
Rino Grollo

Robert Mihajlovski
Robin Jeffrey
Ronald White
Sam Spiers
Sandy Gifford
Selvaraju Murugesan
Stephanie Chard, Equity and Access
Syd Cracoeur
Tony Anamourlis - Accounting
Wayne Geerling - Economics & Finance

Organisations

AIATSIS
Alana O'Brien, LUMA
Assoc Prof Spyridon Sftas - Aristotle Uni. of Thessaloniki
Australian Academy of Science
Australian Scholarly Publishing
Baillieu Library, University of Melbourne
Cancer Council of Queensland
Caroline Ford - Environment, Climate Change and Water (NSW)
Catholic Institute of Sydney
Centre for Applied Research, RMIT University
Centre for Australian Weather and Climate Research
Cooperative Research Centre for Aboriginal Health.
Cyprus Research Centre - Anna Pouradier Duteil
Diabetes Australia (Vic.)
Dr Mineo Nakajima - Akita International University
Dr Stephen Duckett - CEO Alberta Health services
Geeho Liu, Thomson ISI

Hugh R. Brady- President of University College Dublin
Japanese Literature Publishing Project
IELTS Australia P/L
International AIDS Society
Institute of China Studies - University of Malaya
International House of Japan,
Chairman, Tasuku Takagaki
Jeremy Johnson CEO - Sovereign Hill Museums Association
Oxfam
Pat Moloney for the Church of Scientology
Psychosurgery Review Board
Quaker Service Australia
La Trobe Refugee Research Centre
LTCB International Library Trust
Royal Australasian Ornithologists Union
Tenants Union of Victoria
Victoria Police Historical Society Inc

Library Management Team

Professor Ainslie Dewe University Librarian
BSc Cant., Grad Dip (Arts Admin) RMIT, DipNZLS, FNZLIA, MCLIP, AALIA
Kerryn Amery Associate University Librarian, Information Services
BA SwinburneUT, GDipLib MCAE, GradCertUnivLead&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.
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.
Michael Wood Digital Infrastructure Manager
BSc(Hons), DipEd, BEd La Trobe, GradDipLib RMIT, GradDipCompApp RMIHE
Linda Sheridan Campus Library Manager, Albury-Wodonga
BA, DipEd La Trobe, GradDipLib CSturt, AALIA
Jeanette Dazkiw Campus Library Manager, Bendigo
BA (Lib) RMIHE, GradDipEdT USQ, AALIA



Library Statistics 2010

	2008	2009	2010
ORGANISATION			
LTU students (EFTSL provisional as at 28 June)	22,394.4	23,579.4	23,105.7
LTU staff (FTE)	2,457.2	2,403.5	2,540.9
Total LTU clients	24,851.6	25,982.9	25,646.6
Other clients, including WIF TAFE population (FTE)	6,548	7,161	7,890
Total Library clients	31,399.6	33,143.9	33,536.6
Library staff (FTE)	132.6	120.7	123.9
EXPENDITURE			
Expenditure - information resources	\$7,888,750	\$9,998,577	\$9,252,597 ¹
Expenditure - equipment	\$234,912	\$234,654	\$230,920
Expenditure - operating	\$2,419,245	\$3,144,828	\$3,313,365 ²
Expenditure - salaries	\$9,621,660	\$8,810,312	\$9,296,682
Total expenditure	\$20,164,567	\$22,188,371	\$22,093,564
INFORMATION RESOURCES			
Books and audiovisual materials - total items held	1,523,054	1,541,742	1,563,876
Serials - total volumes held	622,015	626,979	629,628
Total items/volumes	2,145,069	2,168,721	2,193,504
Current serial print/non-print (AV) titles	3,851	3,260	2,371
Current serial electronic titles	40,717	43,891	90,881
Total current serial titles	44,568	47,151	93,252
Total current ebooks	11,739	34,947	45,462
Institutional Repository - total records held	NA	12,357	24,179
Institutional Repository - total open access documents held	NA	492	972
RESEARCH AND LEARNING SERVICES			
Research inquiries	27,371	28,487	23,111 ³
Information literacy sessions (F2F)	719	852	863
Information literacy session participants	12,643	13,675	14,370
Online information literacy tutorial use	NA	12,676 ⁴	40,968
Online LibGuides - subject guides hits	5,275	254,133	404,858
	(trial - Jun-Dec 08)		
INFORMATION DELIVERY AND ACCESS			
Loans of books, serials and audiovisual materials	560,166	558,353	507,302
Reserve loans	123,760	125,095	108,346
Intercampus loans and scanned docs	12,310	20,888	20,620
Loans to students and staff of other Australian institutions	12,006	13,847	12,016
Interlending and document delivery - items supplied	8,388	8,517	8,377
Interlending and document delivery - items received	17,387	12,773	11,616
Ebook downloads	65,294	171,554	280,480
Electronic journal article downloads	2,068,312 ⁵	2,375,937	2,527,021
Library website visits (page impressions)	5,796,421	5,143,530	6,136,175
Turnstile counts (visits to Library)	1,594,369	1,668,533 ⁶	1,611,235

¹ From 2010- capitalised donations not included, binding cost included here

² From 2010- copyright licences included

³ New subset of Inquiries; for 2008-2009, breakdown between General and Research inquiries based on 2010 proportions of 74% / 26%

⁴ Menu level only; in 2009 hits on all modules = 50,046

⁵ 2008-2010 recalculated data for electronic journal downloads – now combines figures for E journal downloads (as previously reported) with the download figures for legal databases

⁶ Due to spreadsheet error, 2009 statistic adjusted



Professional and research activities

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.

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

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

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, Member.

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

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

Freedman, Kate ALIA Access Conference New Graduates Stream Committee.

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 and conference planning committee.

Sackers, Nicole CAVAL Reference Interest Group Committee.

Salisbury, Fiona AARLIN Management Committee.

Conference presentations

Ainslie Dewe, 'Library workforce planning and leadership development: a case study in the context of organisational change at La Trobe University', <http://iatul.org/conferences/seminarpresentations.asp>

Ainslie Dewe, 'The library contribution to the ALTC awarded First Year Biology Learning and Teaching Group project', www.caul.edu.au/about-caul/caul-meetings/caul-council-meetings/caul20102

Ainslie Dewe, 'Why libraries have to demonstrate their value and impact? ... and how could it be done?', www.caul.edu.au/about-caul/caul-meetings/caul-council-meetings/caul20101

Fiona Salisbury, Sharon Karasmanis, Claire Brooks, 'Evaluation of scholarly literacy: determining first year learning outcomes', Reshaping Higher Education HERDSA 2010, Higher Education Research and Development Society of Australasia, <http://conference.herdsa.org.au/2010/program/concurrent4.html>

Fiona Salisbury, Sharon Karasmanis, 'Are they ready? Exploring student information literacy skills in the transition from secondary to tertiary education', Hosting and Harvesting: Creating the change we wish to see in the world, CCEAM and ACEL International Conference, www.acef.org.au/conference/ [<http://www.cceam.org/index.php?id=199>]

Fiona Salisbury, Sandi Monaghan, 'Finding a new voice: keys to building successful online communities', Connections.Content Conversations. VALA 2010. http://www.vala.org.au/vala2010/papers2010/VALA2010_47_Salisbury_Final.pdf

Jeanette Dazkiw, 'Functional review and managing organizational change at a university regional campus library', VATL (Victorian Association of TAFE Libraries) Events – Management Interest Group – Regional Seminar Series, October 2010.

Jennifer Corbin, Sharon Karasmanis, 'Evidence into practice: evaluation of an innovative information literacy model for first year Health Sciences students', Conference Proceedings: 13th Pacific Rim First Year in Higher Education Conference, FYHE/QUT, www.fyhe.com.au/past/papers/papers10/content/pdf/2A.pdf

Tracy Robertson, 'Talkin' to Gen X – best practice for mentoring the next generation', VATL (Victorian Association of TAFE Libraries) Events – Management Interest Group – Regional Seminar Series, June 2010)

Research publications

Sharon Karasmanis, Where have all the health librarians gone? Strategies implemented to create a new health team at La Trobe University Library, HLA News : National News Bulletin of Health Libraries Australia, ALIA HLA group, www.alia.org.au/groups/healthnat/hla/HLA_News-Dec2010.pdf



Library Operational Plan 2011

In September 2010, the Library developed its operational plan for 2011. It also revised its Mission and affirmed its Vision as the same as the University Vision.

Overarching strategic objectives guide La Trobe University to achieve its vision over the next five years. The Library's Operational Plan 2011 contributes to these strategic objectives.

University Vision

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 objective 1:

Transform student lives through learning

University action area: Substantially increase student enrolments

Library actions 2011:

- 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

Library actions 2011:

- 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

Library actions 2011:

- 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
- Improve the integration of the Library with orientation programs and the first weeks of study across all campuses

University strategic objective 2:

Create new and useful knowledge

University action area: Increase quantity and quality of research activity

Library actions 2011:

- 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

Library actions 2011:

- 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 2011:

- 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

University strategic objective 3:

Support and reward staff excellence

Library actions 2011:

Create a new Staff Development Plan, incorporating:

- Required capabilities for current and future needs
- Skills audit and identification of training needs
- Recognition and rewards for outstanding performance

University strategic objective 4:

Operate sustainably and ethically

University action area: Become a sustainable organisation

Library actions 2011:

- 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

Library Action 2011:

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

La Trobe University Library

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