THINK.
CHANGE.
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UNIVERSITY OF
TECHNOLOGY SYDNEY

UTS:LIBRARY
2007 YEAR IN REVIEW
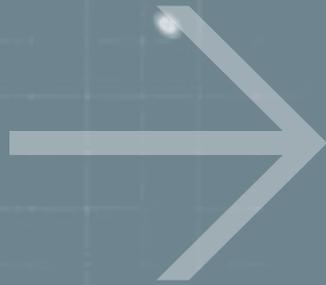
RESPONDING TO CHANGE

The initiative shown by UTS Library when it launched UTSePress at the beginning of 2004 paid off in 2007.

Not only had UTSePress matured to the stage where it published five peer reviewed scholarly journals and three books but a new archive for the University's research publications, UTSiRepository was created. Under the framework of UTSeScholarship, and with an advisory board, these programs have placed UTS in the forefront of new modes of scholarly discourse and have been recognised through requests for advice and the many invitations to present to local and international conferences.

UTSeScholarship shows how the University Library works to respond to the emerging modes of research and learning including the challenges of elearning and eresearch. In 2008 this innovation will continue with a redesign of the Library's public website and the application of new Web 2.0 technologies to academic library services.

However, innovation in learning and research library services is not limited to digital services - vital as they are today. It includes continued delivery of an extensive range of printed resources from the Library's own collections and through collaborative services such as BONUS+ which was extended to include six university libraries during 2007 (giving UTS a more than six-fold increase in the collection available for delivery within 2 to 4 days).

Enhancements to the Library's digital services were also mirrored in the expansion and improvement of the upper levels of the Blake Library (City Campus). We will continue to build a better Blake Library by matching high quality library services with changing modes of learning and research.

Alex Byrne
University Librarian

ENHANCING LEARNING SUPPORT FOR STUDENTS

INFORMATION LITERACY PROGRAM
Embedding information literacy
Information Service Librarians continued to work with faculties to embed information literacy into teaching programs. Information literacy is now integrated in 1st year subjects in the faculties of Business, Design Architecture and Building, Education, Engineering, Humanities and Social Sciences, Information Technology, Nursing Midwifery and Health and Science (with further input in later years).

Training for the faculties of Education and Information Technology was conducted with staff from the ELSSA Centre.

There was an increased use of UTSOnline to train and support students. Information literacy training was extended to two additional UTSOnline subjects for students in the Faculty of Education. For students in the Faculty of Humanities and Social Sciences, a range of short self-paced modules with tests were developed for core 1st year subjects and for Engineering students, core UTSOnline subjects were expanded to include modules and a quiz.

The Law Librarian worked with the Faculty of Law Graduate Attributes team to embed Legal research and technological literacy into law degrees.

Delivering Information Skills training in a more flexible mode
This year, the Library's Information Skills program was developed with a greater emphasis on online, independent learning and delivered in a more flexible mode to make training more accessible to UTS students.

Finding time for Library training sessions while juggling the demands of study and work can be difficult for many students. In response to this, the duration of Library classes was reduced to 30-40 minutes to make it easier for students to attend between lectures. More sessions were offered after hours including early morning sessions.

Students were encouraged to request group training sessions on topics most relevant to their groups. This was particularly popular with Information & Knowledge Management students, especially those interested in EndNote.

An increased number of online tutorials and guides were developed for students to access in their own time both as a follow-up to Information Skills training as well as to promote independent learning. An online tutorial group was established to coordinate the development and delivery of new programs. Introductory tutorials on using the catalogue, databases and SFX linking software were developed. The subject guides direct students to the most useful electronic and print resources for a particular subject.

Library Staff Conversation with staff from the National Library of Australia

The Referencing and Writing webpage now links students to referencing information and writing guides, including assignment and report writing guides, guides to Harvard (UTS) and APA 5th reference styles, as well as links to the Library's EndNote and RefWorks pages, BELL and ELSSA.

New online tours of the campus libraries help students navigate their way around the Library and become familiar with the Library's services and facilities. Students can take these tours in their own time and at their own pace. They can download podcasts to their MP3 players and listen to the tour while walking around each campus Library or they can take a visual tour on their computer wherever they are. The visual tour also links viewers to more information about services and facilities available on the website. The audio tours were also developed in Chinese to assist our international students.

Study and research assistance
Library 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.

Enquiries to the email reference service continued to increase. The interface was customised and more fully integrated into the Library website and the Knowledge Base was expanded to include more than 250 questions and answers.

An Instant Messaging reference service was piloted in 2007 using open source software. The service will be offered again in first semester 2008 and more adaptable software will be investigated.

BUILDING RESEARCH, TEACHING AND LEARNING COLLECTIONS

The building of print collections to support research, teaching and learning continued. In light of a budget shortfall, a major focus of collection development this year was the review of the broad interest e-journal and citation databases, analysis of usage statistics and negotiations with suppliers.

Despite budget reductions, the effective negotiation by the Library staff with suppliers and the provision of a special grant of $300,000 by the Vice-Chancellor allowed the retention of a substantial number of subscriptions to information resources, thus enabling the University Library to continue its high level of support for the University's research and research training activities.

At the end of the year, the Library was able to add new electronic resources including two Springer online journal archives (mathematics, physics & astronomy), a Chinese newspaper database, and additional ebooks through the NetLibrary Patron Driven Acquisition Program (whereby in-demand items are automatically ordered).

The Library continued its rolling stocktake of its collections in Kuring-gai and the Law collection in the Blake Library.

A number of initiatives improved access to the collection, for example: a review of borrowing conditions for feature films for UTS students; a review of fines to allow partial payments, making payments more flexible and reducing the number

of fines disputes; an increase in the number of renewals and extension of loans periods; the introduction of 'MyReading History' which enables clients to keep a record of items borrowed.

Australian Centre for Events Management
In 2007, 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). With financial support from ACEM the OESR at Kuring-gai Campus Library now houses an important physical collection of unique material, as well as high quality computer and audiovisual equipment to create a valuable research and seminar space. The physical collection is supplemented by an expanding online collection. In 2007 the Library launched the Event Management Community within the University's institutional repository, UTSiRepository, to provide a searchable, permanent archive of digital objects supporting teaching and research in event management. In 2007, 30 items were added to the repository, with plans to increase this number by publishing the research output of academics associated with ACEM and ACOS, furthering the Library's strategic aim of supporting the publication and dissemination of research material at UTS.
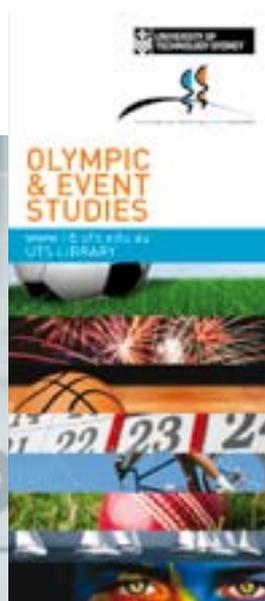
New Bonus+ unmediated collaborative borrowing
In 2007, the BONUS resource-sharing scheme was relaunched as BONUS+ with four major university libraries in Victoria joining foundation participants UTS and the University of Newcastle.

BONUS+ gives undergraduate students, as well as researchers of the participating institutions access to over 2.7 million books. Each library has the same library management system, which inter-operates seamlessly enabling students and staff to place requests and borrow books as simply as they can within their own university library system. Items are delivered promptly to the requester's nominated library with all delivery costs covered.

BONUS + includes UTS, the University of Newcastle, University of Melbourne, University of Ballarat, Victoria University and Deakin University.

Alternative Formats Service
The UTS Alternative Formats Service, which delivers course material in electronic formats to students with print disabilities, has been highly successful in providing students with their course material prior to the beginning of semester so that they can commence their studies on an equal footing with their peers

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.

Client service
The Library continued to review client services in response to client feedback, and updated reservations and renewals practices. The Blake Library building project also responded to feedback received over many years.

With the Library's continued focus on increased self-service and sustainable operation, UTS Library sought proposals for the implementation of a Remote Frequency Identification (RFID) system, an automatic identification method for library collections which facilitates collection management and self-service loans and returns. The project has been postponed for inclusion in the development of a new library.

ENGAGING NEW COMMUNICATION AND INFORMATION TECHNOLOGIES

REVIEW OF THE LIBRARY WEBSITE
This year the Library's public website was reviewed. The aim of the review was to gain user feedback about the design, navigation and content of the website and a better understanding of user expectations for a future Library website.

The review sought feedback from the Library's primary clients – UTS staff and students, and included online surveys, focus groups, analysis of Library website statistics, review of other Library sites and the websites of all university libraries in Australia, and research into current web technologies and interface design.

A report with recommendations was produced and will be used to inform a redesign of the Library website in 2008.

By the end of the year, the Library's public website www.lib.uts.edu.au was successfully migrated into a single content management system with no disruption to its web services.

New information and communication technologies
The Library continued to investigate the value of new information and communication technologies. As a result, enhancements were made to the SuperSearch interface, and work began on developing the X-server presentation layer to improve searching. The evaluation of other presentation layer software was completed. New releases will be considered in 2008.

Dr Alex Byrne, University Librarian, was invited by Key Forums Australia to present a Master Class series on Library 2.0 and Web 2.0 technologies. Alex presented in capital cities around Australia and New Zealand and gained insights into contemporary applications of Web 2.0 in libraries and information services.

Staff developed their knowledge of social networking software, implementing some e.g. blogs and wikis, and investigating others e.g. Facebook and del.icio.us. Staff prepared a Learning 2.0 Library staff development program for implementation in 2008.

DESIGNING CONTEMPORARY LEARNING SPACES

BUILDING A BETTER BLAKE LIBRARY
The second half of 2007 was spent planning for a building project to expand and refurbish the two upper floors of the Blake Library during the 2007/2008 summer session, the period of lowest Library usage each year.

For the building works to be finished in the compressed schedule of 11 weeks and in time for the start of the 2008 academic year, considerable work went into the planning and preparation of the building project including the development of a comprehensive brief and schedule of space requirements, the preparation of a communication strategy, the relocation of Library materials offsite, and the coordination of services to enable the Library to remain open throughout the building works.

GLOBAL EXPOSURE OF UTS ESCHOLARSHIP

UTSESCHOLARSHIP

The Library continues to be a key participant in national and international initiatives in support of research through the development of UTSeScholarship, which this year was endorsed by the Academic Board and the Vice-Chancellor's Committee.

UTSeScholarhip through its components, the UTSiRepository and the UTSePress, enables scholarly publishing on the open access model and facilitates access to the University's research output and through that, raises greater awareness of the University's researchers and research program.

Three ebooks were published through the UTSePress: *Bourke Our Yarns* edited by Gillian Cowlishaw and Bobby Mackay; *Australian Indigenous Knowledge and Libraries*, edited by Martin Nakata and Marcia Langton, *A World Proof Life: Eleanor Dark*, *a writer in her times,*

conferences, and discussion. *Public Space* is published twice a year in open access form by the Faculty of Law of the University of Technology, Sydney and UTSePress.

International recognition of Library expertise in open access and epublishing

Fides Datu Lawton, Director (Library Resources Unit), was invited by the International Rice Research Institute (IRRI) to present at the Inter-institutional Communication Workshop 2007 and the Association for Communication Excellence meeting in the Philippines.

In her presentation 'Promoting research and scholarship through open access and epublishing', Fides provided an introduction to Open Access (OA), covering some of the major OA initiatives worldwide and key imperatives that underpin them. Giving examples from her experience with developing digital repositories and promoting e-publishing, especially through the UTSeScholarship initiative, Fides highlighted the key implementation issues and policy considerations and identified major open source software that has become available.

kept in a 'dark archive' until copyright clearance permits public accessibility.

A prototype repository to provide the Department of Education, Science and Training (DEST) assessors authenticated access to UTS research output is being developed. The Library was a key partner with RIO in the University's successful submission for DEST funding within its Australian Scheme for Higher Education Repositories (ASHER) program for 2007 and 2008. ASHER funding provides benefit to the University beyond RQF as the funds will be used to further develop the institutional repository to streamline submission, storage, access and the ongoing management of the University's research output.

Library support was also provided to researchers in preparation for the RQF process and included assistance with metrics, training on citation databases, a presentation at the UTS RQF Forum and a new RQF Tools web page. Consultations and training were provided for staff (particularly those with new research grants) and for research students through University Graduate School (UGS) workshops and faculty programs.

Marivic Wyndham

Rick Iedema

Martin Nakata

1901-1985, by Marivic Wyndham. *Bourke Our Yarns* and *Australian Indigenous Knowledge and Libraries* were launched at the 'Indigenous Studies and Indigenous Knowledge Conference', an international conference hosted at UTS. *A World Proof Life: Eleanor Dark* was launched at a well-attended session at the Jessie Street National Women's Library, co-hosted by the UTS Library.

The Association of Architecture Schools in Australasia (AASA) 2007 Conference was successfully run with the Open Conference Systems software provided by UTSeScholarship. All papers are now available via UTSePress.

UTSePress now publishes five peer reviewed online journals with another six in production. *Public Space: The Journal of Law and Social Justice*, was launched at the NSW Parliament House. *Public Space* is a peer reviewed, multimedia, online, law journal which draws on cross disciplinary research and scholarship to address social justice issues of immediate and wide ranging concern. *Public Space* also includes an Open Space for non-refereed contributions, including reviews, links to other journals or

At the invitation of the UK-based International Network for the Availability of Scientific Publications (INSAP), Fides also conducted workshops for journal editors from Vietnam and Nepal.

This international recognition reflects not only on Fides' expertise in the area of OA and e-publishing but also highlights UTS Library's contribution to facilitating scholarly communication.

Australasian Digital Theses (ADT)

The migration of UTS ADT to UTSePress presented the Library with the opportunity to improve the efficiency of workflows relating to the processing of hard and soft copy theses. A long-term strategy for automated processes was developed with the University Graduate School and the Research and Innovation Office (RIO) with the hope of moving to mandatory online submission of theses.

Support for the Research Quality Framework (RQF)

Library staff played a key role in preparations for the University's compliance with the RQF. Library collaboration with the RIO enabled the digitising of 6,000 items of research output collected over the years by the RIO. They are

OPEN EXCHANGE OF KNOWLEDGE

The Markets Forum program promoted the open exchange of knowledge and opinion through presentations by UTS and external experts. The attendance and popularity of these programs continues to grow and draws enthusiastic audiences from the university community, industry sectors and the general public.

Rick Iedema, Professor of Communication and Associate Dean (Research), UTS Faculty of Humanities and Social Sciences presented *Institutional Regret: Open Disclosure and Organisational Accountability.*

Professor Martin Nakata, Director of the Jumbunna Indigenous House of Learning presented *Indigenous Digital Collections: Australian and International Issues.*

NEW VENTURES AND PARTNERSHIPS

Indigenous Digitisation Project

UTS Library is participating in a collaborative project with Jumbunna, the State Library of QLD, State Library of NSW and the Northern Territory Library to determine a baseline on protocols, standards and principles of practice to inform the creation of digital Indigenous collections for the public domain; public access to Indigenous knowledge and experience, and the safeguarding of Indigenous people's intellectual property and ownership.

The project will significantly contribute to the establishment of culturally-sensitive frameworks, tools and resources for collecting agencies, which will enable access to important Indigenous materials whilst at the same time protecting the copyright and moral rights of content creators.

ABC Pool

The Library collaborated with the Australian Broadcasting Commission to develop a virtual creative space which will be hosted on the UTSeScholarship website.

Associate memberships

UTS Library entered into, as well as renewed, service agreements with several private training organisations and other institutions to provide Library services for their students and/or staff.

Libraries of the Australian Technology Network (LATN)

LATN Collaborative Online Workspace (COW)
UTS Library, on behalf of LATN initiated the development of a website for LATN staff, known in brief as the LATN COW. This website provides a convenient and secure place in which to store and share documents, meeting papers and agendas, news and events. In addition, eight 'communities' have been established on the website where library staff can participate in forums and blogs, work collaboratively on documents and resources and develop their Library 2.0 knowledge and experience through experiential learning.

LATN Offshore Information Literacy

During 2007, LATN conducted information literacy training for local staff and administrators in Hong Kong as the 2nd of a 3 year trial to jointly support students in offshore locations. UTS provided printed material plus online tutorials, study guides, Chinese web pages and online assistance from librarians. A train-the trainer program, the final trial program will be held in Singapore in 2008, before being reviewed for future developments.

Supporting Teaching and Learning Staff Development Initiative

LATN conducted the first of a series of workshops and seminars for their staff, to develop strategies to support teaching and learning in their universities. Held at UTS in 2007, the program was described as highly beneficial to all who attended.

Council of Australia University Libraries (CAUL)

UTS collaborated on a review of the University Libraries Australia Agreement (ULA).

CAUL survey tool

In collaboration with La Trobe University and the University of South Australia, UTS Library redeveloped an existing survey tool to measure the availability of sought-after materials both in print and online.

Collaboration amongst Deputies and Associate Librarians in Australia and New Zealand (DALIANZ)

Pamela Leuzinger (Director Library Client Services Unit) continued to administer DALIANZ, a list service which continues to enhance communication between Australian university libraries at an informal level.

Visitors

UTS Library continued to be a favoured destination for visitors from interstate and overseas. Amongst other visitors, this year, Library staff welcomed five Librarians from Chiang Mai University in Thailand and a Librarian from the Chinese National Academy of Sciences as part of a study program organised through the University of Sydney. A focus of the study program was the investigation of high-quality support services for researchers and academics. The group met with Library managers to discuss Library programs and developments.

Iuliana Stroe

SUPPORT FOR NEW ACADEMIC STUCTURES

Academic Structures Review

In consideration of the University's review of academic structures and emerging demands on staff time, a review of the Information Services department was undertaken and a new structure determined for 2008. The new structure will consist of three teams - Artsoc, Buslaw, Scitech - which will focus not only on supporting groups of faculties and disciplines but also projects in functional areas such as teaching and learning, reference and discovery, collection development and research.

NURTURING STAFF CAPABILITIES

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

Iuliana Stroe, Lending Services Assistant, received a CAP Award in the category 'Innovation in significantly improving operating systems, technical procedures or administrative practices, using quality principles'.

Iuliana received her award for her outstanding contribution to Patron Registration. Iuliana designed comprehensive and easy-to-follow guidelines and procedures for the issuing of UTS staff cards and registering Associate Members. She monitored the change and the impact they had on both service users and staff members, provided training and support to colleagues, and liaised with a number of groups from outside the Library, including Student Administration, Unicard and HRU.

Staff Development Framework

The Staff Development Framework continues to underpin HR activities in the Library. One component, the Interdepartmental Staff Exchange Program (ISEP) was successfully launched during 2007 with the first group of participants providing very positive feedback about the program. ISEP enables staff to develop their experience and skills by providing opportunities for them to participate in projects and work activities in Library departments other than their own.

iWeek

iWeek was a new initiative to provide Library staff with the opportunity to gain a greater understanding of overall Library activities. iWeek activities included presentations by each department showcasing their work, past achievements and future objectives, tours into each functional area and 'skill refresher' workshops.

Library Staff Conversations

2007 saw another successful program of Library Staff Conversations. The year's highlights included a session in which senior executive members of the National Library of Australia, led by the National Librarian, gave presentations on the strategic priorities and service innovations within the National Library.

Intranet

The Library's intranet continued to be a key aid for the Library's staff by providing a range of resources and links to services to assist staff and enhance productivity. Features include a blog through which news and information of general or specialised interest can be shared as well as workspaces for each of the Library's departments and teams.

Staff attended the following events

> 11th International Conference on Electronic Publishing
> Australian Innovative Users Group Conference, Canberra
> Educause, Melbourne
> eResearch Australasia Conference
> Global Marketing of Scholarly Publications
> Clever Collections Conference
> Information Online Conference
> National Scholarly Communications Forum on Improving Access to Australian Publicly Funded Research - Advancing Knowledge and the Knowledge Economy

PROFESSIONAL ACTIVITIES OF STAFF

UTS committees

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

The University Librarian was the ex officio member of the:

> Vice-Chancellor's Committee
> Academic Board
> Teaching and Learning Committee
> Information Technology Committee
> Library Clients' Advisory Group

The University Librarian was a member of the:

> Centre for Contemporary Design Practices Research Group
> Environmental Sustainability Initiative Working Party on Planning Guidelines
> Shopfront Reference Group
> UTS History Steering Committee (Chair)
> UTSeScholarship Board (Chair)

External memberships

Alex Byrne was a member of the:

> Council of Australian University Librarians
> Libraries of the Australian Technology Network
> International Federation of Library Associations and Institutions (President)
> Electronic Frontiers Australia (Life member)
> PEN International

Ann Flynn was a member of the:

> University Copyright Network
> Metalib /SFX Users Group of Australasia

Fides Datu Lawton was a member of the team of UTS Senior Staff representing the University at the 2007 Equal Opportunity for Women Agency's Business Achievement Awards.

Beth Marnane was a member of the BONUS+ collaborative borrowing project.

Teaching at UTS

Alex Byrne was a guest lecturer in Information & Knowledge Management.

Professional associations

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

Fiona Bradley was a member of the:

> Australian Library and Information Association
  – Research Committee
  – New Generation Policy and Advisory Group
  – Mentoring NSW Group, (Mentor)
> American Library Association
  – New Members Round Table, Online Discussion Forum, (Chair)
  – New Members Round Table, Scholarship Research and Writing Committee

Alex Byrne was a member of the:

> Aboriginal & Torres Strait Islander Library & Information Resource Network (member)
> Australian Institute of Management (fellow)
> Australian Library & Information Association (fellow)
> Australian Society of Authors (full member)
> Chartered Institute of Library and Information Professionals (UK) (member)

Pamela Leuzinger was a member of the Australian Institute of Management.

Visits to other universities

> University of Warwick Learning Grid
> University of Toronto Robarts Campus and Mississauga Campus

Jan Fullerton, National Library of Australia and Alex Byrne, University Librarian UTS

STATISTICS

Number of campus libraries	2
Door count	1, 254,119

Collection	
Non serial volumes	668, 548
Serial titles	73, 143

Research assistance and enquiries	
Research Help Desk	26,735
Telephone Desk Enquiries	6,168
Enquiries Desk	73,797
Ask A Question	2,119
Ask @ Library (Rovers)	8,459
TOTAL	**117,278**

Circulation	
Loans	715,523
Digital Resource Register	609,919
TOTAL	**1,695,872**

Information Skills program	
Participants	14390
Total time	1392 (hours)

Inter Library Loans	
Books provided to other libraries	758
Photocopies provided to other libraries	183
Books received from other libraries	631
Photocopies received from other libraries	1044

Public computers	371