UTS:LIBRARY
2008 YEAR IN REVIEW
OVERVIEW
In many ways, 2008 was a watershed year for UTS Library. The refurbishment and extension of the Blake Library was finally completed after years of overcrowding and now delivers high quality learning spaces to the UTS community.

Planning for a revolutionary academic library, which will implement an Automatic Storage and Retrieval System to hold three-quarters of our collection, also began during the year. More detailed planning of facilities and reconsideration of services and operations for this ‘Library of the Future’, the centrepiece of the new campus development plan approved by UTS Council, will dominate the next few years.

But UTS Library did not stand still on other fronts. As this overview of activities shows, 2008 was rich in innovation and responsiveness to clients. From developing and implementing a new catalogue to enhancing information literacy – on campus in Sydney, online and offshore – UTS Library staff showed their commitment to supporting UTS students and staff.

That dedicated work was also recognised by the honours given to our Alternative Formats Service, acknowledged by Vision Australia to be best practice. Its success was a result of careful planning and dedicated delivery but also reflected our commitment to supporting students and staff with disabilities.

UTS Library continues to support traditional library activities such as reading and quiet study as well as new modes of collaborative and social study by using innovative methods and novel technologies.

Alex Byrne
University Librarian

STUDENT PREPAREDNESS AND PARTICIPATION
Promoting independent learning
During 2008, online tutorials and study guides were reviewed, redesigned and improved. Study guides introducing students to key information resources for their discipline were updated and converted to a new format which is more accessible to students with disabilities. By enhancing their online experience and directing students to the most useful electronic and print resources for a particular subject, online tutorials further develop information literacy skills.

In partnership with faculties and other support units, the UTS Library and participants in the work-ready project created and used activities to improve students’ information literacy and management skills in preparation for successful study and careers in a changing workplace.

Information Service Librarians continued to work with faculties to integrate information literacy into teaching programs, and developed information on the Library website to introduce new students to Library services, information resources and research strategies. Library staff also developed an open source solution using Drupal to store, manage and deliver online tutorials and class materials for information skills training.

BUILDING RESEARCH COLLECTIONS, CAPABILITY AND COLLABORATION
Digitising research output
The Library is working with the UTS Research and Innovation Office (RIO) to provide access to the scholarly output of UTS academic staff. We have digitised research publications gathered by RIO from 2002-2007 while material from 2008 onwards will be submitted in digital format to the Library or digitised if necessary. Our staff are currently ensuring copyright and licensing compliance to make this research available online to increase citation rates and enhance the reputation of the scholar and the University.

Australasian Digital Theses (ADT)
ADT’s migration to UTSiResearch has proved a successful endeavour. We now have nearly 200 theses available online through UTSiResearch and continue to work toward mandatory submission of digital theses so that they may be readily available to researchers and potential partners worldwide.

Collection development
The building of our collections to support research, teaching and learning continued.
In 2008 the Library continued to work closely with
the Australian Centre for Events Management
(ACEM) and the Australian Centre for Olympic
Studies (ACOS) to develop the Olympic and Event
Studies Room and Collection (OESR).

Global reach
Once again there has been considerable growth
in UTS eScholarship content. UTS ePress now
publishes nine online journals and has four more
in production.

In 2008, we launched the Commonwealth
Journal for Local Governance, ‘Gateways:
International Journal of Community Research and
Engagement’, and the ‘Sydney Journal’.

We also published another ebook, ‘Australian
Indigenous Collections: First generation issues’, by
Martin Nakata, Vicky Nakata, Alex Byrne, Gabrielle
Gardiner and Jay Gibson.

These initiatives raise the profile of UTS as
one of the leaders in scholarly communication
and electronic publishing in Australia and
internationally.

Australian Centre for Events Management
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The Library enhanced its electronic and print
collections by focusing on acquiring electronic
books, full-text journals and datasets such as
standards, company reports, newspapers and
audiovisual resources. Access to the print
journal collection was improved by the removal of
outdated and duplicate material.

New electronic resources supporting a broad
range of disciplines and faculties include:
> full-text electronic articles of more than 300
  major national, regional and local newspapers
  in China
> journals chronicling breakthroughs in
  research and techniques in major clinical and
  medical specialties
> a database of reference books published by
  SAGE covering the social sciences and
  education
> online books with titles in the Advanced Micro
  and Nanosystems series, and
> 11,200+ titles of journals, global newspapers,
  company reports, industry reports covering a
  wide range of disciplines.

In 2008 the Library increased its number of new
books by 36% and ebooks by 326%.

Bonus!
The BONUS + service is now Australia wide.
Murdoch University in Western Australia joined
the collaborative resource sharing service in
August 2008.

UTS is already partnering with the University of
Newcastle, University of Melbourne, University of
Ballarat, Victoria University and Deakin University,
which means UTS clients can place a request
directly from the combined catalogue of over 4
million resources.

Each library has the same library management
system, which interoperates seamlessly enabling
students and staff to place requests and borrow
books as simply as they can at their own university.

Items are delivered to the requester’s nominated
library within days and with all delivery costs
covered.

Award winning Alternative Formats Service
The UTS Alternative Formats Service delivers
course material in electronic formats to students
with special needs. In 2008, it was recognised
by Vision Australia as national best practice and
also received a UTS Learning & Teaching Award.

Many universities are adopting the UTS model and
several talks and demonstrations were given by
Library staff during the year to showcase the
UTS service.

Planning has commenced for a new library
building to be completed for 2014. Less used parts
of the collection will be stored in an underground
Automated Storage and Retrieval System which
will free up space to support collaborative learning
as well as individual study.

Client service
The Library continued to review client services,
and in response to feedback implemented
revised reservations and renewals practices, and

In 2009, we will address the suggestions and
concerns of our clients from the LibQual+ survey
and through other initiatives. Many of our clients
asked for more ‘Google-like’ information
discovery so we will be rolling out a new search
interface as well as other web 2.0 initiatives early
in the new year.

Connect to expert discussions
The Library is committed to bringing the UTS
community exciting and innovative presentations.
During 2008, the dress code in China, digitally
enhanced democracy, environmental conservation
and inspirational literature was explored. The
Markets Forum program promotes the expertise
of UTS staff and industry specialists to the UTS
community through a program of innovative,
challenging and stimulating presentations.

Digitally Enhanced Democracy: Dr Jim
Macnamara, Professor of Public Communication
and Director, Australian Centre for Public
Communication (ACPC) presented at the May
Markets Forum. New media, popular culture
and politics were themes in Dr Macnamara’s
presentation.

Dressing for Power!: Professor Louise Edwards,
Director, UTS China Research Centre and
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Asia Pacific Futures Research Network, was the
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At UTS we aim to increase the exposure and impact of research publications and offer our researchers a platform for collaboration through UTSeResearch. We also offer a vehicle for publishing peer reviewed journals, books and conference proceedings through UTSePress. This year we added research data curation to the UTSeScholarship initiative. The storage and management of research data has been identified as a major priority by a number of disciplines and by research funding agencies in many countries, including the UK, USA, Canada and Australia. UTS is on the cutting edge of these developments.

NATIONAL COLLABORATION, INTERNATIONAL REACH

NATIONAL PERSPECTIVE

ASSDA

UTS Library is hosting the NSW node of the Australian Social Science Data Archive (ASSDA). A networked consortium, ASSDA aims to collect and preserve computer-readable data relating to social, political and economic affairs and to make the data available for secondary analysis.

ORGANISATION AND STAFF DEVELOPMENT

A New Structure

To further support the information requirements of UTS staff and students, the Library’s Information Services Department was reviewed and restructured. Three subject oriented teams, (Arts and Social Sciences, Business and Law, Sciences and Technology) now provide support for staff and the new faculty structure and will improve opportunities for staff as well as services to clients.

Library Staff Conversations

The year saw another successful program of Library Staff Conversations. The year’s highlights include:

> Professor Sue Rowley, Deputy Vice-Chancellor (Research) on UTS Research
> Sue McKnight, Director of Libraries and Knowledge Resources at Nottingham Trent University on The Future of e-Textbooks and the JISC National eBooks Observatory Project
PROFESSIONAL ACTIVITIES OF STAFF

The UTS Library continued to respond to changing client demands as well as to facilitate innovations in service delivery. Several staff members contributed to the development of UTS strategies, policies and guidelines, as well as attending a number of conferences, workshops and training sessions.

UTS committees

> Belinda Tiffen (Kuring-gai Library Services Manager) was a member of the Kuring-gai Campus Reference Group.
> Alex Byrne (University Librarian), Fides Datu Lawton (Director, Library Resources Unit) and Gabrielle Gardiner (Research and Policy Officer) were members of the Journal Managers and Editors Committee.
> Alex Byrne and Fides Datu Lawton were chair and member of the UTS eScholarship Board.
> Sally Schofield (Information Services Manager) was a committee member of the Work-Ready Project, Research and Research Training, and Disability Action Plan.
> Information Service Librarians sat on various boards:

- Jemima McDonald - Board of Studies for Indigenous Education
- Janet Chelliah, Jemima McDonald, Belinda Tiffen - Faculty Boards
- Cathy Anderson - Faculty of Law, China Law Research Group
- Patrick Tooth - University Graduate School Board
- Wei Cai - Institute of International Studies Board and Communication Project group.

External memberships

> Alex Byrne is a current member of the LATN working group and Gabrielle Gardiner is the Executive Officer of the LATN working group.
> Alex Byrne is the Director of ASSDA and a member of the ASSDA Executive.
> Gabrielle Gardiner is the Executive Director of ASSDA and ATSIDA.
> Sally Schofield is a member of the LATN InfoScholar Management Group.
> Janet Chelliah is the UTS CAUL/CEIRC Datasets Coordinator.

Teaching at UTS

> During 2008, Information Service Librarians taught at UTS:
  - Daphne Freeder in the Faculty of Business and Wei Cai at the Institute for International Studies/Faculty of Arts and Social Sciences.
  - Alex Byrne contributed to the Information and Knowledge Management program in the Faculty of Arts and Social Sciences.

Professional associations

> Various staff are members of professional associations, including:
  - Fiona Bradley - ALA New Members Round Table (Scholarship Research and Writing Committee, Governance Committee, and Chair of the Online Discussion Forum); Association for Computing Machinery and International Federation of Library Associations and Institutions (IFLA).
  - Cathy Anderson - Australian New Zealand Academic Law Librarians (ANSACAL) and Australian Law Librarians Association.
  - Jemima McDonald - Aboriginal and Torres Strait Islander Library Information and Resource Network (ATSILIRN).
  - Jemima McDonald, Fiona Bradley - American Library Association (ALA).
  - Sally Schofield, Janet Chelliah, Fiona Bradley, Jemima McDonald, Ashley England - Australian Library and Information Association (ALIA).
  - Alex Byrne - Aboriginal & Torres Strait Islander Library & Information Resource Network (ATSILIRN), Australian Society of Authors and PEN International and a Fellow of the Australian Library & Information Association and Australian Institute of Management.
Staff attended the following events
> Hyperlinked Library Forum, Sydney
> Innovative Ideas Forum, Canberra
> Libraries Australia Forum, Sydney
> Libraries of the Australian Technology Network [LATN] Forum, Melbourne

Publications

Conferences
> Belinda Tiffen attended the Universities Australia Library Conference in July with presenters from academic libraries and the higher education sector, the focus was on e-research and the impact of research quality mechanisms and library policy and funding trends.
> Fiona Bradley attended the American Library Association Annual Conference, Anaheim, USA; Australian Innovative Users Group Conference, Sydney, and the World Library and Information Congress: 74th IFLA General Conference and Council, Québec, Canada.
> Cathy Anderson attended the IATUL Conference, Digital discovery: strategies and solutions, Auckland, NZ.
> Alex Byrne gave a keynote paper, ‘The local in the global: academic and research library services in the information society’ at Think Global, Act Local: SCONUL Annual Conference, Edinburgh, 11-13 June 2008, a paper, ‘Game as Ned Kelly: asserting the twenty-first century academic library’s role in open access and data curation’ at Open Access Publishing: a PKP User Group workshop, University of Sydney, December 4 and 5, 2008; master classes on ‘Strategic Advocacy: gaining stakeholder buy-in for your library services’ in Sydney, Brisbane, Melbourne; a paper, ‘Adopting Web 2.0: privacy, security and other things that keep me awake’ at RMAA Convention, Sydney, 10 September 2008; a keynote address, ‘Subtly, every library is different’ at workshop on management of physical collections, QUT Kelvin Grove, 9 July 2008; and a seminar, ‘Library 2.0: a new future?’ at State Library of New South Wales, Sydney, 25 June 2008.
> Steven Byrnes attended the Open Access and Research conference in Brisbane.

Visits to other universities
> In 2008, Gabrielle Gardiner visited the University of British Columbia, Calgary University, Simon Fraser University, Victoria University (Vancouver Island), and the University of Washington.

> Effie Safaei, Lending Services Coordinator Kuring-gai Campus Library, visited Macquarie University, Griffith University, University of Queensland and the State Library of Queensland to investigate self-service options, and other issues related to circulation and lending services. The result was the successful implementation of new self service check out machines at Blake and Kuring-gai Library.
> Janet Chelliah visited the Yonsei University Library, South Korea and the University of Fiji Library [consultation on systems and electronic collection development]
> Alex Byrne chaired a review of the Information Services Branch at the University of the Sunshine Coast, November 2008. He also visited many libraries to identify trends in library design to inform the ‘Library of the Future’ project.

STATISTICS

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<th>Number of campus libraries</th>
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<tr>
<td>Door count</td>
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<tr>
<td>Collection</td>
<td>Non serial volumes: 713,698</td>
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<td>Serial titles: 80,102</td>
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<td>Research assistance and enquiries</td>
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<td>Research Help Desk</td>
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<td>Telephone Desk Enquiries</td>
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<td>Enquiries Desk</td>
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<td>Ask A Question</td>
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<td>Ask @ Library (Rovers)</td>
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<td>TOTAL</td>
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<td>Circulation</td>
<td>Loans: 305,071</td>
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<td>Digital Resource Register: 565,668</td>
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<td>TOTAL</td>
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<td>Information Skills program</td>
<td>Participants: 16,668</td>
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<td>Classes: 610</td>
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<td>Inter Library Loans</td>
<td>Books lent to other libraries: 3,109</td>
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<td>Books received from other libraries: 2,041</td>
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<td>Public computers</td>
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<td>Information Resources</td>
<td>Books, journals and AV items: 790,000</td>
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<td>Online journals: 28,000</td>
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<td>Electronic books: 49,000</td>
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