VICTORIA UNIVERSITY LIBRARY
2013 ANNUAL REPORT

VICTORIA UNIVERSITY
MELBOURNE AUSTRALIA

OUR MISSION

THE LIBRARY'S PURPOSE

Victoria University Library is integral to the University's mission and vision by enabling access to quality information resources, providing excellent learning spaces and services, and supporting the University's research activities.

OUR VISION

HOW WE SEE OURSELVES ACHIEVING OUR MISSION OVER THE NEXT THREE TO FIVE YEARS

The Library will:

- Advance and deepen quality partnerships with the Colleges to support learning, teaching, curriculum development and research

- Renew scholarly information resources predominantly in electronic formats to support the University's distinctive specialisations in research, learning and teaching

- Determine the future of residual physical collections in collaboration with key stakeholders

- Enhance the ability of patrons to easily find the information they require

- Re-conceptualise virtual and physical learning spaces within Learning Commons

- Refresh staff capabilities especially in support of the move of services and collections to online, curriculum development, blended learning, and scholarly publishing

- Publish open access VU scholarly works including journals and books

- Grow the University's art collection with a focus on the west of Melbourne.

UNIVERSITY LIBRARIAN'S MESSAGE

Ralph Kiel, University Librarian

Although 2013 was a very tumultuous year for Victoria University, overall the Library has achieved a great deal:

The Library Client Survey result with an overall performance satisfaction score of 80.7% was a great success and the score shows continued improvement on previous surveys. It placed the Library in the top 50% of university libraries nationally and in the top two Victorian university libraries over the past two years. It also indicated an increase in satisfaction levels in all best practice categories. In particular the Library was in the top 10 across all Australian university libraries in terms of satisfaction with facilities and equipment, signage, printing and copying, computer availability and opening hours.

In 2013 the Library worked closely in collaboration with academic staff in the College of Law and Justice to publish their law journal on an internationally recognised open access platform called OJS. This makes the University's scholarly law journal much more accessible to the University community and external stakeholders. The journal was formally launched to the public in early 2014.

As one of the University's shared services the Library has established a Service Schedule that defines the Library's service offerings. This schedule has been published internally within the University and will be used to assess the quality of services delivered to the Colleges and other service units.

The Library established the Scholarly Information Service (SIS) at the start of 2013 under the direction of Frances O'Neil, Associate Librarian. The staff members in SIS (College Librarians and other Librarians) work closely with the Colleges on teaching, learning and research and the College Librarians and other Librarians have already achieved a strong reputation for focussed service to the Colleges. As University Librarian I led the SIS team and other staff in roadshows to senior staff of all the newly formed Colleges so College senior staff could gain a better understanding of the services being offered by the Library.

I would like to congratulate the Library staff for their hard work and particularly for the fine outcome of the Library Client Survey.

Ralph Kiel, University Librarian

2013 HIGHLIGHTS

STRATEGIC DEVELOPMENT OF
E-BOOK COLLECTIONS

A major objective of the Library since 2010 has been to extend the range of electronic information resources to support contemporary student learning. To achieve this, expenditure on e-books was increased from $820,471 in 2012 to $1,121,008 in 2013. As a result of this investment, expenditure on e-resources as a proportion of the total resources budget was close to 80% in 2013.

A crucial guide for this shift from print to electronic has been the development of an E-book Plan in 2012 which was implemented in 2013. This plan consisted of a move to acquiring e-books from a broader range of providers, using a mix of purchasing models such as Patron Driven Access (PDA), subscription and outright purchasing. PDA is being used to add e-books to the Library's ongoing collection. PDA enables students and staff to access vendors' e-book collections via the Library catalogue. When a threshold on the number of accesses is reached, the Library purchases the e-book, adding it to the ongoing collection. This model ensures that whatever is added to the Library collection is being used. Another change implemented with the E-book Plan was to extend the ability to download to all the major platforms used for PDA — E-Book Library, Ebrary and Ebsco — in order to facilitate offline use or downloading items to an e-book reader.

A positive impact of the implementation of the E-book Plan in 2013 has been a significant increase in e-book usage as demonstrated in the table below.

Despite the dramatic increase in usage, feedback from the 2013 Library Client Survey indicated that clients are still experiencing usability and navigation issues when using the Library's electronic resources including e-books. One attempt to tackle this issue in 2013 was to establish a Mobile Usability Group to improve the delivery of library resources and services, particularly for users with tablets and mobile phones. The recommendations of the Group to be implemented in 2014 include reviewing mobile access to the Library website, enhancing website help, additional staff training and working with vendors to improve platforms and explore options for a more consistent user interface.

Usage statistics of key e-book platforms

E-BOOK DOWNLOADS	2009	2010	2011	2012	2013
E-book Title Downloads	42347	87727	100521	95015	101802
E-book Chapter Downloads	19282	13146	52256	47023	426024
Total e-book downloads	61629	100873	152777	142038	527826

ENTRY INTO ONLINE PUBLISHING – VULJ

2013 will be remembered as the year that the Library entered the open access online publishing sphere.

In partnership with the College of Law and Justice, the Library published the University flagship journal *Victoria University Law and Justice Journal (VULJ)*, using the open source Online Journal Systems (OJS) software.

VULJ is a reputable, peer-reviewed journal, edited by a team of student editors under the supervision of managing academic editor Nussen Ainsworth. The journal has published articles by academics and practitioners from all across Australia and is highly regarded by members of the legal profession; past issues have included interviews with the Chief Justice of the High Court Robert French, the Chief Justice of the Victorian Supreme Court Marilyn Warren and the President of the Victorian Court of Appeal and College of Law and Justice Adjunct Professor, The Hon. Justice Chris Maxwell.

The Library's role in the publishing process was to select and acquire the online journal software and platform (OJS) which is an open source product produced by the Public Knowledge Project. The Library also provided technical expertise, advice on open access publishing, copyright issues and how to maximise the discoverability of VULJ and its articles.

The move to the OJS platform and launch of VULJ's website is expected to expand readership and have an impact nationally and internationally.

The Library looks forward to working with other Colleges wishing to publish scholarly journals and monographs on the OJS platform.

COLLEGE ROADSHOWS

The University's Organisational Reform Program continued throughout the year. Significant changes were the restructuring of the four faculties into nine academic Colleges and the centralisation of administrative and professional staff, including Library staff, into a professional services unit. Because of the extent of the change at structural and personnel levels, the Library Senior Leadership Team organised a series of roadshows with leaders in the newly formed Colleges, presenting information regarding services supporting learning, teaching, research, and curriculum renewal in the new shared services model. College Librarians have also been involved in the process. The Colleges have welcomed the Library's pro-active approach to clarify the role of the Library and the services that it provides.

COLLABORATIONS IN LAW PUBLISHING

Law Librarian Murray Greenway authored an extensive appendix for the 3rd edition of *Torts: A Practical Learning Approach* and Bronwyn Betts is current editor of the Australian site of the autonomous worldwide network on the United Nations Convention on Contracts for the International Sales of Goods (1980) otherwise known as the Vienna Convention or more commonly, CISG. The site intends to help academics, the legal profession and students gain an understanding of the function and implications of the CISG.

CLIENT SURVEY RESULTS

The 10th Library Client Survey was successfully administered during August 2013. There were close to 3000 participants, mostly undergraduate domestic students who access Library facilities at Footscray Park and St Albans campuses.

The Library performed strongly across all of the 33 survey questions, including in seven of the 10 factors that are most important to students and staff. Clients' overall level of satisfaction increased by 0.7 to 80.7%.

When the survey results were benchmarked against the other 38 academic libraries in the comparison group, the Library was ranked in the top quartile of the Service Delivery and Facilities & Equipment categories. This is a very positive result, given the challenging operating environment. The chart below illustrates that the Library's performance in all of the best practice categories has improved since the previous survey and significant improvement has been achieved in the Facilities & Equipment category since 2009.
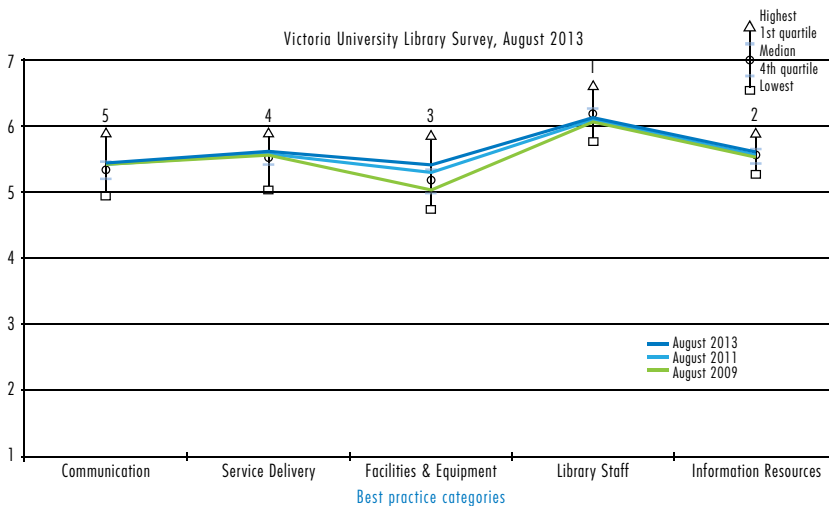
Also noteworthy is the increase in overall satisfaction levels in five of the seven campus libraries since the 2011 survey. This is a very positive result, even more so for the larger campus libraries which are heavily used and closely scrutinised by a large number of clients. Plans are under way to increase the number of quiet study spaces at Footscray Park and Queen Street, and options are also being developed for additional acoustic protection at sites where noise levels are excessive.

The Library appreciates the time taken by clients to complete the survey and provide thoughtful suggestions about the ways we can improve. We will continue focussing on quality improvement so that we can constantly deliver a high quality learning experience for our students.

LIBRARY CAPABILITY FRAMEWORK

Refreshing staff capabilities is an objective of the Library strategic plan. To support this, a Library Capability Framework that identifies the core capabilities required of Library staff at different HEW levels was developed. The framework was developed by Jenny Fafeita, Quality Improvement Coordinator, in collaboration with members of the Library Senior Leadership Team, and draws on capability frameworks from other public sector organisations. The Library's core capabilities are: customer service, communication and interpersonal skills, teamwork, professional knowledge (including IT skills) and problem solving, initiative and innovation. The framework is being used to assist with recruitment and prioritise professional development opportunities.

NEW E-RESOURCES

The following databases and journal collections were added to the Library collection during 2013:

Royal College of Nursing Journals	Australian Jazz Real Book
Kluwer Arbitration	Multi-science Publishing journals
Emerald Emerging Markets Case Studies	Playmeo
Primal Pictures	Virtual ICL
An@tomedia	Austroads Online

The Library also subscribed to mobile apps that enhance the reading experience when browsing digital journals, magazines and newspapers on iPads. BrowZine provides an easy way to browse, read and monitor scholarly journals from open access journals and the Library's subscription databases. The PressReader app enables readers to connect with digital replicas of newspapers and magazines from the Library's PressReader subscription and download them to their iPad while within range of the University's wi-fi network.

Client Survey results in best practice categories 2009-2013

Victoria University Library Survey, August 2013

Best practice categories

Legend:
- August 2013
- August 2011
- August 2009

Markers: Highest, 1st quartile, Median, 4th quartile, Lowest

STUDENT EXPERIENCE AND CURRICULUM DEVELOPMENT

THE POP UP LIBRARY

As part of a university wide, uni-readiness campaign, the Business librarians Lou Connell and John Tripotseris initiated the 'Pop Up Library' program. It initially ran for the first five weeks of second semester in 2013 as a pilot alongside, and in collaboration with, Academic Support and Development's 'The Business of Learning' at the City Flinders and Footscray Park campuses. Located within the College and targeting first year students, the 'Pop Up Library' aimed to help students with their assessment tasks and library resources. As a result of its popularity, it has become a feature of both semesters in 2014.

LIBGUIDES

LibGuides is a content management system used primarily by libraries to create customised library research guides. It enables the use of a wide range of Web 2.0 tools, including multimedia content such as embedded videos and podcasts, RSS feeds, and interactive polls. In collaboration with teaching staff, SIS Librarians have developed subject or unit based guides that are embedded in the Learning Management System for contextualised and easy access for students. The librarians have also used LibGuides to create general library instructional resources for Library Orientation, Referencing and Plagiarism, Offshore Students and Research Support. The user-friendly and flexible functionality of LibGuides has seen the platform being used beyond the Library with increasing adoption by College staff to create a diverse range of resources.

VU CURRICULUM FRAMEWORK

The implementation of the new VU Curriculum Framework included plans to undertake systematic, collaborative renewal of VU courses. In a drive to reform curriculum by introducing technology-enhanced learning, improving assessment, feedback and the overall student experience, Dr Greg Benfield from Oxford Brookes was invited to VU to run a two-day curriculum intensive workshop as a pilot to trial the Course Design Intensive approach developed at Oxford Brookes University. The approach favours input from across the University and SIS was invited to participate. The workshop was very practical and accessible and the framework provided a very clear approach. In addition to providing collegial contributions to the curriculum redesign process, SIS Librarians have also supported the process by identifying and refreshing course resource lists. Further applications of the approach to curriculum renewal in 2014 are planned.

College of Business librarians
(standing) Lou Connell and John Tripotseris at the Pop Up Library.

RESEARCH AND KNOWLEDGE EXCHANGE

VICTORIA UNIVERSITY INSTITUTIONAL REPOSITORY

Extensive planning was undertaken in 2013 in concert with the Office for Research to identify a solution to better manage the University's participation in the Excellence in Research Australia (ERA) and Higher Education Research Data Collection (HERDC) processes as well as streamline workflows for importing data into the Institutional Repository and improve the proportion of open access full text in the repository. As a result of this investigation, the University approved the acquisition of the Symplectic Elements system as the means for harvesting metadata for research collections from citation databases and as the submission interface for researchers to upload accepted versions of open access publications which can be transferred to the repository. The implementation of Symplectic will be undertaken in 2014 and Victoria University will be one of six Australian universities to adopt this product.

To assist with the changes to the Institutional Repository, the Library developed a new position of Digital Repositories Coordinator filled by Julie Gardner in 2014 to coordinate repositories for research publications and cultural collections as well as contribute to University solutions for data management and repositories. Apart from the implementation of Symplectic, the position will also contribute to the implementation of the new web interface for the Institutional Repository based on a design process conducted by Web Services with the participation of researchers and Library staff. The new interface - to be implemented in 2014 - aims to better highlight search functionality and more effectively showcase prominent VU research outputs.

SUPPORT FOR RESEARCHERS

VU Librarians design and deliver a comprehensive annual program of workshops to assist researchers and higher degree by research students at every stage of their academic career or postgraduate studies.

Led by the Research Librarian, SIS Librarians have continued to provide educational sessions developed in consultation with University Research Services. Many of these sessions are geared to raising awareness within the researcher community about the discipline-specific, scholarly communication environment including the benefits of open access to researcher visibility. With its aspirations to raise the quantity and quality of research-engaged staff, the University encourages the open access publication of research outcomes towards increased dissemination, citation and greater impact. The sessions have addressed topics such as: how to identify and target the publication of research outputs strategically including retaining repository versions, how to disambiguate personal names such as using Open Researcher and Contributor ID to create unique identifiers and how to build an online presence using a range of social media such as Twitter.

CREATIVE ENGAGEMENT

In cooperation with other Australian university libraries, the Council of Australian University Libraries and the Australian Society of Authors, VU Library contributed to the development of a successful grant submission to fund a new fellowship scheme. The fellowships are designed to showcase university libraries' special collections by providing artists, authors, scholars and researchers with an opportunity to work on projects that will benefit from concentrated access to these collections. The fellowships will be offered for the first time in 2014.

INDUSTRY, COMMUNITY AND EXTERNAL AFFAIRS

UNIVERSITY ART COLLECTION

The University has a small premium art collection managed by the Library, which comprises 161 works at a total value of $0.488m. During the year two artworks by Australian-based artists were acquired for the collection.

The Unbearable Lightness of Being is by Barbara Bolt, Melbourne academic and practicing artist. Bolt has exhibited nationally over the past 20 years in public and commercial galleries. Her work has been acquired by private and public collectors.

Barbara Bolt, *The Unbearable Lightness of Being*, oil stain on linen, 183 x 137cm, 2012.

Rockface Strata #10 is by Sydney-based artist Kate Briscoe. Her painting uses a unique technique that works sand, acrylic and pigment across the canvas, like the layers and textures of rock faces. Briscoe has also exhibited extensively throughout Australia as well as internationally.

Kate Briscoe, *Rockface Strata #10*, acrylic, sand & pigment on canvas, 76 x 76cm, 2012.

A further development in late 2013 was the establishment of the Art Collection Advisory Committee. The committee will be chaired by University Librarian, Ralph Kiel and includes University and community representatives. Professor Diane Mayer, Pro Vice-Chancellor Colleges and Distinctive Specialisations and Ros Casey, Director Advancement will be joined by community representative, Fiona Myer. The committee will oversee the acquisition of new works and the strategic growth and development of the collection.

CONTRIBUTION TO THE MELTON COMMUNITY

Melton Public Library Service moved into its new facilities during 2013, following a successful co-location in VU's Melton Library and Learning Space since late 2011. The co-location made it possible for Melton Public Library to continue providing its services while its new facilities were being built. VU Library was pleased to contribute to keeping Melton Public Library open for community members during this period.

ORGANISATIONAL DEVELOPMENT AND RESOURCES

LIBRARY CHANGE PLAN

The Library Change Plan introduced a new library management structure consisting of three divisions: SIS, Campus Libraries and Information Resources, Systems and Infrastructure. The new structure positioned the Library to continue providing support for teaching, learning and research while operating with less staff as vacant positions including senior management roles were not replaced. Also, two administrative positions and the Library Web Coordinator were transferred from the Library into the University's Professional Services unit.

The library staff transferred to SIS undertake activities important to Library support for the new Colleges, also created during the University's Organisational Reform Program. The new Colleges integrate education and research activities within the College discipline areas, and also integrate vocational education (from Certificate 4) with graduate and postgraduate level programs. This change has also brought with it a heightened focus driven by the Library's decision to explicitly support the University's strategic goals of increasing research quality and output. The SIS team consisting of College and SIS Librarians and a Research Librarian are proactively involved with the staff from all the Colleges and associated research centres and institutes in order to help build VU's research as articulated in the University's strategic plan. These Librarians work directly and primarily with colleges and researchers providing a range of instructional, collection, data management and scholarly publishing advice and assistance.

The remaining campus library staff were transferred into the new Campus Libraries Division which was reorganised into three groups of libraries — City, Footscray and West, and these staff report via a manager to the University Librarian. Staff at campus libraries provide information, reference, lending and other services to support staff and student use of library facilities and services.

CAMPUS AND INFRASTRUCTURE

NEW LEARNING SPACE PLANNED AT LAND TITLES OFFICE

University facilities at the Land Titles Office building are being upgraded in an $18k capital project that includes upgrading the College of Law and Justice's teaching and learning facilities, housing for research centres and the Chancellory as well as a new learning space for students who use the Library facilities in Queen Street. The Learning Space which includes computing and kitchen facilities is expected to open in 2016. It is expected to alleviate the noise problems and overcrowding at the Law Library that students have reported in recent library surveys.

ADDITIONAL STUDY SPACES AT FOOTSCRAY PARK AND ST ALBANS LEARNING COMMONS

Forty-eight new quiet study spaces were created within the Footscray Park and St Albans Learning Commons during 2013. The spaces were created by converting collection space into study areas following the withdrawal of 44,000 low use items from the two learning commons throughout the year. The spaces were selected to meet the demand for more quiet areas within the learning commons and new furniture configurations were acquired to better support students engaged in quiet study.

ARCHITECTURE AWARD FOR VU LEARNING COMMONS

The Footscray Nicholson Learning Commons received top honours for Interior Architecture at the 2013 Victorian Architecture Awards. Project Architect Andrew Hayes from Cox Architecture said the Learning Commons has been recognised for not only its innovative design and functionality, but also for its environmental and economic sustainability.

"The project has been embraced by students and staff alike as the new heart of the campus and delivers a unified environment for learning, technology, food and interaction in a space with the inherent familiarity of a city lane," he said.

"This significant transformation has also extended the life of the existing building with a greatly reduced ecological footprint and the innovative response to the brief allowed for an economic and efficient alteration."

University Librarian Ralph Kiel said the award recognises our commitment to student experience through an environment that fosters collaboration and innovative learning.

EVENTS

OPEN ACCESS FORUM

The Library held a successful Open Access forum on 7-8 November 2013. Speakers included staff from the Library, University Research Services, academic staff and external speakers.

Ralph Kiel, University Librarian, presented a draft strategy to develop an open access online press for Victoria University. The strategy aims to support the University to develop and publish more VU-based scholarly journals and monographs. Other speakers from the Library included Cameron Barrie, Jessica Shortis, Ingrid Unger, Gillian Laughton and Gail James. Topics included predatory open access publishers, understanding open access and alt-metrics, copyright, quality and discoverability in open access.

A feature of the program were the speakers from external organisations. Julian O'Shea from *Engineers Without Borders* spoke about the establishment of the Open Journal Project which aims to provide universal access to their research particularly in third world countries. Their *Journal of Humanitarian Engineering* is now published with translations in the countries of origin so locals can access and read the articles in their own languages. Another speaker was Astrid Bovell, Copyright Officer from the University of Melbourne. Astrid spoke about the copyright issues which were identified at the University of Melbourne in relation to implementing Massive Open Online Courses. These included: fair use not existing in Australia, academics' lack of understanding of the complexity of copyright and the resources required to clear the copyright of a large number of items.

DEBUNKING OPEN ACCESS MYTHS

Dr Danny Kingsley from the Canberra-based Australian Open Access Support Group (AOASG) addressed an audience of about 40 VU and external staff about the myths of open access and the role of the AOSG. The myths included misconceptions around quality, lack of peer review, pay-to-publish models and the challenges of the copyright context. Dr Kingsley also provided an update on Australian open access developments around mandates and compliance and outlined developments in open access monograph publishing.

THETA (THE HIGHER EDUCATION TECHNOLOGY AGENDA) CONFERENCE

Library staff were actively involved in the 2013 THETA conference in Hobart. University Librarian, Ralph Kiel participated in the organising committee. Associate Librarian Adrian Gallagher and Stephen Riter from the University of Texas at El Paso explored a revisualisation of the university as an extended learning commons in the presentation "The University as a Learning Commons". Associate Librarian Frances O'Neil, in collaboration with Associate Professor Mark Pegrum, University of Western Australia (UWA) and Jane Miller, University of Melbourne, gave a poster presentation Scaffolding for wider engagement: purposeful professional development in new technologies for librarians". College Librarians Pam Abalo, Lou Connell and Ishbel Leggat, in collaboration with College staff, spoke about how LibGuides are being used at the University to develop generalised library instructional resources and subject unit guides that are embedded in the Learning Management System.

STAFFING

MENTORING PROGRAM

The Library participated in the first Cross Institutional Mentoring Program during 2013. The program was part of a collaborative partnership between CAVAL, Monash University, State Library of Victoria, University of Melbourne, La Trobe University, RMIT University, Victoria University and University of Tasmania. The program had the aims of improving career development, staff satisfaction and succession opportunities.

The seven Library staff that participated in the program were matched up with mentors and mentees across the library sector. Prior to commencing the mentoring relationship, staff attended training sessions that prepared them to participate successfully as mentors and mentees. There were also three networking sessions for participants that included topical presentations from senior leaders from across the sector.

SIS Librarian, Ben Mcrae, said "I found the opportunity to bounce ideas around freed me to explore a greater variety of options while undertaking projects. The mentoring project gave me an opportunity to see the academic library world in a different light, enabling me to look at the bigger picture and how different libraries approach similar issues".

In the formal evaluation of the program, mentors and mentees from across the sector agreed that the program was beneficial in terms of increasing staff knowledge of the sector, staff capabilities and engagement and for providing networking opportunities.

CELEBRATING LONG SERVICE

Significant service milestones were celebrated at the Long Service Lunch in September 2013. Library staff in attendance celebrated 10, 15, 20 or 25 years of service. On this occasion, staff were presented with a small gift and certificate.

EMERGENT TECHNOLOGIES REFRESHER

Two workshops were conducted in December 2013 by Mark Pegrum, Associate Professor in Education from the University of Western Australia (UWA). The first *New Technologies, New Directions* was a two-day refresher for College Librarians and others as a follow-up to the initial *Emergent Technologies in Education* course in 2011. The other workshop was an amended version of the five-day *Emergent Technologies in Education* course turned into a flipped classroom model. The workshops provided an overview of the rapidly changing forms and uses of new technologies in education, with a focus on Web 2.0 and social media tools as well as mobile apps. The structure of the workshops allowed plenty of opportunity to explore and gain hands-on experience of the technological tools.

All participants were enrolled into UWA's LMS (Moodle) so that in the second part of each day they could access a series of educational technologies stimulus materials then report back to the group on what they had learned about the value of the technological tool and how to use it, for example: on VLEs, discussion boards, blogs, and wikis. During early 2014, participants worked on projects which were then discussed at a follow-up session with Associate Professor Pegrum. Feedback from the workshops was very positive and confirmed the need for, and value of, ongoing professional development opportunities for staff to stay current with new technologies, innovations, and ways of thinking.

Library staff celebrating significant service milestones pictured with University Librarian, Ralph Kiel. Front row, left to right: Bruce Stubbs, Alexandra Tretiakova, Meg Weller, Jenny Comley, Lesley Nelson. Back row: Tom Nemeth, Kaylene Quelch, Maxine Tippett, Ralph Kiel, Alex Bello, Trang Nguyen, Lou Connell.

ARRIVALS AND DEPARTURES

The following new staff were welcomed during the year: Joshua Bernard Co-op student and Cindy Mohammad.

A number of staff resigned or retired. These were: Pam Thomas, Mary Tabone, Jennifer Cameron, Rita Dutta, Phung T Tran and Esad Ibrahimovic.

STAFF AWARDS

At the Library's end of year meeting, several awards were presented to Library staff:

Innovation Award

The Innovation Award was presented to the LibShare Migration Team. The team was led by Esad Ibrahimovic and included Theresa Pfeiffer, Cathy Tambakis, Ana Luarte, Yimin Zeng, Miriam Ruscigno and Joshua Bernard. The team was responsible for transferring approximately 30,000 files from the Library's old SharePoint site to the new site, called "LibShare".

The migration of files was the culmination of the eRecords project, which was led by Jenny Fafeita. The eRecords project reviewed existing records management practices of Library staff and designed a new information architecture (IA) for the Library's SharePoint site. The new IA was based on the University's functional records classification schema.

The eRecords and LibShare projects have resulted in improved records management practices and compliance with records legislation. The projects also provided improvements in functionality, navigation and usability of the SharePoint site for its users.

University Librarian, Ralph Kiel with award recipients Yimin Zeng, Ana Luarte and Miriam Ruscigno.

University Librarian, Ralph Kiel with award recipient Murray Greenway

Mark Armstrong-Roper, College Librarian (Arts)

Library Service Award

The service award was presented to Murray Greenway, College Librarian (Law & Justice). Murray draws on his own experiences as a law student to improve library services for VU law students. Murray has improved library services by:

• Adding QR codes to book covers of the Law Library's Reference Collection that enable students to check if a book is available;

• Promoting e-books by introducing a display highlighting the cover, title and QR code, to enhance clients' experience when browsing; and

• Actively helping students to research law by teaching them how to seek and use complex law resources.

This award also recognised the good working relationships that Murray maintains with academics. He has worked on a 35-page guide to tort law research published in *Torts: A Practical Learning Approach* (LexisNexis, 2014).

Outstanding Contribution Award

Mark Armstrong-Roper, College Librarian (Arts), was presented with the Outstanding Contribution Award for his work with Library's Special Collections.

Since joining VU Library in 1995, Mark Armstrong-Roper has worked within the field of Arts, and has seen the Library Special Collections grow from two collections to 12 collections. Mark noted: "All the work done since 1995 has made an outstanding contribution to research at VU. It was not just me. I was supported by library management and the Information Resources and Collection Services of the Library".

Mark has:

• Digitised key documents outlining how VU Library obtained the collections and the agreements on retention and usage;

• Documented the collection process; and

• Created a collection development policy for each of the Library's Special Collections & Archives.

What motivates Mark to keep improving the Library's Special Collections is the opportunity to work with researchers. "It's a traditional library service — looking after old and rare print materials and working with researchers who get a lot of joy when finding these Special Collections here at VU."

PAPERS AND PRESENTATIONS BY LIBRARY STAFF

Abalo, P., Connell, L., Curran, L., Leggat, I. & Funk, R. (2013),
LibGuides – Beyond the library to the faculties: A lightning round, *THETA
2013 Conference: The Edge of the World*, Hobart, 7-10 April.

Nelson, L. (2013), SMS alerts @ VU, *Australasian Innovative
Users Group Conference*, Newcastle, NSW.

O'Neil, F., Pegrum, M. & Miller, J. (2013), Scaffolding for wider engagement:
purposeful professional development in new technologies for librarians. Poster
presentation at *THETA 2013 Conference: The Edge of the World*, Hobart, 7-10 April.

Riter, S., Gallagher, A., Kiel R., & Stakes, R. (2013), The University as Learning Commons.
Presentation at *THETA 2013 Conference: The Edge of the World*, Hobart, 7-10 April.

NEW QUALIFICATIONS ACHIEVED
BY LIBRARY STAFF

Gail James, Graduate Certificate of Tertiary Education

Maxine Tippett, Diploma of Library and Information Services

Nadia Ghaly, Diploma of Library and Information Studies

Pam Abalo, Master of Information Studies (Library Leadership)

ELECTED MEMBERS OF EXTERNAL BODIES

Ralph Kiel, Member of National Executive and Treasurer,
Council of Australian University Libraries

Frances O'Neil, Practitioner Member, Quality and Assessment Advisory
Committee, Council of Australian University Libraries

FINANCIAL SUMMARY

BUDGET	2012	2013
Information resources (books, e-books, back-sets)	$1,605,152	$1,949,599
Information resources (current journals)	$2,257,364	$2,486,014
Total Information resources	$3,862,516	$4,435,613
Copyright non-salary expenditure	$901,740	$899,850
Depreciation	$3,218,410	$2,973,086
Other non-salary ependiture	$1,783,128	$1,703,730
Total non-salary expenditure	$6,547,384	$7,039,193
Library salary expenditure	$7,595,699	$7,154,343
Copyright salary expenditure	$43,501	$43,028
Total salary expenditure	$7,639,200	$7,197,371
TOTAL	$14,186,584	$14,236,564

STATISTICAL SUMMARY

	2012	2013
Facilities & Equipment		
Libraries	8	7
Library visits	1,432,373	1,280,592
Seats/study spaces	2,679	2,633
Collection		
Books, DVDs, CDs, Kits	502,858	460,909
E-Books[1]	488,750	487,355
Journal titles[2][3]	62,396	54,293
VUIR full text downloads	341,894	415,639
VUIR (open repository) metadata	6161	8039
Resource Usage		
First time print loans	116,688	97,851
Total loans and renewals	448,581	374,710
Total e-book downloads[4]	144,035	534,704
Full-text journal downloads[5]	1,328,008	1,355,119
Library website pageviews	4,574,035	5,174,736
Library website unique pageviews	3,524,928	4,260,643
Resource Sharing		
Document Supply items received	2,852	1,295
ArticleReach items received	1,092	2,553
Bonus items received	4,261	3,389
Total items received	**8,205**	**7,237**
Document Supply items supplied	1,282	940
ArticleReach items supplied	144	854
Bonus items supplied	6,494	4,160
Total items supplied	**7,920**	**5,954**
Research & Enquiry Skills Training		
Classes	811	704
Participants	16,063	13,002

[1] E-book titles accessible, including free, purchased and subscriptions.

[2] Journal titles accessible, print and electronic.

[3] Reduction of accessible journal titles due to removal of open access journal titles from catalogue.

[4] Total downloads of chapters or full books from subscribed and owned e-books.

[5] Full text article downloads from a selection of Library databases.