UNIVERSITY OF
TECHNOLOGY SYDNEY
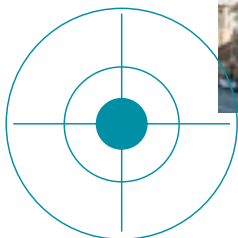
UTS:LIBRARY
2002 YEAR IN REVIEW

2002
OVERVIEW

"Reaching out" describes the emphasis of the UTS University Library during 2002. Many services were extended, some new services were introduced and some were piloted. Resources were increased and access to them was improved.

Some service highlights included the launch of ALIVE and the installation of a pilot Library Express Station in the UTS Tower on Broadway. ALIVE is a leading-edge service that enables students to engage with a librarian using sophisticated software which permits the librarian to walk a remote student through an online interaction and to 'chat' about the process. The Library Express Station is an innovative response to the dispersed nature of the UTS City Campuses: it is a purpose designed digital kiosk which provides immediate access to a range of ready enquiry library services. It complements both remote Internet and campus wide access to the full range of Library services from learning commons, computer laboratories, study rooms, offices and homes.

The growing information literacy programs are being offered in partnership with academic staff and reaching more students, including international students. An Information Literacy Framework has been developed to clarify context and purpose. This is most significant because it helps students with their studies and in developing the broad range of skills that are expected of UTS graduates. It complements the skill development offered through the BELL program which is hosted by the Library.

All of these initiatives and developments depend on research. They are based on knowledge of clients' needs gained through the responses to surveys by the Library and the University and the examination of usage and other data including benchmarking with peer university libraries. They are developed with an understanding of the technical possibilities and current developments elsewhere, and put together with innovative thinking by dedicated staff.

Alex Byrne
University Librarian

RESEARCH AND DEVELOPMENT

2002 saw the continued expansion of access to the Library's electronic resources with the addition of a number of new electronic services and the expansion of full-text journal databases and ebook offerings.

ALIVE ONLINE REFERENCE SERVICE

Students and staff benefited from the launch of ALIVE, an online reference service offering clients the ability to 'chat' in realtime with a librarian. Demand for increased access to this service from students and staff working remotely continues to grow. ALIVE is complemented by the existing Ask a Question email service which offers a guaranteed 1 day turn around response.

ELECTRONIC COLLECTION

The Library continued to assess the way its collections are accessed by taking part in trials of ebook databases that support the University's information needs. Academic staff were actively encouraged to participate in these trials. Feedback resulted in the purchase of a subscription to the hugely popular Safari Books Online providing UTS students and staff with access to 97, primarily information technology, titles.

Safari Books Online provides access to books from two premier IT publishers O'Reilly and Associates Inc, and the Pearson Technology group. Imprints include Addison Wesley Professional, Adobe Press, CISCO Press, New Riders, Peachpit Press, Pantree Hall PTR, QUE and Sams.

The provision of access to ebooks in other disciplines continues to be a priority for the Library.

The Library acquired new electronic journal holdings by gaining access to ISI Web of Science and ISI Current Contents Connect databases as part of a consortial purchase by the Council of Australian University Librarians (CAUL).

ISI Web of Science enables users to search approximately 8,500 high-impact international journals and ISI Current Contents provides access to the most recent articles in over 8,000 of the world's leading scholarly journals and more than 2,000 books. Users of either of the ISI databases can also access a premium collection of evaluated scholarly websites through ISI Current Web Contents.

At the same time lesser used databases and duplicate titles were cancelled leading to a drop in serials holdings this year.

A New Books and Audiovisual Items list located in the Library's web catalogue was developed to alert academic staff to the arrival and availability of new titles selected by them. Titles are listed under faculty headings with a direct link to the relevant catalogue entry.

WEBSITE UPGRADE

The Library enhanced the ease with which its electronic services are accessed by carrying out a redesign of its website based on feedback received via an online survey and focus groups conducted in 2001. The new look website launched in 2002 incorporates restructured information architecture, a new clean look, enhanced site navigation and a colour coding system to improve useability. Special pages outlining services for academics, undergraduates and postgraduates contribute to this usability.

INTERNATIONAL STUDENTS

The International Librarian continued to focus on providing specialist training to meet the needs of the increasing number of international students attending UTS with the number of Information Skills classes on offer to international students increasing dramatically in 2002. This increase in international information skills classes is reflected in the increased numbers of students attending.

TEACHING AND LEARNING

The Library continued to support the core activity of UTS teaching and learning, by facilitating access to Library resources and facilities for academic staff and students.

INFORMATION LITERACY

An Information Literacy Framework for UTS was drafted. The framework is designed to focus on providing the information skills training needed by the UTS community and will be delivered through a program of practical learning and skills assessment strategies designed for integration into core curriculum or research programs.

To complement this initiative the Information Skills webpage was updated to include the Australian Information Literacy Standards adopted by the Library as the basis for its Information Skills program.

As an example, Liaison librarians and lecturers from the Faculty of Nursing, Midwifery and Health (NMH) worked closely throughout 2002 to develop a series of Information Skills sessions emphasising off-campus access to information and searching skills, 1,036 NMH students and staff participated in the program. An outline of this program detailing the integration of information skills into the NMH curriculum was presented at the 2002 Learning for Life forum held at the University of New South Wales.

UTS DIGITAL RESOURCES REGISTRY

The Library continued to enhance and facilitate access to the UTS Digital Resources Register for academic staff, implementing online request forms for the registration of materials.

The Digital Resources Register is complemented by a digitisation service. In 2002 the Library digitised and made available online over 3,000 items. These were accessed a total of 32,000 times.

STUDENT FOCUS

The Library continued to work on improving the range and quality of services offered to its staff and students.

SUBJECT READINGS

Library staff worked in conjunction with academic staff to improve mechanisms for the receipt of subject reading lists in the library together with better information on student enrolments in each subject.

In addition Library staff worked with student members of the Student Affairs and Equity Committee (SAEC) to devise better methods of providing free access to Subject Readers currently sold to students. As a result of this work the Library ran a pilot scheme obtaining copies of Subject Readers and making them available to students for 7-day Loan. The Library will continue to pilot Library access to Subject Readers in 2003.

EXTENDING SERVICES

The Library enhanced access to information about its resources and services by launching the first of a series of 'Library Express Stations' on Level 4 of the UTS Tower. This interactive free standing workstation is designed to offer key library services at heavily used areas across the three UTS campuses. Feedback on the Express Station compliments the sleek design, information content and convenience. Statistics indicate that pages on the Express Station were visited approximately 67,000 times.

Reserve Help Desk staff took up positions beside ITD staff at the Help Desk in the Broadway Common for nine hours per week. This partnership allowed students using computer laboratories to obtain immediate assistance with finding information for assignments and using the Library's extensive online collections at a location remote from the Library building. This convergence of service provision to students by staff from the two units sets a precedent the Library will develop in future years.

BELL-'LOG ONTO SUCCESS'

Three new modules designed to support the teaching and learning needs of UTS were added to the UTS BELL Program:
> the Assignment Writing Guide containing information on writing for assessment purposes. This module provides information to help students with the preparation of essays, reports, case studies and other forms of written assessment, various 'models' of presentation are outlined and links provided to appropriate sites.
> the Project Management module designed to complement students' study or equip them with the techniques to manage their study in an efficient manner.
> the Teachers' Resources module designed to assist teachers to use BELL resources to enhance the teaching and learning experience.

SUPERSEARCH

Liaison librarians promoted the Library's search gateway SuperSearch to faculties, giving instruction during lectures and tutorials. By the end of 2002 SuperSearch had been accessed by approximately 11,000 clients, representing an uptake of around 40% of the UTS community.

REFERENCE REVIEW

The Library reviewed its reference services with the aim of better understanding the evolving information resource use and service needs of UTS staff and students and developing flexible service models to meet them. Implicit in this process is the identification of a suite of assessment and benchmarking tools for measuring the demand for, and quality of, reference services.

COMMUNITY

The Library continued to focus on working with the communities it serves, expanding its range of services and entering into collaborative arrangements.

UTS COMMUNITY

The City Campus Library was named the Blake Library in honour of Emeritus Professor AJD Blake, Vice Chancellor of UTS from 1996 – 2002. Professor Blake attended the naming ceremony thanking UTS for the honour saying that he could not think of a "more significant gesture given the nature and role of the Library in university life."

The Library continued to host its successful Markets Forum program of talks and lectures, with the following speakers Dr Grant Griffiths, Professor John Houghton, Lyndal Taylor, Jo McKenzie, Carmen Parsons and Chris Johnson. Topics included, nanotechnology, Australia's performance as a producer of information and communication technologies, educational malpractice and the need to balance Sydney's natural and built environment.

THE BROADER COMMUNITY

The Library initiated a meeting of librarians from the Ultimo and Darling Harbour precincts with a view to identifying areas where beneficial sharing of expertise and knowledge might develop.

Members of the public took advantage of the Library's new Community Associate membership category to access Library services and resources.

The Library registered 1,270 borrowers from other universities through the UNISON Borrowing Agreement (UBA). UTS Library has proved more likely to provide services to students of other universities, than for UTS students to go elsewhere.
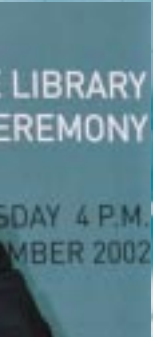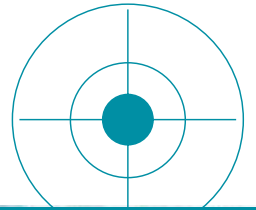
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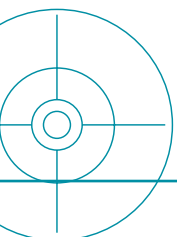
ORGANISATIONAL EFFECTIVENESS

The Library carried out planning to address space problems and improve the Library environment to ensure its ongoing effectiveness in future years.

LIBRARY REFURBISHMENT

The completion of refurbishments to a suite of four rooms on Level 5 at Kuring-gai Campus Library offers significant enhancements to the Library's training and seminar room facilities.

One of the main features of the refurbishment was the fitting out of a large room to be used for seminars and group training. This room has been named the James O'Brien room in honour of the life and work of the late James O'Brien, Head of the Resources Centre, Kuring-Gai College of Advanced Education from 1977-1989.

The Library carried out extensive planning for renovations to the City Campus Library scheduled to start in December 2002. With the start of work postponed until late 2003, some essential improvements were carried out.

Materials Available Immediately When Desired (%)
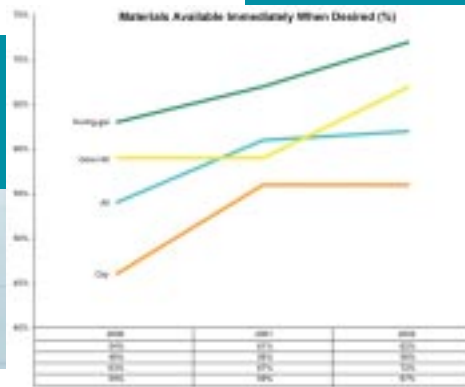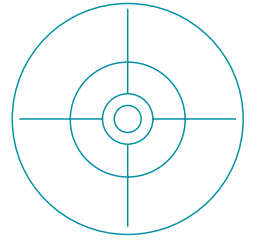
RODSKI SATISFACTION SURVEY

The Rodski Satisfaction Survey carried out to assess how the UTS community perceived services currently being provided gave clear evidence of the importance of the learning environment to students, with issues that were of most importance to students including:
> "The Library being a safe and secure place to study."
> "There are enough computer workstations."
These issues were addressed during planning for renovations to be carried out in 2003.

The Rodski Satisfaction Survey resulted in 1,420 responses, the majority of which reported overall quality and general satisfaction as high. All 10 of the Library's highest performing factors related to the performance of Library staff and one of these "Library staff treat me fairly and without discrimination" rated in the ten most important factors for clients.

MATERIALS AVAILABILITY SURVEY

The results of the annual Materials Availability Survey indicated that the Library has achieved improvements in the immediate availability of books. 62% of respondents obtained the item they required at the time of looking and 95% of items required were held by the Library.

WEEDING

A major 'weeding' project carried out at Kuring-gai campus Library made it considerably easier for clients to find items. With the number of clients who were immediately able to find an item increasing from 67% in 2001 to 72% in 2002.

PEER REVIEW

The Library carried out peer review exercises with Macquarie University and the University of New South Wales libraries and benchmarking with Queensland University of Technology Library.

Approximately 200 staff members from Macquaire and UTS university libraries engaged in a series of discussions and visits to share experiences and learn about services and processes. A review of the peer review carried out 6 months after the event indicated that staff had found the experience professionally rewarding and enjoyable.

Staff from the libraries at UTS and the University of New South Wales took part in a series of short informal exchanges with the aim of broadening staff experience by exposing them to services provided and delivered by other Sydney universities. This process will continue in 2003.

The UTS, QUT benchmarking exercise aimed to establish methodologies to measure shelving and interlibrary delivery. The process of establishing these is still in train. Preliminary findings indicate that UTS has met its service quality performance indicators as outlined in the Library's Client Services Charter with most items being available to clients within 7 working hours of being checked in and all requests for items from another UTS Library available to clients within 2 working days.
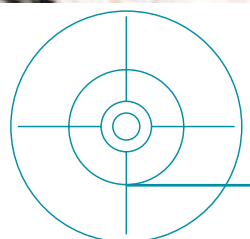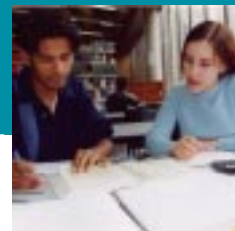
QUICK NOTES

UTS PARTICIPATION

Library staff participated in a range of UTS activities including membership of boards, committees, informal working groups and social groups.

NATIONAL AND INTERNATIONAL LINKS

The Library continued to enhance its reputation as a strong collaborator locally, nationally and internationally.

> Locally the Library contributed to the University Libraries of NSW and the University of Canberra (UNISON)
> Nationally the Library participated in the Libraries of the Australian Technology Network (LATN) and the Council of Australian University Librarians (CAUL)

Internationally the Library played an important role in the International Federation of Library Associations and developed partnerships with overseas universities

COMPUTERS TO EAST TIMOR

The Library donated 40 surplus PC's to the National University of East Timor Library.

DONATIONS

The Library was grateful to receive the following donations:

> the Yokoyama family made a donation in memory of their son Junichi. This was used to purchase resources to assist students studying English as a second language.
> the Consulate-General of the Peoples Republic of China donated a range of books, videos and language cassettes focusing on the teaching and learning of the Chinese language culture and society.
> the Futures Foundation which focuses on learning about the future donated their book collection.

COMMUNICATION

In recognition of the importance of promoting library services and resources to clients, the capacity of the Publicity Office was increased through the appointment of a Communication Manager.
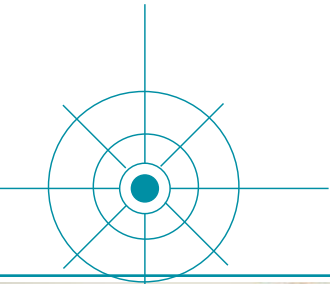
SCENARIO TO AXIS

The Library relaunched its newsletter Scenario as AXIS.

The title, AXIS, expresses the Library's role as a 'pivot' on which learning turns and evokes the way in which the Library's services and resources support learning, teaching and research.

BUSINESS DEVELOPMENT

The Library committed itself to being an active participant in the wider community and developing its role in enterprise by employing a Library Business Manager and, in collaboration with the Faculty of Humanities and Social Sciences, an Enterprise Development Manager. These positions were developed to help the Library work creatively with the wider community by supporting the aims of UTS and expanding the Library's public profile.

UTS:LIBRARY