



UTS:
Library



2013

YEAR IN REVIEW



Strengthening Global Practice-Orientated Learning

The Library plays a pivotal role in the provision of learning and teaching support services to students and staff. We are increasingly integrating the use of technology in learning and focusing on the development of graduate attributes which reflect the nature of today's global workplace.



PlayDay 2014

Learning2014

In 2013 the Library increased its support for students and teachers and engaged with the Learning2014 initiative, which is transforming learning and teaching at UTS. Library staff actively participated in **Teaching and Learning projects** which are aimed at enhancing the student experience at UTS through our unique model of learning.

The Graduate Attributes Project is aimed at ensuring students obtain the necessary skills to succeed in the workplace. One of these vital skills is information literacy – the ability to find and manage relevant information. The Library has embedded information literacy in core subjects across all faculties, with classes tailored to deliver discipline - specific information skills. In 2013 the Library delivered 824 face-to-face workshops, attended by over 22,000 people, while our online tutorials, available via social media platforms, received almost 30,000 views.

Library staff participation in the Flipped Learning Action Group has led to the introduction of new flipped learning approaches in our information literacy program and the extension of our program of online tutorials. New seminars and workshops have also been added to the information literacy program, responding to new approaches in teaching and learning. Topics include the identification and evaluation of OER, understanding copyright and licensing issues, and using social media in research.

PlayDay

Play Day is a key component of the First Year Experience initiative, aimed at easing the transition to university life for new students. For those new to university it provides a taster of the services, resources and collections the Library provides in a fun and social environment. Gamification and informal learning techniques are used to introduce key information literacy skills while encouraging attendees to meet other

new students and staff. Many of the 500 participants have since revisited the Library for further information literacy workshops and events.

Open Educational Resources (OER)

As new blended and flipped approaches to learning become more common and an important aspect of Learning2014, the Library has strengthened its support for academics planning to use or create OER. These are free-to-use learning materials enabling new flipped approaches to learning which the Library has delivered seminars on during 2013. **A new page** on the Library website was launched, which includes a Directory of OER and a Guide to Using and Applying the Creative Commons License. More seminars are planned for the future.



Food for Fines is the Library's annual campaign to dispel myths about fines and encourage donation of food products that are distributed to Mission Australia over the summer holidays. The number of donated products continues to increase reaching an all-time high of 50 boxes of food donated in 2013.



A Key Role in Learning and Research Services and Support

UTS Library is a meeting place for students from all disciplines, offering excellent research, learning and social spaces. Of equal importance are our virtual spaces: the continually evolving Library website and our online services. Usage of these services and client feedback about them continues to be strong, with over 1.2 million visitors through our doors in 2013, almost 80,000 people helped at our physical and virtual service desks, and over 2.8 million visits to our website.

Library Retrieval System

A significant component of the City Campus Masterplan is the development of Australia's only underground Library Retrieval System (LRS), and the first that incorporates the use of Radio Frequency Identification Technology (RFID). Together these technologies will ensure the security of our valuable print collections well into the future and introduce important efficiencies for our Library users. When it opens in the second half of 2014, the LRS will open up the Library's physical space to improve individual and group study spaces in response to client feedback and enable experimentation with creative and collaborative spaces and technologies. The Library is at the forefront of changes in learning and research, responding to the growing need for more diverse spaces and creative technologies.



Construction of the new LRS (2013)

Discovery Services

The Library website, incorporating our catalogue, is a crucial point of access for all clients and is the infrastructure underpinning our collections and services. In April we introduced our 'Collection DNA Ribbon', a coloured band appearing on every page of the Library catalogue offering a new method of visualising the Library's physical collection. The colours denote the call numbers of the Dewey Decimal System, allowing users to browse the collection and filter search results by subject area. This new method of search was well-received by students and staff alike and reflects the Library's commitment to facilitating the serendipitous discovery of information. The 'DNA Ribbon' was the product of research by the Library's inaugural 2012 Artist-in-Residence, **Chris Gaul**.

Less visible to our clients, but of equal importance, is the work that has been undertaken to integrate systems and ensure clients experience a smooth process as they search for and request books from our online discovery systems. We now have three important pieces of technology, the LRS, the Library catalogue and RFID, interoperating to produce one of the most technically sophisticated libraries in Australia.

Collaboration

In 2013, we partnered with HELPS to provide Drop-in Advice sessions and weekly writing clinics, allowing students to access the vital academic support provided by HELPS in the convenient location of the Library.

Collections

Despite the challenges of a tight financial environment and ever-increasing costs for information resources, our collection of information resources continued to grow. We added over 50,000 new book titles (print and eBooks) to our collections. In addition we introduced several important new eResources, including backfiles of *The Economist*, giving online access from the first edition in 1843, and *Informit EduTV*, providing access to streaming video of news, current affairs and popular TV programming to support the inclusion of multimedia in teaching.

For our Alumni members, 7 new databases were added to the list of electronic resources available to them. To further enhance our services to this important group, we increased the number of items that can be borrowed and lowered our membership fee. Usage statistics continue to prove the relevance and value of our print and electronic collections. In 2013, for example, our most

popular database of electronic journals, received over 250,000 uses, while our eReadings, a collection of digitised high-use learning materials accessible via our catalogue, received almost 800,000 document views.

Culture & Creativity



SUB / SYDNEY 2013 exhibition

The Library continues to be revitalised by a lively program of events and the promotion of cultural and creative works within the space. The Library's second

Artist-in-Residence, **Dr Chris Caines**, produced artworks which directly responded to the Library space and explored the concept of the Library and its future. These works were displayed in the Library during his residency, as well as in DABLAB. Dr Caines also worked with our open access publishing house, UTS ePRESS, to publish the first in a series of innovative eBooks, **Media Object**. In 2013 the Library also hosted an exhibition of student work, SUB/SYDNEY, produced by Design, Architecture and Building students.

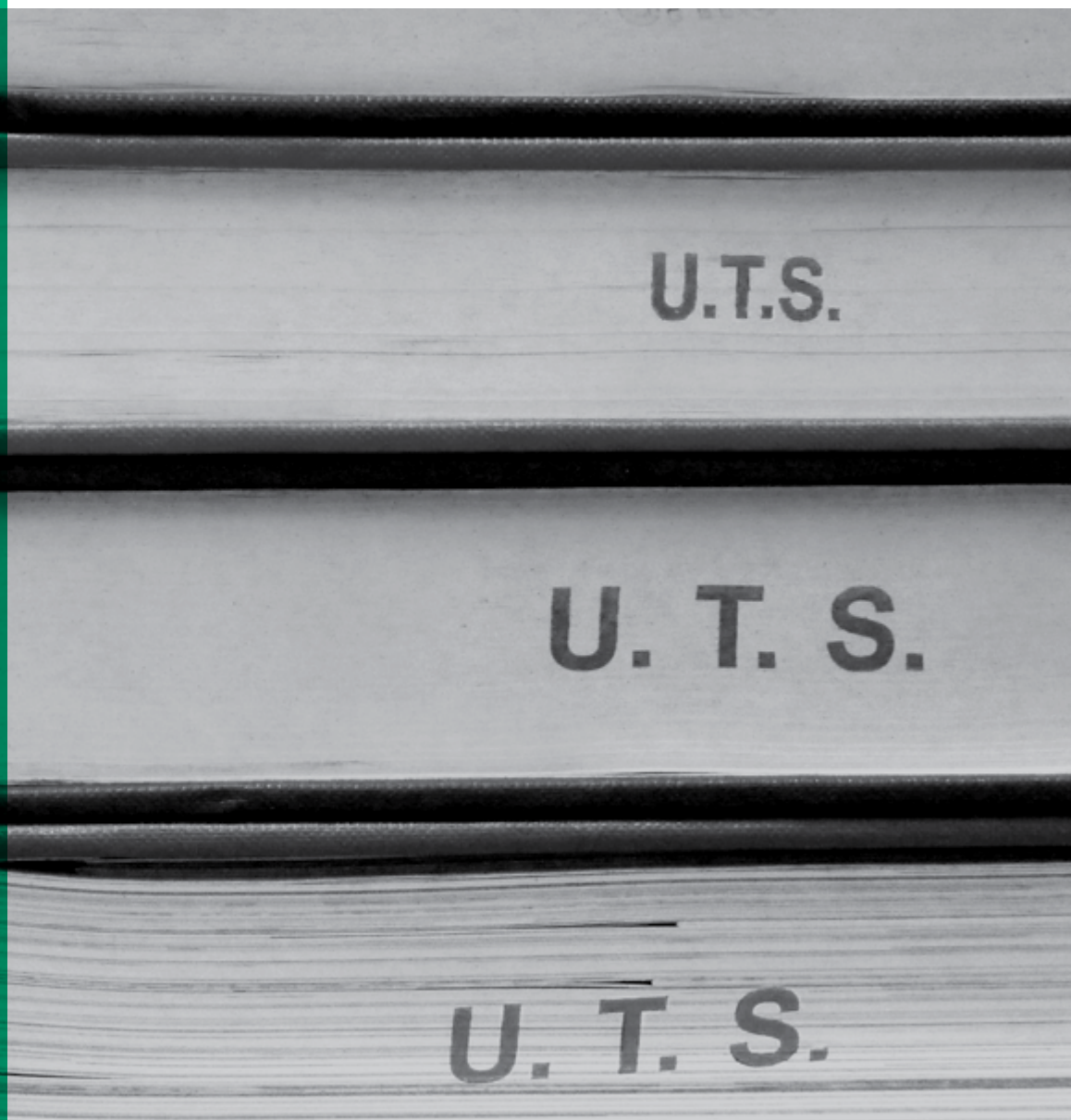
Programs such as these assist in ensuring the continuing relevance and development of a dynamic and engaging library space. The Library's role continues to be the heart of the campus connecting people, knowledge and culture. Our collections, services and spaces offer students a competitive edge to succeed in learning and research.



2013 Artist-in-Residence, Dr Chris Caines

Amongst the initiatives of the Library's 2012 Artist-in-Residence was a playfully re-labelled Returns Chute, allowing users to provide feedback on items they have borrowed by selecting from slots labelled **Books you loved**, **Books you didn't** and **Everything else**. It's a fun way for users to engage with the Library and for us to gather anecdotal evidence about the collection.

Who would have thought *Australian Taxation Law* or *Fixed Income Analysis* would be amongst our most loved books?





Leaders in Researcher Development

Research continues to be a focus for the Library, supporting the University-wide goal of increasing our research performance and profile and developing high-quality research students. The Library has a crucial role in increasing the scale, quality and impact of UTS research and developing future researchers, offering a variety of support materials and events to achieve this.

Research Week

Research Week is an important event which targets higher degree research students and more established researchers, with the aim of developing the necessary skills and knowledge to become successful researchers. Workshops and presentations during the week cover topics including data management and visualisation, how to publish, copyright and IP, plagiarism, and research metrics. Research week is a collaboration across many areas supporting research at UTS. At the end of the week attendees have a good start in becoming ethical and effective researchers, able to maximise the impact of their research.

Following Research Week, a year-long program of events and workshops are available to researchers to support them in every step of the research cycle, from an initial grant application to publishing their research. This year we added new classes, supported by online tutorials,

on Research Identity Management and Data Management. We also continued our involvement in the important Early Career Researcher program, offering training in research skills.



UTS ePress

As well as enhancing our researcher training program we added to our research support infrastructure, with a

redevelopment of the University's open access publishing arm, [UTS ePRESS](#). UTS ePRESS publishes 14 open access journals, as well as monographs and conference series. It is an important means of sharing high-quality scholarship through an innovative publishing model. In 2013 we launched a new book series, *Media Object*. A first in interactive publishing, *Media Object* is a unique series allowing practice-based creative arts researchers to publish in a variety of media, extending the language of the traditional scholarly book into the digital, multi-media age.

Open Access

A major focus of all our research support services in 2013 was Open Access. The world-wide Open Access movement promotes the use of open publishing and open educational practices and resources; principles the Library and UTS strongly support. In 2013 the Library played a central role in developing a new Open Access Policy which will ensure all UTS research outputs are available via UTS

ePRESS Repository, the institutional open access repository. This will significantly increase the visibility and impact of UTS research.



Open Access Week, globally celebrated the last week of October, was an opportunity to showcase our achievements in promoting Open Access. The week-long event with workshops, presentations and panel discussions, educated staff and students about the impact of Open Access on their learning and research efforts. The occasion also marked the launch of a new [Open Access](#) section of the Library website, providing information on all aspects of Open Access, from open educational resources, to selecting an open access journal to publish in.



The Shut up and Write writing club continued to be held in 2013, featuring weekly writing sessions to assist postgraduate research students in completing their work. Services like this assist in the completion rates of PhD projects.



Building a Sustainable Library

The Library is working hard to provide a rewarding environment for staff, and introduce efficiencies which will most effectively utilise our resources and reduce the environmental impact of our operations. The excellence of our staff was recognised with positive feedback in the annual Student Satisfaction Survey, and in the awarding of a Career and Professional Development (CAP) Award to Jemima McDonald, Information Services Manager, for her innovative work in developing information literacy programs to improve student learning outcomes.



Going Online

Finding the most efficient and sustainable processes is an ongoing goal for the Library. In 2013, we switched from print to online publishing of the Library's promotional and educational material, introducing environmental savings and greater cost efficiency.

Radio Frequency Identification (RFID)

Keeping our large print collections secure and circulating to our clients is an enormous job, but the introduction of RFID has reduced processing times for many tasks, such as checking in and out books and stocktaking. Previously it took us five years to stocktake our entire collection, but with RFID we achieved this in one year in 2013! This means books get back on the shelf faster and are in the right location at all times, so they are always available

for clients to use. It also leaves more staff available to improve face-to-face services. Our collection management processes will become even more efficient when the LRS begins operation. The LRS will store printed materials in the optimal conditions for long-term preservation and with a much smaller environmental footprint than books stored in a traditional library. Coupled with RFID, it will also increase collection security and reduce the number of missing books which can frustrate our clients.

Staff

These strides towards more online resources and faster collection management reflect a shift in the nature of work. Staff are focused on training and upskilling to adequately perform the new roles that are being introduced with the operation of the LRS.

Maintaining a safe and healthy work environment remained a priority. In 2013 a pilot of standing workstations was tried to improve health and prevent injuries, fatigue and health issues related to sitting at a desk for extended periods of time.

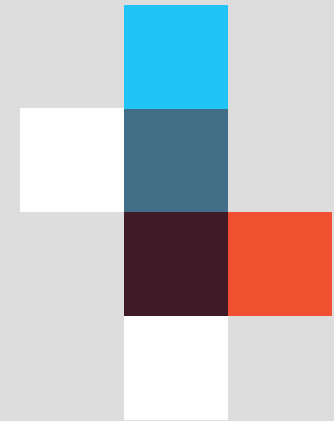


Our staff are at the forefront of library trends and are avid contributors to research in the field. Staff regularly publish in refereed journals and present at industry conferences, earning a strong reputation amongst their colleagues. In 2013 Mal Booth, University Librarian, was invited to present to several international audiences, including the prestigious UTS Shapeshifters Forum. Mal regularly provides insights into library research through [his blog](#).



UTS Library high-level performance indicators

	2013	2012
Facilitate discovery and access to scholarly information		
1. High use material usage (items/student EFTSL)	31.1	31.1
2. Journals cited by UTS scholars in the UTS Library collection (% sampled via Scopus)	90.8%	91.1%
Develop information-related capabilities		
3. Use of online information literacy tools (page views/student EFTSL)	35.1	22.9
4. Participation in information development programs (% total of student EFTSL)	81.7%	79.4%
Promote learning via provision of physical and digital environments		
5. Visits to UTS Library website (average page views/month)	234,404	237,005
6. Visits to UTS Library in person (average visits/month)	100,196	99,195
Enable scholarship		
7. Research consultation assistance to academic staff (% of staff population)	59%	57%
8. Ranking of UTSeScholarship (Webometrics world ranking at January 2014)	71 - Top 5%	141 - Top 10%
9. Visits to UTSePress open access journals (average page views/month)	39,012	30,647
10. UTSeScholarship research collection (scholarly work items)	22,242	20,280
Develop the Library of the Future		
11. Progress against schedule (weeks ahead [+] or behind [-] at end of year)	0	0



PO BOX 123
Broadway NSW 2007

City Campus
CNR Quay St & Ultimo Rd
Haymarket, Sydney

Kuring-Gai Campus
Eton Rd, Lindfield

ISSN: 1449 - 0005
UTS CRICOS PROVIDER CODE: 00099F