

LIBRARY ANNUAL REPORT 2008

Director's Overview

While not without its challenges, 2008 was another exciting and successful year for the Library. Strong budget growth continued to facilitate significant improvements across the board in the collection, services and physical amenities, a fact that was reinforced by some very pleasing outcomes from the Insync Survey, which showed that the Library was maintaining its high levels of client satisfaction. On the downside the rapid growth in student numbers led to some chronic over-crowding in several libraries.

The major developments in 2008 were:

- Further improvements to the physical amenities were made, particularly in Sydney. The Library funded some work while support was also received from local Campus Operations budgets and from the Commonwealth Government's BURF program. It was particularly pleasing that the refurbishments at the North Sydney Library were finally completed but in somewhat ironically, the new open look of that Library does tend to highlight just how small it is.
- Our Melbourne, Strathfield and North Sydney campus libraries are simply not large enough to be able to adequately support their local student populations.
- Usage of our libraries continued to be very healthy with record gate counts, stunning increases in hits on our electronic resources, loan figures still growing and a booming demand for information literacy services.
- The Library has been gradually expanding its liaison librarian program in recent years and by the end of 2008 we had liaison librarians in place on all campuses. Each liaison librarian is allocated responsibility for an academic area or areas and their role is to facilitate closer communication and collaboration between the Library and the Schools to enhance the quality of the University's learning, teaching and research endeavours. The liaison librarians met for the first time as group in November and will continue to hold face-to-face meetings on an annual basis.

The liaison librarian program has been very successful in enabling the Library to align services and collections more closely with the needs of our clientele.

- Library services to students with a disability have been significantly enhanced. Following a successful pilot program a two-member team was established with the primary function of providing library material for students with a disability and of coordinating services to that group – the team has become part of the Electronic Services Unit in 2009.

The response from students to the new service has been very gratifying.

- Acquisitions expenditure was approximately \$2,550,000 having passed the two million dollar mark for the first time the year before. As a result our holdings of electronic journals and reference materials are now first rate in the University's key discipline areas, with excellent coverage also for the smaller academic programs. At the same time we have continued to develop our electronic book collection while still spending more than a million dollars on print books.
- The new acquisitions budget model had a very successful first year of operation. Under the old arrangements each campus library received a print book allocation (which was then further divided by Schools) and this was replaced in 2008 with a single University-wide allocation that did not place any direct restrictions on the level of expenditure by campus or academic area. The evidence is that it worked quite effectively. As expected there was a strong overall increase in expenditure on print books, which was accompanied by a redistribution of that expenditure. The growth occurred across all areas but was particularly strong in support of courses and units offered by the Faculty of Arts and Sciences.
- Significant planning was undertaken for the move to a single supplier for print material, which subsequently occurred in January 2009. While the process had its setbacks I am grateful to all the staff involved for their hard work in moving the project forward.
- The collection was also strengthened by the purchase of more backruns of electronic journals. We spent less than we had originally intended but, as the Australian dollar went into rapid decline in July, we decided to hold back on further acquisitions in order to preserve a large carry forward into 2009 (see next dot point).
- The massive fall in the Australian dollar was a severe blow to our acquisitions budget. While its impact in 2008 was minimal it will reduce the buying power of the acquisitions budget in 2009 by around \$700,000.

Given that a few other financial challenges were already emerging, this necessitated immediate remedial action. A staff freeze was instituted. Further purchases of backruns of electronic journals were postponed and operational costs (especially for refurbishments) were pared back. As a result the Library ended the year with a surplus of close to \$750,000 – the bulk of this money has been used to increase the 2009 acquisitions budget to ensure that we do not have to cancel any electronic publications, that we can increase our purchases of print books in real terms and that resources for new courses to be offered in 2010 can be purchased to be available for the beginning of that academic year.

To meet what is now an ongoing challenge the Library will aim to increase the proportion of the budget spent on acquisitions, hopefully to 35% within three or four years.

- Donations continue to be a major challenge. While it is difficult to estimate costs precisely, it is likely that the Library has spent between \$2,500,000 and \$3,000,000 in processing donated items in the last decade. Furthermore storing the material takes up very valuable space. As a general rule donations are very poorly used and often discarded a decade or so after they

have been accepted. The Library will be looking to revise its policies and processes with regard to donations.

- Research Connect is a web-based repository for the storage and showcasing of research produced by University staff. It is now operational but only with a limited number of academic staff participating. Expanding Research Connect will be a priority for 2009, once the new Pro-Vice-Chancellor (Research) is appointed.

Finally I wish to thank the staff of the Library without whom none of our achievements would be possible and also to note, with pleasure, that in the recent restructure the Library will remain part of the portfolio of the Pro-Vice-Chancellor (Academic) where we will be able to continue a long and fruitful partnership.

Chris Sheargold
Director of Libraries

The Library's Mission and Vision

The Library's mission is to enable and enrich the teaching, learning and research endeavours of the University by delivering flexible access to extensive and relevant information resources and by providing quality services and facilities.

Our vision for the library service is to have:

- **Resource provision and access** that is coordinated and futures-oriented, and that finds integrated and innovative solutions to optimise the effectiveness of a limited resource base.
- **Stronger partnerships** with the University's teaching, learning and research community to enable a more direct contribution to the educational mission of ACU National.
- **Staff** members who, by building on their professional expertise, provide an exemplary service that demonstrates a commitment to meeting the individual and collective information needs of clients.
- **Management practices and operations** that embody a commitment to Quality Assurance principles, and are attuned to the changing needs of the University.
- **Technological and physical infrastructure developments** that better enable the provision of flexible and responsive access to services and resources into the future.

The Library's Core Values

The core values on which the Library bases its service are:

- **Client focus**
We are attentive to the individual learning and educational needs of our diverse and dispersed clientele. We strive to provide equitable service to all clients.
- **Ethical conduct**
We commit ourselves to ethical behaviour, treating one another and our clients with respect, dignity and fairness.
- **Quality**
We evaluate what we do and strive for continuous improvement in service through the application of Quality Assurance systems and practices. We strive to deliver high quality services efficiently and cost-effectively.
- **Cooperation**
We foster a spirit of cooperation and collaboration within the Library, within ACU National and beyond. We work collectively to achieve our goals, with each staff member taking personal responsibility for their role in the success of the team.
- **Professional rigour**
We set and attain high standards of professional performance. We ensure that all Library staff are enabled to fulfil their role.
- **Education and learning**
We value learning and, as professionals, contribute actively to ACU National's educational and research mission.

About the Library

Clientele

The Library has a major presence on each of the University's six campuses and serves a range of client groups with varying information and access requirements. These clients include:

- All students of Australian Catholic University, including those remotely located,
- All staff of Australian Catholic University,
- Staff and students from institutions with which ACU National libraries have reciprocal arrangements,
- Members of the general public, who are welcome to use the libraries and for whom borrowing conditions are specified in the Australian Catholic University Library's Circulation Policy,
- Other libraries through Inter-Library Loan and Document Delivery services in accordance with the Library's inter-library-lending policies.

Management

The Library's management structure remained unchanged with six senior Library staff reporting to the Director:

- Library Manager (Brisbane)
- Library Manager (Canberra)
- Library Manager (Sydney)
- Library Manager (Victoria)
- Library Manager (Electronic Services)
- Library Manager (Infrastructure and Strategic Initiatives)

The Director formally reports to the Pro-Vice-Chancellor (Academic), who also chairs the University's Library Committee. The Senior Library Forum (SLF), which is made up of the Director and the six managers, is responsible for policy development, review and implementation.

There are now four standing committees, with broad internal representation. Standing committee meetings deal with operational issues, allow information sharing and play a role in the formulation of policy recommendations that are then considered by the SLF and, where appropriate, by the Library Committee.

It was decided to discontinue the Collection Development and the Quality and Planning Standing Committees and to absorb their functions into the SLF, as a means of reducing the number of meetings attended by Library managers.

The four Standing Committees are:

- Communications
- Information Services
- Lending Services
- Technical Services

The Library Committee

The Library Committee met twice in 2008 and has the following Terms of Reference:

- To approve policy directions for the Library and, where necessary, to make appropriate recommendations to the Pro-Vice-Chancellor (Academic Affairs),
- To provide an effective link between the Library and its stakeholders,
- To consider any matter referred to the Committee by the Vice-Chancellor or Academic Board,
- To give advice to the Budget Advisory Committee on the budgetary needs of the Library,
- To receive and distribute the Annual Report of the Director, Libraries.

Its membership was:

- Pro-Vice-Chancellor (Academic Affairs) (*Chair*)
- Pro-Vice-Chancellor (Research and International)
- Director of Libraries
- External university librarian
- Director of Information Technology
- Dean of Students
- Dean's nominee from each Faculty
- One postgraduate student
- One undergraduate student

This will be reviewed in light of the University restructure.

External Relationships

The Library is a member of:

- CAUL (Council of Australian University Librarians),
- QULOC (Queensland University Libraries Office of Cooperation),
- CAVAL (Cooperative Action by Victorian Academic Libraries),
- ACTUAL (ACT University and Academic Libraries),
- UNISON (University Librarians in the State of NSW).

Statistical Snapshot

Our statistics remained healthy for 2008 with the major highlights being:

Loans

	2004	2005	2006	2007	2008
Total Loans	308,432	294,569	274,245	301,432	305,709

Print loans have grown again, even allowing for the growth in student numbers - it remains clear that print books are an important element in meeting the information needs of students and staff.

Inter-Library Loans

	2004	2005	2006	2007	2008
Supplied	2,737	2,414	2,878	2,948	3,153
Received	2,447	1,963	1,986	1,903	1,585

ACU National continued to be a net lender with the 2008 figures strengthening the already significant trend of the previous year. These developments mirror the statistics from University Libraries Australia (a reciprocal borrowing scheme) where we are a solid net lender.

Acquisitions Expenditure

	2004	2005	2006	2007	2008
Serials	\$830,051	\$674,791	\$833,776	\$1,151,083	\$1,322,195
Monographs	\$644,544	\$1,022,489	\$1,056,156	\$1,037,866	\$1,226,787
Total	\$1,474,595	\$1,697,280	\$1,889,932	\$2,188,949	\$2,548,982

The acquisitions budget again grew by approximately 16 percent with its purchasing power being strengthened by a strong Australian dollar - the rapid collapse in the value of the Australian currency in the second half of the year did not have a significant impact on the 2008 budget.

The trend towards electronic publications continued but was not even. In the serials area 90 percent of the expenditure was committed to electronic titles (up from 87 percent in 2007) whereas for books it was 16 percent (or around the same level as the previous year).

Serial Titles

	2004	2005	2006	2007	2008
Total serial titles	10,540	25,028	26,499	31,357	39,091

The shift to aggregations of electronic titles has led to the very high level of growth in serial titles and the fact that so many titles are available via the web helps overcome the difficulties of servicing six different locations as well as the growing number of online and off-site students.

However it should be noted that the total number of titles is no longer a reliable guide to the effectiveness of the collection because the aggregations contain a significant number of titles in subject areas that are not very relevant to Australian Catholic University.

Non-Serial Print Volumes

	2004	2005	2006	2007	2008
Total volumes	442,779	459,133	479,505	486,607	474,662

The number of non-serial print titles being ordered continued to increase. However this was balanced by a more effective weeding policy that removed a large amount of unused material with the result that the actual collection size declined for the first time in a number of years. This allowed a number of campus libraries to increase their space allocation to other activities such as student computers, group study rooms, etc.

In addition the Library now holds over 53,000 ebooks.

STANDING COMMITTEES

Communication Standing Committee

Membership

Stuart Whelan/Heather Pearsall (Chair)
Leticia Medwell (Electronic Services Unit)
Kate Bunker (Electronic Services Unit)
Rachael Bahl (Canberra)
Francesca Higgins (North Sydney)
Geraldine Marsh (North Sydney)
Cecilia Tazzyman (Strathfield)
John Eliot (Brisbane)

Meetings

The Committee met nine times including a face-to-face meeting in September at the Melbourne Campus.

Principle Matters Attended to during the Year

The Committee worked steadily throughout 2008 improving the design and content of the library website and maintaining its currency. The home page was redesigned with carefully selected images which were regularly updated to create a more dynamic and interesting environment. The Committee determined how the Library should best communicate with its users through newsletters, blogs and other targeted publications. SharePoint, a Microsoft application which offers a document management system and shared work space for Library staff, was implemented under the guidance of the Committee. The face-to-face meeting in September provided an opportunity to explore the role of the Committee and to draft a Communications and Publications Policy for the Library.

The Chair of Committee passed from Stuart Whelan to Heather Pearsall in November 2008.

Stuart Whelan/Heather Pearsall
Chair, Communication Standing Committee

Information Services Standing Committee

Membership

Annette McGuinness - Chair (Canberra)
 Vicki Bourbous (Strathfield)
 Freya Bruce (Brisbane)
 Kate Bunker (Electronic Services Unit) (ESU)
 Jacinta Cloney/Cathie Oats (Canberra)
 Colleen Hutchison (North Sydney)
 Narelle Love (Melbourne and Ballarat)

In 2008, the Chair of the Information Services Standing Committee (ISSC) remained unchanged with Annette McGuinness, the Library Manager at the Canberra Campus continuing in the role. The core membership of the group was similar to the previous year, with only a couple of changes in the membership for 2008. Kate Bunker formally replaced Leticia Medwell as the ESU representative; Narelle Love joined the committee for the first time in 2008 as the Melbourne representative and for a short time Marianne Gratton was acting as the Ballarat representative. Due to staffing constraints at Ballarat, a decision was made to have one person (i.e. Narelle Love) who would act for both Victorian campuses. There were also some changes to the representation for Canberra due to a number of staff changes that occurred during the year.

Meetings

The ISSC met seven times throughout the year from January to December with most of the meetings held by video-conference.

Principle Matters Attended to during the Year

During 2008, the ISSC continued with the work that it had began in 2007 in regards to enhancing the access - both on campus and online, to library information, services and resources for ACU staff and students. Each campus library has worked together to ensure more consistency in information services and support for ACU Library as a whole, particularly in relation to its online reference service under its broader *Ask Your Librarian* program (http://www.acu.edu.au/Library/help/ask_your_librarian/).

Information Literacy

Each campus library ran orientation tours and introductory information sessions for new students at the start of the year and after the intake mid-year. Liaison librarians on the various campuses also ran a number of customised tutorials following requests by academic staff. ISSC representatives continued to share session plans and presentations and hand-outs where applicable, working together to reduce duplication of effort and achieve more consistency.

Databases, Electronic Journals and Ereference

With the absorption of the Collection Development Committee within the Senior Library Forum, the ISSC has taken on a larger role in nominating and reviewing new electronic resources on behalf of the ACU Library. Early in the year, the committee were allocated funds (i.e. \$30 000) which were used to enhance the Library's electronic reference collection. ISSC members made recommendations (which included items recommended by other liaison librarians as well) and

the funds were allocated accordingly. Later in the year, the members of the ISSC also produced a 2008 Datasets Report proposing new databases and electronic resources for purchase. However, with the fall in the dollar and other budgetary constraints, a decision was made not to subscribe to any major new sources at the time.

To improve access to the currently available material in the databases, considerable work was done in 2008 (by the ESU in conjunction with the ISSC) to redesign the Library's databases web page and to improve subject-based access via the Library's federated search engine.

Subject Guides

The ISSC formed a subcommittee to develop an enhanced electronic subject guide template to create better information pathways to all the resources of the ACU Library. The previous electronic subject guides only provided links to web-based subject information while the new template formulated includes a broader approach – i.e. Getting started, Finding books (print and electronic), Finding journal articles, and Other sources.

The proposed subject guide template and subject list were tabled and approved at the ACU Liaison Librarian Forum held in November 2008. After this, many librarians began working with their colleagues in the relevant subject areas and several of the new subject guides were expected to be available for early 2009.

Development of Online Tutorials using Captivate®

Work by ISSC members on producing online tutorials continued during 2008 with the addition of a number of new tutorials (e.g. Finding databases, Requesting items using the library catalogue and Using basic search in the library catalogue). More online tutorials are still in development, but staff time constraints and ACU website changes have slowed the work in this area.

Blackboard – Improved Access and Training

The ISSC was responsible for negotiating auditor access for all campus libraries. This was achieved early in 2008 and it has meant that library staff can access both fully online units (across all campuses) and the web-enhanced units for their campus. This has greatly assisted information services staff in accessing course outlines to check reference lists and in troubleshooting enquiries for staff and students (e.g. with printing and broken or incorrect links). To further enhance this support, Ingrid D'Souza from ACU Online provided face-to-face training in the basics of Blackboard to most library staff across the six campuses.

Annette McGuinness

Chair, Information Services Standing Committee

Lending Services Standing Committee

Membership

Josephine Frawley (Chair) (Strathfield)
 John Eliot (Brisbane)
 Krys Suvorovs (Brisbane)
 Patricia D'Arcy (Brisbane)
 Justin Royes (Brisbane)
 Donna Laffan (Electronic Services Unit)
 Peter Blake (Electronic Services Unit)
 Michelle Matek (Strathfield)
 Sarah Ajaka (Strathfield)
 Janette Telford (North Sydney)
 Lorna Diaz (North Sydney)

Caitlin Hollins (North Sydney)
 Huy Nguyen (North Sydney)
 Alison Withers (Canberra)
 Jacinta Cloney (Canberra)
 Rachel Bahl (Canberra)
 Shuwei Zhang (Melbourne)
 Narelle Love (Melbourne)
 Jessica Morgan (Melbourne)
 Anne Moule (Melbourne)
 Corene Jones (Ballarat)

Meetings

7 February 2008
 16 April 2008
 27 June 2008
 8 October 2008 (ILL Practitioners)
 2 December 2008

Principle Matters Attended to during the Year

The Lending Services Standing Committee oversaw the following major initiatives in 2008:

1. Inter-Campus Loan Service

Beginning January 2008 library users were able to access resources at other ACU sites by requesting the item online from the catalogue.

2. Photo-request option on ACU serial holdings and book chapters

As with the inter-campus-loans service, photo-request facilitated access to the print collection of other ACU libraries. From the online catalogue students could request an electronic copy of a paper-based journal article or a book chapter located at another campus, to be delivered to their email address. Work began in late 2007 and the service was available for first semester 2008.

3. Patron Load System

The Patron Load Inter Face (PLIF) program continued to extract data from the student enrolments system (Banner) and load it to the library management system to create patron files. Issues raised in 2008, to be addressed in 2009 were: failure of PLIF to update certain records, leaving an inaccurate expiry date; the inability of Banner to distinguish external (or off-campus based) higher degree students.

4. Services to students with a disability

Copy/print cards: the Loans Desk continued to update its register of note-takers as approved by the campus Disability Advisors and to supply and monitor the use of their copy/print accounts.

Adaptive technology: MP3 players and recorders, and laptops with speech-to-text software and

enhanced visual/spoken software were first issued through the library system in 2007. In 2008 the strengthening collaboration of Library services (liaison, cataloguing, and loans) with the Student Equity and Disability Unit saw this service flourish. Approved students were able to borrow these resources from the Loans Desk, using their library card, and receive the standard library notices regarding due dates etc. Circulation via the library greatly improved the Unit's ability to monitor and maximize the use of this valuable technology. Lending Services could also provide data to the Unit to inform their continuing expansion of the collection.

5. Inter-library loans(ILL) module delay

In mid 2008, the library system provider (Unilinc) decided to await version 2 of the software, and to launch it at the beginning of 2009. An information session was held in September 2008, training was undertaken in October and November, and the training module became available in November. The ILL Practitioners Group formed, with Trish D'Arcy as our contact person with Unilinc. The Group met in October by videoconference, and discussion was ongoing via email to the end of the year.

6. Centralised purchasing

The expansion of intercampus loans and the imminent delivery of an online inter-library loan service called for a larger supply of the plastic book straps used to identify a book's home library. It proved cost-effective to place a single order and then package and post to the different sites. We will continue to purchase straps this way, and consider if central purchasing can be extended to other commodities.

7. Electronic reserve (E-reserve), document scanning and accessible PDF

Documents were moved to the Equella digital repository system at the end of 2007, and presentation and processes were refined in early 2008 with a much improved user interface. However, the growth of online courses and the use of Blackboard to support course content made it clear that all digital content should be in the one repository. Lending Services staff expect to continue to scan documents for loading to the Copyright database and to Blackboard, working in collaboration with the ACUonline unit. With the successful conclusion of an ESU project, Lending Services staff would also expect to create version of these documents that are accessible to the visually impaired.

Projects for 2009

- Implement the ILL module
- Include an SMS option for system generated notices
- Update sanctions lists by deleting aged records

Josephine Frawley
Chair, Lending Services Standing Committee

Technical Services Standing Committee

Membership:

Jim Graham (Chair)
 Rebecca Henson (Electronic Services Unit)
 Sam Hou (North Sydney)
 Jacinta Cloney/Rachael Bahl (Canberra)
 Freya Bruce/Anthony McCall (Brisbane)
 Marianne Gration (Ballarat)
 Alma Lukic (Strathfield)

Practitioner Email Groups.

Cataloguing, Serials and Acquisitions practitioners email groups continued to function in 2008 as a forum for the exchange of information, the solving of problems, etc.

Committee Membership Changes

- Jim Graham took over as chair at the beginning of the year.
- Jacinta Cloney and Rachael Bahl shared the representation for Canberra.
- Freya Bruce remained on the committee to work on the Vendor Consolidation Project.
- Marianne Gration represented both Victorian Libraries.
- Sydney moved to have a representative from each campus so Alma Lukic from Strathfield joined Sam Hou from North Sydney on the committee.

Meetings

Videoconferences were held on the following dates:

12 March
 26 May
 16 September
 18 November

Principle Matters Attended to during the Year

The Technical Services Standing Committee oversaw the following major initiatives in 2008:

Hardcopy serial consolidation -

- Papers were prepared and submissions were received from DA and EBSCO.
- SLF decided to use DA for all hardcopy serial subscriptions.
- Technical Services staff at Ballarat were given the task of moving all the subscriptions to DA for 2008.
- Subscriptions were successfully moved.

Vendor record consolidation -

- A large number of duplicate vendor records were identified in the system.
- There was a move to reduce the number but difficulties became apparent.
- The project became somewhat unnecessary when the decision was made to move to one vendor.

One Acquisitions Budget -

- Discipline based Order groups were setup.
- Procedures were developed to allow the ordering of material across more than one campus.
- A system of individual logons was set up to promote individual accountability.
- Reports on expenditure by Campus and by Order group were produced for the Director on request.
- Evaluation of the project showed its success and efficiency.

Requestor ID -

- A subroutine was developed whereby emails are sent to requestors to inform them that items that they have ordered have been catalogued and are available for loan.

Cataloguing -

- Standardised Procedures and Policies for the cataloguing of realia were developed.
- Standardised Procedures and Policies for the cataloguing of electronic resources were developed.

Stocktake -

- In Dec 07/Jan 08 Banyo Library successfully carried out a stocktake of its collection. Both ACU and UNILINC learnt a lot from the exercise about how stocktake works in Aleph.

Collection code rationalisation -

- Collection codes for both eresources and monographs were standardised across all campuses.
- UNILINC made a series of changes to actualise these decisions.
- SLF agreed with the TSSC's recommendation that all Prefixed collections should use a defining collection code. This necessitated changes in the way that some campuses catalogued their collections.
- Victoria took this opportunity to do a large rationalisation of their collections and collection codes which has simplified their arrangement.

Monograph Vendor consolidation -

- An initial investigation revealed that ACU Library used in excess of 350 different vendors in 2007. The SLF asked the TSSC to investigate consolidation of our vendors.
- A Request for Information (RFI) RFI was developed and sent to the top five vendors who receive 66% of our orders. viz. SPP, DA, Baker & Taylor, James Bennett and Blackwells. Bennett and Blackwells subsequently decided to submit a joint response.
- Campus Acquisitions staff were asked to rate each of the vendors against the RFI criteria.
- Mid-year the SLF decided after examining the responses to choose DA as ACU's one primary supplier starting from 1 January 2009.
- Since then :
 - Fulfilment criteria have been developed
 - Delivery standards set
 - Discounts negotiated
 - Campus profiles developed.
- In November Liaison librarians were trained by DA in the use of the DA database.
- Electronic Document Interchange (EDI) procedures have been developed with DA and Unilinc.

- Originally it was the intention to use EDI, from 1 January 2009, to transfer orders from the DA database to Unilinc's Aleph system but implementation was delayed 4-6 weeks when it became apparent that extra programming was necessary.

Professional Training and Development

The Chair attended 2 days of Technical Services training at UNILINC on 22 February and 2 May.

Future Directions

Projects for 2009 include:

- Full implementation of the use of EDI to transfer orders from the DA database to Aleph to allow Liaison Librarians to place firm orders on the database.
- Further rationalisation of collection codes.
- Investigating augmentation of subject access to the catalogue.
- Possible implementation of Primo and its effects on the Technical Services operations of the Library.

Jim Graham
Chair, Technical Services Standing Committee

CAMPUS LIBRARIES

Brisbane: Banyo Library

Banyo Library serves the students and staff of Australian Catholic University's McAuley at Banyo Campus and St Paul's Theological College (SPTC).

1. Staffing

2008 was a year of staff change at Banyo Library. Carolyn Willadsen resigned on 11 April as Liaison Librarian for Theology, Philosophy and SPTC. Carolyn had spent 20 years working at Banyo, firstly as Seminary Librarian and then as a Liaison Librarian for ACU. Her in-depth knowledge of the Theology collection will be sorely missed. Sarah Howard, formerly Shifts Librarian, was successful in her application for the Theology Liaison position. The Shifts Librarian job was filled by temporary staff until Margaret Enbom was appointed on 22 September. In November Robin Turnley moved from full-time to part-time; Trish D'Arcy was made a full time library technician and Justin Royes' two positions were consolidated into one.

Jim Graham finished his term as Convenor of the Queensland Universities Libraries Office of Cooperation mid-year.

Staff were able to attend a wide variety of staff development opportunities with 26 attendances at 16 different events throughout the year.

2. Collections

In 2008 4,747 new items were catalogued. They included 215 donations and 670 items purchased for the SPTC collection from funds provided by the Queensland Bishops. 245 items were withdrawn.

3. Client Services

The number of visitors to the Library grew by 22% from 155,111 in 2007 to 188,597 in 2008, a pleasing result.

The Banyo Library remains a strong net lender of Inter-Library Loans (ILLS). Banyo's requests were down by 27%, but supplies up by 3% with the result that Banyo supplies three times as many ILLs as it requests, i.e. 1265 verses 456 for the year. Much of this stems from the heavy external use of the SPTC collection, which is a valuable teaching and research resource both for staff and students of ACU as well as for the wider community.

Information Literacy classes were down from 91 to 79 but students attending the classes increased slightly from 1,471 to 1,475.

4. Highlights

The Library continued its collaboration with the Brisbane College of Theology (BCT) with Carolyn Willadsen and Sarah Howard, the Liaison Librarians for Theology, meeting regularly with colleagues from St Francis and Trinity Theological College Libraries. With the winding up of BCT at the end of 2009 the BCT Library Committee met for the last time on 10 December. Banyo Library has been involved in the negotiation of a Memorandum of Understanding with Trinity Theological College on cooperation in the provision services to the students and staff of both institutions. This will commence in January 2010.

The last meeting of the SPTC ACU Banyo Library Liaison committee was held on 11 November 2008. With SPTC integrating with ACU from January 2009 a new liaison committee with membership from Holy Spirit Seminary will be necessary to oversee, amongst other matters, the continuing funding by the Queensland Bishops of the SPTC collection.

In December Jim Graham travelled to the Divine Word University at Madang in Papua New Guinea and reported to the University President on progress in the development of its Library in the previous year. A donation of surplus books from our collections was sent to the University.

A number of refurbishments were undertaken within the Library during the year.

- The old reference desk was dismantled and replaced by a much smaller desk which better suits the needs of today's students and staff.
- Four iMAC computers were installed in a walk-up quick use facility for students adjacent to the reference desk. These have been well accepted by students and provide a very favourably first impression when entering the library.
- Two of the Library's five study rooms were upgraded and redesigned with LCD screens and glass white boards to facilitate group work by students with laptops.

Library staff ran a breakfast and raffle to raise money for the Salesian Missions in East Timor and sold poppies for the Banyo RSL. The Library was the internet cafe for 2,500 World Youth Day pilgrims who passed through the campus on their way to Sydney in July. Their youthful exuberance left a very positive mark on the campus.

Jim Graham
Library Manager (Brisbane)

Canberra: The Lewins Library

1. Staffing

In late January 2008, Rachael Bahl returned to work after having family leave for much of 2007. Jacinta Cloney undertook higher duties as Information Services Librarian from January until July to cover part of Kate Bunker's secondment to the Electronic Services Unit (ESU). Jacinta's position as Lending Services Co-ordinator was backfilled by Michael George. Michael left the Lewins Library in July, at which time, Jacinta returned to her substantive position. Cathie Oats filled the Information Services Librarian position from July to September. Kate Bunker was formally transferred to the ESU in November and the Information Services Librarian position was amended to align with the ACU Liaison Librarian structure and advertised as a permanent, full-time Liaison Librarian/Cataloguer position in November.

Also on secondment for much of 2008 was Lindsey Ross – Lindsey moved from working as a full-time library assistant to work as the Administrative Officer with ACU School of Social Work in Canberra. Two part-time library assistants - Anita Godley and Alison Withers joined the team in April to cover the work that Lindsey had been doing on a full-time basis. Also joining the team in April was a part-time librarian - Liz Jamieson.

Along with all the staff movements, a significant change for the Lewins Library (as mentioned earlier) was the move at the end of the year to the liaison librarian program. Canberra was the final ACU campus Library to move to this program. The ACU Library now has liaison librarians in place on all campuses to support academic staff and students. Each liaison librarian has responsibility for an academic area or areas and their role is to facilitate closer communication and collaboration between the Library and the Schools, and to offer reference and other information assistance to enhance the quality of the University's teaching, learning and research activities.

2. Collections

As in previous years, in 2008, the Lewins Library continued to acquire print and other types of material for the established subject areas taught at the Canberra campus – Nursing, Social Work, Theology, Philosophy and Education (Early Childhood, Primary, Secondary, Educational Leadership and Religious Education). In Canberra, there was a solid increase in the relative amount spent on print and other physical resources which relates to the continued purchasing in the established areas but also to the considerable collection development work being done in the areas relating to Canberra's new courses – i.e. Nursing and Early Childhood Education.

Canberra, together with the ACU campus libraries, also contributed to the selection, promotion and use of the growing number of electronic books (including electronic reference material) that are being acquired for use by staff and students both on- and off-campus.

3. Client Services

In 2008, the Lewins Library ran a number of information literacy classes, including general and customised sessions, as well as orientation sessions at the start of the year and also mid-year. During the year, these sessions were shared more between the librarians rather than having it as the sole responsibility of the Information Services Librarian.

The Library again worked with our local Academic Skills Advisor, Margaret Carmody, on a shared program called *Ready, Set, Go!*, to provide first year students with information about a range of areas relating to university study including: study skills, referencing and library/research skills. It was also a major contributor to the Signadou Digital Realities program, a lecture and workshop series on such topics as: Unpacking Google, Setting up blogs, Using wikis, Finding and Using ebooks, etc.

Circulation and reference services continued to be core activities for the Lewins Library in 2008, with staff fielding queries from both on campus and off campus library users. The refurbishment of the Information Commons has made this area very appealing and students are making good use of the PCs and other study and meeting facilities.

Supply of interlibrary loans (ILLs) for 2008 remained quite high although not as high as in 2007 – with 256 items supplied in 2008 compared to 356 last year. Requesting also increased slightly – 94 for 2008 compared to 78 requests in 2007. The new intercampus loans service (ICLS) increased loans between campuses quite substantially with Canberra's postage budget more than doubling in 2008. The ICLS is an excellent resource sharing initiative and is proving to be very popular with students on this campus.

4. Highlights

As reported for 2007, a considerable amount of work was done in refurbishing the Information Commons and Library workroom. This refurbishment was enhanced further in 2008 with the recarpeting of the workroom and the entire ground floor library collection areas, including the Group PC study, the general collections, the Video/DVD collection and the Curriculum Resources and Teaching Resources areas. This project involved packing up and unpacking every item in these collections and moving all of the furniture and shelving, however with the assistance of removalists and Canberra Campus Operations staff, it all went very smoothly and has improved the appearance of this part of the library considerably.

Annette McGuinness
Library Manager (Canberra)

The Sydney Libraries

1. Staffing

2008 saw the last round of appointments resulting from the Sydney Library Staffing Review conducted in 2006.

North Sydney:

Caitlin Hollins, Library Assistant (Loans), appointed on 7/1/08

Karen Murphy, Library Assistant (Shelving), appointed on 4/2/08

Taisia Veronova, Librarian (Information Services), appointed on 23/2/08

Sophie Chen, Library Assistant (Shelving), appointed on 3/3/08

Strathfield:

Joanna Coad, Library Technician (Loans), appointed on 22/12/08

Frances Liston, Library Assistant (Loans), appointed on 22/12/08

James Russell, Library Technician (Loans), appointed on 22/12/08

Nuryani Lay, Library Assistant (Loans), appointed on 22/12/08

Celia Brown (Liaison Librarian – Exercise Science) commenced family leave in August, and was replaced by Kim Houhlias.

A longstanding staff member, Cecilia Tazzyman, retired in November. Over a 19-year period Cecilia worked in a number of roles on both the Strathfield and Castle Hill campuses. In recent years she was Liaison Librarian for Theology, Philosophy, Social Work and Exercise Science. As well as providing a consistently high level of assistance to students and staff over the years, Cecilia also contributed to the initial development of the CathLINK Australia website.

Staff on both campuses participated in a range of training and development activities throughout the year, with a continuing emphasis on ways of applying new information technologies that can enhance services to clients. Highlights include Vicki Bourbous' (Liaison Librarian) attendance at a master class in April entitled *Revolutionsing Library Management* which covered the utilisation by libraries of the various Web 2.0 technologies such as blogs, wikis, social networking, social bookmarking, podcasting and mobile technologies. In October a group of staff from both Sydney campuses participated in the annual *Libraries Australian Forum* sponsored by the National Library of Australia. This year's topics included next generation library catalogues and the future of library spaces.

2. Collections

The relatively new role of Liaison Librarian made a significant impact on collection development during 2008. During the year a total of 6,255 items were added to the two Sydney libraries. The librarians focused on building up the collection in the following areas during the year:

- Traditional Chinese Medicine
- English language skills resources
- Career Education and Counselling
- History Curriculum
- Early Childhood
- Music Education
- Religious Education Primary Curriculum
- Society and Culture 7-12 Curriculum
- Educational Psychology
- Learning Theories
- Sociology of Education
- ICT in Education
- Inclusive Education
- Research in Education
- Feminist Studies
- Climate Change
- Globalisation

The Liaison Librarian for the School of Business, Geraldine Marsh, produced an in-depth assessment of resources in this area of the collection. The objectives of the review were:

- To assess the current state of the monograph collection for Business and Informatics, including its size, scope, physical condition, age and use levels.
- To identify strengths and weaknesses within the collection.
- To identify collection development and maintenance needs.
- To use this information as a basis for further collection development planning.

At North Sydney the Liaison Librarians, in collaboration with academic staff, undertook a major culling program which resulted in many old and dated resources, as well as those resources in subjects areas no longer taught on campus, being withdrawn from the collection. Withdrawn items were donated to the St Michael's Mission Society to support their work in India.

A major outbreak of mould occurred in the North Sydney Library in January 2008 effecting over 2,000 books. This problem, which has occurred on two previous occasions, is caused by increased humidity levels when the building's air-conditioning system is switched off, especially during the extended Christmas/New Year break. A professional mould treatment company was engaged to treat the items and install dehumidifiers to reduce the humidity levels. A long term solution is currently being sought by Campus management.

3. Client Services

In 2008 the Sydney Liaison Librarian program, introduced the previous year, was reviewed and the range of services to staff and students further defined. This resulted in the drafting of a *Liaison Librarians Framework* paper, the purpose of which was to "set a vision for the ACU

Sydney Liaison Librarian Programme and outline core activities and suggested strategies through which such a vision might be realised.” The paper was also designed to “provide new and existing Liaison Librarians with a shared understanding of the scope and nature of their roles.”

During the year 157 information literacy sessions were conducted by Library staff at the North Sydney campus with 2,147 students participating. At Strathfield 65 sessions were conducted involving 1,235 students. The majority of sessions were delivered to commencing students during the first 6 weeks of semester 1. The following sessions were introduced for the first time in 2008:

- A second semester database refresher course for ACUcom Diploma students,
- Research and EndNote sessions for Nursing honours students
- ‘Succeeding in Second Semester’ session for Nursing student (in conjunction with Academic Skills staff)
- ‘What’s New in the Library’ session for second year students within Nursing Program Time
- EndNote version XI session for academic staff
- Library sessions conducted within tutorial time for the common first year Education unit ‘Context for Development and Learning’.

4. Highlights

In January 2008 a cross-institutional agreement was signed between the university and the Southern Cross College of Assemblies of God in Australia which incorporated: “Provision for transparent library exchange, including mutual borrowing and digital repository access rights for enrolled students and the faculty of each institution, consistent with copyright restrictions and vendor licence agreements for electronic resources.” A Library Cooperation Agreement between ACU Sydney Libraries and the SCC James Wallace Memorial Library at Chester Hill was subsequently entered into, providing reciprocal borrowing privileges to students and staff from both institutions.

The Strathfield Library assisted with the accreditation process for the Master of Social Work programme which included a visit to the campus Library by the Head of School and a consultant from the Australian Association of Social Workers on 21 November.

In recognition of the partnership between the Institute of Counselling and the University’s School of Social Work, the two organisations entered into a Library agreement in September, enabling students and staff at the Institute to borrow resources held by the Strathfield Campus Library.

Academic Skills staff spent 2 hours/4 days per week in the North Sydney library in the first few weeks of semester 1 to help students with assignment and referencing queries.

Stephen Oakshott,
Library Manager (Sydney)

The Victorian Libraries

1. Staffing

This year there have not been many changes in staffing. Staff who were recruited last year were busy settling in and everyone was focused on delivering service to the staff and students. This has been particularly so for our Liaison Librarians who completed their first full year in their new roles.

During the year Liz Hartmann, Deputy Manager in Ballarat, was seconded to run a pilot project providing library materials in alternative formats for clients who have disabilities. With the demand for this service quickly becoming established, another person was needed to help with the work and Karen Twelftree, Library Technician in Melbourne, was also seconded. A review of the service at the end of the year confirmed that there an ongoing need and Liz and Karen were transferred permanently to what is now known as the Disability Services Unit. Marianne Gratton has been acting Deputy Library Manager in Ballarat.

Marianne has also taken on responsibility for Technical Services on both campuses. This has enabled us to integrate operations on both campuses more effectively, which in turn has lead to an increased efficiency in the use of staff time. Through sharing of work across the campuses we have been able to complete a number of projects which otherwise would not have been attempted. Marianne travels to Melbourne once a week and is in very regular phone and email contact with the Melbourne staff she supervises.

2. Collections

Spending on the collection in Melbourne was slightly down this year, in the first full year of the new library acquisitions regime. We would expect that this will revert to around previous levels in the coming year as the Liaison Librarians work even more closely with academic staff in their portfolio areas. At the end of the year the Melbourne library catalogue listed 122,234 items and in Ballarat 43,632 items.

During the year a major weeding project was undertaken in Melbourne so that space could be found to create a new Silent Study area, with 42 study carrels, at the western end of the collection, in order to meet the growing demand for study places. Serials volumes which duplicated our online holdings were discarded and there was a major reduction in the size of the Curriculum Collection. The latter had not been weeded for sometime, so this work was at once timely and effective. This collection will now be a focus for renewal and development in 2009.

Another of the projects that we embarked on was the assignment of a Dewey classification number to the items in our Picture Book collection. While this approach is somewhat unusual, we are keen to improve the access that students have to these books through browsing access. This work has been accompanied by the enrichment of the subject headings attached in the records. All of the work in this project, covering both campuses, was done by the staff in Ballarat.

A review of the Melbourne library's music special collections was conducted with particular consideration given to usage and access issues. A decision was taken to disband the Church Music Research Collection and the Allan Moffat Organ Music Collection. The items in these two collections are now being integrated into the library's main music collection in order that they are more readily available for student and staff use.

At the end of the year the Melbourne Library received another donation of children's books from Grace and John Nolan, to add to the already substantial collection that they have given. The library is grateful to both Grace and John for their generosity, as this latest donation further enhances and strengthens what has become a first rate resource.

The library special collections in this area had previously come under one umbrella with the name, the Early Children's Literature Collection. In order to recognise better the contributions of the benefactors who have made these collections possible, the library is now moving to use two collection names, the Nolan Children's Literature Collection and the Cullican Children's Literature Collection.

3. Client Services

Both libraries were again busy in 2008. This was particularly so in Melbourne where the library computers were all in use during the day and where all available seats were often taken and students had to resort to sitting on the floor.

The Information Desk was busy at both sites, though having an IT person on the desk in Melbourne between 11:00am and 1:00pm certainly helped in dealing with computer-related issues. The number of students bringing their own laptops on to campus and who require assistance has grown dramatically. The single service desk in Ballarat has proved to very effective in service delivery and popular with the staff. In quiet times we are able to use staff time more efficiently as a result.

The Information Literacy program was conducted on both campuses and reached a very large proportion of the new students arriving on campus. In order that help is available during the semester when students need it most we have begun running drop-in sessions and these have proved quite popular.

As mentioned above the Liaison program is now at the end of its first full year. Amongst other duties the librarians involved have been working closely with staff in designing information literacy sessions and in developing the collection to support teaching and learning better. Academic staff have given positive feedback about having their own library contact.

During the latter half of second semester the library in Melbourne was given 10 laptop computers with which to conduct a trial of two-hour student borrowing for use on campus. This proved to be a popular initiative, which in part addresses the ever-present demand for more computers and also the fact that the library is currently out of space to add any further fixed desktop machines. Given the interest shown during the trial an additional 15 machines will be made available in 2009.

4. Highlights

Although the library received quite a deal of feedback about the inadequacies of the facilities in both libraries from the bi-annual client satisfaction survey, it was good to receive a lot of positive comments about the library staff and the service that they provide.

It was pleasing to be able to take positive steps toward being able to address some of the issues that students raised about facilities. In particular the successful creation of the Silent Study area in Melbourne, where early indications are that this will prove to very popular with those looking for somewhere to study quietly and to prepare for exams.

Work has begun on a submission for funding, to be finalised during the first half of the coming year, to increase the number of study and discussion places that are available.

Another successfully completed project was the re-carpeting of the main collection area and mezzanine floor in the Ballarat Library. A considerable amount of preparatory planning was rewarded with an operation that was completed on schedule and without problems. The new carpet tiles give the whole area a lift and integrate well with the existing appointments.

Another highlight has been the cooperative manner in which the staff of both campuses have worked together to complete a number of collection management and acquisitions projects. It is because of this kind of co-operation that the library is able to report that it has had a very productive year.

Stuart Whelan
Library Manager (Victoria)

ELECTRONIC SERVICES UNIT

1. Staffing

The Electronic Services Unit has staff on five campuses and our annual face-to-face meeting was held in Brisbane on 24-25 June 2008. Two new staff transferred to the Unit in 2008. Kate Bunker joined the Web Services Development Team in November following a twelve-month secondment from the Canberra Campus Library. Wai-Leng Wong transferred from ACU Online in June to take responsibility for implementing SharePoint for the Library. Ashley Criss, a year 11 student from Rosebank College, did a three-month, work experience placement.

2. Collections

2008 was a period of rapid expansion for the electronic resources collection, in particular electronic books which grew by 80% to 53,500 titles. The Library concentrated on the selection of individual titles as well as purchasing pre-packaged collections. Included were titles from Ebook Library, NetLibrary, Springer Ebooks, and Books@Ovid. Holdings of primary resources for research were expanded with the purchase of the Digital Library of the Catholic Reformation and the Digital Library of Classic Protestant Texts. Four major electronic reference collections, Credo, Sage eReference, Cambridge Companions, and Brill Online eReference, were added to the collection. The Library acquired its first collection of talking books, Naxos Spoken Word Library, and its first video database, Informit Media – TV News.

The number of electronic journals grew by 22% to 38,358 including the continuing conversion of print titles to electronic. Ten publisher's collections were added including the Biblical Archaeology Society, Blackwell Compass, British Medical Journals, CSIRO, Duke University Press, Mary Ann Liebert, Maney Publishing, MIT Press and Elsevier's Science Direct Freedom Collection. Journal archives strengthen our current collections and support research by adding deep backfiles usually back to volume 1, issue 1. Nine archival collections were purchased in 2008 from Elsevier, JSTOR, Lippincott, Oxford, Sage, Springer and Wiley in the areas of nursing, arts, social sciences and humanities. Fifteen new databases were acquired, the most significant being Proquest 5000, FinAnalysis, and the Proquest Film, Performing Arts and Music bundle.

3. Client Services

The Electronic Services Unit (ESU) coordinated several significant projects in 2008:

- A beta version of Research Connect, the University's eprint archive, was developed and populated with selected research output together with metadata about the researchers.
- SharePoint was configured for Library use and implemented for all Standing Committees, major groups and projects.
- Procedures for acquiring ebooks were established and disseminated to the relevant staff on each campus for implementation.
- A first for ACU and for Unilinc, was using SFX to populate the Library catalogue with our ebook holdings.

- Ereserve was migrated from the Library web site to Equella, the Library's learning object management system.
- Same-sign in authentication was set up for Metalib, the Library's federated search system for accessing electronic resources.
- ACU Library was amongst the first in Australia to implement Verde, an online management module for electronic resources, which went live in February 2008.

ESU staff participated in the following external committees and working parties:

- CAVAL Digital Resources Advisory Committee (Leticia Medwell, Chair)
- QULOC Information and Communications Technology Working Party (Peter Blake, Convenor)
- CEIRC Datasets Coordinators Meeting

ESU staff participated in the following cross-departmental University committees and working parties:

- Website and Online Modules Working Party
- Flexible Learning and Teaching Working Party
- Website Development Working Party
- Copyright Image Database
- Copyright Online Module Working Party
- Change Control Board
- SharePoint Development Workshop

4. Highlights

- Donna Laffan was the 2008 recipient of the Vice-Chancellor's Development Award for a project entitled Addressing Accessibility Needs in Scanned Electronic Resources.
- Donna Laffan graduated in 2008 with a Certificate IV in Frontline Management from TAFE. She was awarded a Vice-Chancellor's scholarship to complete the course.
- Donna Laffan was awarded a highly commended in the QLD Library Achiever Awards for 2008. The category was innovation and the title of the nomination was *Innovative Use of Ezproxy to provide Walk-In Access to Electronic Resources*.
<http://www.alia.org.au/awards/merit/qld.laoty>.
- Kate Bunker and Heather Pearsall presented a paper titled Collection Development Perspective (costs, budget, selection policies, responsibilities) at URLS ACT Ebook Seminar, 17 June 2008, Canberra.
- A number of Electronic Services Unit staff worked as volunteers for World Youth Day assisting pilgrims at Mary MacKillop Place and those visiting ACU campuses.

Heather Pearsall
Library Manager (Electronic Services)

COPYING AND PRINTING SERVICE

Facilities

Growth in online courses and enrolments, especially in the Melbourne, made it imperative to accelerate hardware upgrades. We replaced all printers remaining from the original 2003 contract, added four new print release stations and replaced another seven print release station PCs. In October 2008, we extended E-pay to Melbourne and Strathfield libraries.

Customer service

Unreliable batch loading of ID files to the server was backed up by library staff who inserted data directly into the print/copy card database to create online accounts. In Melbourne, members of staff also managed the copy and print facilities, and responded to student service requests, aiming for a turn-around time of 48 hours. This was consistently achieved by the end of 2008.

Statistics - cash management

MBM's cash management system turned over \$483,500 in 2008, of which \$357,000 was generated by print/copy sales. Stored credit, and cash received for Fines, Community Borrower and Alumni fees, Replacements and Sales (stationery and after-hours snacks) accounted for the remaining \$100,500. Total cash turnover increased by \$17,778 from 2007. Total costs were \$413,200, an increase of \$64,382 from 2007, due to expenditure on new stock.

Statistics - printing and copying

Copy/print copies totalled 3,352,234 in 2008, down by 124,280 from 2007 (3.6%) due to downturns at Melbourne and North Sydney – other sites showed a marked increase in activity. Colour transactions increased by 29%, thus increasing the value of print copy sales from 2007.

Goals for 2009

- Reduce print/copy charges to students, especially colour prices, facilitated by acquisition new cost-efficient MDF stock.
- Extend E-pay to Brisbane and Canberra.
- Promote scanning service from new MDF machines.

Goals for 2010 and beyond

- A Cash Management System providing reliable management reports and ideally, web-based access to all account holders.
- The system to be integrated with the ID card software and networked across all sites.
- Copy/print online accounts authenticated against the University's Active Directory.
- E-pay at all sites to eliminate cash handling and collection.
- Personal and remote Technical Support provided to each site.

University Printing and Copying Consortium (UPCC)

The UPCC met in June and December 2008. The libraries of UNSW and UWS had, like ACU, extended their agreements with Monitor Business Machines until the end of 2009.

Josephine Frawley,
Library Manager (Infrastructure and Strategic Initiatives)

DISABILITY SERVICES

A service to produce text books and required readings for students assessed as having a print disability by the University's Equity and Disability Unit (EDU) was trialled throughout 2008. Liz Hayward was allocated the role of establishing and developing this key initiative. Karen Twelftree was assigned 15 hours per week to assist but because of the volume of work this time fraction has increased to full-time. The Disability Services Library unit (DSL) works in close co-operation with the EDU as well as drawing on the expertise of IT staff within the Electronic Services Unit of the Library.

The DSL is now able to assist students with a range of disabilities by providing material in a variety of formats including: DAISY (the international standard), MP3 (audio files), rich text format as well as accessible PDF. In semester 2 2008 we assisted 25 students by providing 57 text books and 214 required readings in alternative formats. The first priority is always to source electronic formats directly from publishers; these are often provided in a format that needs further conversion or DSL needs to produce a file from a hard copy. All students receive their resources via a secure personal web page and are notified each time an item is added via email. Students with unreliable or slow internet access visit their campus library or Disability Adviser for assistance to download and save files.

The biggest challenge facing timely provision of service is obtaining information required from academic staff. The processes we use are state-of-the-art but creating and proof reading alternative formats is extremely labour intensive and there are particular challenges in trying to distribute the workload across the semester. Early notification of required texts and schedules of readings would be of major benefit to the students that we assist.

Overall the provision of service markedly improved throughout the year and certainly on the University's previous practice. We have been encouraged and gratified by the positive feedback that has been received and look forward to further improving and developing the service throughout 2009. Appreciative statements from registered students have included:

'Without your support, I couldn't have scored consistently [sic] with a more often than not distinction average. You've taken the heartache and frustration out of learning for one who cannot access the printed word and made learning a joy!'

"This is excellent! even if my computer were to keel over tomorrow, my resources would still remain intact. Thank you so much for such a forward thinking model of access!"

"In a nutshell I believe the alternative formats are fine how the're being given in this regard and I can't be improved. I need to knuckle down and study more."

Liz Hayward
Senior Librarian (Disability Services)