

LIBRARY ANNUAL REPORT 2007

Director's Overview

Since the Library was established as a single organisational entity in 1996 we have been able to improve our services, facilities and collections from each year to the next. I am pleased to say 2007 was no exception. In spite of significant challenges posed by the very substantial increases in student numbers on some campuses, our collections, services and facilities all moved forward. These positive developments resulted from a number of factors but by far the most significant is the continuing commitment and enthusiasm of the Library staff at all levels. They are the foundation on which all our success has been built. The major highlights for the Library in 2007 were:

- Improved funding levels enabled the Library to enhance facilities, collections and services. The budget was framed in a way that ensured sustainability of core collections and services into the future even if there were to be adverse financial developments such as a reduction in funding in real terms or a substantial fall in the Australian dollar.

Therefore increases in staffing numbers were kept well below the overall level of budget growth and money was invested in a number of one-off expenditures such as the purchase of backruns of electronic journals, minor refurbishment projects and the cataloguing of backlogs in donated material.

- Acquisitions expenditure passed the two million dollar mark for the first time and at \$2,188,949 represented a 51 percent increase in the last four years. The strengthening of the Australian dollar greatly improved the Library's purchasing power for the year.
- The main achievements to note with regard to the collection are:
 - Our holdings of electronic journals and reference materials are now first rate in the University's key discipline areas, with quite good coverage also for the smaller academic programs.
 - Support for research remained a priority with more backruns of electronic journals being purchased – we hope to spend up to two million dollars in this area in the five-year period 2007 – 2011. We still have much to do but solid progress is being made.
 - More electronic book collections were purchased but most key texts are still only available in print.
 - Therefore expenditure on print books remained robust and proportionately higher than for most, and quite possibly all, Australian universities.
- A number of our policies were strengthened, especially the Collection Development Policy, which had a radical but very well received overhaul.
- There were no major refurbishment projects but we continued to upgrade furniture and equipment in each of our campus libraries.

- The increasing popularity of the information commons was evident. In a related development the use of photocopying continued to decline, which was more than balanced by a jump in the use of printing facilities.
- Our libraries generally were more heavily used with gate counts continuing to rise and most statistics showing solid gains. Interesting this included the figures for loans, which went up quite strongly partly, no doubt, as a result of the introduction of new lending policies but also because print material still meets a significant portion of the information needs of students.
- Liaison librarian positions were established on the two Sydney campuses as a result of the 2006 restructure and had their first full year of operation. They were an outstanding success. Similar positions have been operating for many years in the Banyo Library and it is clear from the experiences of all three sites that liaison librarians greatly improve cooperation with the Schools and therefore services to our clientele. Similar roles will be introduced in Victoria and Canberra in 2008.
- The value of the St Paul's Collection should be acknowledged. It has greatly strengthened the University's holdings in Theology as can be seen by the solid inter-campus loan traffic between the Banyo Library and the other campus libraries.

Major Challenges

The Library faced a number of important challenges:

- The rapid growth in student numbers especially on the three largest campuses could not be matched with an increase in space. As a result over-crowding became a serious issue on both Sydney campuses and even more so in Melbourne.
- The overall increase in activity has also seen a greater workload for the library staff. Given the projections for student numbers in the next few years this will remain a major challenge.
- Services to fully online students are still below where they should be and this has been identified as a priority area for the Library.
- Library management has to devote an increasingly large amount of time to administrative matters, especially related to staffing, training and planning. This significant addition to their workload has had a direct bearing on their capacity to oversee the provision of services to our clientele.

These challenges notwithstanding the Library is making strong progress across the board and there is every reason to be confident that this will continue.

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,
- All students and staff of St Paul's Theological College, Banyo,
- 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,
- Staff of the Catholic Education Office, Melbourne,
- 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 Affairs), who also chairs the ACU National 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 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 Senior Library Forum 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 Senior Library Forum, 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 four times in 2007 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 Core Planning Group on the budgetary needs of the Library,
- To receive and distribute the Annual Report of the Director, Libraries.

Its membership is:

- 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
- Nominees of Student Representative Councils (currently one undergraduate and one postgraduate student)

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 Librarians),
- ACTUAL (ACT University and Academic Librarians),
- UNISON (University Librarians in the State of NSW).

Statistical Snapshot

Our statistics remained healthy for 2007 with the major highlights being:

	Loans				
	2003	2004	2005	2006	2007
Total Loans	N/A	308,432	294,569	274,245	301,432

The figures for 2003 are not included as we introduced a new method of calculating total loans for 2004 (to be consistent with sector-wide benchmarking). Print loans have reversed their recent decline, 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				
	2003	2004	2005	2006	2007
Supplied	2,978	2,737	2,414	2,878	2,948
Received	2,648	2,447	1,963	1,986	1,903

ACU National continued to be a net lender with the 2007 figures confirming the significant shift of the previous year. These developments mirror the statistics from University Library Australia (a reciprocal borrowing scheme) where we are a solid net lender.

	Acquisitions Expenditure				
	2003	2004	2005	2006	2007
Serials	\$913,764	\$830,051	\$674,791	\$833,776	\$1,151,083
Monograph	\$536,661	\$644,544	\$1,022,489	\$1,056,156	\$1,037,866
Total	\$1,450,425	\$1,474,595	\$1,697,280	\$1,889,932	\$2,188,949

The growth in acquisitions spending significantly outpaced inflation with expenditure on serials and monographs both being at record levels. The strengthening Australian dollar added to a very bright picture.

The trend towards electronic publications continued but was not even. In the serials area 87 percent of the expenditure was committed to electronic titles whereas for books it was only 17 percent.

	Serial titles				
	2003	2004	2005	2006	2007
Total serial titles	7,759	10,540	25,028	26,499	31,357

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 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

	2003	2004	2005	2006	2007
Total volumes	460,903	442,779	459,133	479,505	486,607

The growth in the print collections has resumed following the statistical blimp in 2004 when a number of phantom records were removed from the catalogue. The slower net growth in 2007 (as compared to 2006) is the result of an increase in the number of withdrawals from the collection (both material weeded and records updated as a result of stocktakes). Further our electronic book collection now has around 30,000 titles.

STANDING COMMITTEES

Communication Standing Committee

Membership

Stuart Whelan (Chair) (Victoria)
Leticia Medwell (Electronic Services Unit)
Peter Blake (Electronic Services Unit)
Cecilia Tazzyman (Strathfield)
Josephine McGill (Canberra)
Francesca Higgins (North Sydney)
Beth Crawter (Brisbane)

Meetings

The Committee met twice in the first half of the year and then went into abeyance due to other work commitments of the Chair.

Principle Matters Attended to during the Year

The Committee had worked steadily in the latter half of 2006 on the design for a new library website. The work on this was completed in time for its launch for the beginning of first semester 2007. Work on the website continued throughout the year in order to keep it current. The Committee also began discussions about how the library should communicate with its users through newsletters and other means.

Stuart Whelan
Chair, Communication Standing Committee

Information Services Standing Committee

Membership

The Chair of the Information Services Standing Committee (ISSC) changed in May 2007 with Annette McGuinness, the new Library Manager at the Canberra Campus taking on the role. The previous Chair, Liz Hartmann remained a member of the group for the year. Other representatives of the Committee for 2007 were:

Daryl Bailey/Vera Pohl (Melbourne)
Vicki Bourbous (Strathfield)
Freya Bruce (Brisbane)
Kate Bunker (Canberra then Electronic Services Unit)
Colleen Hutchison (North Sydney)
Leticia Medwell (Electronic Services Unit)

Meetings

The ISSC met on a regular basis throughout the year from February to December. Seven meetings were hosted via teleconference or videoconference and one meeting (November 12-13) was part of a two-day face-to-face training program.

Principle Matters Attended to during the Year

The main focus for the ISSC for 2007 was on improving the pathways - both on campus and online, to library information, services and resources for ACU staff and students. The ACU Library provides access to a number of valuable information services and an extensive range of resources, so it is important that this access is as easy and as seamless as possible. While there are still many improvements to be made, some good developments were achieved during 2007.

1. Information Literacy

Our campus-based information literacy programs were run at the start of the year and after the mid-year intake. A review of the various information literacy programs took place after the orientation sessions and this was beneficial for highlighting the successes (i.e. what worked) and where were the areas for development.

2. Focus Groups

As part of its commitment to enhancing off-campus access to information, resources and services, the ISSC conducted a series of focus groups with its main client types during Semester 2, 2007. A series of focus groups were run at each campus library with separate sessions for academic staff, undergraduate and postgraduate students. The informative feedback provided at these sessions was incorporated into a series of recommendations that have been tabled with the Senior Library Forum.

3. New Databases and Electronic Journals

The members of the ISSC reviewed the 2007 Datasets Report (proposed purchases of electronic journals, databases and reference and ebook collections) and tabled its recommendations at the last Collection Development Standing Committee meeting. The ISSC group is expected to take a stronger role in decision-making in this area from 2008 onwards.

4. Subject Guides

A number of guides to information available online were developed for ACU's key subject areas and these were made available early in 2007. In addition, *some* of the campus libraries printed subject guides offering lists of recommended resources from the relevant campus library's print and electronic resources. In the interests of consistency and in improving maximum usage of our entire collection, work began (at the end of 2007) on redeveloping the electronically available subject guides so that they will provide starting points for using both our print and our electronic resources in identified subject areas.

5. Captivate Training/Development of Online Tutorials

A valuable experience in 2007 was the running of a two-day face to face training session in Canberra focused on Adobe Captivate®. Captivate is software that enables people to record and edit web-based activities and to then quite easily create either demonstration or interactive-based online tutorials. Annette McGuinness and Sevi Esat from UNSW@ADFA ran the training. As part of the program, the group decided on the topics for the online tutorials and allocated these. Preferences for the "look" of the tutorials, including consistent title and ending slides and common defaults for the style, fonts, colours, etc were also decided.

Two tutorials (*Finding Journals Online* and *Using Advanced Search in the Library Catalogue*) were available at the end of 2007. A number of others were in review at this time and more will be made available in 2008.

Annette McGuinness
Chair, Information Services Standing Committee

Lending Services Standing Committee

Membership

Jim Graham (Chair) (Brisbane)
John Eliot (Brisbane)
Krys Suvorovs (Brisbane)
Donna Laffan (Electronic Services Unit)
Peter Blake (Electronic Services Unit)
Marlene Smith (Strathfield)
Michelle Matek (Strathfield)
Sarah Ajaka (Strathfield)
Janette Telford (North Sydney)
Francesca Higgins (North Sydney)
Lorna Diaz (North Sydney)
Huy Nguyen (North Sydney)
Jacinta Cloney (Canberra)
Josephine McGill (Canberra)
Narelle Love (Melbourne)
Anne Moule (Melbourne)
Karen Twelftree (Melbourne)
Corene Jones (Ballarat)

Meetings

15 February 2007
18 April 2007
30 May 2007
25 June 2007
4 October 2007
21 November 2007

Principle Matters Attended to during the Year

The Lending Services Standing Committee oversaw the following major initiatives in 2007:

1. Movement of Ereserve to Equella

During 2007 the Committee developed a new structure for eReserve housed on the Equella server. This was implemented for Semester 1 2008.

2. New Inter-Campus Loan (ICL) Policy

The Committee developed and obtained approval for a new, more liberal, ICL policy to be implemented in 2008. Considerable liaison was necessary with UNILINC to ensure that the ICLs could be initiated from the OPAC and that the Aleph Circulation module would efficiently handle and route this particular type of loan.

3. Loan Conditions

More liberalised loan conditions were introduced with the result that loans increased by 10 percent, the first increase in three years.

4. Service to Off-campus Students

A policy of not allocating off-campus students to a particular campus was implemented. The Aleph system was altered and the patron load program amended to allow off campus students to be able to request books from any campus via the OPAC.

5. Scanning Service

Uniform guidelines, procedures and web content were developed for the scanning service, offered to academic staff preparing online units.

6. Patron Load System (PLIF)

The PLIF had to be monitored continually to ensure that patron data were accurate. The PLIF load code was altered to handle the various changes made to loan conditions during the year.

7. Security Gate Procedures

The committee developed and obtained the necessary approval for a set of uniform procedures to be used across all campus libraries.

8. Thesis Requests

In conjunction with the Technical Services Standing Committee a new policy was written, approved and published on the web. It outlined when and how theses would be obtained either by way of outright purchase for the collection or by Inter-Library Loan for the requestor.

9. Aleph Materials Booking Module

The Committee ran trials with the module on the booking of rooms, computers, course readings, DVDs and videos. Room and computer bookings were not successful. Work continues on the possibility of using the module to place bookings on DVDs, videos and course readings.

10. In-house Statistics

The Committee formulated a standardised approach using Aleph to keep statistics on the in-house use of resources.

11. Stocktakes

The Committee negotiated with UNILINC for two campuses (McAuley at Banyo and Mount St Mary) to stocktake their collection over the December/January period. This was a first for both campuses and UNILINC and produced many valuable lessons. In the collections many problems were identified and corrected. The Brisbane Library reported a loss rate of 1.14 percent, which was extremely low.

Jim Graham
Chair, Lending Services Standing Committee

Technical Services Standing Committee

Membership:

Josephine Frawley (Chair)
Rebecca Henson (Electronic Services Unit)
Sam Hou (Sydney Libraries)
Nancy Clarke/Kate Bunker/Jessica Hildyard (Signadou)
Freya Bruce/Anthony McCall (Brisbane)
Marianne Gration (Ballarat)
Fiona Gibson (Melbourne)

Committee Membership Changes

- Signadou Library Manager, Nancy Clarke, retired in April and nominated Librarian Kate Bunker to represent Signadou. In October, Kate moved to the Electronic Services Unit, and Jessica Hildyard took her place for remainder of 2007.
- Freya Bruce promoted to Deputy Library Manager in May, but remained in an advisory role for the one-budget project.
- From September, managers Jim Graham and Josephine Frawley began a transition process with the aim of exchanging Chair positions in 2008. They became full participants in the discussions of both the TSSC and the Lending Services Standing Committee.

Technical Services (TS) Staff Changes

Departures

In January, Helen Lieng retired after some 30 years of cataloguing for the North Sydney campus, and Rachael Bahl, who was the contact person for the Serials Practitioners sub-committee, commenced twelve month maternity leave.

Arrivals

In March, Geraldine Marsh and Gertrud an Huef commenced cataloguing duties at North Sydney.

Meetings

3 April, 8 May and 5 December, by videoconference.

On 25 October, Chris Sheargold (Director of Libraries), Josephine Frawley (Chair) and Freya Bruce (Cataloguing Coordinator) met with Jenny Clarke of UNILINC to explore the implications of the Library replacing six campus budgets for print acquisitions with one budget.

Principle Matters Attended to during the Year

The Technical Services Standing Committee oversaw the following major initiatives in 2007:

1. One ACU Budget for acquisition of monographs

- Discussion began at the April meeting.
- The Library Director addressed this topic at the May meeting.
- In July, the Director announced two pilot projects, at Brisbane and Strathfield, to trial the ordering of resources by one campus for delivery to several campuses.
- In October, the Director and TS Managers met with UNILINC.

- In December, the Chair discussed with committee members the procedure and timeframe for implementing the new budget. Each member then committed their unit to identifying and cancelling aged orders in time for implementation of the new budget in January 2008. The meeting agreed to adopt personalised logins. This meant that, for the first time, staff would be openly accountable for their input to the catalogue, and all TS staff with such a login would be able to access and amend an ACU record, regardless of which campus created it. A campus login with limited privileges would be allocated to casual staff.

2. Stocktake

In September, the Brisbane campus began to trial UNILINC's current procedure for stocktaking a collection. In previous years, staff used a printed shelf-list to check the shelves manually. In 2007, we were required to scan book barcodes into a file, which was then uploaded to Unilinc's server. Their stock-take program compared the input file of barcode numbers to the same range of items in the system, and generated two reports. The first report identified missing items; the second identified misshelved items. The trial process demonstrated how important it was for cataloguers to follow campus policy consistently when allocating codes and call numbers. Cleaning up catalogue records significantly slowed the stocktake progress, but raised awareness by staff and management of the continued importance of skilled technical staff. The stocktake was scheduled to continue through Christmas and to extend sequentially to other sites in 2008.

3. Photo-request option for print serial holdings

In May and September the Chairs of the Technical and Lending Service Standing Committees broached with UNILINC the desire to add a photo-request option to our print serial holdings. This would allow library users to request, from the OPAC, a copy of an article in a print journal held at another campus, thus optimising the use of these journals. Discussions continued into December 2007, with planned implementation for first semester 2008.

4. Cataloguing of equipment for loan to students with disabilities

In August the Lending Services Committee moved that each campus should adopt the St Patrick's Campus practice, and lend adaptive equipment to students with disabilities. This precipitated a discussion amongst cataloguing practitioners about the standards to be applied when cataloguing such equipment. The new cataloguers at North Sydney were pro-active in this discussion, and their contributions improved the quality of our records.

5. Online acquisitions form

A national online acquisitions form was in place on the library web site for the beginning of 2007, for the use of academic staff. In April, Donna Laffan from the ESU worked with the acquisitions practitioners group to refine this form. The advent of this form encouraged each campus to acquire a generic acquisitions email address to which the online requests would be directed.

6. Web-Dewey for cataloguing

This on-line cataloguing tool became available in 2007 and, by April, staff reported very favourably on its advantages over the print and disk versions.

7. OCLC WorldCat

In July, Libraries Australia acquired the rights to source bibliographic records from WorldCat, and UNILINC gave us the option of adding a link to it in Aleph.

8. Practitioner groups

Cataloguing staff were well represented on the TSSC, and Serials and Acquisitions practitioner groups continued to function effectively via email throughout 2007.

Professional Training and Development

1. Serials module

In May, serials staff from several sites, including new staff, met at UNILINC for a one-day training session, to learn about the new features of version 18 (this version was introduced in December 2006).

2. Cataloguing module

Campus managers organised training sessions for their cataloguing staff at various times throughout the year.

The Chair attended the following relevant events:

- Innovative Ideas Forum, National Library of Australia, Canberra, 19 April
- Swets Roadshow (serials management software), Immigration Museum, Melbourne, 25 May (half day)
- Ex Libris Primo Demonstration, RMIT, Melbourne, 23 July (half day)
- Libraries Australia Forum, State Library of Queensland, Brisbane, 5-6 September (1.5 days)
- Australian Committee on Cataloguing Seminar, State Library of Queensland, Brisbane, 7 September

In April/May, the Chair completed a survey designed by Monash and Swinburne Universities' heads of cataloguing "to gauge the perceptions and attitudes of directors and library managers towards the future of cataloguing". It was distributed to about one hundred library technical service departments in Australia and New Zealand.

Future Directions

2007 came to a successful conclusion, with staff taking a positive approach to the change to acquisitions and distribution that would begin in 2008. The TSSC members were also well prepared for a new Chair to usher in 2008.

Josephine Frawley,
Chair, Technical Services Standing Committee

CAMPUS LIBRARIES

Brisbane: Banyo Library

Banyo Library serves the students and staff of Australian Catholic University's campus, McAuley at Banyo, and St Paul's Theological College.

1. Staffing

2007 was a year of considerable staff change at the Banyo Library. In February Francesca Higgins transferred to MacKillop Campus Library and was replaced by John Eliot who transferred from the position of Librarian (Shifts). John in turn was replaced by Sarah Howard. In April Beth Crawter commenced two years leave without pay and Freya Bruce took over as acting Deputy Library Manager. Tony McCall then moved into Freya's substantive position of Librarian (Technical Services) and was replaced by Troy Mason, with Gary Wallace being given an increased time fraction to cover that transfer. These changes have given staff an opportunity to gain additional skills and experience while working at a higher level.

Jim Graham continued his term as Convenor of the Queensland Universities Libraries Office of Cooperation.

Staff attended the following development activities:

- Alia Online Conference, Sydney. Freya Bruce.
- EDUCAUSE Conference, Melbourne. Jim Graham.
- QULOC Seminar: Challenges of Collection Development, Brisbane. Freya Bruce
- ANZTLA Conference, Melbourne. Carolyn Willadsen.
- National Library and Information Technicians Conference, Melbourne. Troy Mason, Patricia D'Arcy.
- Australian Committee on Cataloguing Conference, Brisbane. Tony McCall
- CAVAL Copyright Compliance Conference, Brisbane. John Eliot, Tony McCall.
- QULOC Select the Best Seminar, Brisbane. Jim Graham.
- ANZIIL Symposium, Hobart. Freya Bruce.
- QULOC Seminar on Social Software and Libraries, Brisbane. Freya Bruce.
- ALIA. University of Sheffield Online Course: Delivering and Designing Information Skills Training courses. Freya Bruce.
- ALIA Seminar: Beyond the Hype, Web 2.0, Brisbane. Sarah Howard.
- UNILINC Aleph Acquisitions Training, Sydney. Tony McCall, Debbie Utz, Susan Geary.

2. Collections

In 2007 4,351 new items were catalogued while 3,280 were withdrawn, mostly from the St Paul's Collection but approximately one quarter came from the Curriculum Collection as a result of a collection analysis carried out by a fieldwork student.

3. Client Services

The number of visitors to the Library fell slightly but not to the extent of the overall fall in student numbers at the Brisbane Campus. Information Literacy classes also fell but all other statistics moved upwards.

The Banyo Library remains a strong net lender in both Inter-Library Loans and Inter-Campus Loans. Much of this stems from the heavy external use of the St Paul's Collection, which is a valuable teaching and research resource both for staff and students of ACU National as well as for the wider community.

Library staff worked closely with the Academic Skills Unit to provide orientation workshops and the Library also participated in the Nurse for a Day Program, conducting tours and database introductions.

4. Highlights

The Banyo Library commenced its first ever stocktake in December 2007 (it was completed in January 2008) and covered all areas except for the Curriculum Collection. There were 1,292 items missing from a collection of 113,159 – a loss rate of 1.14 percent, which is extremely low for an inaugural stocktake on a collection that has been built up over such a long time. In addition over 12,000 records were updated as a result of the stocktake.

The Library continued its collaboration with the Brisbane College of Theology with Carolyn Willadsen, the Liaison Librarian for Theology, meeting regularly with colleagues from St Francis and Trinity Theological College Libraries.

In November 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 previous years. A large donation of surplus books from our collections was sent to the University. Jim also undertook a review of library services at the Australian College of Natural Medicine in Brisbane and Melbourne.

Library staff ran a breakfast and raffle to raise money for the Salesian Missions in East Timor and sold poppies for the Banyo RSL.

Jim Graham
Library Manager (Brisbane)

Canberra: The Lewins Library

1. Staffing

The most significant change in staffing for the Lewins Library was the retirement of the Library Manager, Nancy Clarke, in April 2007. After 25 years at ACU, including 14 years as the Library Manager, Nancy's contributions to the Lewins Library and to the ACU Library as a whole, are too numerous to detail, however it should be noted that she took the lead on many projects over her time at ACU and was instrumental in enhancements to the services and resources offered to our staff and students nationally and locally. Annette McGuinness replaced Nancy as Library Manager – Annette returned to the ACU Canberra Library having been one of the Signadou Librarians more than a decade earlier.

Other staffing changes that occurred were that: Kate Bunker was seconded for 12 months to the ACU Library's Electronic Services Unit (ESU) in October 2007. Jacinta Cloney was given higher duties to act as the Information Services Librarian, and Lindsey Ross (Library Assistant) moved to full-time work to cover hours made vacant by the move by Jacinta Anderson to the University of Canberra Library. Josephine McGill was employed as the Access Librarian to replace Rachael Bahl who was on maternity leave in 2007.

Canberra campus library staff continued to take part in a number of local, regional, and national training and development activities (conferences, workshops, master classes etc), in addition to many of them continuing their study programs. Of particular note was the participation of a high number of Canberra library staff in the Captivate training that was held at the campus in mid-November.

2. Collections

In 2007, the Lewins Library continued to acquire print and other types of material for the established subject areas taught at the Canberra campus – Education (Primary and Secondary), Nursing, Social Work and Theology. Over \$113 000 was spent on these acquisitions, and it included a further \$50 000 allocation for continuing to build up the Nursing section of Canberra's collection, i.e. adding to the resources already purchased in 2006 for this area.

In preparation for the new course in Early Childhood Education that was being introduced 2008, Canberra participated in a pilot acquisitions program that was led by the Strathfield Campus Library. Strathfield Library ordered several copies of the same early childhood title or teaching resource and these were then distributed to each campus offering this course. The Teaching Resources section of the Canberra library collection was rearranged during 2007 to make room for the influx of early childhood resources.

In 2007, the Canberra campus library acquired just over 2 400 individual items and 370 donations were also received.

3. Client Services

As in previous years, intensive information literacy sessions were offered to all incoming students. In mid-2007, Kate Bunker worked with our local Academic Skills Advisor, Margaret Carmody, on a shared program they developed called *Ready, Set Go!* This program provided first year students with information about a range of areas relating to university study including: study skills, referencing and library/research skills.

Loans activity remained stable for 2007 - both years were around 27 000 loans. There continued to be strong evidence of use of online resources, both on campus and off-campus. Reference staff noticed a considerable increase in the number of queries relating to accessing information from online journals and other web-based resources. Interlibrary loans (ILLs) for 2007 increased in terms of supply, 356 supplied compared to 320 in 2006, and decreased in terms of requests made on behalf of our local staff and higher degree students - 78 requests in 2007 compared to 203 in the year before. Intercampus loans (ICLs) increased significantly from 2006 to 2007. In 2007, 401 ICLs were supplied compared to 311 the year before, and 387 were requested versus 221 in 2006. While these results show an excellent sharing of resources between ACU campuses, the changes also indicate that workloads in this area have increased along with the demand.

4. Highlights

The Lewins Library had an eventful year in 2007, but it was more to do with its staff changes than anything else. After a number of years of working on the library's transformation (there is no other word for it), and with a new Library Manager at the helm, the theme for the year was settling in for Annette, and for staff the focus was on continuing to provide high quality lending and reference information services.

Of course there were some highlights of note. While the Library's refurbishment was essentially completed in 2006, there were still some finishing touches needed in relation to furniture and fittings and these were completed just in time for Nancy to take her (well-deserved) retirement. Since then there have been other improvements including: a high definition television for screening library information and messages, the replacement of the desensitiser (the previous one could be considered vintage!), new display options, and changing a study space to be a tutorial room/practice space. Also worthy of note was the progress that was made on the new labels project. Several thousand items (well over half of the items) in the general collection had their illegible spine labels replaced, making it much easier for our shelvees to reshelve items and, of course, for clients to find the books for which they are looking.

Concentrated development of both the Nursing and Early Childhood Education sections of the collection (already noted above) were also a highlight for the year. In addition to many new books in these areas, there were also a number of hands-on teaching/learning resources for early childhood education, and a number of large-scale, 3D anatomical models for Nursing made available for staff and students to use.

Annette McGuinness
Library Manager (Canberra)

The Sydney Libraries

1. Staffing

In 2006 a decision was made to conduct a major review of Sydney staffing structures. The aim of the review was to introduce a staffing model that was more closely aligned with the teaching, learning and research goals of the University, now and into the future.

Changes to Personnel Relation and Equal Opportunity policies resulted in the implementation of the new structure being delayed until 2007. The upside of this delay was that many of the temporary staff employed to fill gaps in the interim proved their worth and were eventually appointed to permanent positions.

The following staff were appointed following the review:

Michael Yates – Library Assistant (Loans), appointed 17/12/07.

Colleen Hutchison, Librarian (Liaison), appointed on 19/2/07.

Geraldine Marsh, Librarian (Liaison), appointed on 27/8/07.

Huy Nguyen, Library Technician (Document Delivery), appointed on 10/12/07.

Gertrud an Huef, Library Technician (Collection Services), appointed on 10/12/07.

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.

2. Collections

In 2007 a total of 5,305 items were added to the two Sydney libraries. Significant collection building took place at the Strathfield campus during the year in previously neglected areas, including English literature and history.

Strathfield staff, in cooperation with the Electronic Services Unit, were involved in a pilot project to develop a University-wide approach by the library to support the Early Childhood Education program, including the development a foundation collection in this area ready for the beginning of the 2008 academic year.

3. Staffing

The Sydney staffing review placed special emphasis on establishing a closer and more formal relationship between the academic staff and the library through the creation of Liaison Librarian positions attached to each School. The role of the Liaison Librarian is to foster two-way communication between the Library and each School by keeping academic staff up-to-date with library services relevant to their needs, facilitating access to information sources, enhancing information literacy skills off staff and their students, and jointly building collections that support teaching, learning and research activities.

The further development of information literacy programs was a priority for Sydney Liaison Librarians in 2007. In 2007, 135 group information literacy sessions were conducted by Library staff at North Sydney campus with 1,824 student contacts. At Strathfield 68 sessions were conducted and 1,060 student contacts were made.

In addition to mainstream undergraduate and postgraduate students a number of other types of clientele were provided with information literacy training. These included the Anglicare Leadership Development Group, visiting fellows from Asia, adjunct professors, Clemente students, TAFE bridging course students (Nursing), students of the direct entry program (ACUcom), and the HSC Indigenous program students (Nursing). For the first time embedded information literacy was achieved for ATSI students who were assessed on skills taught.

2007 also saw the Liaison Librarians become involved in the Institute for the Advancement of Teaching and Learning training sessions. Liaison Librarians presented information to academic staff on Information Literacy, electronic resources and how to create links to these resources for use in online and web-enhanced units, copyright issues and the Copyright Database.

4. Highlights

The implementation of a new staffing model across both Sydney campuses was the most significant development.

Library opening hours were extended with an earlier opening time of 7.45am on both campuses on weekdays, a later closing time at North Sydney on Fridays (5pm), and Sunday opening at the Strathfield campus.

A group study room, equipped with a PC and adaptive technologies, was set up at North Sydney for students with disabilities.

Enhanced IT support was provided for students with the rostering of an Information Technology Officer in each Library from 11am to 2pm Monday to Thursday during semester time.

Stephen Oakshott
Library Manager (Sydney)

The Victorian Libraries

1. Staffing

After being relatively stable for many years, we have seen a number changes in our staffing during the year. Most notable was the retirement of Deputy Library Manager, Vera Pohl, after 20 years service to the University. Among Vera's many achievements, it is her development of the collection that will have a lasting legacy, as through her tireless effort she has had a major impact on the strength and depth of our collection. We would like to thank her for all of her service to the Library and wish her well in retirement.

Another longstanding member of staff, Marianne Kuyper, transferred to Disability Services at the end of the year to follow her interest in that area. The library will certainly miss Marianne's cataloguing expertise and throughput. Rachel Roysland, one of our Information Services librarians left during the year so to be able to spend more time with her family. Rachel's contribution through the information desk and eReserve were very much appreciated

In other staffing changes Narelle Love was appointed as Deputy Library Manager for the Melbourne Library. Narelle, who had been working as Lending and Document Services Librarian, started working with us as a HEW Level 4 Library Technician and worked her way up.

During the latter part of the year the Melbourne Library recruited a new shelver and conducted interviews for two Liaison librarians. During the course of 2008 we will introduce a liaison program across both campuses with a view to further improving the quality of service that we deliver to academic staff and to students.

2. Collections

The book acquisitions budget for both libraries of \$247,000 was fully expended in 2007. The systematic checking of unit outlines has continued, with purchase of cited items that we do not hold. Collection maintenance was carried out throughout the year, with the weeding of parts of the collections.

We were pleased to receive a substantial donation of books and music recordings from Dame Joyce Daws. We also received another donation from Grace and John Nolan, which will be added to the excellent collection that bears their name. We are grateful for the generosity of these donors.

3. Client Services

The number of visits to the libraries continued to grow in 2007. This was particularly so in Melbourne, with a 15percent increase from 2006, reflecting the strong growth in student numbers. During semester the library is visibly crowded and has neither adequate study spaces nor computer workstations to meet the demand. Comparison of the number of visits in 2001

with 2007 shows a 49 percent increase. The Ballarat Library continued the pleasing trend set in the last couple of years with a 2 percent increase in visits in 2007. There has been a divergence in the first loan figures with Ballarat recording a 7 percent decrease and Melbourne an 11 percent increase. The information literacy program continues to be a vital part of the work in both libraries. In Ballarat there were more than 20 sessions attended by over 300 students, while in Melbourne more than 2,000 students attended some 160 sessions.

The space constraints that we have in Melbourne limit what we can do to address the inadequacy of the library's facilities. However, by relocating the audiovisual equipment, we have managed to make space to install a further 15 computer workstations and as soon as each one of the machines was installed there was a student there using it! We have also increased the number of "express" computers to 10.

During the latter part of the year we embarked on the second stage of the refurbishment of the Ballarat Library. This saw the demolition of the old Loans desk and implementation of single service desk area adjacent to the library offices. This will have the advantage of enabling us to staff the service points more easily, particularly in quiet times and also of opening up the front section of the library, making it more light and airy. Although we are not increasing the number of computers, we will have a more space efficient arrangement for the workstations.

4. Highlights

A real highlight for the year has been to see that both libraries continue so well used and playing such a vital part in the life and work of the campuses. I would like to thank the staff for their continuing and unstinting endeavours to provide excellent service.

Being able to complete the refurbishments in Ballarat is another highlight that led to a more user friendly and serviceable library space. In Melbourne, the return of the G.50 area, was particularly pleasing as it will enable us to house our music score collection and special music collections in appropriate manner and allow much better access.

Stuart Whelan
Library Manager (Victoria)

ELECTRONIC SERVICES UNIT

Given the significant growth in online services and collections, the Electronic Services Unit has another very busy year full of challenges and achievements.

Firsts

In 2007 staff of the Electronic Services Unit:

- Trained in the use of Verde, an online acquisition system for electronic resources. ACU and Southern Cross University were the first libraries in Australia to implement Verde.
- Acquired the Library's first image collections: Camio, ARTstor and SMART Imagebase.
- Acquired the Library's first dedicated newspaper database: Press Display.
- Acquired the Library's first research database containing pure data: Sirca.
- Offered alumni access to electronic resources for the first time: Gale Academic Onefile.
- Introduced walk-in access to electronic resources in each campus library.
- Developed and moderated a compulsory, online, library module for Research Training Connect: Library and Information Skills for Researchers.
- Set up online distribution of software so that packages such as EndNote can be downloaded via the Internet.
- Presented a paper at an international conference.

Conferences and Seminars

Peter Blake presented his paper "Using a wiki for information services: principles and practicalities" at the following conferences:

- 31 January – 13th Information Online Conference, Sydney.
- 8 October – 9th Internet Librarian International Conference, London.

Leticia Medwell attended the ExLibris System Seminar on 13 – 16 May 2007 in Potsdam, Germany. She joined participants from over 30 countries attending sessions on Ex Libris products including Aleph, SFX, Metalib, MARCIt, and Verde.

Electronic Resources

In 2007 the Library provided access to over 30,000 ejournals and a similar number of ebooks.

Significant electronic databases and ejournal collections acquired in 2007 were:

- Ebsco Literary Reference Center
- Ed/IT Library
- Gale Academic One File
- Intranurse
- Lippincott Premier Nursing Collection

- MLA International Bibliography
- Monash University ePress Journals
- Sage
- University of Chicago Press

Electronic Journal Archives (Backfiles) acquired in 2007 were:

- JSTOR Arts and Sciences Collections IV and Complement
- Psychoanalytic Electronic Publishing Archive
- Taylor and Francis Education Online Archive

Major reference material and other electronic collections acquired in 2007 were:

- APPGuide
- ARTstor
- Australian Reference Database
- Britannica Online
- Camio
- CLCT: Library of Latin Texts
- Journal Citation Reports
- MacquarieNet
- Press Display
- SMART Imagebase

Online Initiatives

Equella, our content and digital management system, was transferred in-house and now resides on servers within the ACU data centres.

Research Connect, the ACU eprint repository, was almost completely configured ready for implementation when work was halted in light of the change of government.

The Copyright Database was upgraded to allow authorised library staff to add and update content via their ACU login account. Additional features and fields were programmed to cope with the auditing trail required by CAL, the Copyright Reporting Agency.

Heather Pearsall
Library Manager (Electronic Services)

COPYING AND PRINTING SERVICE

The Library entered the fifth year of its partnership with Monitor Business machines as the external facilities manager of our copying and printing services. The contract was due to end in December but was extended for two more years so that it we could participate in a University-wide project to investigate a student ID card that would serve multiple purposes.

There were considerable disruptions to services, particularly on the Sydney and Melbourne campuses, caused by problems with student ID cards. It took some time before the supplier fully rectified the problem.

Statistics

These difficulties notwithstanding, usage of the services increased by almost 12 percent with photocopying continuing its steady decline and printing growing. The service covered its costs with income of \$351,236 and outgoings of \$349,2953. It is likely that the operations will be subsidised from fine income in order to keep charges to students at their present level.

Enhancements to Services

New or upgraded equipment was added as follows:

- Printers were installed in the new computer laboratories in the Clancy Building (Strathfield Campus).
- Colour printing was introduced for the Mac laboratory in Melbourne to provide a better service to the graphic design students.
- An E-pay Kiosk was added in the North Sydney Library to allow cashless transfer to Monitor accounts from debit cards.
- New print release stations and a new database server were purchased to enable more effective system performance.
- The strong growth in demand on the Melbourne Campus necessitated a significant upgrading in printing hardware.

University Printing and Copying Consortium

The Library remained an active participant in the consortium that enabled us to share information and expertise with a number of other Monitor users.

Future Directions

Printing facilities will have to be continually upgraded to meet the growing demand. At the same time the Library will actively explore moving to a web-based, “cashless” service within the next three years.

Josephine Frawley,

Library Manager (Infrastructure and Strategic Initiatives)