

VICTORIA UNIVERSITY

VICTORIA UNIVERSITY LIBRARY 2020 ANNUAL REPORT



THE NEW WAY TO DO UNI

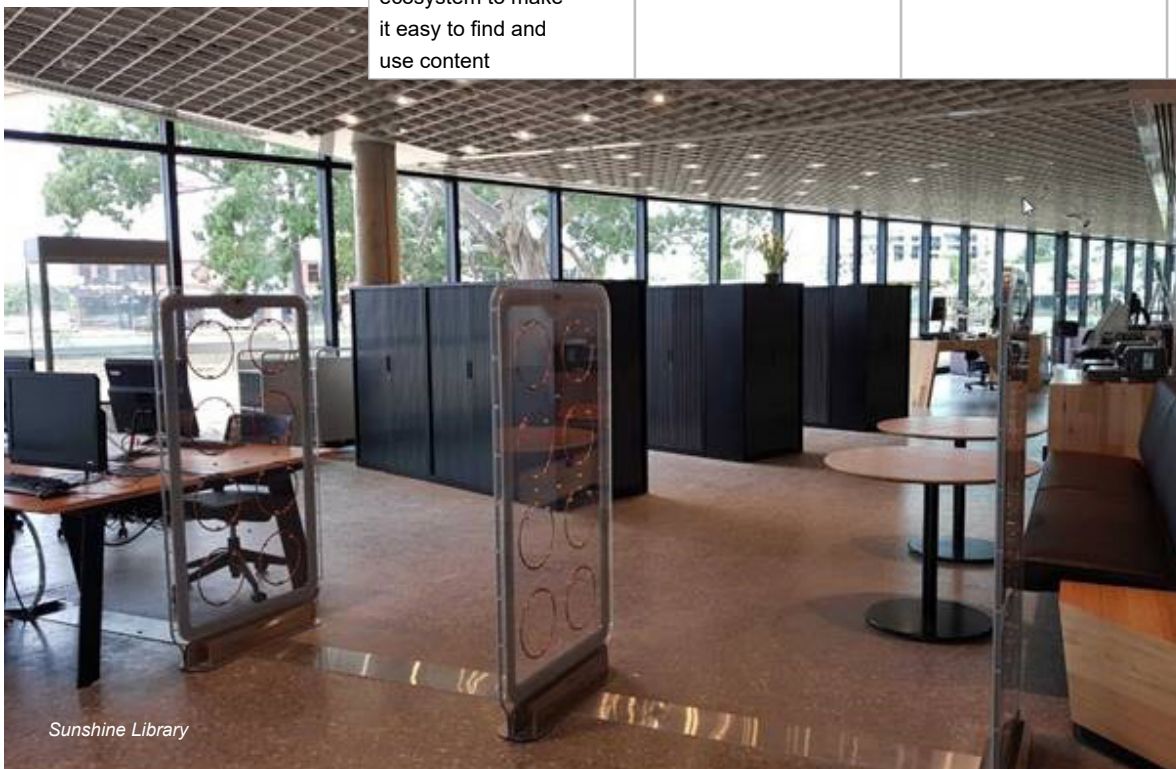


STATEMENT OF INTENT

Victoria University (VU) Library is an integral part of the University's ecosystem and contributes to its moral purpose of transformative and enriching education and research. The Library does this by empowering VU students and staff to discover and access the world's knowledge, and by providing quality Library learning spaces and services that contribute to the student experience beyond the formal learning experience. VU Library has a unique role within the

University, providing specific and quality information facilities, services and resources to benefit the learning, teaching and research experiences of VU students and staff. More than ever, VU Library will apply its agility and expertise while providing value to the University as it moves through its educational transformation, the VU Way:

Discovery & transformation	Opportunity	Success & value	Engagement & support
Enable future-ready graduates through mastery of digital literacies	Work collaboratively to simplify digital systems and interfaces to improve the user experience	Design educational supports fit for the student lifecycle	Provide high quality, blended and flexible educational supports
Maximise research visibility and support data integration	Actively adapt services, systems and resources as the University community's requirements change	Advocate for fair, affordable access to learning and research resources	Support scholarly communication, research impact and data management
Integrate content and learning resources within the flexible and interactive learning ecosystem to make it easy to find and use content	Leverage expertise in licensing and copyright in effective stewardship of content	Assess digital trends in order to respond to changes	Digitally enable collaborative learning and service environments



Sunshine Library

IN PERSPECTIVE

Frances O'Neil

AALIA

*Associate University
Librarian, Education
and Research
Services*



How we worked under COVID

The emerging situation of the coronavirus was already on the University's radar in January 2020. A University critical incident management team had been convened and was meeting daily. By the end of March, the University had closed its campuses, and VU Library closed its physical campus libraries. VU moved to online learning and teaching, and staff working from home to prevent the spread of the virus and continued to operate largely in that mode for the remainder of 2020.

A key feature during the COVID-19 pandemic was that VU Library provided the necessary digital infrastructure that enabled VU students and academics to study and work from home. The Library continued to operate remotely to provide digital resources and digital library services. The latter included the LibChat virtual assistance service, Readings e-reserve support, input to block design and delivery, Library enquiry workshops and 'drop-ins' and online document supply. A limited, on-site document supply service operated from May.

Looking forward to 2021

By the end of 2020 Library planning was well underway to re-open in COVID-safe mode in 2021. While working remotely, we continued forward planning including the development of a refreshed library strategy with an aligned 2021 annual plan that also incorporated actions arising from feedback via the Insync survey on the Library's performance during 2020.

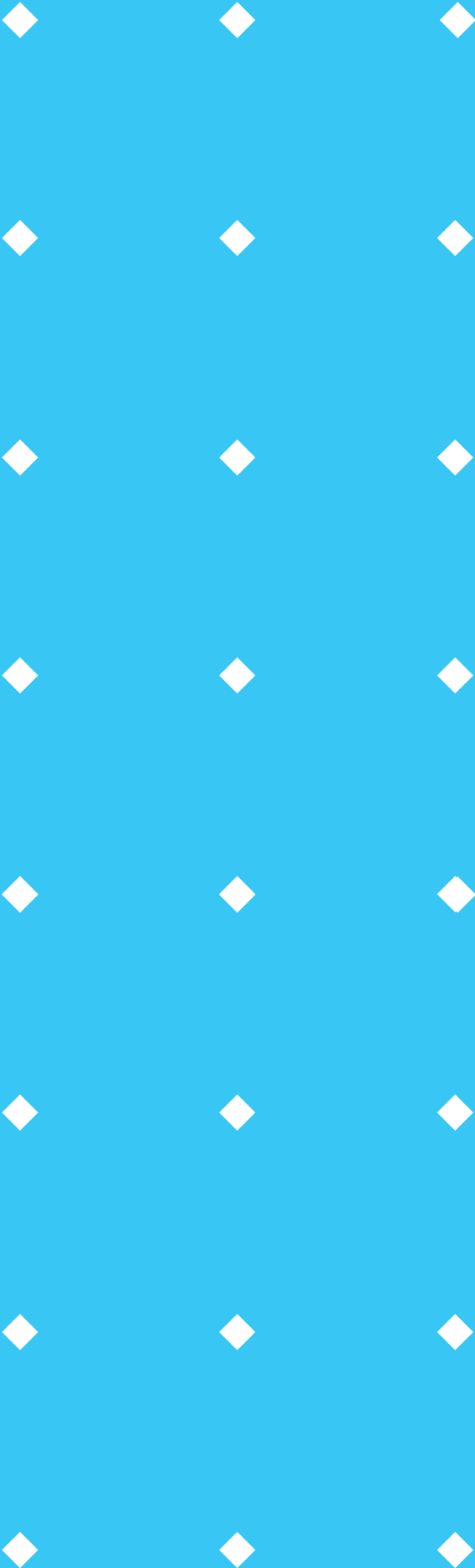
Adrian Gallagher

*Associate University
Librarian, Learning
Resources,
Technology and
Infrastructure*

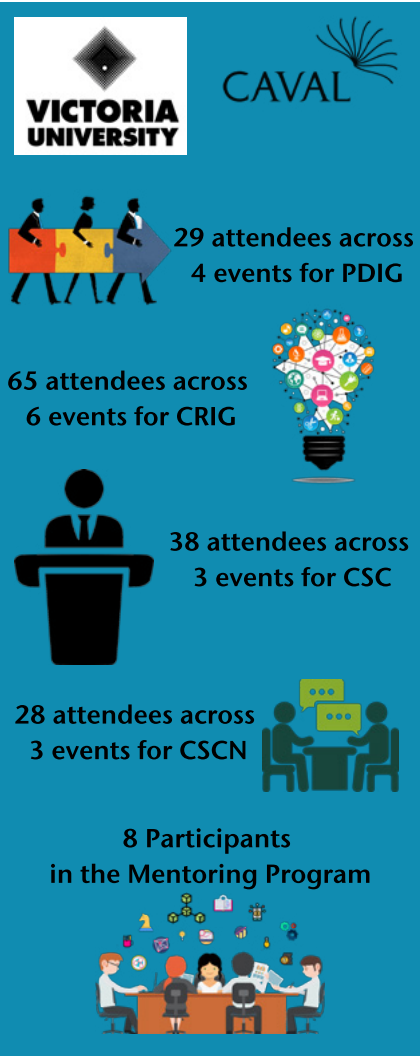


Based on image from Graphic Burger:
<https://graphicburger.com/macbook-air-mockup/>

PEOPLE



PROFESSIONAL DEVELOPMENT



CAVAL MENTORING PROGRAM

VU Library once again participated in the cross-institutional mentoring program in 2020, supporting four staff as mentees and four as mentors, with networking and mentor-mentee sessions held in Zoom. Mentees and mentors reported an elevated level of engagement, with the majority meeting four times or greater.

DIGICHAT

DigiChat (from digital library chat) started as an online training program for LibChat staff. Previous LibChat training was run face-to-face, on campus; this meant that not all staff could attend training due to service desk and LibChat shifts, working hours and commitments. As a result, there was a disparity in service, training, and knowledge amongst staff.

With the onset of COVID-19 and the move to working from home, the time was right to look at online training. Developed by the Campus Libraries frontline management team (Sally Hand, Tracy Dexter-Ingram, Alexandra

Tretiakova, Rachel Neumann and Bec Muir), DigiChat was initially planned as a one-off training program.

By June 2020 the training program had morphed into a three-phase training suite.

The training suite was designed to be flexible and responsive to manager or staff needs. All sessions were recorded to allow staff the flexibility of attending online in person via zoom or being able to review the recorded training session later to suit their schedule.

STAFF GRADUATION

Emeka Anele – Masters of Information Management (RMIT)

VIRTUAL WORK EXPERIENCE

Under COVID-19 working from home conditions, Nadia Ghaly and Alexandra Tretiakova led a small team of VU Library staff to design and deliver a virtual work experience program for a Library & Information Science student. The program was delivered via a range of platforms (email, Zoom, WebEx and MS Teams) and by staff from Campus Libraries, Information Resources & Collection Services and Scholarly Information Services, providing the student with an experience of a wide range of Library activities.



AWARDS & RECOGNITION

VICE-CHANCELLOR'S AWARDS

The 2020 Vice-Chancellor's awards were held in November. Sarika Singh's contribution to the Light Volley VU Team was recognised in a Vice-Chancellor's Citation for Excellence in Engagement, and Frances O'Neil won the Vice-Chancellor's Award for Excellence in Career Achievement in recognition of her significant contributions to VU and the field of librarianship over several years.



Frances O'Neil, Associate University Librarian, received the Career Achievement Award

VU LIBRARY AWARDS

The recipients of the 2020 Library Awards were:

INNOVATION AWARD

The 2020 Innovation award went to the DigiChat Team: Tracy Dexter-Ingram, Sally Hand, Cindy Mohammad, Bruce Stubbs, Alexandra Tretiakova, Nadia Ghaly, Jessica Cork, Enza Panariello, Emeka Anele, Alex O'Connell-Bello, Meg Weller, Cameron Barrie, Angeera Sidaya, Murray Greenway, Peter Loh, Marina Malinovitch, Gabe Thomson, and Peter O'Connell, for the design and implementation of DigiChat, the new frontline LibChat training suite.

OUTSTANDING CONTRIBUTION

The Outstanding Contribution award went to Linda Forbes for outstanding and sustained support of staff, students and curriculum development in the Colleges of Engineering & Science and Sport & Exercise Science. Linda received a number of appreciative nominations including from College of Engineering & Science, First Year College, and Transnational Education for her contributions to their areas.

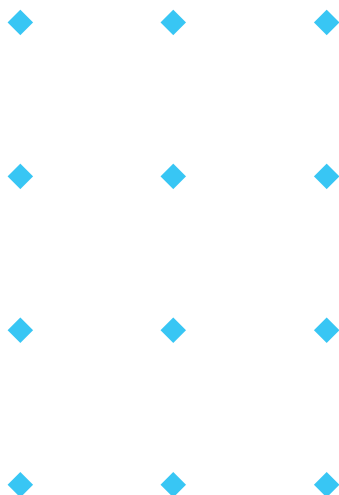
SERVICE AWARD

In 2020 the Service award went to two Library staff members:

Greg Neilsen, for outstanding service and support to clients of the Victoria University Footscray Nicholson Campus Library, and Tom Nemeth for outstanding service and support to clients of the Victoria University St Albans Campus Library. Both Greg and Tom received a number of appreciative nominations from a range of VE and HE teaching staff and students.



In past years, Linda Forbes has helped students at drop-in sessions in the Library.



STAFF ARRIVAL AND DEPARTURES

Rebecca ("Bec") Muir, Manager Libraries West joined the Library while Jenny Comley, Manager Campus Libraries West, left after over 30 years of sterling service and Brian Tyrrell, Manager, Information Resources and Collections Services retired.

Towards the end of 2020, the University initiated a voluntary separation program as one of its approaches to mitigate the adverse effect and impact of the pandemic on University finances. As a result, a sizeable number of Library staff members nominated for voluntary separation. The 17 staff members came from all areas of Library operations: Campus Libraries, Information Resources and Collections; Digital Services and Scholarly Information Services, leaving no area untouched, although the majority worked in Campus Libraries. Their departures reduced the Library establishment by over 24%, from 74 to 56 staff members. Collectively the departing staff represented some 384.5 years of service and corporate knowledge. Their contributions were acknowledged at the November Library staff forum.

LONG SERVICE RECOGNITION

In 2020, the following staff were recognised for long service:

30 Years: Julie Handford

20 Years: Cameron Barrie and Maria Zsok

10 Years: Cindy Mohammad, Dana Kuljanin and Kazimierz Milczarski

NAME	POSITION	YEARS SERVED
Angela D'Souza	Manager Digital & Student Computing Services	33 ½
Marcia Millard	Information Resources Librarian	31
Julie Handford	Scholarly Information Services Librarian	30 ½
Theresa Pfeiffer	Senior Officer Campus Library	29 ½
Pamela Abalo	College Librarian (Arts & Education)	29 ½
Lyn Wade	Collection & Metadata Librarian	29
Maria O'Connell- Bello	Officer Campus Library	27
Siew Mei (Charmaine) Chan	Officer Campus Library	25 ¼
Garry Potter	Manager Campus Libraries	24 ½
Thi-Trang Nguyen	Officer Campus Library	22 ½
Debbie Burns	Officer Campus Library	19
Jessica Cummins	Officer Campus Library	18 ½
Marina Malinovitch	Officer Campus Library	18 ½
Barbara Montenegro	Officer Campus Library	16
Virginia Martin	Librarian	13
Nadia Ghaly	Senior Librarian Campus Library	11 ¾
Linda Forbes	College Librarian	5 ½



PUBLICATIONS AND PRESENTATIONS

Coe, M. & Muir, R. (2020, October 1). *Spanning the boundary: Becoming practitioner-researchers* [Presentation]. Charles Sturt University School of Information Studies Research Retreat. Online.

Kuljanin, D. (2020, September 12). *The current trend of using augmented and virtual reality in academia* [Presentation]. Paradigm Shift Towards Online Libraries During Pandemic. Online.

Kuljanin, D. (2020, September 23). *The application of augmented and virtual reality in publishing and content design* [Presentation]. 2020 VU Virtual Learning and Teaching Symposium. Online.

Kuljanin, D. & Singh, S. (2020, October 30). *Virtual reality in health libraries* [Presentation]. Health Libraries Inc. (HLI) Annual Conference 2020: COVID - 19 Resilience & Service Continuity. Online.

Muir, R. (2020, November 18). *A spot at the table: How can we enact diversity and accessibility in practical service provision?* [Presentation]. CRIG Seminar 2020: Access, Equity and Inclusion. Online.

Muir, R. (2020, October 21). *Five years to thesis: Practice, research, and a PhD* [Presentation]. Deakin Learning and Research Forum. Online.

Muir, R. (2020, July 21). *'I can't wait to meet you': On-boarding in a time of a global pandemic* [Presentation]. CAVAL The New Normal: Reflections on COVID lessons learned. Online.

Muir, R., Thompson, K.M., & Qayyum, A. (2020, October 23). *Disability in the Australian library workforce: A response to the ALIA (Australian Library and Information Association) Workforce Diversity Trend Report 2019* [Presentation]. ALISE Annual Conference: Transforming LIS Education in an Interconnected World. Online.

Muir, R., Thompson, K.M., & Qayyum, A. (2020). 'The Diversity We Seek: A document analysis of diversity and inclusion wording in the Australian library and information sector job advertisements'. *Journal of the Australian Library and Information Association*, 69(4): pp473-495.

Muir, R., Tretiakova, A., Dexter-Ingram, T., & Hand, S. (2020). 'Empowerment through engagement: The frontline training experience'. *CAUL (Committee of Australian University Librarians) Newsletter*. November/December. <https://bit.ly/2HdGQX1>

Murphy, J. (2020, October 19) *Keeping Print Collections in the Mind of the Researcher* [Poster]. eResearch Australasia 2020.

Murphy, J. (2020, October 28) *VU Block model* [Presentation]. CRIG Forum: Something Old, Something New. Online.

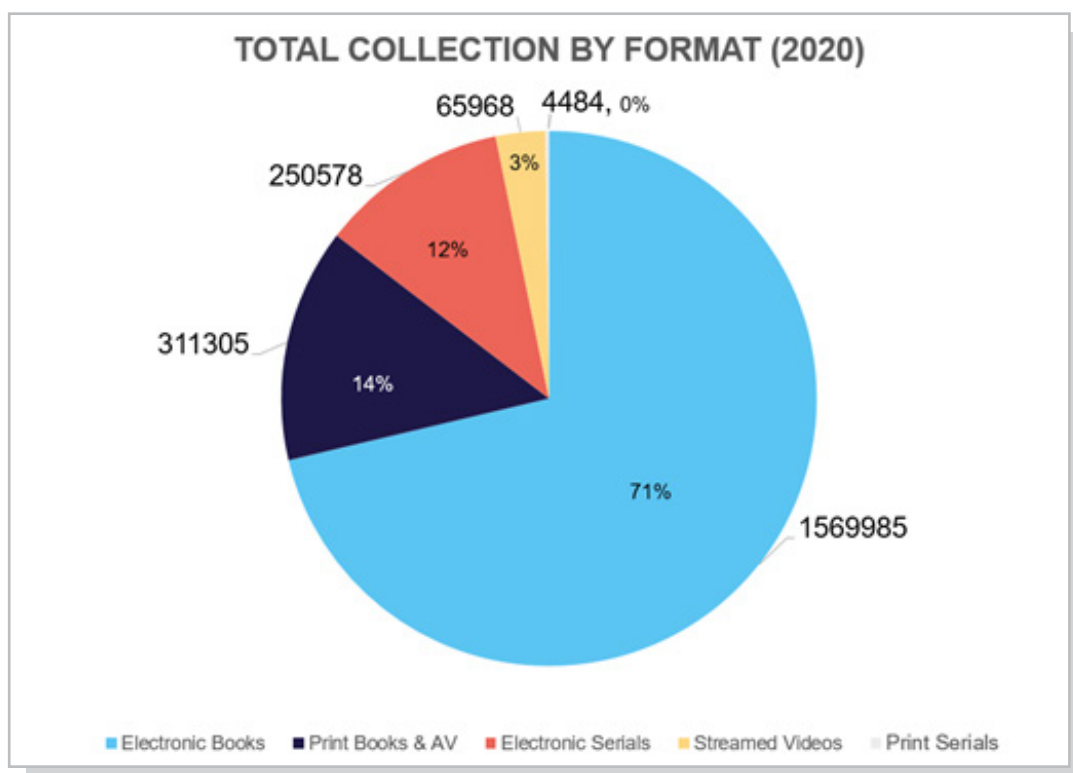
O'Neil, F., Gallagher, A., Murphy, J. & Muir, R. (2020, June 23) *Block mode, digitally supported remote learning, teaching & research & VU Library: people, technology & content*. [Presentation]. CAUL roundtable.

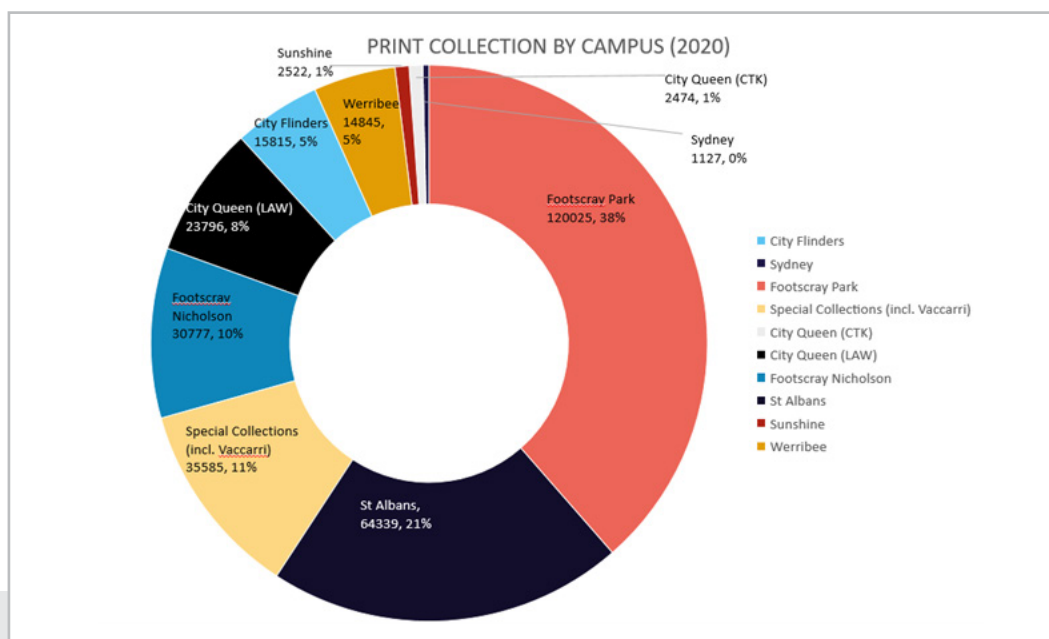
O'Neil, F., Potter, G., Neumann, R. & Muir, R. (2020). 'Calm on the surface'. *Incite* September/October 2020: p23.

A decorative graphic consisting of a 5x3 grid of small, cyan-colored diamonds. The diamonds are arranged in five rows and three columns, with each diamond centered within its respective cell. The background is solid black, creating a high-contrast, minimalist pattern.

LIBRARY ELECTRONIC AND PRINT COLLECTION

The Library's electronic and print collection of resources in 2020 is summarised in the two graphs below representing the whole VU Library collection and are based on bibliographic records. Hence the figures are for the number of titles for each format. This also means that there is no overlap – print titles are on separate records to electronic titles, so they are counted separately. Approximately 86% of VU Library's titles are held in electronic format compared with 70% a year ago. VU has added huge numbers of electronic journal titles to its holdings via increased access to databases and electronic collections.





VU's print collection continues to reflect the steady decline in total holdings of print and the overall transition to a predominantly electronic collection. Every site saw a notable decline in holdings from the 2019 report, bar Special Collections. Footscray Park and St Albans continue to account for the majority of the physical collection at nearly 60% of the total size, or 184,000 holdings.

Withdrawals were impacted by COVID-19, and understandably, almost nothing was withdrawn from the collection after April 2020. There were only 9,800 total withdrawals in 2020, of which 268 were AV. The withdrawal process is being picked back up as the Library staff return to campus in 2021.

"Special Collection" includes the items held in the Special Collections room at Footscray Park, and the Vaccari Collection held at Werribee. There are just over 30,500 items in the catalogue which have been sent to the CARM store.



UNIVERSITY ART COLLECTION

Left: Sandro Chia, *Racolta 2*, Aquatint & etching
Below: Kenneth Noland, *Untitled* (1990) Lithograph

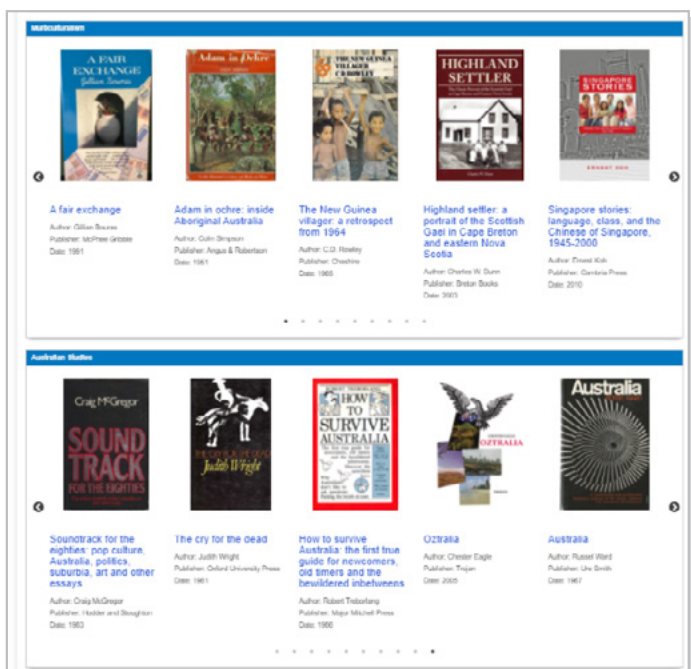


In 2020 the library was fortunate to finalise a large scale donation of works from a former university staff member, Doug Kagi. The collection of 406 prints representing both Australian and international artists with an estimated value over \$650,000 was a timely and generous gift to our cultural collections during a challenging period for the University. In subsequent years we hope to display as many of these works as possible throughout the university precincts knowing that this diverse and high quality selection is sure to resonate with the university community.

SPECIAL COLLECTIONS

PROMOTION AND MANAGEMENT

While on-site access to the Special Collections was restricted in 2020, the online display Your Country in Books provided students the opportunity to discover books associated with various countries represented at VU and celebrate cultural diversity.



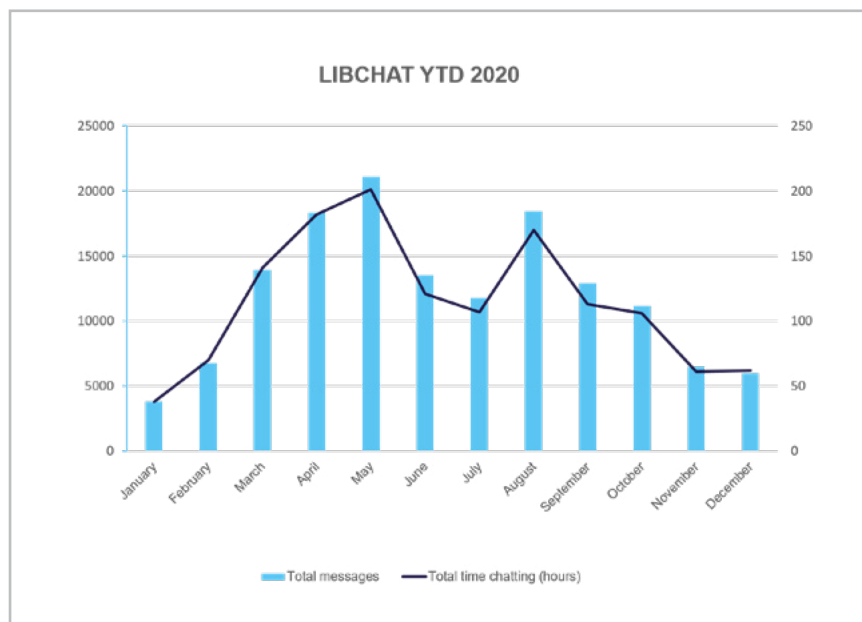
To further explore the Special Collections, students and staff could also view the online exhibition, Books in the Special Collections, which provided a snapshot of the themes within four of the individual Special Collections. Book covers and basic information were provided online, and several of the books had additional links for visitors to the exhibition to gain further understanding of the book itself, the author, or the time in which it was written. The collections highlighted were Ruth & Maurie Crow collection, PNG and the Pacific collection, John & Shirley McLaren collection and The Special Collection.

Collection maintenance activities were curtailed due to restricted access to the campus but during the year the Patrick Wolfe collection webpage was finalised, and collection access arrangements put in place between the Library and the Aboriginal History Archive, Moondani Balluk.

SERVICES

LIBCHAT: MAIN CONTACT POINT

With the Library moving to an online service model, [LibChat](#) became the main way that our users engaged with our Library. This was reflected in statistics, with LibChat receiving 623 more chats during 2020 than 2019 and recording 144,950 chat messages exchanged in total.



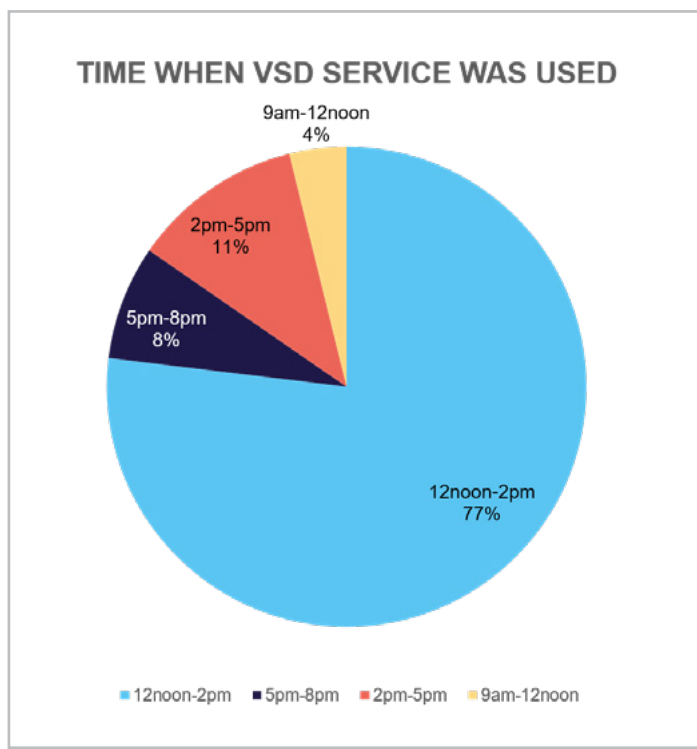
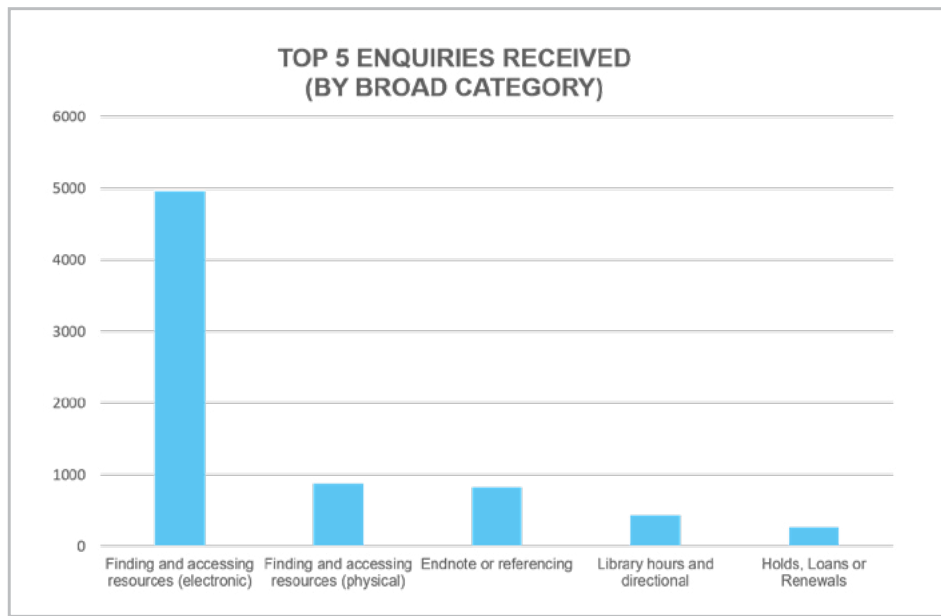
Positive feedback indicated that students and staff appreciated the support and advice provided by LibChat staff as illustrated by the word cloud.

WHAT USERS ASKED

Towards the middle of the year we implemented the LibChat Tagging Project to address a limitation of the LibChat service - we had no information on what was being asked, by whom, or when. Under the leadership of Bruce Stubbs, the LibChat Tagging Team of Bruce, Maria Zsok and Enza Panariello added tags (metadata) to chat enquiries, and all LibChat staff were soon trained to add tags to their own chats.

These tags revealed that over 2020, we were not only more likely to receive questions about accessing or finding electronic resources (with 4,961 chats received about this question) but that these questions were slightly more likely to be about accessing or finding electronic journals (1,465), than they were to be about e-books (1,258). These tags also revealed that, surprisingly, over lockdown Library staff still received over 800 chats that related to finding or accessing physical items, such as books (681).

The LibChat Tagging Project also revealed that we received more questions about the APA Referencing Style than any other referencing style.



VIRTUAL SERVICE DESK TO ENHANCE USER EXPERIENCE

While LibChat continued to meet students' needs for information assistance, there was a perception that the email/chat-based service might be insufficient in the COVID-19 environment. Subsequently the Library introduced a new initiative – the Virtual Service Desk (VSD). The VSD aimed to augment LibChat to enhance user experience by allowing users to segue from a LibChat query to a Zoom meeting consultation space to discuss their information assistance needs. This allowed for a more in-depth interaction.

The 'Share Screen' functionalities of Zoom enabled live demonstration of key capabilities such as how to navigate e-books and the library 'search' function. In this way the consultation replicated a physical service desk experience, and as a result the VSD has continued to supplement VU Library's digital offerings via a free flowing exchange and the ability to 'show not tell'. Approximately 5% of LibChat sessions segued to Zoom consultations, and the service was predominately used during 12 noon to 2pm period.

ONLINE WORKSHOPS AND DROP-INS

To support remote learning and teaching, VU Library offered [online workshops and drop-ins](#) to students and staff. All students (TAFE, undergraduate and postgraduate from each discipline area) could attend online drop-ins for help with research and referencing, and Law and Health and Biomedicine students could also talk with librarians via Zoom. New and continuing students could join 'Get to know your online Library' sessions via Zoom for an online library tour, and build their skills by attending online workshops about academic integrity, academic inquiry and digital citizenship.

Likewise, weekly online drop-ins were scheduled for staff to ask a librarian questions about teaching resources, copyright issues, e-books, professional development learning resources and streaming videos. A series of [online sessions](#) for staff were scheduled in May to highlight the library resources and services available to support staff in their work.

DOCUMENT SUPPLY SERVICE ON-SITE

While the rest of the University and VU Library continued to study and work remotely, the Library was given approval to resume a limited document supply service from Footscray Park campus in May. Two days a week two staff members Phung Tran and Emeka Anele facilitated interlibrary loan (hard copy) requests and scanning print for readings lists for teaching and research. A COVID-safe process for the on-site service including handling of materials, was established and monitored closely as Melbourne faced ongoing restrictions on on-site work.

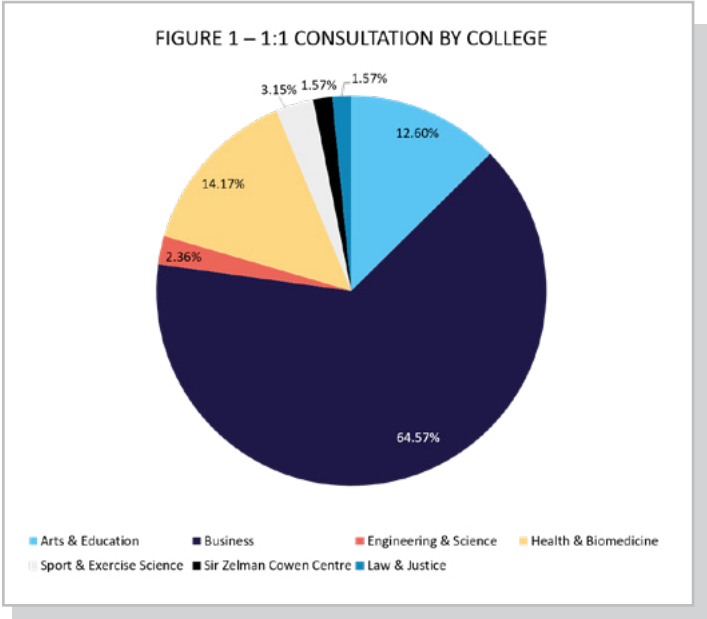
Students could join library online workshops and drop-ins.



RESEARCH AMBASSADOR PROGRAM

The Research Ambassador Program ran from the start of March through to mid-December 2020. Three graduate research students were employed to work as [Research Ambassadors](#) during this time. Due to the impact of COVID the Research Ambassadors offered online appointments only from March 2020, which while enabling appointments to be made at a mutually convenient time, also provided an opportunity to test the suitability of providing online only support. The move to providing this service completely online worked well, making it more responsive and flexible to client needs, but was less suited to the delivery of technical support such as advising on complex methods in SPSS.

Figure 1 shows the breakdown of 1:1 consultations by College. Students from the College of Business were once again the biggest users of the service accounting for over 64% of the overall consultations with the next closest being the College of Health & Biomedicine with around 14%.



BLOCK DESIGN AND DELIVERY

While undergraduate block design and delivery came to a formal conclusion in 2020, postgraduate blocking continued. Over the years, Librarians have been involved in unit design and development processes providing resource options and suggestions of discipline-based learning objects for academic inquiry skill development.



TRANSNATIONAL EDUCATION ONLINE PROGRAM

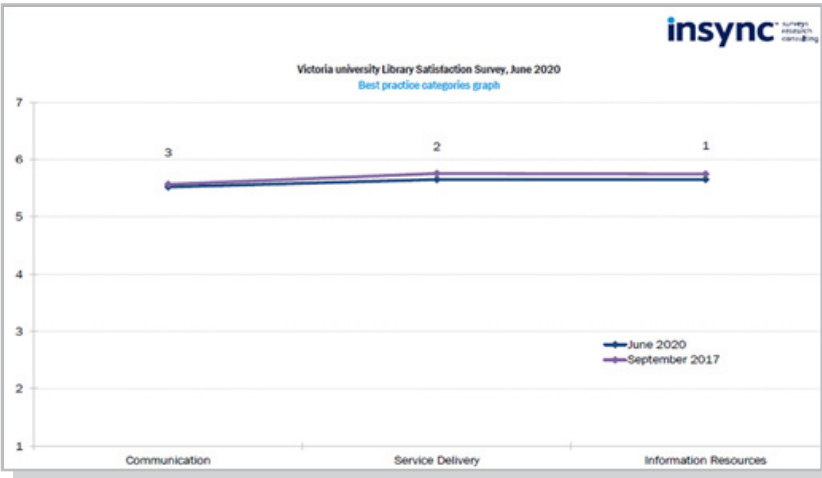
Usually, China staff travel to Melbourne once a year for a three-week professional development program and VU Library has been part of this VU TNE (Transnational Education) program since it started in 2014. With Covid-19 the program went online and involved up to 60 staff from three China sites situated in Henan, Liaoning and Beijing. The College Librarians Linda Forbes and Lou Connell collaborated with VU's TNE office to ensure that the program matched the teachers' needs and interests and created two sessions: one on Library services and resources for offshore staff and students, and another session on academic integrity. The sessions involved hands-on activities and collegial knowledge sharing on each aspect covered.

RESOURCES

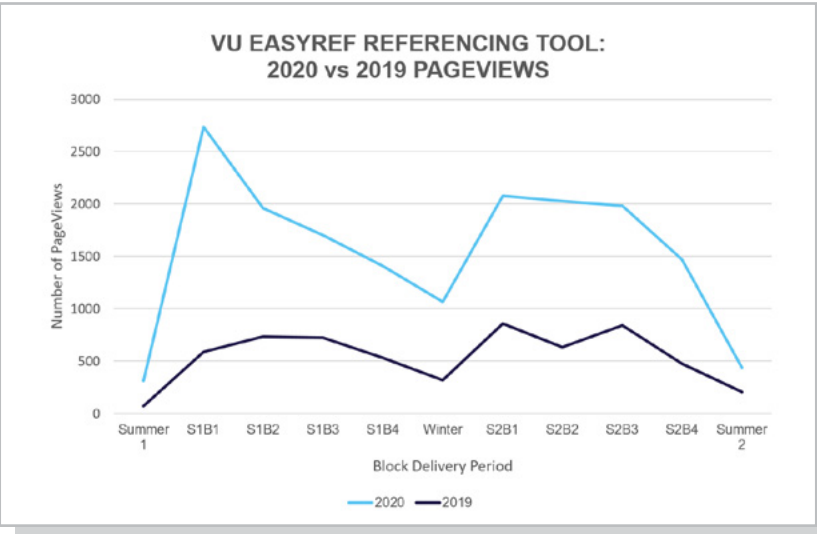
ACCESSING RESOURCES: LIBRARY PERFORMANCE FEEDBACK

Within the quality framework of continuous improvement, and over several years, Victoria University Library has used the Insync satisfaction survey instrument to obtain performance feedback from VU students and staff, providing the Library with a sustained and systematic approach to identifying and prioritising improvement of its facilities, resources, and service provision. In 2020, under COVID-19 and with the Library as a digital-only operation, the Library Management Team decided to run the survey under the changed conditions, even though the abbreviated survey made it problematic to benchmark with other Australian and New Zealand libraries in the dataset.

There were several changes to the 2020 survey, particularly due to a considerable number of questions relating to Library facilities, including opening hours, being removed from the survey to focus on the digital Library service. While survey feedback overall endorsed the Library's ability to run in this mode, there continue to be some issues with learning resources access and discovery to be addressed by the Library.



LIBRARY GUIDES AND VU EASYREF



Several suites of [Library Guides](#) are maintained to support learning, teaching and research at Victoria University. The suites of guides are Library course guides, Library unit guides, Referencing guides, 'How to' guides, Researcher Guides, and Staff guides. The Referencing guides were regularly updated with text and video content to support students in developing skills. The use of the VU Harvard, APA, IEEE, Oxford and AGLC4 referencing guides continued to grow.

[VU EasyRef](#) is an easy-to-use, interactive referencing tool with examples on how to reference using VU Harvard, APA, IEEE, Oxford and AGLC4 referencing styles. VU EasyRef which is accessible on a mobile or computer recorded a substantial increase in use in 2020 compared to 2019.

SPECIAL LIBRARY GUIDES

A special Library Guide was created in 2020 following the Black Lives Matter movement. The guide [Black Lives Matter](#) was a collaboration with Moondani Balluk, Connected Learning and the Library, and provided a platform to promote Library resources to facilitate cultural awareness education, resource the Statement against systemic racism, and enhance teaching resources broadly.



Maybe Tomorrow by Boori Monty Pryor; Meme McDonald

ISBN: 9781742372440

Publication Date: 2010

From the Aboriginal fringe camps of his birth to the catwalk, basketball court, DJ console and more. This is a new anniversary edition of Boori Monty Pryor's life, his pain, his joy and his hopes, and is as powerful now as it was when it was first published in 1998.



Growing up Aboriginal in Australia by Anita Heiss

ISBN: 9781863959810

Publication Date: 2018

Childhood stories of family, country and belonging What is it like to grow up Aboriginal in Australia? This anthology, compiled by award-winning author Anita Heiss, showcases many diverse voices, experiences and stories in order to answer that question. Accounts from well-known authors and high-profile identities sit alongside those from newly discovered writers of all ages. All of the contributors speak from the heart - sometimes calling for empathy, oftentimes challenging stereotypes, always demanding respect.



The Aboriginal Tent Embassy by Gary Foley (Editor); Andrew Schaap (Editor); Edwina Howell (Editor)

ISBN: 9780415538701

Publication Date: 2013

The 1972 Aboriginal Embassy was one of the most significant indigenous political demonstrations of the twentieth century. What began as a simple response to a Prime Ministerial statement on Australia Day 1972, evolved into a six-month political stand-off between radical Aboriginal activists and a conservative Australian government. The dramatic scenes in July 1972 when police forcibly removed the Embassy from the lawns of the Australian Houses of Parliament were transmitted around the world.

Library Library guides Finding resources Multicultural Week 2020

Finding Resources: Multicultural Week 2020

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Multicultural Week 2020

MULTICULTURAL WEEK 2020

About

Expand your knowledge in Multicultural Week 2020

Learn more about the languages, customs, and spirituality of the cultures represented in the events and activities as part of Multicultural Week 2020. Watch a movie or read an electronic book from the VU Library. Books and most videos are accessed through the VU Library and you will need to authenticate as a student or staff member.

Videos

The Danger of a Single Story - Novelist Chimamanda Adichie tells the story of how

The Urgency of Intersectionality - Kimberlé Crenshaw uses the term "Intersectionality" to

Another Special Library Guide was created for [Multicultural Week 2020](#) for VU students and staff to expand their cultural knowledge. The guide provided access to movies and e-books about the languages, customs, and spirituality of the various cultures represented at VU.

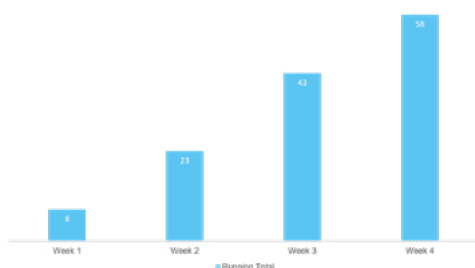
VU SEARCH KIT

The VU Search Kit was created to better support our students and staff online in their information discovery. Developed from the Deakin Search Kit, the VU equivalent provided help for users to identify their keywords and search across multiple databases, including saving their searches. The Kit was adapted by Sally Hand and Bruce Stubbs and made available online on the Finding Resources LibGuide – see [First Steps - Planning your Search](#) and Journal Articles - [VU Database Search Features](#).

OPEN ACCESS PUBLICATIONS

The focus of VU Library's 2020 Open Access activities was a target of 50 Open Access publications to be added to the [VU Research Repository](#) during October. The target was met and exceeded through the efforts of the Repository and other library staff who ran online presentations on Open access topics, and through the establishment of an institutional [Open Access Yammer Group](#). The online sessions were well attended and had good engagement from the participants.

OPEN ACCESS PUBLICATIONS ADDED IN OCTOBER



A decorative graphic consisting of a grid of small, light blue diamonds arranged in three rows and three columns on a black background. The diamonds are positioned at the intersections of the grid lines.



SYSTEMS AND TECHNOLOGIES

LAPTOP LOANS TO STUDENTS IN NEED

When the University moved to online learning and teaching, a few students needed additional technological support for their online studies. At the same time, the University was also establishing its student relief fund where the main demand has been for housing, followed by technology. In this context, considering its campus libraries were closed, VU Library quickly established a process for lending its student laptops for extended periods to students in need. Garry Potter and Rachel Neumann established the process for managing student requests, and Peter Loh attended on-site to charge and discharge equipment to students.

IMPROVED ACCESS TO THE DIGITAL LIBRARY

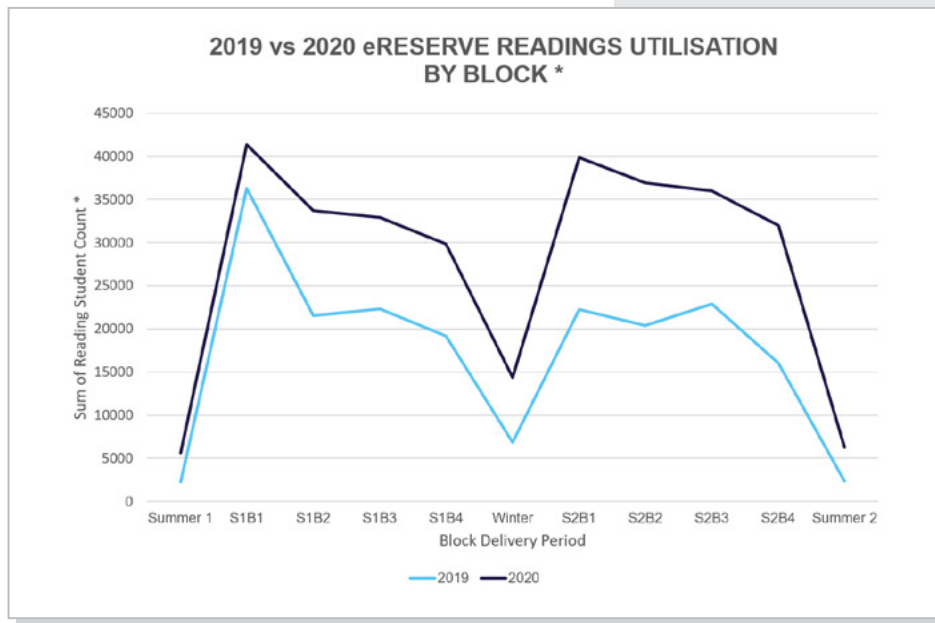
In the first quarter of 2020 the Library successfully implemented a new authentication layer aimed at improving access to digital resources. The application of Open Athens/ Fulltext Finder provided a more seamless way of allowing authenticated VU users access to digital library resources with the promise of advanced analytics on usage and user groups. Fulltext Finder was also added as the new library link resolver and a tool for organising our electronic resources provided closer alignment with our EBSCO Discovery layer (EDS).

DEVELOPING THE VU RESEARCH REPOSITORY

Major project work was undertaken throughout 2020 to improve the [VU Research Repository](#), particularly a re-design of the interface with a focus on improving usability, the identification of open access content and a refresh of the current brand. A prototype was ready in November 2020 to be released in 2021. Compliance assessment was also a priority in 2020, with an audit of grant compliance focused on the proportion of publications available on the repository which were funded by those research bodies (ARC, NHMRC) who mandated making grant funded research outputs open access to the public.

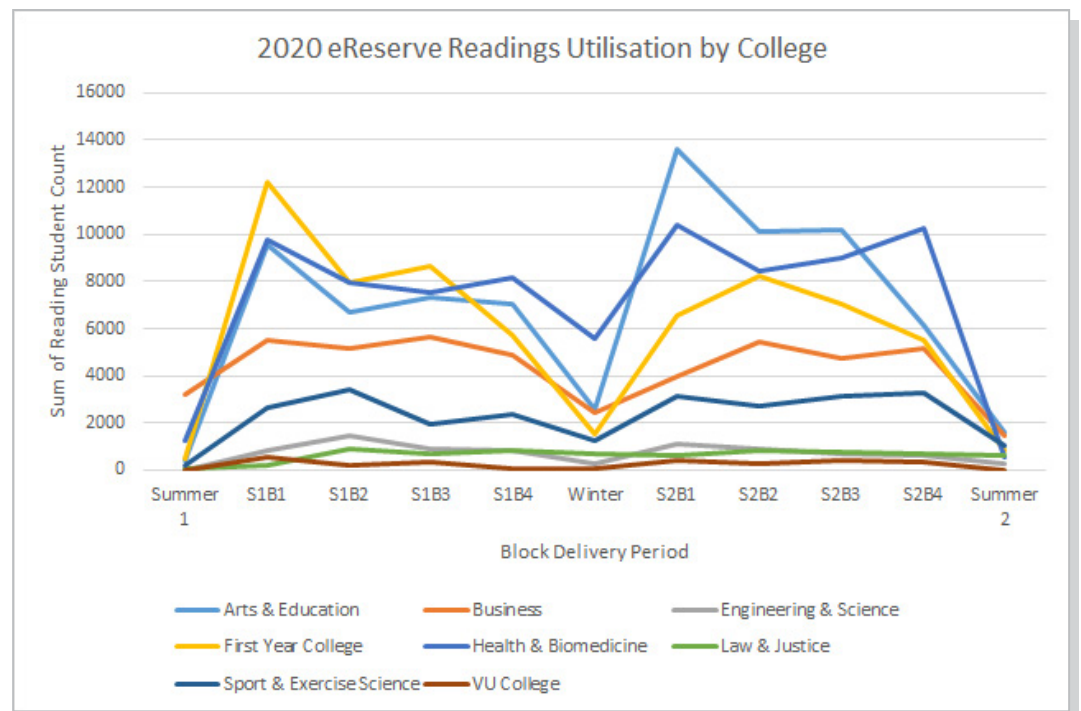
INCREASED USE OF READINGS

The tool Readings provides students access to online material in units for required and optional readings. Students are provided with a consistent and organised interface for their unit readings. The tool allows teaching staff to store, review, organise and share student readings within VU Collaborate, and comply with copyright requirements. Here is a representation of student Readings utilisation in 2020 compared with 2019.



2020 College Breakdown

Note that the data do not consider the number of units taught, or students per College, but do indicate the expected trends. First Year College, Health & Biomedicine, and Arts & Education have the highest student utilisation.

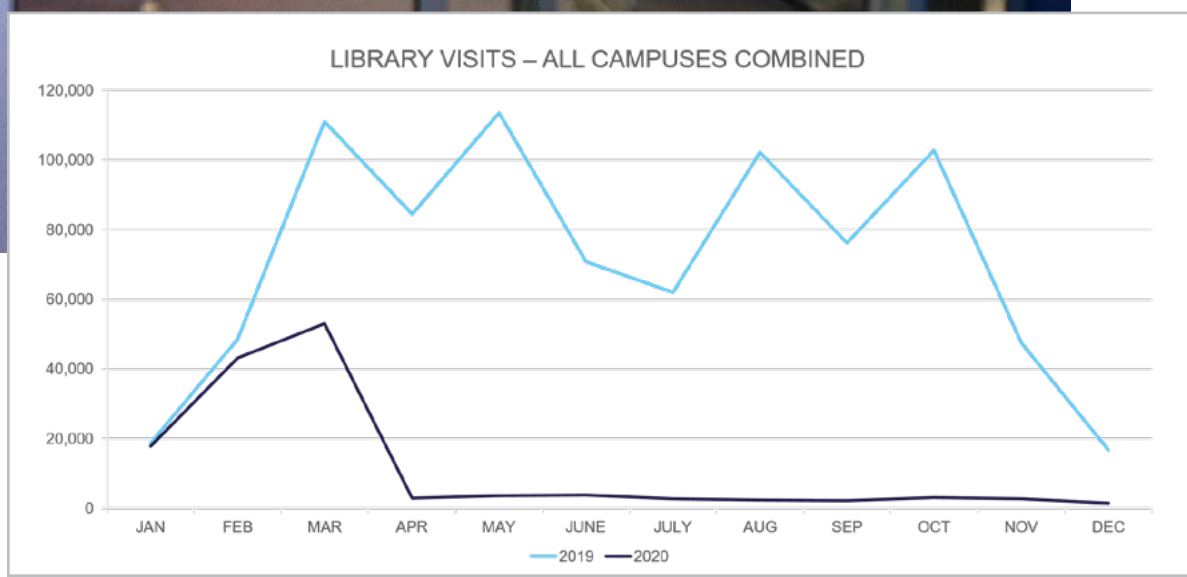


SPACES

CLOSED TO PUBLIC ACCESS

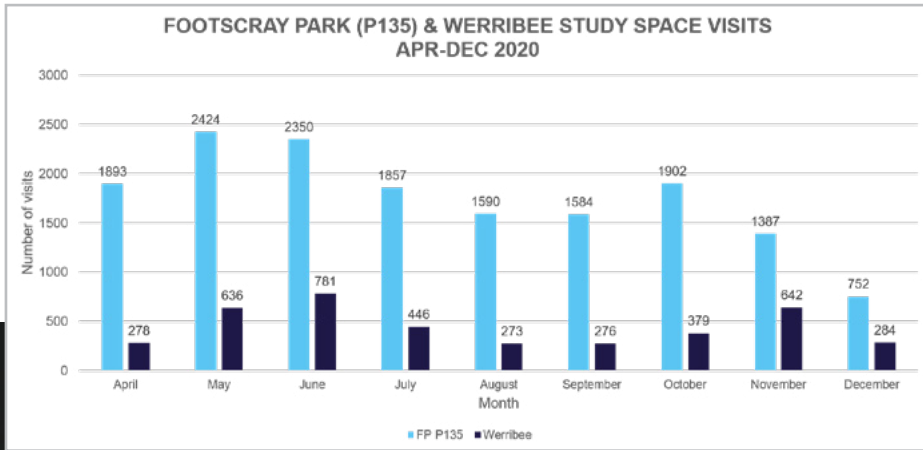
VU Library spaces, its campus libraries and print collections, were closed to public access from the end of March 2020 and did not re-open for the remainder of 2020. The lack of access to the physical collection comprised less than 5% of unfavourable comments in the feedback from the Insync satisfaction survey.

All campus libraries including Werribee Library (pictured here) were closed.

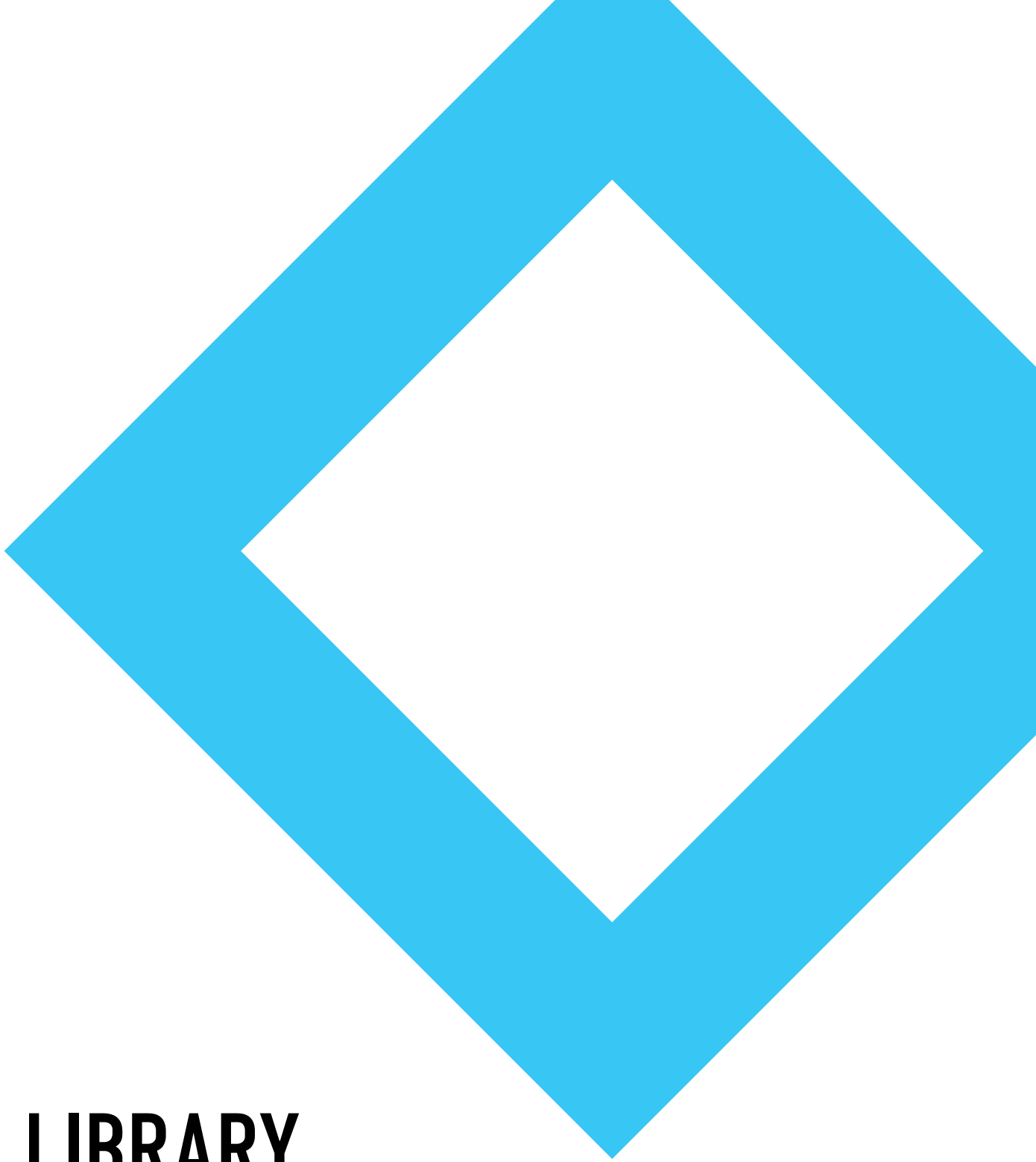


STUDY SPACES FOR STUDENTS IN NEED

For the duration of 2020 and while the University was closed, VU Library retained three study spaces on-site (City Flinders – Level 9; Footscray Park – Building P, level 1 and Werribee – Building 1, ground level, Library space) for students with insufficient access to the internet, PCs and/or printing. The spaces offered communal study spaces and access to technology that might not have been available to learners at home. Usage data below indicates the importance and value of retaining access to University facilities for some students.



Students with insufficient access to the internet, PCs and/or printing could access the study space at level 1 of Building P at Footscray Park campus.



VU LIBRARY IN NUMBERS



VU LIBRARY IN NUMBERS

TABLE ONE: FINANCIAL SUMMARY

Budget	2017	2018	2019	2020
Information resources (books, eBooks, back-sets)	\$2,546,780	\$2,616,335	\$2,703,515	\$1,953,810
Information resources (current journals)	\$3,548,500	\$3,557,207	\$3,591,903	\$3,637,274
Total Information resources expenditure	\$6,095,280	\$6,173,542	\$6,295,418	\$5,591,084
Copyright non-salary expenditure	\$801,823	\$800,652	\$684,510	\$706,614
Depreciation	\$2,914,038	\$2,676,840	\$2,787,397	\$2,869,281
Other non-salary expenditure	\$897,179	\$837,443	\$829,326	\$1,283,488
Total non-salary expenditure	\$7,794,282	\$7,811,637	\$7,809,254	\$7,581,186
Library salary expenditure	\$7,429,078	\$7,388,168	\$7,324,496	\$7,001,710
Copyright salary expenditure	\$68,730	\$71,703	\$75,081	\$78,459
Total salary expenditure	\$7,497,808	\$7,459,871	\$7,399,577	\$7,080,169
TOTAL	\$15,292,090	\$15,271,508	\$15,208,831	\$14,661,355

TABLE TWO: STATISTICAL SUMMARY

Facilities & Equipment	2017	2018	2019	2020
Libraries	7	7	7	7
Library visits	1,081,327	979,060	854,298	139,182
Seats/study spaces	2,637	2,694	2,694	2,694
Library resources (collection) size				
Books, DVDs, CDs, Kits	365,076	353,174	323,537	311,305
eBooks ¹	880,685	840,556	1,520,085	1,569,985
Streamed videos	68,808	64,550	89,512	65,698
Print Journal titles	4,683	4,621	4,512	4,484
Electronic Journal titles	81,371	83,723	107,810	250,578
Journal titles ²	86,054	88,344	112,322	255,062
VU Research Repository full-text downloads	551,251	749,634	549,672	457,477
VU Research Repository open access full text	5,163	5,664	6,461	7,211
Resources Usage				
First time print loans (including non-students)	44,707	35,366	40,119	8,420
Total loans and renewals	167,805	137,058	139,182	30,859
Total eBook downloads ³	1,774,876 ⁵	2,656,362	4,187,984	1,900,395
Full-text journal downloads ⁴	1,636,225	1,421,036	1,155,304	1,293,755
Library website visits	747,944	568,163	575,251	541,613
Resources Sharing				
Total items received	5,773	4,272	3,180	1,277
Total items supplied	5,301	5,132	2,733	695

CLIENT COMMUNICATION

TABLE THREE: CLIENT COMMUNICATION

Communication Services usage	2017	2018	2019	2020
Telephone enquiry service	1,851	1,296	1,362	1,225
Email enquiry service (LibAnswers)	441	377	375	540
Chat enquiry service (LibChat)	3,543	6,706	10,097	10,632

¹ eBook titles accessible, including free, purchased and subscriptions

² Journal titles accessible – both print and electronic

³ Total downloads of chapters or full books from subscribed and owned eBooks

⁴ Full text article downloads from a selection of Library databases

⁵ The 2017 figure has been recalculated using the methodology introduced in 2018

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