

2007

Library Annual Report



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Welcome

from the University Librarian



Anne Horn
University Librarian

The Library set itself quite a challenging Action Plan for 2007. Following the external review of the University's teaching and learning activities undertaken by Philips KPA, projects were designed to deliver improvements to service delivery within the calendar year. These projects were developed in response to changing student behaviours and preferences in how they chose to learn and spend their time on and off campus. Key outcomes included introducing a new information assistance model streamlining service points; commencing an instant messaging service; rolling out phase two of the Library's website redevelopment project; introducing initially as an option the next generation catalogue interface, Encore; entering the BONUS+ lending partnership allowing unmediated interlibrary loans to undergraduate students; and employing social networking software to provide interactive guides for key subject areas.

The Library also played an increasingly critical role in developing the infrastructure necessary to support the Research Quality Framework. A project was initiated to establish an institutional research repository, and while the government agenda changed towards the end of the year, the foundational work undertaken has been invaluable in placing the University in a stronger position to widely promote and provide access to Deakin University's research outputs.

Underpinning improvements to services to teaching and learning and research are collections of print and online information resources that are relevant and of high quality. Deakin University Library has excellent collections supporting teaching activities and students' learning, including the capacity to support distance education. The Library continues to strengthen its collections targeted to support the research clusters of

the University. Online resources were extended, including e-books as well as e-journal titles and database packages. The Library continues to improve its online resource provision, informed by benchmarking activities with other Australian and New Zealand University libraries. The Library's most significant collection expansion was the introduction of a base medical collection to support the inaugural intake of medical students in 2007. The Library's collection guidelines, available on the Library's website, were reviewed and re-purposed to support the strategic priorities of the University.

The Library was particularly pleased to see the redevelopment of Level 1 Geelong Campus at Waurn Ponds Library commence, introducing the new Health and Medical Library Hub. Further, the Library was successful in securing capital funds over the next three years for the redevelopment of the Melbourne Campus at Burwood Library (Phase

1, Level 2), and a refurbishment of the original Deakin University Library at the Geelong Campus at Waurn Ponds.

As a final note, the closure of the Melbourne Campus at Toorak saw the timely relocation of library services and resources to the Melbourne Campus at Burwood, on schedule to welcome Summer Semester students.

I congratulate all Library staff on the many achievements for 2007.

Anne Horn
University Librarian

Introduction

Library vision

The Library vision statement was developed early in 2007, based on the mission, core commitments and strategic priorities of Deakin University. Development of the statement took place in consultation with all staff. The vision statement summarises the Library's key role in supporting the mission of the University:

The Library facilitates the interconnection of people, technology and information to create knowledge.

To achieve this vision the Library will:

- deliver effective partnerships with students, staff and the community
- provide responsive and personalised services to meet clients' learning, teaching and research activities and support students' learning experiences
- use flexible technologies to provide ease of access to

information that matches clients' needs for scholarly resources

- provide a high quality learning environment that supports excellent student experiences and research activities
- ensure its staff have opportunities to develop contemporary skills and knowledge necessary to be responsive to the information needs of its partners.

Library values

- High quality service delivery
- Customer focus
- Professionalism
- Building expertise of staff
- Teamwork and mutual support
- Partnerships with the academic community
- The principles of social justice in delivery and availability of services to all groups of students
- Fairness of treatment
- Recognition and reward for excellence
- Openness in communication and approach to students and staff

Library planning and reporting

The Library's vision, values and action plan support the University's mission and core commitments, and are developed within the context of the University's Strategic and Operational plans and the Academic Support Operational Plan.

Progress on the targets for which the Library is responsible is reported bi-annually, in accordance with the University's Performance Review, Evaluation and Planning requirements, as part of its Continuous Quality Improvement cycle.

The Library Planning and Management Group (LPMG) brings together all library senior managers to advise the University Librarian. The LPMG is in turn assisted by ongoing advisory groups in the following areas:

- collections
- information literacy and information assistance

- staff development and training
- Web and IT development.

In addition, working groups have been established for:

- communications
- digitisation
- Innopac Users Committee
- lending and document supply
- Web redevelopment and planning.

Benchmarking and quality assurance

Quality assurance and continuous improvement processes are embedded throughout the Library's service delivery, internal processes and staff culture. The Library uses benchmarking and client feedback as mechanisms of quality assurance. The Library's benchmarking activities were noted in the Philips KPA Review of Teaching and Learning. A report on these activities titled Benchmarking Activities and Strategic Actions was presented to the University's Executive and the Continuous

Quality Improvement Committee of the Planning and Resources Committee in 2007. A variety of benchmarking activities, surveys and questionnaires was undertaken in 2007 (see Appendix 5). Results are analysed and improvement strategies identified, often involving further consultation with students or staff.



01



Teaching and learning

Information assistance model

A review was undertaken to define the skills and experience required by library staff to support the teaching and learning priorities of the University in ways which meet the needs and reflect the preferences of the new generation of students, while continuing to deliver services in a rapidly changing technological environment. The Library will continue developing strategies to ensure it is well positioned to support these teaching and learning needs over the next five years. The initial outcome of this review will be the trial in 2008 of Student Roving Assistants who will provide Tier 1 library and IT assistance for students in situ throughout the Library.

Library website re-development

Phase 2 of the Library website redevelopment project, involving the review of all content and navigation throughout the site, was undertaken during 2007. New Deakin University web templates were adopted, providing consistency of style with the University website. By November 2007, navigation was improved and content had been revised with the addition of Library News, a new set of QuickLinks and ready access to My Library services. Improvements to the site were informed through extensive feedback and evaluation involving all client groups and library staff.

Client service desks (single service points)

Reference, loans and inquiry desk services were reviewed in light of changing demands for client assistance and a new model introduced in each campus library. Multiple service desks were replaced by one client service desk, resourced by staff able to respond

to Tier 1 inquiries. These staff are supported by Team Leaders and Liaison Librarians providing Tier 2 and 3 assistance for more complex service queries and for reference inquiries.

Instant messaging: Live Help

With the rise of instant messaging (IM) as a popular form of online communication, the Library commenced a trial IM service for Semester 2. 'Live Help' began on 16 July 2007 and throughout the semester it was available Monday to Friday from 10am to 4pm. The service has been well accepted by both University staff and students who are using Windows Live Messenger or Yahoo Messenger to have a wide range of questions answered in real time by expert library staff.

Information literacy programs

The University aims to support new students to make a successful transition to university life through a comprehensive program. The Library focussed on support to first year students, offering an information challenge in O' Week in addition to orientation classes and library tours. Classes are offered as either instructor-led or online using e-live web conferencing. Support was also provided to new postgraduate students through liaison consultation for research students and advanced information literacy programs for coursework students.

Subject guides

Feedback received from staff and students during the web redevelopment process pinpointed the value of subject guides and the need to offer the content in a client focussed way. An investigation of new social networking software led to the identification of a purpose-built application called Lib Guides.

01

Teaching and learning

This software combines the best features of wikis, blogs and social tagging to create a concise and interactive guide for key subject areas which library staff, academic staff and students can develop collaboratively. The new subject guides will be available early in 2008.

Encore

The Library entered into a development partnership with Innovative Interfaces Inc. to create a new search and discovery tool. Encore is a next generation catalogue taking advantage of Web 2.0 technologies to enhance discoverability of library resources by grouping together search results in facets and displaying a subject based tag cloud. Encore builds upon the foundation of the Library's current integrated library system, Millennium.

Deakin University is one of fourteen global development partners and was approached due to its

reputation as an early adopter of technologies to simplify search and discovery for clients. Other partners include Georgetown University, University of Glasgow, Michigan State University and Yale University's Lillian Goldman Law Library.

BONUS+ lending partnership

In October 2007, Deakin University staff and students gained ready access to over two million additional books when the Library became an active member of the BONUS+ lending partnership. Six university libraries in Victoria and New South Wales are providing free loans of their print collections to staff and students. This initiative enables the Library to optimise the use of its print collections and better meet the needs of students and staff. Books unavailable at Deakin University Library can be requested online and delivered to the preferred campus library or a staff member's office.

Health and Medical Library Hub

With the inaugural Deakin University School of Medicine Program commencing in 2008, a major refurbishment project was undertaken on Level 1 at the Geelong Campus at Waurm Ponds Library to develop a Health and Medical Hub. This refreshing new space introduces to the campus innovative, flexible learning spaces that support evidence-based learning, individual and group work, and social interaction.

The space offers:

- wireless networking
- computer workstations
- powered lockers enabling safe-keeping and charging of personal laptops
- group study rooms providing data projection and video-streaming capabilities
- print, copy and scan to email facilities.

Easy access to print, online and multi-media resources is available both within the Hub, and across the campus, through the university networks. Collections, both print and online, have been significantly extended providing high quality medical resources for students undertaking the Bachelor of Medicine Bachelor of Surgery, and will benefit other health programs across the University.

Information Resources

E-books

The Library increased the e-book collection in 2007 in order to provide a better indication of potential usage, acceptance and support for flexible learning. Over 70 000 e-books were added to the collection, including the following collections:

- Oxford Scholarship Online
- Sciencedirect 1995–2007
- Netlibrary collections
- World Scientific collection
- Springer collection 2005–08

- CRC collection
- IGI global collection.

EBL

A large number of additional e-books were made available to library clients through an innovative patron-driven purchase model using the Electronic Book Library (EBL) database. EBL distributes over 60 000 academic and scholarly e-book titles covering all subject areas and represents several major academic publishers, including Taylor and Francis, Cambridge University Press and Kluwer Academic Publishers.

Health and medical collection

To provide a base medical collection to support the medical program, books and journals (print and electronic) and multi-media learning resources were purchased to be available for the first intake of students in 2008. The collection is located in the new Health & Medical Library Hub.

Resources specifically acquired to support the new Medical School include:

- Access Medicine
- ACP Medicine
- ACP Pier
- Australian Medicines Handbook
- Bates Online
- CINAHL full text
- Cline-guide
- Clinical Evidence
- EMBASE.com
- E-medicine
- General Practice Online
- Lippincott Williams & Wilkins Journal legacy archive
- MD Consult
- Medline fulltext
- Primal 3D
- Mylibrary Medical e-books
- Books @ Ovid e-books

- Springer medical e-book collections 2005–08
- StatRef e-books.

Other notable electronic resources were acquired in 2007 to support teaching and learning:

- ABI Inform
- Anthrosource
- Arts Hub
- Emerald Subscription upgrade
- Academic Onefile (Thomson Gale)
- Blackwell Encyclopaedia of Sociology
- Informit TV Media.

Collection guidelines

The Library collection guidelines were reviewed and re-purposed. Guidelines were developed to cover all areas of collection development and collection management as well as specific entries for major discipline areas. The guidelines are available on the library's website: www.deakin.edu.au/library/collection/index.php.

Library book collection review project

As part of a collection management project, a systematic review of book collections was commenced in 2007. The review project had two main aims:

- to ensure the collection remains current and relevant to the teaching, learning and research activities within the University. Reviewing the collection ensures the quality of the collection is high. Electronic journals and e-books have changed book usage patterns. Unnecessary and outdated materials can be removed or relocated whilst gaps or dated areas of the collection can be targeted for additional acquisitions.
- to best utilise library space and alternative storage and archiving arrangements. By removing unnecessary and outdated material, space can be freed for other uses. This is particularly important at Melbourne Campus at Burwood Library and Geelong

Campus at Waurn Ponds Library, where work is scheduled for 2008 to create improved learning spaces within the library.

The project was implemented in a number of phases with liaison librarians carefully reviewing material to ensure that required items are retained and that the de-selected items fit the defined Guidelines. Academic staff were consulted when further advice was needed regarding the ongoing research value of materials under review. The project is scheduled for completion during 2008. The project will deliver a focused high quality collection targeted to meet the teaching, learning and research needs of the university community.

Scholarly material deemed through this consultation process to be no longer relevant to Deakin University and not held elsewhere in Victoria was relocated to the CARM Centre, an environmentally controlled storage facility jointly owned by Deakin University and other Australian universities.



01

Teaching and learning

Library serials review

The Library undertook a review of its print serials in 2007. As a result of this review, some de-selection was undertaken. Materials specifically targeted for review were those replaced by electronic resources, duplicated at other campuses or deemed no longer relevant to the teaching and research needs of the University. Materials identified in the review were either consolidated at a single campus, relegated to the CARM Centre or discarded if already held at CARM or another campus library.

The Library continued to transfer journal subscriptions from a print format to electronic. During 2007 a further 150 titles were converted to electronic format. The Library's e-journal collection also increased overall to over 70 000 titles in total.

Cultural Gifts Scheme donation

The Library was most grateful to receive a donation from Mr Frank Costigan under the Cultural Gifts Program. The Costigan law collection is a valuable addition to the law library collection as it adds depth in the area of legal history and contains many classic legal texts.

Melbourne Campus at Toorak Library

The completion of the Elgar Road International Centre Business Building and the closure of the Melbourne Campus at Toorak in 2007 involved the review and relocation of library services and resources. The library collection was incorporated in the Melbourne Campus at Burwood Library and library staff were transferred. This significant project was completed on-schedule and on-budget to meet the staged relocation of academic staff and students and to welcome Summer Semester students.

Learning Repository project

The Library is a partner in the Learning Repository project being led by Knowledge Media Division. Equella has been selected as the preferred software platform and planning commenced in 2007 to fully migrate all eReadings resources and academic request workflows onto Equella during 2008.

Print disability services

The Library continues to provide highly valued services to students with a print disability. The Library's services in this area, including the provision of materials in alternate formats, are considered best practice by many other universities.

A new tender was negotiated for Optical Character Recognition (OCR) outsourced off-shore. OCR converts resources to formats suitable for students with a print disability. In 2007 616 converted materials were supplied to support the studies of students with a print disability.



02



Research and research training



Research Quality Framework

Deakin University was granted Australian Scheme for Higher Education Repositories (ASHER) funding to develop a digital research repository as part of the Research Quality Framework (RQF). The Library has worked with the Research Services and Information Technology Services Divisions to develop a project charter, establish repository software (Fez/Fedora) and server and scan material in preparation for submission to the Department of Education, Science and Training. With the withdrawal of the RQF, the ASHER funding will be used for the development of an open-access research repository in 2008.

Alfred Deakin Prime Ministerial Library

The Alfred Deakin Prime Ministerial Library (ADPML) forms part of the redevelopment of the last woolstore on the Geelong Waterfront Campus, the Dennys Lascelles Building. The ADPML and the Alfred Deakin Institute (ADI) will occupy a large section of the ground floor. The ADPML will house the Alfred Deakin Collection, research materials and learning spaces to support researchers and the community. Visitors to the library will have access to well-equipped research facilities and resources related to local history, genealogy, and the life and times of Alfred Deakin, including portions of the University's Special Collections related to the social and political history of the nineteenth and early twentieth centuries. An exhibition space will seek to attract and present exhibitions from significant cultural institutions in secure and environmentally sound conditions.

Royal Society of Victoria

The Library continues to fulfil custodian responsibilities for the Royal Society of Victoria (RSV) collection. A consolidation project commenced in 2007 to bring together the entirety of the RSV library collection. The part of the collection still owned by the RSV is housed within the Special Collection at the Melbourne Campus at Burwood, but a purchased collection of RSV material is spread throughout the campus libraries. Consolidation will bring together these two parts and improve the research significance of this historic and valuable collection on the history of science.

AustLit

The Library is a long-standing partner in the development of AustLit: The Australian Literature Resource. Successive Australian Research Council Linkage Infrastructure, Equipment and Facilities grants have funded this project since 2000.

02

Research and research training

The University Librarian joins Professor Clare Bradford, Faculty of Arts and Education, as Deakin University's Chief Investigators on this project. The Library's expertise is critical to Deakin University's successful contribution to AustLit. During 2007 the Library continued to add material from its own Special Collections as well as assisting in adding children's material from the State Library of Victoria to the database. Deakin has now developed a unique

subset, 'Reading in the Victorian Classroom', from resources held in Deakin's Australian Schools Textbook Collection and the State Library of Victoria's Children's Literature Collection. The subset provides information on the Victorian Readers, a series of school readers produced between 1927 and 1930 for schoolchildren in Victoria and used (with revisions) until the 1950s, and indexes issues of the Victorian School Paper produced between 1928 and 1940. Together these provide a rich resource for studying texts provided to children in Victoria during this time.

Deakin University Medical School

Establishment of library services to support the new Deakin University Medical School gathered pace in 2007. The library appointed Jan Weaver as Medical Librarian in July and library staff worked with staff appointed to the Medical School to identify research information resource requirements. The preparations included developing the information resources of the Library to support the new school and a building refurbishment project on level 1 at the Geelong Campus at Waurn Ponds.

The University Librarian has made initial visits to Western District hospital libraries to build relationships to support the medical school.

Smart Researcher

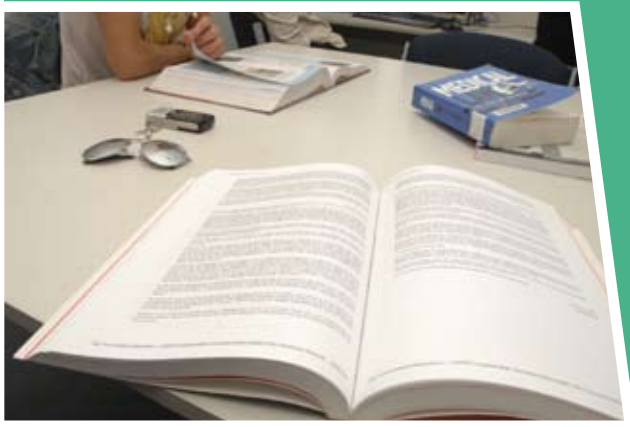
Smart Researcher, an online research skills training program for postgraduate students, is being further developed in conjunction with a Faculty of Arts STALGS grant. Smart Researcher will become part of the Research Wise Project under development.

Legal research module licensed to the University of South Australia

The University of South Australia (UniSA) Library has approached Deakin University Library for permission to adapt the Legal Research Module from MLL110 Law Society and Civil Rights to teach research skills to students in their new legal school. The module has been provided to UniSA Library under a non-exclusive license which allows UniSA Library to use it as a basis for the development of its own module. Deakin University retains copyright ownership of the module.

Research support at Geelong Technology Precinct

A new library outreach service was introduced at the Centre for Material and Fibre Innovation (CMFI) at the Geelong Technology Precinct, Geelong Campus at Waurn Ponds. CMFI has approximately fifty researchers and fifty HDR students including many from overseas. A Liaison Librarian is located at the Centre one morning a week to assist researchers with literature searching, bibliographic management tools, acquiring new books and materials and the world-wide interlibrary loans service.



Worldwide loans and document supply (Interlibrary loans)

New interlibrary loan service software (VDX) was introduced to improve library support for teaching and research. The key benefits of the new application include easier processes for requesting items, the ability for clients to track the progress of their own requests, and access to national and international library catalogues through a single search. The features of the new service were demonstrated to Deakin staff at information sessions conducted across all campuses.

Information resources purchased to support research priorities

- ABI Inform
- SIRCA
- American Chemical Society Legacy Archives
- Biological Abstracts 2006 Backfile
- JSTOR Arts and Science V Collection
- Laboratory Animals
- Lecture Notes in Computer Science
- Web of Knowledge subscription
- National Citation Report
- Nanotechnology reports
- Encyclopaedia of Computational Mechanics.

Research resources purchased on behalf of the Faculty of Business and Law

- Osiris
- Bloomberg
- Compustat
- Audit Analytics.

Notable purchases for the Special Collections

- *A specimen of the botany of New Holland* by JE Smith, 1793
- *Flora Australasica*, R. Sweet. 1827–1828
- Australia Federation Official Invitations, 1901
- *Zoology of the voyage of HMS Erebus and Terror*. Richardson & Gray. 1839–1843
- *A monograph of Australian Land Shells* by James Cox, 1868
- *A natural history of the lepidopterous insects of NSW* by John Lewin, 1822
- *Zoologische Forschungsreisen in Australien und dem Malayischen Archipel*/Mit Unterstützung des Herrn Paul von Ritter, ausgeführt in den Jahren by von Richard Semon, 1891–1893.

Australian National Citation Report 2001:2006 on CD-ROM

The Library purchased the Australian National Citation Report 2001:2006 on CD-ROM to assist the University undertake bibliometric analysis work for the Research Quality Framework. This CD-ROM provides a Microsoft Access database of publications by Australian based researchers, comprising cited papers from Web of Knowledge plus a range of additional value added metrics not available on Web of Knowledge.

Portico and CLOCKSS

The Library participated in two important worldwide journal archiving initiatives in 2007. The Portico service, initiated by JSTOR, provides a permanent dark archive of electronic scholarly journals hosted on the JSTOR platform and made available if defined trigger events occur.

CLOCKSS is a distributed dark archive network that aims to preserve scholarly content at several library sites. Defined trigger events result in the content being made available via a hosting platform.



Internationalisation



Support services for increased numbers of international students at Melbourne Campus at Burwood

All international students previously at Melbourne Campus at Toorak were relocated to Melbourne Campus at Burwood in the second half on 2007. The Library developed a communication plan to assist this transition and worked with staff from the Faculty of Business and Law, DUELI and MIBT to ensure students located at the International Centre Business Building were aware of library services and facilities available at the Melbourne Campus at Burwood and the many online services and resources accessible via the Library website.

As part of the Library operational priority relating to internationalisation, the Library fully implemented four of the six recommendations from the 2006 Review of DUELI Students. These recommendations were based on:

- on going review
- resources and text books
- the student profile
- orientation and library introduction
- library staff development
- DUELI collection and special resources.

The two outstanding recommendations will be implemented by March 2008.

Collaboration with the Malaysian Ministry of Education

The Library continues to participate in the Faculty of Arts and Education's offshore Bachelor of Primary Education program in Malaysia. In November Malaysian staff visited the Library to gain an understanding of library resources.



04

Recruiting and retaining staff



Staff update sessions

The Library has introduced a series of monthly staff update sessions presented by managers or supervisors with particular functional area responsibilities. This year presentations were made on: information literacy, off campus and document delivery, lending services, information systems and the Research Quality Framework, the Alfred Deakin Prime Ministerial Library and two general update sessions by the University Librarian.

The staff update session in September welcomed three directors of the Academic Information Services group who spoke to staff on the work of their divisions.

Staff days

Most Library staff attended a Staff Reflections day which was held on 3 July 2007 to review the 2006/7 restructure.

On 11 December 2007 staff again came together to acknowledge the achievements of 2007, consider the directions for 2008, and present staff service awards. This day concluded with a guided tour of the Geelong Technology Precinct and the Deakin Winery.

7UP planning days

Two sessions have been held for library staff, HEW7 and up:

- 30 August 2007 to look at Library values
- 18 September 2007 to draft the 2008 Library Action Plan.

TREND series (Thoughts, Reflections, Experiences and New Ideas)

A series of video-conferenced information sessions with guest speakers on topics of interest was introduced. Speakers included:

- Professors Gerry Quinn, Alister Ward and Xuangi Wang who spoke on their research and how the Library can assist with their endeavours
- Dr Ken Fisher, Facilities Planner and Mr Garry Bradley, Manager of Space Planning at RMIT University, who spoke on the trends for library spaces and the Library's plans for the refurbishment of campus libraries
- Mr Andrew Bennett, University of Queensland, who spoke on IT and libraries, looking forward to the next five years
- Stephen Abram, MLS, Vice President, Innovation at SirsiDynix, who spoke on 'Learning 2.0'.

Learning 2.0: 23 things program

The Library is committed to establishing services which reach out to students in the ways they choose to communicate while supporting a connected community of teachers and learners. These services require a high level of library staff skills in developing technologies.

04

Recruiting and retaining staff

Deakin University Library partnered with Swinburne Library to implement a Learning 2.0: 23 things training program. All Library staff undertook an active twelve week program that introduced them to a range of Web 2.0 technologies including blogs, wikis, Flickr, and del.icio.us.

Library Staff Development and Training Advisory Group

This group was established to advise and make recommendations to the Library Planning and Management Group on staff development strategies and issues. Major achievements of this group in 2007 were:

- development of Staff Training and Development Plan
- review of induction kit
- review of Achievement Award Scheme
- implementation of TREND series
- commencement of Workforce Planning Project.

A staff communication survey was conducted in 2007 to identify barriers to good communication both within the Library and externally with its key service areas, the faculties.

Recommendations to improve communications arising from this survey have been implemented.

Videoconferencing

The introduction of Tandberg videoconferencing facilities at all campus library meeting rooms in February 2007 has reduced travel between campuses and facilitated the inclusion of all staff in meetings including:

- monthly update sessions
- TREND series
- implementation and review of progress with 23 Things program.

Staff development

The PPR process enables the identification of staff development opportunities. Staff participated in 289 staff development opportunities in 2007, which included internal and external training, and conference and seminar attendances both within Australia and overseas.

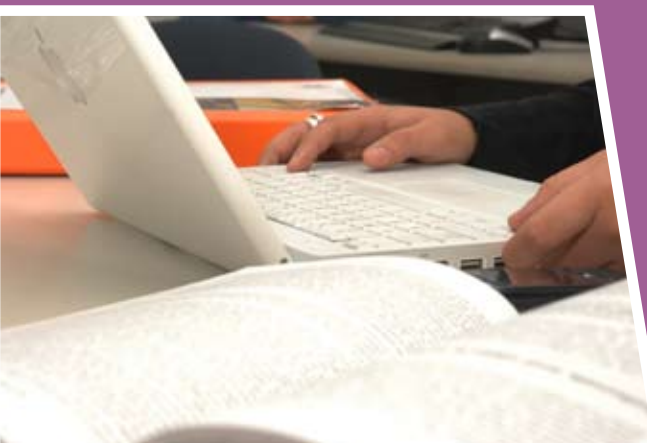
The senior team undertook leadership development exercises and participated in the inaugural Australian Council on Open, Distance and E-learning Leadership program.

Traineeships

Two Traineeship positions were introduced at Burwood and following a review will again be offered in 2008.

Staff achievement awards

Two group awards were presented in 2007 to staff working in Information Management and Access, and Client Services at Geelong Campus at Waurn Ponds for their involvement in the project to review and consolidate the campus print journal collection within a very tight timeframe in preparation for the refurbishment of level 1.



05

Community responsibilities; Rural and regional engagement



Bachelor of Medicine Bachelor of Surgery accreditation

The Library's preparations for the Australian Medical Council accreditation of the Bachelor of Medicine Bachelor of Surgery, carried out as part of the development of the Deakin Medical School, were commended.

TAFE partnerships

Partnership agreements and relationships with TAFE continue to be reviewed. The Gordon Institute of TAFE has notified the University Librarian of its intent to implement its own integrated library system. Box Hill TAFE has recently re-structured its library services.

Support for Smith Family charities

Each year the Library has an amnesty on accrued penalty points, inviting students to give a seasonal gift in return for their penalty point tally being reduced to zero. This initiative provides an opportunity to make a special contribution to children who may otherwise miss out on festive treats. Hundreds of children's gifts including toys, books and other treats were donated by staff and students and distributed by the Smith Family to Victorian families.



Communication, marketing and positioning



Staff newsletter

The Library made regular contributions to the Deakin University monthly online staff newsletter Network to inform staff and students of library activities.

Australian Library and Information Week 2007

To celebrate libraries and creative writing the Library held an event during Australian Library and Information Week 2007 at the Melbourne Campus at Burwood Library. Our guest speaker was Mrs Corinne Fenton, author of 'Queenie: one elephant's story' who gave a full account of her research and writing experience in the creation of this powerful picture book.

Participants at the event also viewed a special selection of books and ephemera (book-related toys and more) from the Children's Book Council and children's literature collections and were amazed by journal sculptures from the Deakin University Collabor8ors – works by Bachelor of Interactive Media students.

Melbourne Writers Festival event

The Library at Melbourne Campus at Burwood was the venue for the Faculty of Arts, School of Communication and Creative Arts, Melbourne Writers Festival event held on 30 August 2007. Australian authors Emily Ballou (poet, screenwriter and novelist) and Ewan Morrison (award winning television director and novelist) were the guest speakers at this successful event.

Marketing Coordination Group

The Associate Librarian, Client Services represented the Library on the Marketing Coordination Group throughout 2007.

07

Resources, infrastructure and services

Capital works for Library learning spaces

Capital funding was approved for two major refurbishment projects which will transform library spaces into next generation learning environments. The spaces will be flexible and provide support for individual learning and study, group learning and discussion, with ubiquitous ICT access and assistance services readily accessible.

The two projects are:

- the Melbourne Campus at Burwood Library project phase 1 which will integrate collaborative learning spaces into the Library on the entry level of the Library and is scheduled for completion at the end of 2008
- the Geelong Campus at Waurn Ponds Library project which will commence at the end of 2008, and will continue through to 2010.

Resource support for Medical School

Print and online collections have been purchased and library space refurbishment completed on schedule.

Toorak Library closure

With the closure of the Melbourne Campus at Toorak the Toorak Library was permanently closed on 9 November 2007. The project to relocate library staff and material to the Melbourne Campus at Burwood was successfully undertaken with all material available by 30 November 2007.

Workstations in the Library

In consultation with Information Technology Services Division, forty workstations were re-located from IT computer laboratories to higher use facilities in the Geelong Campus at Waurn Ponds Library. Another thirty workstations will be provided across three campus libraries in 2008.

New printing/copying strategy

New multifunction print and copy devices were installed in all campus libraries, replacing obsolete photocopiers. These multifunctional devices have greatly enhanced the provision of printing, copying and scanning in colour and black and white for all staff and students.

Opening hours

Opening hours are reviewed annually at all campuses. In response to feedback the evening opening hours at Melbourne Campus at Burwood were extended, and at Warrnambool Campus weekend hours were extended in the period leading up to exams in Semester 2.

ARLAC contract

Deakin University Library is a partner in the Victorian and South Australian university libraries' ARLAC contract which provides a substantial saving on book expenditure over the three year contract. A new proposal evaluation process was undertaken in 2007 with a contract for the years 2008–10 being signed at the end of the year.

Millennium operations

In January and February the Library's integrated management system, Millennium, was moved to a virtual server. The virtual server implementation at Deakin failed to provide sufficient computing power, and whilst strenuous efforts were made to improve the situation—including the implementation of non-standard configurations—the decision was made to revert to a dedicated server in 2008. Staff work practices were modified to lessen the impact on system performance during peak periods.

The performance problems were reflected in slow response in WebPAC and WebBridge queries.

In May 2007 the Library moved to WebPAC Pro, which gives the Library more control over the look and feel of the user interface. In August the system was upgraded with Release 2006 1.3.

In December, server installation began for locally hosted Research Pro. Research Pro enables simultaneous searching of multiple databases and replaces a similar service, MetaFind, which was hosted by Innovative Interfaces Inc. in the United States. Whilst Encore acts as a discovery service for items catalogued in the Library collection, ResearchPro acts as a discovery service for a wide range of published items catalogued by external services. The Encore interface allows for the integration of both discovery services. Phase 1 integration is rudimentary, but is expected to improve with Phase 2 releases in 2008.



Appendices

Appendix 1: Information resources expenditure for 2007

Capital YTD actuals asset purchases		Non Capital YTD Actuals	
Duplicate books		Library Serials—Subscriptions	
Arts	\$92,553	Arts	\$2,237
Business and Law	\$147,732	Business and Law	\$4,357
Education	\$52,268	Education	\$431
Health and Behavioural Sciences	\$123,801	Health and Behavioural Sciences	\$0
Science and Technology	\$47,359	Science and Technology	\$1,301
Total asset purchases—duplicate books	\$464,713	Faculties-general	\$19,583
Books		Non-faculty	\$155,934
Arts	\$236,030	Total Library serials—Subscriptions	\$183,841
Business and Law	\$204,005	Serials—Electronic	
Education	\$70,035	Arts	\$296,355
Health and Behavioural Sciences	\$173,639	Business and Law	\$486,761
Science and Technology	\$213,722	Education	\$42,037
Faculties-general	\$124,187	Health and Behavioural Sciences	\$373,579
Non-faculty	\$62,264	Science and Technology	\$636,914
Total asset purchases—Books	\$1,083,884	Faculties-general	\$775,398
Print serials		Non-faculty	\$8,916
Arts	\$116,976	Total Serials—Electronic	\$2,619,959
Business and Law	\$202,669	Books—Electronic	
Education	\$58,098	Arts	\$2,912
Health and Behavioural Sciences	\$75,086	Business and Law	\$30,466
Science and Technology	\$89,798	Education	\$2,845
Faculties-general	\$34,446	Health and Behavioural Sciences	\$34,247
Non-faculty	\$5,436	Science and Technology	\$54,343
Total asset purchases—Print serials	\$582,508	Faculties-general	\$38,453
Asset purchases—Microform		Non-faculty	\$3,337
Arts	\$891	Total Books—Electronic	\$166,603
Business and Law	\$1,024		
Faculties-general	\$37,762		
Total asset purchases—Microform	\$41,268	Non-capital purchases—Development	\$71,775
Asset purchases—Development	\$428,844	Non-capital purchases—Medicine	\$639,496
Asset purchases—Medicine	\$247,466	RIB purchases	\$392,942
Total asset purchases 2007	\$2,848,684	Total information resources expenditure 2007	\$6,923,300

Appendix 2: Library donors

Kevin Anderson	Christine Harvey	Dr Maria Pallotta-Chiarolli
Daniel Armstrong	Roy Hay	Professor Ruth Rentschler
Alison Austin	Katrina Heddich	Verity Roennfeldt
Australian Government's Cultural Gifts Program	Dr Phillip Hellier	David Salamy
Liz Baulch	Dr Winifried Hoerr	Darcy Seller
Professor David Birch	David Hundt	Professor John Sherwood
Valda Clarke	Annette Iggulden	Professor Des Smith
Rosa Cotrona	Dr Barry Jones	Jelena Turovic
Professor Bob Cummins	Professor Barbara Kamler	Helen Tutt
Annemieke Craig	Elizabeth Kraus	Associate Professor Stan Van Hooft
Dr Gwenda Davey	Professor Bill Logan	Dr Deborah Walker
Sandra De Rome	Dr John Long	
Susan Ewers	Professor David Mackay	
Judith Fisher	Wendy Maher	
Honorary Associate Don Gibb	Graham A. McLean	
Judy Gordon	Associate Professor Judy Mousley	
Gunbalanya School N.T.	Dr Laurel Myers	
	National Gallery of Victoria	

Appendix 3: Staff publications and presentations

Henczel, S. (2007) 'Empowering information professionals: a training programme on information and communication technology. Module 2-Introduction to library automation. Evaluation report—final'. Prepared for UNESCO Principal Regional Office for Asia and the Pacific, Bangkok, Thailand, October.

Henczel, S. (2007) 'Information auditing report and tool kit', Freepint FUMSI (Find, Use, Manage, Share) report, October.

Henczel, S. (2007) 'Think big, add value', in Leading Strategic Information Initiative (e-Book), Thomson.

Horn, A. (2007) 'Library learning space design: a good student fit'. Presentation at the Deakin Teaching and Learning Conference, Deakin University Melbourne Campus at Burwood, 24–5 September.

Horn, A. (2007) 'Strategic competence: To soar above'. Paper & PPT presented at ALDP, Hong Kong, April.

Moncrieff, J, Macauley, P, Epps, J. (2007), 'My universe is here: implications for the future of academic libraries from the results of a survey of researchers', Australian Academic & Research Libraries, vol. 38, no. 2 (June), pp. 71–83.

Owen, S. (2007). 'Customer-focused innovations at Deakin University Library'. inCite 28(9) September, p.16

Appendix 4: Visitors

Stephen Abram, MLS, Vice President, Innovation at SirsiDynix, to give presentation on 'Learning 2.0'

Dr Rozz Albon, Curtin University, to investigate how Deakin is using synchronous communication via Elluminate Live! to enhance student learning.

Andrew Bennett, University of Queensland, to give presentation on 'IT & Libraries'

Denise Bonwick and Brett Fenton, members of RMIT Swanston Service Desk training group to discuss strategic client services delivery.

Steven Due, Hospital Librarian, Barwon Health to discuss cooperative library support for the School of Medicine.

Dr Ken Fisher, Facilities Planner, and Mr Garry Bradley, Manager of Space Planning at RMIT University, to give presentation on their library's refurbishment plans.

Malaysian staff associated with the delivery of Deakin's Bachelor of Primary Education program.

Blanca Pizzani, Gordon Institute of TAFE to discuss partnership arrangements.

Anne-Marie Schwirtlich, Chief Executive Officer, State Library of Victoria to discuss library services.

Janette Wright, CEO, CAVAL to discuss partnership arrangements.

Appendix 5: Surveys/benchmarking

The Library participated in the following surveys/benchmarking activities in 2007:

- CAUL statistics: produced annually to enable comparison across Australian university libraries over a wide range of metrics
- CAUL Surveys:
 - Online class booking in libraries
 - Repository (DEST readiness)
 - Library staffing for evenings and weekends
 - Managing user statistics
 - Sharing planning documents
 - Storage of print collections
 - Student Internet access from library PCs – who pays?
 - Apple Macintoshes
 - ADT 2006 Members survey results
 - Uni wide multifunction card system
 - Collaboration with the NLA and NSLA members
- Virtual library help desk benchmark
- Archives
- Copiers, printers and facilities management
- 07 LIS qualifications survey: employers
- Vernacular script cataloguing
- Administrative processes
- ASAP information
- Communications technology
- Next generation
- HEO 1 positions.
- Deakin University Student Evaluation of Teaching and Units (SETU)
- Deakin University Library service-specific benchmarking surveys
 - The Library applied part of its AAUT award funds to conduct a study of the information assistance services of other libraries.
 - The Library also undertook a survey of other libraries on budget allocation models.
- Client Value Workshops: undertaken by the Library in 2007 to inform the web site re-development project.
- Other questionnaires
 - ELR/Educational Lending – Australian Government PLR Committee
 - Roving reference survey – State Library of Victoria
 - 30 second survey on LA website – Libraries Australia
 - RQF preparedness – CAUDIT
 - Off campus loans – McGill University
 - ERL survey – Lending rights
 - Proquest International - Proquest
 - Help desk benchmarking - Open University

Appendix 6: Submissions to course proposals and reviews:

Course proposals:

Master of Social Work

Graduate Certificate of Management
(Family Business)

Graduate Certificate of Psychology

Master of Arts—Creative Enterprise

Master of Biotechnology

Graduate Certificate of Research
Commercialisation

Graduate Diploma of Teaching

Bachelor of Property and Real
Estate

Reviews:

School of Psychology

Deakin Prime

Deakin International

Property Services

Institute of Biotechnology

(Biodeakin)

Teaching and Learning

Appendix 7: Statistical information

Information literacy and instruction

Orientation forums	438
Orientation participants	8,987
Other information literacy groups	817
Other information literacy participants	6,629
Inquiries to service desk	48,093
Total number of loans (including self checkouts)	404,592
Number of reserve collection loans	32,005
Number of items reshelfed (monograph items)	624,219

Document delivery services

Supplied to off campus students

Books	46,037
Print articles	2,069
Electronic documents	1,159

Inter-campus loans

Books	24,724
Photocopies	716

Inter-library loans supplied

Books supplied	5,250
Photocopies/Electronic items supplied	2,909
Total items supplied	8,159

Appendix 7: Statistical information (*continued*)

Inter-library loans received

Books received	2,101
Photocopies/Electronic items received	4,666
Total items received	6,767

Information resources

Non-serial items

Number non-serial items acquired during the year	39,286
Number non-serial items withdrawn during the year	57,281
Total non-serial items in library at end of year	1,668,491

Non-serial titles

Number non-serial titles acquired during the year	22,289
Number non-serial titles withdrawn during the year	8,661
Total non-serial titles in library at end of year	1,259,738

Serial titles

New non-electronic serial titles acquired during the year	54
New individual electronic serial titles acquired	1,071
New serial titles within aggregations	5,684
New serial titles within single publisher collections	184
Total new serial titles for year	6,996
Serial titles cancelled during the year (non-electronic)	256
Serial titles cancelled during the year (electronic)	2
Total serial titles cancelled during year	258

Current serials

Current unique serial titles (non-electronic)	2,685
Current individual serial electronic titles (includes CD ROM)	6,367
Titles within a single publishers collection	8,035
Titles within aggregations	60,825
Total current serial titles held (includes electronic)	77,882

Electronic readings

E-readings renewed	9,508
E-readings added	2,206
Readings scanned and image-edited for readers	1,138

Electronic information resource licences

New licences	91
Licence renewals	111

Conversion to accessible formats

Registered students with a print disability	56
Pages of text converted to accessible formats	144,838

Australian digital theses

Total theses digitised, including those not being communicated	60
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Cataloguing and classification

Call numbers assigned	3,601
Cataloguing total	4,262
Records found/improved	779
New records created	3,163
Exact records found	320