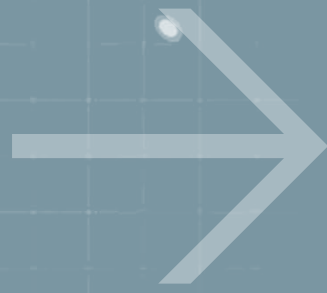


UTS: LIBRARY 2006 YEAR IN REVIEW

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UNIVERSITY OF
TECHNOLOGY SYDNEY

YEAR IN REVIEW 2006

During the year, with Dr. Alex Byrne's appointment as Acting Pro Vice-Chancellor and Vice-President (Teaching and Learning) and Vice-President (Alumni and Development) I had the privilege of taking on the role of Acting University Librarian and of working with a highly dedicated team of Library staff. As this report demonstrates, the dedication and knowledge of the Library staff ensured the delivery of valuable and innovative services to the UTS community and to our broader community of clients. These achievements are even more significant in light of this year's reduction in staff numbers.

The Library staff continued to play a key role in supporting the University's teaching, learning and research programs. Information resources were expanded, online services enhanced and new services introduced. Access to these resources and services from within the University and remotely was facilitated by the implementation of improved search and retrieval systems and the enhancements to information literacy programs.

A vital component of our achievements during the year was successful partnerships with colleagues at UTS as well as with academic and research organisations in Australia and overseas. These partnerships extended our capacity for service improvements and helped raise the profile of the Library and the University both nationally and internationally. The Library staff engaged in collaborative projects with Libraries of the Australian Technology Network and colleagues from other organisations such as the Public Knowledge Project in Canada and the International Network for the Advancement of Scientific Publications in the UK.

In this Year In Review, I acknowledge the many achievements of the Library staff and thank them immensely for their support during the year.

Fides Datu Lawton
Acting University Librarian

SUPPORT FOR THE UNIVERSITY'S TEACHING, LEARNING AND RESEARCH PROGRAMS

COLLECTION DEVELOPMENT

Online resources a continuing focus

The Library expanded its electronic collection of full-text journals, e-books and reference resources and now provides access to over 28,000 online journals (unique titles), 36,000 English title ebooks and 40,000 Chinese title ebooks.

This year the Library acquired 30 major new datasets. While products of interest to individual faculties or disciplines were added, there was an emphasis on multidisciplinary research resources, including those that support collaboration and provide information on conferences and funding opportunities.

A UTS grant provided to the Library was used to purchase three major electronic databases: the Elsevier ScienceDirect back files, the Springer Online Journal Archive and the Gale Virtual Reference Library. These databases substantially expanded the collection of full-text electronic journals and reference tools across a range of disciplines.

Research and course-related print resources

Discipline profiles and approval plans continued to be a strategy for the timely acquisition of print materials, with profiles and plans being compiled for most faculties and institutes. With regular monitoring and some adjustment they are working well.

Indigenous Australian collection

Over the past years the Library has developed a significant collection of Indigenous Australian publications to support teaching and research in the area of Indigenous study.

As publications in this subject area are often difficult to obtain due to small print runs and access to boutique publishers, the Library established a service with a library supplier to obtain a copy of all titles published about Indigenous issues (excluding Indigenous languages) or by Indigenous Australians.

While the main part of this collection is held at the Blake Library (City Campus), books on Indigenous school education and Indigenous health issues are also held at the Kuring-gai Campus Library. The collection is comprised of publicly available resources only—neither Indigenous records nor culturally-sensitive materials are included.



Rare Books & Special Collection

The Rare Books and Special Collection at the Kuring-gai Campus Library was opened by Dr Alex Byrne, Pro-Vice-Chancellor (Teaching and Learning). The collection consists of over 600 rare volumes, the majority of which are first editions. Early Australian and the practice and history of Australian education are some of the subjects covered. There is also a fine collection of children's fiction.

Generous donations

Members of the UTS community generously donated over 2,400 publications to the Library including books in both Chinese and English and in the subject areas of Chinese politics and history with a particular focus on the Shanxi region and 20th Century Chinese literature.

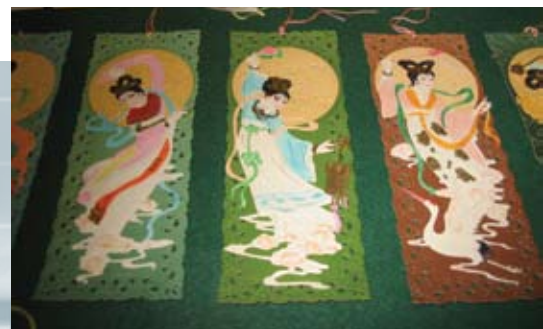
Professor Martin Nakata, Chair of Australian Indigenous Education and Director of Jumbunna Indigenous House of Learning, donated a copy of the newly published work Australian Indigenous Knowledge and Libraries, edited by Professor Nakata and Professor Marcia Langton.

A \$3,000 prize awarded to a UTS student was donated to the Library and used to purchase 40 new books covering business ethics and corporate social responsibility.

Phranakhorn Rajabhat University in Thailand kindly donated A\$1,000 to the University. The donation was used to purchase 20 new Thai language, culture and reference books for the Library collection.

Margaret Trask Bookmark Collection

The Margaret Trask Bookmark Collection, which consists of over 1,000 bookmarks including many unusual and beautiful examples from around the world in many different styles and materials, was officially opened for display at the Kuring-gai Campus Library.



Margaret Trask AM was an outstanding leader in the Library and Information Sciences profession. In the 1990s she served as a member of the UTS Council and then as Deputy Chancellor of UTS. In 2003, UTS Library inherited the bookmark collection and a collection of her professional papers.

ACCESS TO LIBRARY RESOURCES

Enhanced access to online resources

The Library went live this year with the Millennium Electronic Resource Management module which provides improved catalogue access to the Library's substantial online collections. The new module delivered a range of benefits including a more consistent public display in the catalogue, a clearer relationship between electronic titles, databases and their providers, improved journal holdings statement including access restrictions and readily-available licence information as well as advisory notes such as downtime information.

UTS Library was a beta test partner in the internationally collaborative project which produced the new Innovative Millennium system module. By participating in the project, the Library was able to influence product development, enhancements to the functionality and system synergies important to UTS. The Library's involvement also provided opportunities for Library staff to share expertise and experiences on a global stage.

Improvements to the Library website

Google search

Google Mini Search Appliance was installed for use on the Library website and offers full-text searching capabilities and support for over 200 document formats.

Journal Database Alerts

Library clients were able to use Journal Database Alerts to keep up to date with the most recent articles published in their field. The Alerts facility emails to the subscriber the table of contents of the latest issues of nominated journals as soon as they are published. The facility can also regularly and automatically rerun favourite database searches, and email any new search results to the client.

Services for Indigenous students

A new webpage facilitated access to information about Library services, resources and links to other UTS services for Indigenous students.

SUPPORT AND PROMOTION OF UTS RESEARCH CAPABILITIES

Access to key academic research

With support from the UTS Research and Innovation Office, the Library was able to purchase a subscription to the China Academic Journals database. This is a key source of current academic research information produced in China, providing electronic access to over 6,000 journals covering 9 disciplines. UTS was only the second university in Australia to make this database available.

Provision of scholarly communication and publishing

UTSePress continued to highlight the research and scholarship of the University by providing the UTS community with an alternative means of scholarly communication and publishing, and an institutional repository for occasional papers, monographs, articles, theses, podcasts, as well as online journals. UTSePress contains both peer reviewed and non-peer reviewed material.

In 2006, UTSePress grew to be a publisher of 5 journals (African Journal of Information and Communication Technology, Portal Journal of Multidisciplinary International Studies, Public History Review, Trans/forming Cultures, Unscrunchd); and repository for 5 communities

Liaison with researchers

Library staff worked with researchers in faculties and research institutes to develop collections to support research programs, and provided training and assistance to staff and postgraduate students.

The Library supported Research Quality Framework (RQF) planning by providing citation database training, advising on citation measures, giving a presentation on RQF tools at the UTS RQF Forum in December, and developing a RQF Tools webpage on the Library website.

InfoScholar

Library staff worked with colleagues in other Australian Technology Network (ATN) libraries to develop InfoScholar, a generic online information literacy training package for research students of all the ATN universities. This will be one of a range of virtual research training programs offered through the e-Grad School (Australia) and will be available to new Graduate Certificate students in early 2007. Individual libraries will be able to customise InfoScholar for their own students by including links to local websites and resources.

UTS Press



Access to an expanded print collection

UTS continued to collaborate with the University of Newcastle and Charles Sturt University in the BONUS scheme to trial direct requesting of books from the collections of participating libraries. The University of New South Wales joined the pilot later in the year.

For academics and researchers from all participating universities, this enabled unmediated borrowing from other university libraries. For all undergraduate students, BONUS enabled remote access to and borrowing from a substantially larger collection.

Improved and more flexible borrowing

In response to feedback from the LibQUAL+ customer satisfaction survey in 2005, loan conditions for all client groups were made more flexible by extending total loan periods for items in both the 7-day Loan Collection and the General Collection as well as giving clients a longer guaranteed loan period when a book on loan is recalled.

[Australian Indigenous Studies, Library and Information Management, Trans/forming Cultures, UTS Library, and UTS Shopfront Research Publications].

UTS Library worked collaboratively with many other organisations in Australia and overseas in the development of online scholarly publications and the infrastructure to support these works.

Australasian Digital Theses (ADT) Program

UTS Library continued to coordinate UTS involvement in the ADT Program which promotes postgraduate research by making the full-text of Australasian theses available online. In 2006, UTS passed the 100 digital thesis mark.

Promotion of UTS expertise

The Library's Markets Forum program continued to promote the expertise of UTS staff and industry specialists to the UTS community. All forums were very well attended and discussions open and lively.

Patrick Keyzer, Associate Professor, Faculty of Law gave an engaging talk on the Australian Constitution, the High Court and the Howard Government's Work Choices legislation.

Lisa Andersen, Community Engagement Coordinator and Dr Tanja Dreher, Research Manager from UTS Shopfront led a discussion on the issues involved in doing community-engaged research at UTS.

Jeff McMullen, Australian writer and human rights activist, presented a forum on literacy, education and self-empowerment for Indigenous communities.

STUDENT EXPERIENCE

SERVICE AND TECHNOLOGY-RICH LEARNING SPACES

The Blake Library Learning Commons was officially opened by Dr Alex Byrne, Pro-Vice-Chancellor and Vice-President (Teaching and Learning) and Vice-President (Alumni and Development).

In this enhanced learning environment, students choose to study using the Library's networked workstations or their own laptops which can connect to the Internet and the Library's online resources via the wireless facility. Integrated reference services offering assistance with information retrieval, academic writing, technology and Library services are close at hand.

The Commons incorporates a range of services including reference, newspapers, new journals, audiovisual, copying and vending areas as well as the International Cultural and News Centre (ICNC) and the Baya Ng'ara Nura* Indigenous Learning Space (*Language of the Eora nation).



Enriched study environment through display of artworks

UTS art curators facilitated a number of loans and donations of artworks in the Blake Library.

Displaced Persons by Sue Saxon on loan to UTS from Brett Sheeny was hung in the Scholars' Centre.

Five photographic portraits of Australian artists by the photographer Greg Weight donated by Patrick Corrigan, successful businessman, avid art collector and major UTS benefactor of gifts and loans of art works, were hung in the Learning Commons, Level 2 of the Blake Library. A collection of Corrigan family bookplates by well-known artists was also prepared for display.

ENHANCED LEARNING SUPPORT FOR STUDENTS

Information Skills program

This year the Library's Information Skills program reached more than 14,700 undergraduate and postgraduate students with the aim of developing their study, research and information skills.



Drop-in consultations

Students received consultative advice on assessment tasks and academic writing at their point of need in the Library's Learning Commons. For periods of up to 8 weeks during semesters an ELSSA Centre lecturer was available at the Research Help Desk in the Blake Library for short (15 minute) consultations. The service was promoted on the Library and ELSSA Centre websites, on posters in the Library and faculties and in Information Skills classes. This service was very popular particularly with Business, Law and Education students.

Online academic writing and information literacy tutorial

An online tutorial introducing new students to academic writing conventions (including how to avoid plagiarism) and information literacy was developed by Library staff in collaboration with staff from the ELSSA Centre and Institute for Interactive Media and Learning (IML). The tutorial will be piloted in Semester 1, 2007.

Audio Library Tours

Students were able to tour the Library in their own time and at their own pace by downloading a set of audio files to an mp3 player and listening to them while walking around the Library.

The Library's first Audio Library Tours went live for Semester 2 and were available for both the Blake Library (City Campus) and the Kuring-gai Campus Library. Each tour provides an introduction to the services and facilities available in each campus Library. Over 350 tours were downloaded from August to September.

Management of noise in study areas

The Library continued to work towards creating learning environments that accommodated the varied learning practices and needs of students.

While new furniture and signage proved effective in establishing separate areas for group study and areas for quiet, individual study, the Library continued to receive complaints about the level of noise in the quiet study areas and the inadequate space for group and collaborative study. Library staff attended workshops designed to equip them with the customer service skills and scripts necessary to approach clients behaving inappropriately and to perform this task confidently and professionally.

Information Services Librarians focused on developing a program of training sessions tailored to the needs of students and staff of individual faculties and further integrating information literacy into teaching programs. The importance of information literacy as a graduate attribute was emphasised.

Highlights of the program were the 83 per cent increase in participation by students in the Faculty of Nursing, Midwifery and Health with only an 8 per cent increase in the number of sessions and a 20 per cent reduction in Library staff (2018 students attended training in 2006 compared to 1104 in 2005). The use of pre-testing in the Faculty of Humanities and Social Sciences program was a successful strategy for targeting students in greatest need of information literacy training.

The generic Information Skills program ran throughout the two semesters and Library staff also delivered training through the UTS orientation programs, the Graduate School workshops and UTS Online.

Improved learning support for students with disabilities

Library staff continued to work closely with the Student Services Unit and Academic Liaison Officers to identify and provide coursework material in accessible alternative formats for students with print disabilities. The usage statistics for the year were very encouraging showing a 100 per cent increase in the number of students using this service and a 43 per cent increase in the number of subjects per student undertaken compared to the same period last year.

New streamlined process for printing and copying

Students adapted readily to the new online account-based cost recovery system for printing and copying in the Library, ITD general access and some Faculty computing labs.

The new system was successfully implemented in July and has streamlined the process of printing and copying throughout the University's computing facilities. When printing, students are able to identify themselves and debit from their online accounts using the same login they use to authenticate their access to a UTS computer.

The new 'cardless' system was a first for an Australian university library.

INTERNATIONAL ACTIVITIES

Support for offshore teaching and learning

Collaboration was the key to a pilot project designed to deliver Information Literacy instruction to UTS students studying in Kuala Lumpur, Malaysia. UTS Library joined with three other libraries in the Australian Technology Network (ATN), Curtin University of Technology, RMIT University and the University of South Australia to design and deliver training for undergraduate business students and staff from ATN partner colleges. UTS Library staff created program materials for teaching staff, librarians and students, and explored the possibilities of virtual reference (email and chat) to provide support. Trainers from Curtin and UniSA travelled to Kuala Lumpur to deliver training on behalf of all libraries in the project.

The project also provided the opportunity to become more familiar with the facilities and learning experiences of UTS Library clients at partner institutions.

International relations

Library staff worked in collaboration with overseas organisations to facilitate electronic scholarly communication in support of research.

A delegation from the National Science and Technology Library (NSTL) and the Library of the Chinese Academy of Sciences in Beijing, China visited the Library in September.

COMMUNICATIONS

Push technologies to communicate with clients

Communication tools were expanded to include some of the 'push technologies' to deliver timely information to our clients.

The Bulletin, a subscription-based monthly email, delivered news about Library services, resources and facilities to the desktops of over 200 subscribers.

The News and Events facility on the Library website was enhanced by the use of weblog software. Clients are now able to receive Library news by RSS feed and can search news items by category allowing them to access news or events of particular interest.

The Library trialled the delivery of Library notices to clients via SMS. The feedback received from those who took up the service was very positive. Regrettably, this service was discontinued by the provider.

Visual screens installed in the foyer of the Blake Library proved an effective way of communicating information about Library services to clients as they enter the Library. Time-lapse screens displayed information such as current opening hours, training sessions, sms notices, borrowing information and new services such as the ELSSA consultations.

COMMUNITY PARTNERSHIPS

Corporate membership

A new category of associate membership was introduced for companies wishing to borrow from the Library. Up to three staff members from a single organisation are able to access Library services and resources at any one time using corporate membership cards.

MANAGEMENT AND ORGANISATIONAL SUSTAINABILITY

Preparations for audit by Australian Universities Quality Agency

An audit of the University was conducted by the Australian Universities Quality Agency. Preparations for the audit were a focus of attention for Library staff in the early part of the year with staff involved in preparing contributions for the UTS Portfolio and ensuring that evidence of Library achievements was readily available to Library staff and auditors alike. Although the time commitment in the previous year as well as this year was considerable, in general the process was felt to be of benefit in contributing to more consistent recording and communication of project outcomes within the Library.

Speakers at this year's Conversations were Martin Hanlon, Director, UTS Planning and Quality Unit, Dr Gloria Blonde, Manager, UTS Organisation and People Development and Fiona Bradley, Information Services Librarian, who presented highlights from the International Association of Technological University Libraries (IATUL) Conference held in Porto, Portugal and the American Library Association Conference held in New Orleans, U.S.A.



STAFF MATTERS

Workforce Planning Project: staffing for the future

UTS played a leading role in workforce planning through the Libraries of the Australia Technology Network (LATN) Workforce Planning Project which began in 2005 and was completed this year. The initial aim of the project to develop inventories of attitudes, aptitudes, and skills for particular roles in library services was expanded to include the building of a repository of shared documents and the identification of a range of collaborative staff development activities.

A valuable outcome of this project was the skills and attributes competency framework made available to all LATN libraries to assist with workforce development planning including recruitment, position evaluations, and skill/training needs analysis.

Staff Development

The Library reviewed its approach to the management and development of staff at all stages of their career with a view to developing a new framework covering recruitment, induction, development, succession and improvement phases.

Library Conversations

Planning, quality management, organisation and people development and current issues affecting libraries were topics of the Library's Conversations program this year. The program aims to keep staff informed of topics of strategic importance to UTS as well as developments in the information profession.

STAFF ACHIEVEMENTS

UTS Library staff recipient of UTS Career and Professional Development (CAP) Award

Madeleine Mann, Digital Resource Register Supervisor, received a Career and Professional Development (CAP) Award for high performing support staff from the Vice-Chancellor. The award comprises a \$3,000 grant to be used for professional development purposes. Madeleine was nominated for her excellent work in the provision of coursework materials in alternative accessible formats for students with print disabilities, resulting in the creation of significant organisational value to UTS.

UTS Librarian first recipient of Tony Evans Travel Grant

Fiona Bradley, Information Services Librarian, received the first Tony Evans Travel Grant for young librarians in the UK or Commonwealth to attend the 2006 International Association of Technological University Libraries (IATUL) conference held in Porto, Portugal. The competitive grant of £500 to support attendance was made on the basis of recent achievements and endorsement from their Library Director, and was presented at the General Assembly during the conference.

PROFESSIONAL ACTIVITIES OF LIBRARY STAFF

UTS committees

Library staff contributed to the development of UTS strategies, policies and guidelines through the membership of UTS committees, boards and working groups.

The University Librarian was a member of the

- > Vice-Chancellor's Committee
- > Information Technology Committee
- > Academic Board

Library staff were members of the following committees

- > Teaching and Learning Committee:
- > Curriculum Design Working Party
- > Working Party on Domestic Undergraduate Full-fee Paying Places
- > Reconciliation Working Party
- > Disability Action Plan Committee
- > Accessible Environments advisory Group
- > Faculty Boards

Professional associations

Various members of staff were members of the Australian Library and Information Association (ALIA).

JoAnne Witt

Secretary of ALIA NSW

Fiona Bradley

- > Programme Co-coordinator ALIA New Librarians' Symposium 2006
- > Convenor and Secretary ALIA Mentoring NSW
- > Committee Member ALIA New Generation Policy and Advisory Group
- > Committee Member ALIA Research
- > Co-chair Online Discussion Forum
- > Committee member Scholarship Research and Writing Committee
- > New Members Round Table, American Library Association Award: ALIA Silver Pin

Alison Slocombe

- > UTS ANZIL representative, member ANZIL Research Working Group

Daphne Freeder

- > UTS Branch Vice-president (Support Staff) NTEU

Patrick Tooth

- > UTS Branch President, NTEU

ADDRESSES

UTS:LIBRARY

PO BOX 123
Broadway NSW 2007

Blake Library (City Campus)
Cnr Quay St and Ultimo Rd
Haymarket, Sydney

Kuring-gai Campus Library
Eton Rd, Lindfield

ISSN: 1447 - 1590

UTS CRICOS PROVIDER CODE: 00099F



External memberships

UTS Library was a member of the:

- > Australian Partnership for Sustainable Repositories
- > Australian Scholarly Electronic Publishing Group

Teaching at UTS

Wei Cai

Subject: Chinese Language and Culture for Institute of International Studies

Daphne Freeder

Subject: E-Business Marketing for Faculty of Business

Publications

Janet Chelliah

Review of *The Academic Library* by Peter Brophy. 2nd ed. London Facet Publishing 2005 published in *Australian Academic & Research Libraries* March 2006 v37 i1 p79 (1) [315 words]

Fiona Bradley

'Online professional development'. inCite, March 2006, 27(3). pp. 12.

'NLS2006: Something to talk about', inCite, May 2006, 27(5), pp. 14.

'NGPAG: Looking towards the future', inCite, October 2006, 27(10), pp. 14.

'American Library Association Annual Conference 2006', inCite, November 2006, 27(11), pp. 14

Daphne Freeder

Review of *Managing Academic Support Services in Universities: the Convergence Experience* by Terry Hanson (ed.) for Australian Academic and Research Libraries.

STATISTICS

Door count	1,292,454
Collection	
Non-serial volumes	668,548
Current serial titles	76,025 including 28,000 online journals
eBooks	76,000 including 40,000 Chinese titles
Borrowing	
Total loans from libraries	584,199
Digital Resources Register (views and downloads)	566,026
Research Help and Enquiries	
Research Help Desk	33,789
Telephone Desk Enquiries	7,471
Enquiries Desk	71,212
Law Reference Desk	933
Ask A Question	2,443
ALIVE	362
Ask @ Library	12,247
Total	128,457
Student Rovers	12,247
Information Skills	
Users	14,719
Hours	1585
International Student Orientation Program	
Semester 1	28 sessions for 501 students
Semester 2	15 sessions for 214 students
Inter-Library Loans	
Books lent to other libraries	2,457
Photocopies lent to other libraries	618
Books received from other libraries	2216
Photocopies received from other libraries	4,349
Public access computers	370