

UTS: LIBRARY 2008 YEAR IN REVIEW

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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.

Online visual tours of the campus libraries were revised in 2008 to help students navigate their way around the UTS Library and become familiar with the Library's services and facilities.

Also this year, UNESCO and the International Federation of Library Associations (IFLA) adopted a new international Information Literacy logo as a result of a contest. The aim was to create a logo to identify organisations and projects dealing with information literacy and to raise the visibility of those who carry out information literacy work. The new logo was designed by Mr Edgar Luy Perez from Havana, a young Cuban designer, and was selected by an international jury of information literacy experts.

Training and assistance

Staff continued to offer personal assistance and training to students in a range of modes including face-to-face at the Research Help Desks, by email and online. An Instant Messaging service using Meebo software was introduced to provide immediate and convenient assistance to UTS students with information enquiries.

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.



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%.



Bob Carr

Global reach

Once again there has been considerable growth in UTSeScholarship content. UTSePress now publishes nine online journals and have 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

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).

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.



OURSPACE

New Library website

This year a new Library website was successfully launched with no disruption to online services. After extensive review and consultation with Library users, feedback about the design, navigation and content of the public website was used to redevelop the site.

The Library migrated its websites (including the public website and internal intranet) into a single content management system using open source software, Drupal. This achieved improved access to information and library services.

Enhancing the physical Library

The Blake Library was refurbished during 2008, with initial works finished in time for the start of the 2008 academic year. In response to client feedback, the refurbished spaces in Blake Library levels 3, 4 and 5 include the introduction of new social spaces as well as additional study seats, specific silent study rooms and presentation practice rooms with special acoustic treatment to minimise noise, and new and improved signage.

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 commenced a trial to allow cold food and covered drinks in most areas of the Library.

The LibQual+ survey was also completed. LibQual+ is a survey provided by the Association of Research Libraries (ARL) to solicit, track, understand, and act upon users' opinions of service quality. Use of this survey enables us to track our progress against our colleagues in Australia as well as in North America.



Jim Macnamara

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 Convenor of the Australian Research Council's Asia Pacific Futures Research Network, was the speaker at the July Markets Forum.

In *Dressing for Power*, Professor Edwards gave a visual tour of the range of different fashion styles adopted by Chinese leaders in times of dramatic social and political change.

Rewriting Green History: The September Markets Forum speaker was Heather Goodall, Professor of History in the Faculty of Arts and Social Sciences and a member of the Transforming Cultures Research Centre. Professor Goodall presented a case study of the Georges River in South Western Sydney immediately after World War II.

In Conversation with Bob Carr and Camilla Nelson: In August this year, more than 100 UTS students, staff, alumni and members of the public joined in conversation with Bob Carr and Camilla Nelson. With encouragement from Dr Camilla Nelson, a lecturer in Writing at UTS, the audience was given a chance to engage the former Premier of NSW in a lively and sometimes controversial discussion.



Heather Goodall

At UTS we aim to increase the exposure and impact of research publications and offer our researchers a platform for collaboration through UTSiResearch. 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.



Louise Edwards

UTS Library is also collaborating with Jumbunna Indigenous House of Learning at UTS to develop the Aboriginal and Torres Strait Islander Data Archive (ATSIDA) as a national initiative to collect research data relating to Indigenous peoples and related issues. ATSIDA is the national host for Aboriginal and Torres Strait Islander data as an initiative of ASSDA.

Online Collaboration

UTS Library, on behalf of LATN developed a collaborative workspace for LATN staff, known as the LATN COW. The development of an accessible open source web 2.0 environment provides a convenient and secure place to store and share documents, meeting papers and agendas, news and events. It aims to promote experiential learning about web 2.0 capabilities as well as advancing collaboration by staff across the LATN members which extend from Curtin in WA to Auckland University of Technology in NZ.



DYNAMIC RESEARCH ENVIRONMENT & INFRASTRUCTURE

Information and communication technologies

In addition to the new discovery platform mentioned above, the Library is implementing an improved version of SuperSearch called 'Find Databases'.

Continued improvements in our search and discovery services have also helped to increase use of our information resources. Figures comparing use of online databases for the first quarter in 2007 with the same period in 2008 showed an increase in use of up to 76%.

The delivery of online articles obtained from other library collections, was made easier through the implementation of a successful software solution using a system called Ariel.

Research

By working with our researchers and their collaborators at other institutions, the Library is redefining the traditional understandings of collecting, preserving and making relevant information resources accessible to UTS researchers and scholars.

Offshore Information Literacy

During 2008, Libraries of the Australian Technology Network (LATN) conducted 'train the trainer' information literacy program for local staff and administrators in Singapore as the 3rd of a three year trial to jointly support students in offshore locations. UTS provided printed material plus online tutorials, study guides, Chinese web pages and assistance from librarians. A review was conducted of the program and it was agreed that it would continue in an amended form.

LATN also conducted the second of a series of workshops and seminars for their staff to develop strategies to support teaching and learning in their universities. Held at RMIT in 2008 and focusing on internationalisation, the program was described as highly beneficial to all who attended.

Indigenous projects

UTS Library participated in a project with the State Library Queensland, State Library NSW and the Northern Territory Library to contribute to the establishment of culturally-sensitive frameworks, tools and resources for collecting agencies to use when working with indigenous materials, while protecting the copyright and moral rights of content creators.

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 clusters of faculties and other client groups, as well as focusing on key strategic priorities such as information literacy and research support. The new structure is aligned with the university's 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

- > Francine Garlin, Lecturer, School of Marketing, Faculty of Business on University service delivery in a generational context: the X, Y... and Z student
- > Fiona Bradley, UTS Library on her secondment to IFLA at The Hague, and her work on the IFLA website, and
- > Sris Ponniapilai, Janet Cheliah and Steven Byrnes also UTS Library staff on learning support at Victoria University, Toronto University, Georgia Institute of Technology, and University of Warwick.

The sessions were well attended by Library staff, colleagues from UTS Information and Knowledge Management and other university libraries. They continue to be a highlight of the Library's staff development program and raise awareness about strategic issues and developments affecting our professional practice.

In December, the UTS community was also treated to a seminar titled, *The Scholarly and Public Quality of Research: Why Open Access Matters*. Professor John Willinsky discussed the scholarly and public quality issues associated with open access publishing, as a second-generation approach to the new age of accessibility and networking. Professor Willinsky is a Canadian educator, activist, author and Professor of Education at Stanford University School of Education. The seminar was jointly presented by the UTS Library and the Academic Board.

- 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 Scholfield 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 Scholfield, 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.



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 UTSeScholarship Board. Gabrielle Gardiner is the Executive Officer
- > Sally Scholfield (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:



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

- > Tiffen, Belinda, 'Recording the nation: nationalism and the history of the National Library of Australia', *Australian Library Journal*, vol 56, iss. 3/4, pp 342-359.
- > Bradley, Fiona, 'Writing for the profession: The experience of new professionals', *Library Management*, Vol. 29 Issue 8/9, pp. 729-745; 'Ask a Librarian', *Computers in Libraries*, November/December 2008, Vol. 28 no. 10, pp. 43.
- > McDonald, Jemima, 'Internet searching', *Training and Development in Australia*, January 2008.
- > Alex Byrne (with Martin Nakata, Vicky Nakata, Gabrielle Gardiner, Jill McKeough and Jason Gibson) 'Indigenous digital collections: an early look at the organisation and culture interface' *Australian Academic & Research Libraries* 39 (4), pp 223-236, 2008; 'Web 2.0 Strategy in Libraries and Information Services' *Australian Library Journal* vol 57 (4) pp 365-376, 2008.

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.
- > Gabrielle Gardiner attended the LibQual Statistics Conference in July and the ALPSP Publishing Conference in September 2008.

- > 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.
- > Fiona Bradley and Patrick Tooth attended Open Access Publishing, APSR, Sydney.

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.

ADDRESSES

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- > 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

Number of campus libraries	2
Door count	1,250,005
Collection	
Non serial volumes	713,698
Serial titles	80,102
Research assistance and enquiries	
Research Help Desk	24,352
Telephone Desk Enquiries	6,355
Enquiries Desk	71,124
Ask A Question	3,221
Ask @ Library (Rovers)	16,779
TOTAL	121,831
Circulation	
Loans	305,071
Digital Resource Register	565,668
TOTAL	870,739
Information Skills program	
Participants	16,668
Classes	610
Inter Library Loans	
Books lent to other libraries	3,109
Books received from other libraries	2,041
Public computers	450
Information Resources	
Books, journals and AV items	790,000
Online journals	28,000
Electronic books	49,000



John Willinsky